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**Community Safety Committee**

**Anderson Room, City Hall  
6911 No. 3 Road**

**Tuesday, May 12, 2015  
4:00 p.m.**

Pg. #      ITEM

**MINUTES**

**CS-4**      *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on Tuesday, April 14, 2015.*



**NEXT COMMITTEE MEETING DATE**

Tuesday, June 9, 2015, (tentative date) at 4:00 p.m. in the Anderson Room

**LAW AND COMMUNITY SAFETY DIVISION**

- 1. COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – MARCH 2015**  
(File Ref. No.) (REDMS No. 4556252)

**CS-27**

**See Page CS-27 for full report**

*Designated Speaker: Ed Warzel*

**STAFF RECOMMENDATION**

*That the staff report titled Community Bylaws Monthly Activity Report – March 2015, dated April 22, 2015, from the General Manager, Law and Community Safety, be received for information.*



Pg. #

ITEM

2. **RCMP'S MONTHLY REPORT - MARCH 2015 ACTIVITIES**

(File Ref. No. 09-5000-01) (REDMS No. 4544502 v. 2)

CS-34

[See Page CS-34 for full report](#)

*Designated Speaker: Supt. Renny Nasset*

STAFF RECOMMENDATION

*That the report titled RCMP's Monthly Report - March 2015 Activities, dated May 4, 2015 from the Officer in Charge, Richmond RCMP, be received for information.*



3. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – MARCH 2015**

(File Ref. No. 09-5000-01) (REDMS No. 4559289)

CS-52

[See Page CS-52 for full report](#)

*Designated Speaker: Fire Chief John McGowan*

STAFF RECOMMENDATION

*That the staff report titled Richmond Fire-Rescue Monthly Activity Report - March 2015, dated April 20, 2015 from the Fire Chief, Richmond Fire-Rescue, be received for information.*



4. **BRITISH COLUMBIA EARTHQUAKE PREPAREDNESS CONSULTATION REPORT**

(File Ref. No. 09-5126-20-01) (REDMS No. 4559378 v. 3)

CS-63

[See Page CS-63 for full report](#)

*Designated Speaker: Deborah Procter*

STAFF RECOMMENDATION

*That a letter be sent to the Members of Parliament and Members of the Legislative Assembly for the City of Richmond, requesting that the recommendations and key actions contained in the British Columbia Earthquake Preparedness Consultation Report, dated December 2014, be acted upon.*



5. **EMERGENCY COMMUNICATIONS SERVICE DELIVERY IN BRITISH COLUMBIA - STRATEGIC VISION AND DISCUSSION PAPER FROM THE MINISTRY OF JUSTICE**

(File Ref. No. 09-5130-01) (REDMS No. 4570329 v. 2)

CS-77

See Page CS-77 for full report

*Designated Speaker: Fire Chief John McGowan & Anne Stevens*

**STAFF RECOMMENDATION**

- (1) *That the staff report titled Emergency Communications Service Delivery in British Columbia – Strategic Vision and Discussion Paper from the Ministry of Justice be forwarded to the Ministry of Justice, in response to their request for written feedback by May 15, 2015 and Metro Vancouver and UBCM for information; and*
- (2) *That the Ministry of Justice be advised that the City of Richmond would be pleased to participate in further consultation and stakeholder meetings.*



6. **FIRE CHIEF BRIEFING**

(Verbal Report)

*Designated Speaker: Fire Chief John McGowan*

Items for discussion:

- (i) *Summer Safety*
- (ii) *Doors Open Richmond*
- (iii) *Tim Horton Camp Day*

7. **RCMP/OIC BRIEFING**

(Verbal Report)

*Designated Speaker: Supt. Renny Nessel*

Items for discussion:

- (i) *Police Week*

8. **MANAGER'S REPORT**

**ADJOURNMENT**





## Community Safety Committee

Date: Tuesday, April 14, 2015

Place: Anderson Room  
Richmond City Hall

Present: Councillor Bill McNulty, Chair  
Councillor Derek Dang  
Councillor Ken Johnston  
Councillor Alexa Loo  
Councillor Linda McPhail

Also Present: Councillor Carol Day

Call to Order: The Chair called the meeting to order at 4:00 p.m.

### MINUTES

It was moved and seconded

*That the minutes of the meeting of the Community Safety Committee held on Tuesday, March 10, 2015, be adopted as circulated.*

**CARRIED**

### NEXT COMMITTEE MEETING DATE

Tuesday, May 12, 2015, (tentative date) at 4:00 p.m. in the Anderson Room

### DELEGATION

1. With the aid of a PowerPoint presentation (attached to and forming part of these minutes as Schedule 1), Aaron Harnden, Unit Leader, Royal Canadian Marine Search and Rescue (RCMSAR) Station 10 updated Committee on the RCMSAR's activities.

## Community Safety Committee

Tuesday, April 14, 2015

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In response to queries from Committee, Mr. Harnden provided the following information:

- the RCMSAR has approximately 44 members;
- 10 members joined the RCMSAR in 2014, with six members completing the training program; approximately 17 individuals have enrolled for the 2015 training session;
- the closure of the Kitsilano Canadian Coast Guard search and rescue station has had little effect on the number of calls to the RCMSAR;
- in addition to boating safety courses offered by the Canadian Power and Sail Squadrons, the RCMSAR is exploring opportunities to conduct pleasure boating safety education and checks at the Britannia and Imperial Landing docks; and
- incident reports are provided to the Joint Rescue Coordination Centre in Victoria (JRCC); the JRCC report any suspicious activity to the appropriate authorities.

## PRESENTATION

2. Victor Wei, Director, Transportation, accompanied by Corporal Tony Bernard, Traffic Unit, Richmond RCMP, presented on new traffic counter units, noting that the units have a 98% accuracy rating and will be (i) mounted on City light standards, (ii) programmed to record traffic volume, speed, distances between vehicles, and other data, and (iii) used to assist in traffic enforcement. He further noted that two units, costing approximately \$5,000 per unit, have been purchased; upon completion of the trial period, it is anticipated that an additional four to six units will be obtained.

In reply to queries from Committee, Mr. Wei provided the following comments:

- two initial sites for the use of the traffic counter units will be along Steveston Highway and Garden City Road;
- the selection criteria included (i) installation safety, (ii) favourable feedback from other jurisdictions, and (iii) cost;
- the units are widely used throughout the United Kingdom, United States, and Canada;
- staff anticipate approaching the Insurance Corporation of British Columbia to explore cost sharing opportunities for future purchases;
- the units are expected to have a life span of approximately 20 years; and

**Community Safety Committee**  
**Tuesday, April 14, 2015**

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- the public will be informed on the new traffic counter units and their use in traffic enforcement through various communication mediums.

**LAW AND COMMUNITY SAFETY DIVISION**

**3. COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – FEBRUARY 2015**

(File Ref. No.) (REDMS No. 4523351 v. 5)

Discussion ensued regarding the potential for residents to appeal the designation of “dangerous dog” as per Animal Control Regulation Bylaw No. 7932. It was suggested that the matter be referred to staff to explore practices of other municipalities as it relates to an appeal process for a dangerous dog registration and report back to Committee.

The Chair referenced correspondence from a resident, dated April 12, 2015, related to an unsightly premise on Sealord Place (copy on file, City Clerk’s Office), and staff was directed to update Council on the matter.

It was moved and seconded

*That the staff report titled Community Bylaws Monthly Activity Report – February 2015, dated March 13, 2015, from the General Manager, Law & Community Safety, be received for information.*

**CARRIED**

**4. RICHMOND FIRE-RESCUE – FEBRUARY 2015 ACTIVITY REPORT**

(File Ref. No. 09-5000-01) (REDMS No. 4533713)

It was moved and seconded

*That the staff report titled Richmond Fire-Rescue – February 2015 Activity Report, dated March 16, 2015, from the Fire Chief, Richmond Fire-Rescue, be received for information.*

**CARRIED**

**5. RCMP'S MONTHLY REPORT - FEBRUARY ACTIVITIES**

(File Ref. No. 09-5000-01) (REDMS No. 4528219 v. 2)

In reply to queries from Committee, Inspector Sean Maloney, Richmond RCMP, advised that, while mailbox theft is a Lower Mainland issue, Richmond has not been identified by Canada Post as an area of significant concern. Additionally, Insp. Maloney advised that arrests made in March 2015 have further reduced mailbox theft in Richmond.

## Community Safety Committee

Tuesday, April 14, 2015

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Discussion ensued regarding (i) the need for public education related to running red lights, and (ii) reports of attendants at a local gas station requesting credit card personal identification numbers from customers. Insp. Maloney commented that the matters would be investigated and the information provided to Committee.

In response to queries from Committee, Superintendent Renny Nesset, Officer in Charge (OIC), Richmond RCMP, advised that graduates from the RCMP Youth Academy are presented certificates from the Superintendent of Schools and himself. Regarding Auxiliary Constables' involvement in the Drug Abuse Resistance Education (D.A.R.E.) program, Supt. Nesset noted that Auxiliary Constables are continuing to deliver the D.A.R.E. program in schools; however, pending clarification from Ottawa regarding the Auxiliary Constable program, the delivery of said program may change.

Committee referenced an article on the Rick Hansen Foundation website (copy on file, City Clerk's Office) and congratulated the Richmond RCMP on the success of the pilot School Sports Program. Insp. Maloney advised that it is anticipated that the Program, in partnership with the Richmond School District, the Rick Hansen Foundation and Ambassadors, will continue.

It was moved and seconded

*That the report titled RCMP's Monthly Report – February Activities, dated March 5, 2015, from the Officer in Charge, Richmond RCMP, be received for information.*

**CARRIED**

### 6. **RICHMOND RCMP BLOCK WATCH PROGRAM**

(File Ref. No. 09-5000-01) (REDMS No. 4510071 v. 6)

Lainie Goddard, Manager, RCMP Administration, provided background information on the Richmond RCMP Block Watch program.

In response to queries from Committee, Ms. Goddard commented that (i) the budget amount related to Block Watch signage would be provided to Committee, (ii) two full-time municipal employees, complimented by five Community Policing personnel, coordinate the Block Watch program, and (iii) canvassing for volunteers is on-going through Auxiliary Constables and Block Watch Captains.

It was moved and seconded

*That in 2016, staff prepare a further report on the progress of the Block Watch program.*

**CARRIED**

**Community Safety Committee**  
**Tuesday, April 14, 2015**

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**7. RCMP/OIC BRIEFING**

(Verbal Report)

**(i) Youth Squad**

Please refer to Page 4 for discussion on this matter.

**(ii) OnSide**

Insp. Maloney stated that the Richmond RCMP do not have a funding source for the OnSide Program, which provides police officers the opportunity to take youth to a Vancouver Canucks sporting event. Richmond RCMP are hopeful that tickets to BC Lions games will be made available.

**8. FIRE CHIEF BRIEFING**

(Verbal Report)

**(i) McHappy Day**

Fire Chief John McGowan, Richmond Fire-Rescue (RFR), advised that, on Wednesday, May 6, 2015, Deputy Chief Kim Howell and he, along with volunteer off-duty crews, will be participating in the McHappy Day event to raise funds to support children in need.

**(ii) CN Rail**

Deputy Fire Chief Kevin Gray, RFR, commented that, with regard to clean-up efforts for the operation on No. 5 Road, CN Rail have submitted a compliance plan. He further commented that RFR issued an Order to Comply on April 7, 2015.

**(iii) Recruitment**

Fire Chief McGowan advised that RFR received 579 applications. He spoke of the recruitment process, noting that he anticipates hiring approximately eight new recruits by September 2015.

**(iv) Status of Fire Hall Projects**

Deputy Fire Chief Kim Howell, RFR, provided an update on the status of several fire hall projects, noting the following:

- the relocation of Fire Hall No. 1 operations has been dispersed to City Hall West, Fire Hall No. 4 (Sea Island) and Fire Hall No. 6 (Shellmont);
- a photo opportunity will be scheduled with City Council, media and RFR on the demolition day for Fire Hall No. 1;
- the British Columbia Ambulance Service (BCAS) will relocate their Sexsmith operations to the rear of Fire Hall No. 3 (Bridgeport);

## **Community Safety Committee**

### **Tuesday, April 14, 2015**

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- a joint committee with RFR and BCAS has been structured to work on developing operating guidelines and processes to build a productive and positive interagency relationship;
- Fire Hall No. 3 (Cambie) is in the building permit stage; the site has been cleared and is being preloaded;
- a classroom, at Fire Hall No. 4 (Shellmont), has been renovated to accommodate one suppression truck and staff that were relocated from Fire Hall No. 1;
- the emergency vehicle mechanic shop and staff have been relocated to Fire Hall No. 6 (Sea Island);
- while environmental clearances are pending, RFR is preparing the onsite trailer for classroom, change room and washroom facilities for the Lafarge training site; and
- it is anticipated that the Lafarge training site will be fully operational by September 2015.

Fire Chief McGowan spoke to RFR efforts in identifying and managing historical and IAFF Local 1286 assets and information from Fire Hall No. 1.

In reply to a query from Committee, Fire Chief McGowan advised that significant data analysis was conducted by RFR in an effort to ensure best response practices.

#### ***(v) Railway Safety Update***

Fire Chief McGowan provided an update on discussions held with the City's Manager of Emergency Programs and the Federation of Canadian Municipalities related to improvements to the non-disclosure template, as well as data related aspects to Protective Direction No. 33 for the transport or import of dangerous goods.

#### ***(vi) RFR Long-Service and Promotional Awards Ceremony***

Fire Chief McGowan advised that RFR's Long-Service and Promotional Awards Ceremony will be held at City Hall on Saturday, May 2, 2015 at 10 a.m.

## Community Safety Committee

Tuesday, April 14, 2015

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### 9. EMERGENCY PROGRAMS

(Verbal Report)

#### (i) *Emergency Preparedness Week*

Deborah Procter, Manager, Emergency Programs, stated that Emergency Preparedness Week is May 3 to 9, 2015 and highlighted the staff and community education presentations will be held in Council Chambers at City Hall on Tuesday, May 5, 2015 from 11:00 a.m. to 12:00 p.m. and on Thursday, May 7, 2015 from 6:00 p.m. to 7:30 p.m., respectively.

#### (ii) *Emergency Notification System Rollout*

Ms. Procter advised of the launch event for the new emergency notification system to be held at Minoru Park on Friday, May 8, 2015 from 11:30 a.m. to 12:00 p.m.

#### (iii) *Quake Cottage*

Ms. Procter highlighted the City's initiative, in sponsorship with the Insurance Bureau of Canada and FortisBC, to bring the Quake Cottage up from California. She commented that the Quake Cottage is a trailer capable of simulating up to an 8.0 magnitude earthquake and will act as a vivid call to action for the community to prepare for emergencies.

### 10. MANAGER'S REPORT

None.

## ADJOURNMENT

It was moved and seconded

*That the meeting adjourn (5:02 p.m.).*

**CARRIED**

Certified a true and correct copy of the Minutes of the meeting of the Community Safety Committee of the Council of the City of Richmond held on Tuesday, April 14, 2015.

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Councillor Bill McNulty  
Chair

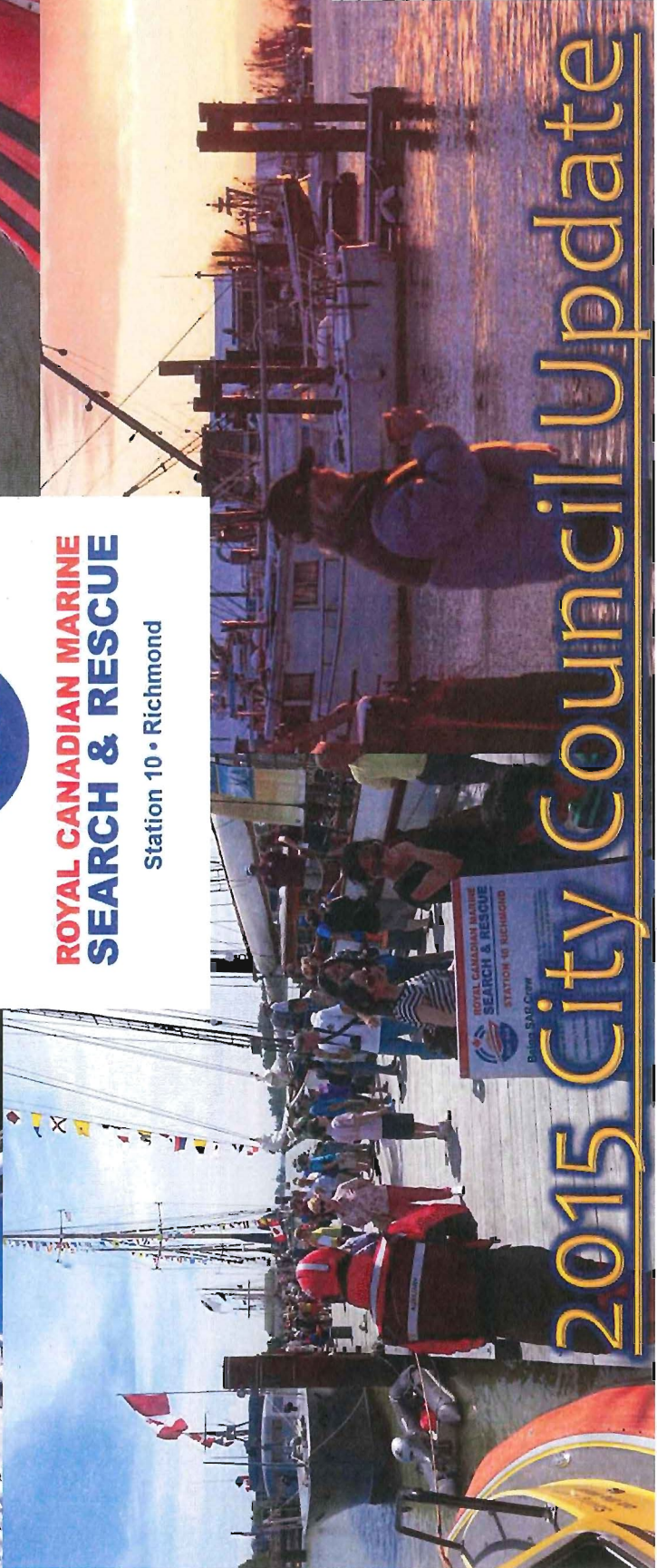
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Heather Howey  
Committee Clerk



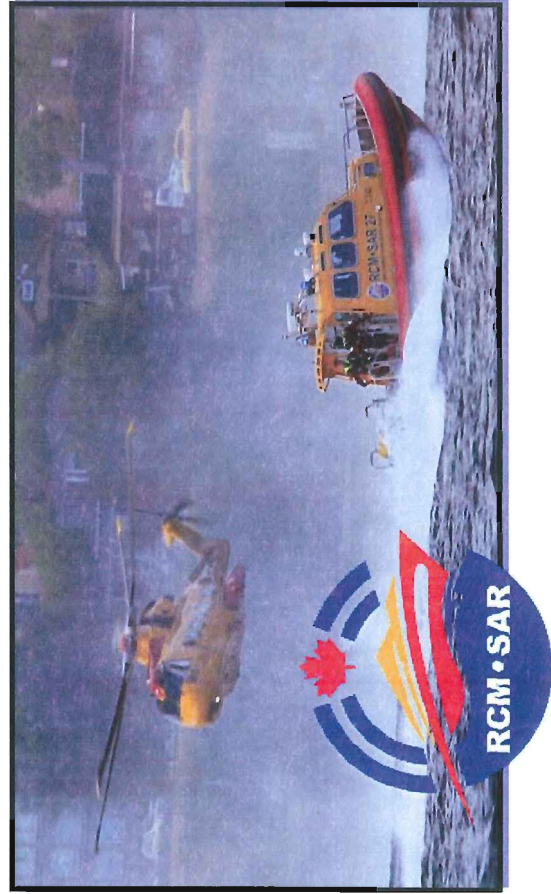
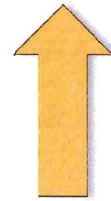
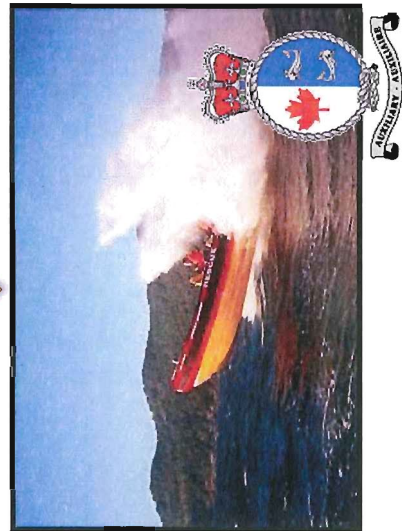
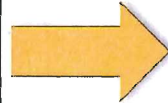
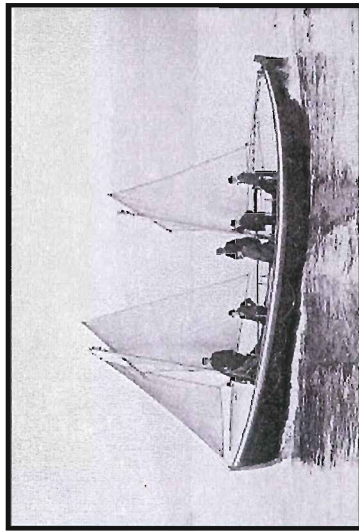
**ROYAL CANADIAN MARINE  
SEARCH & RESCUE**

Station 10 • Richmond



2015 City Council Update

# History



- Volunteer Lifeboat's Est. 1907 on West Coast
- **Royal Canadian Marine Search and Rescue** (RCMSAR) was formerly known as **Canadian Coast Guard Auxiliary –Pacific.**

# Who We Are

\* **Maritime Services We  
Provide to our  
community:**

- \* Search
- \* Rescue
- \* Situational Awareness
- \* Quick Resolution to potential marine incidents

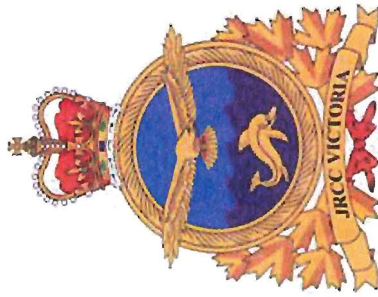
Motto:  
“Saving Lives on the Water”

\* **Training Standards:**

- \* ROC-M
- \* TC MBFA
- \* TC MAFA
- \* SARNAV 1 / TC SVOP
- \* SARNAV2 / TC SEN/L
- \* CCG R.H.I.O.T. School
- \* Int’l Coxswain Courses



# How We Fit



- \* Tasked through JRCC in Victoria, today

- \* Tasked on our own (35%)



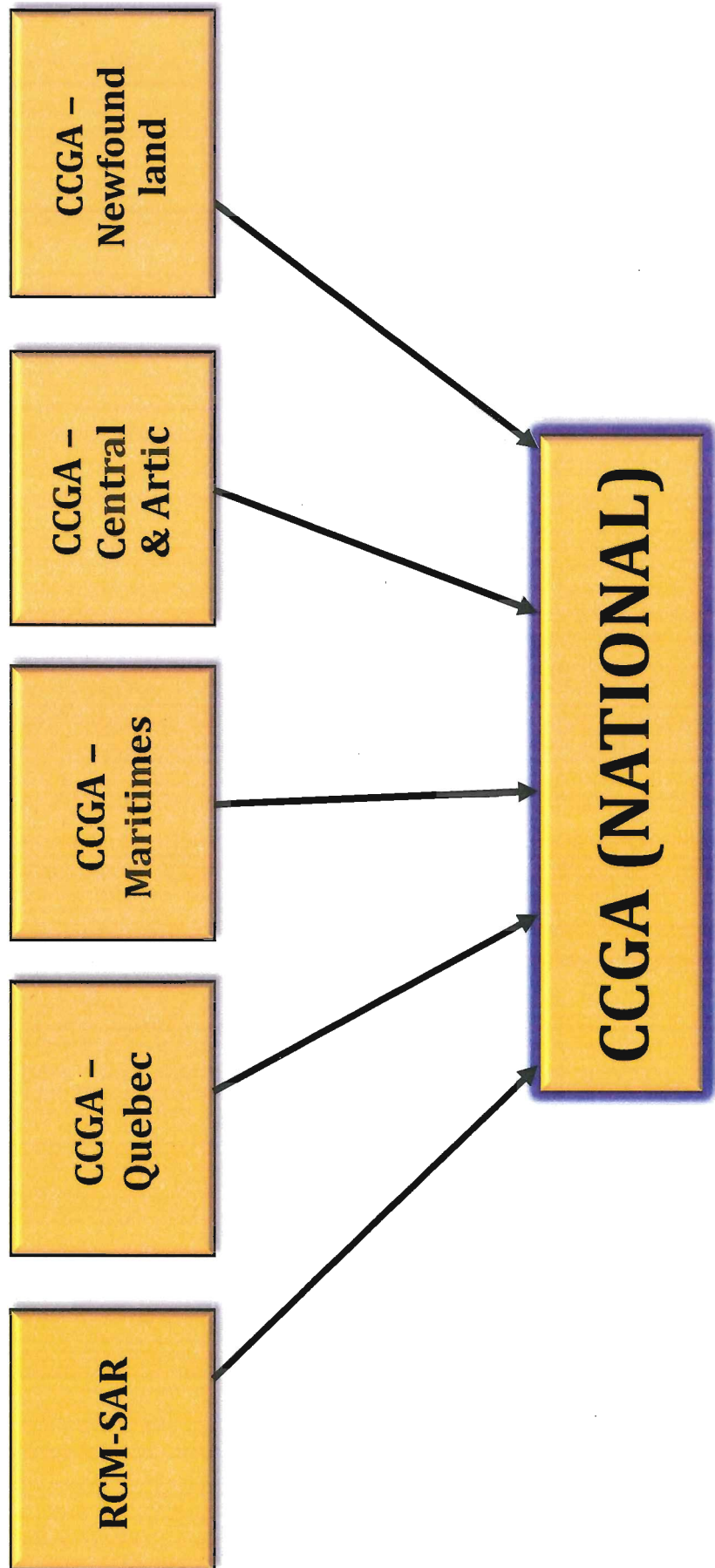
- \* Tasked to assist maritime SAR System (65%):

- \* CCG

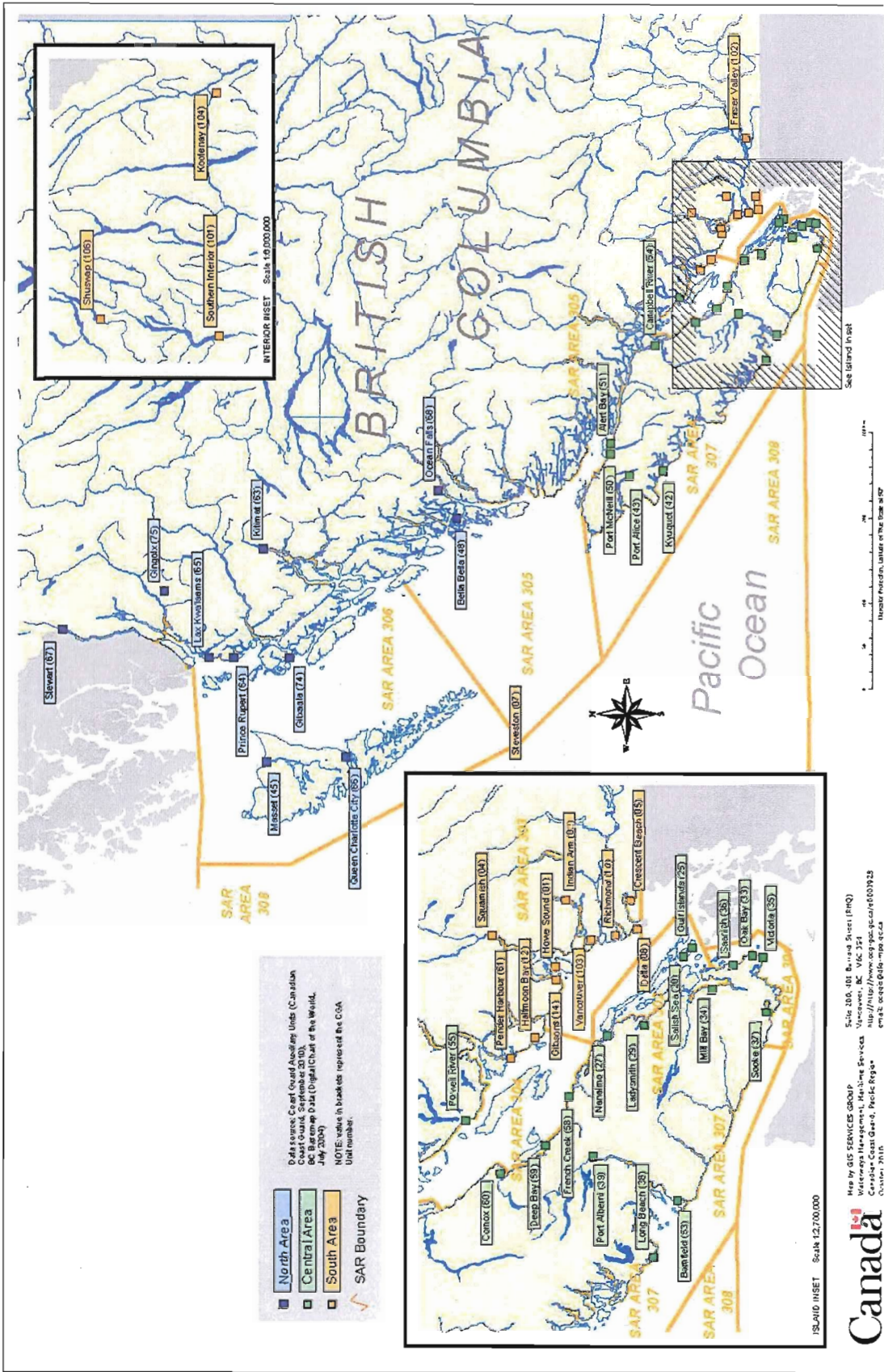
- \* RCAF

- \* Municipal Depts

# National Structure



# RCM-SAR Deployment



# Station 10 - SAR Prevention

- Ships to Shore Festival
- Britannia Maritime Festival
- Steveston Dragon Boat Festival
- Celebration of Light



- Shelter Island Marina Day
- Fisherman's Memorial
- Richmond Yacht Club Sailpasts \*
- Southern Straits Yacht Race



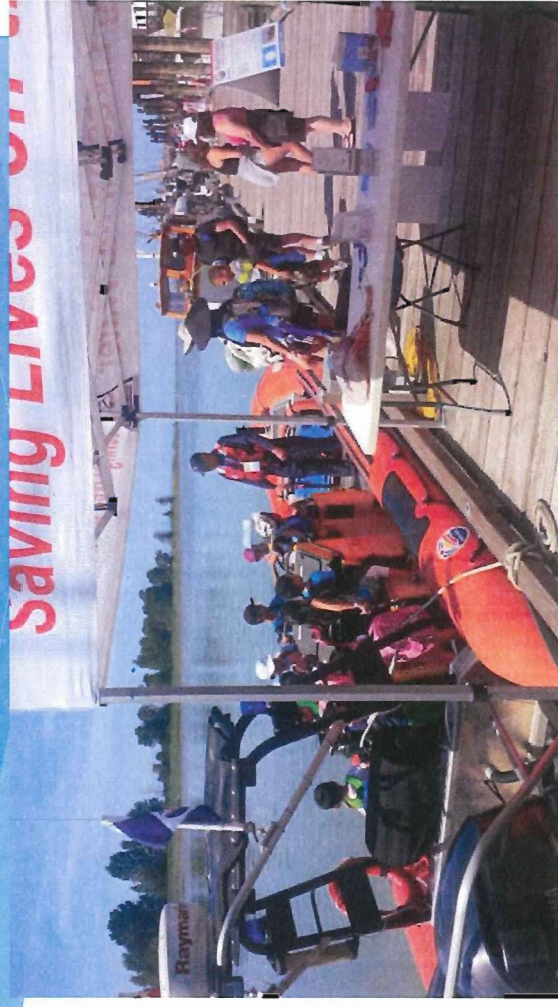
## Celebration of Light 2014

July 26<sup>th</sup>, July 30<sup>th</sup>, Aug 2<sup>nd</sup>

**PMV & JRCC  
combined  
Marine Operations  
and SAR Plan**

# Station 10 – Community Involvement

- Rotary Duck Race\*
- SOS Children's Run\*
- Women's Media Classic Golf Tourney\*
- Fraser River Workboat Parade
- Variety Club Boat For Hope \*



- Worksafe Partner / Shoreline Clean-up
- Vancouver Boat Show
- "Ready Set Wear-it" National Boating Safety Campaign
- Annual CCG Sea Island Base Visit
- Santa Comes to Steveston

# Station 10 - Vessels

The B.R. Hastings

Titan 300 Cabin RHI

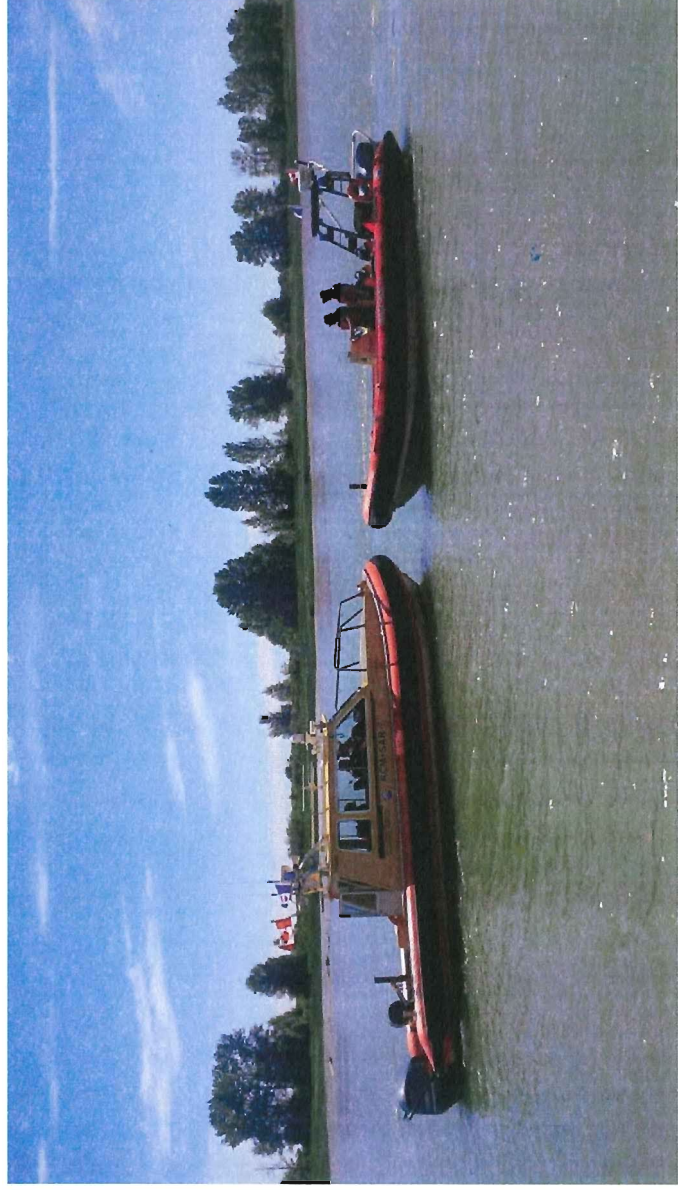
Launched 2006

The Jimmy Ng

Titan 249XL Delta RHI

Launched 2005

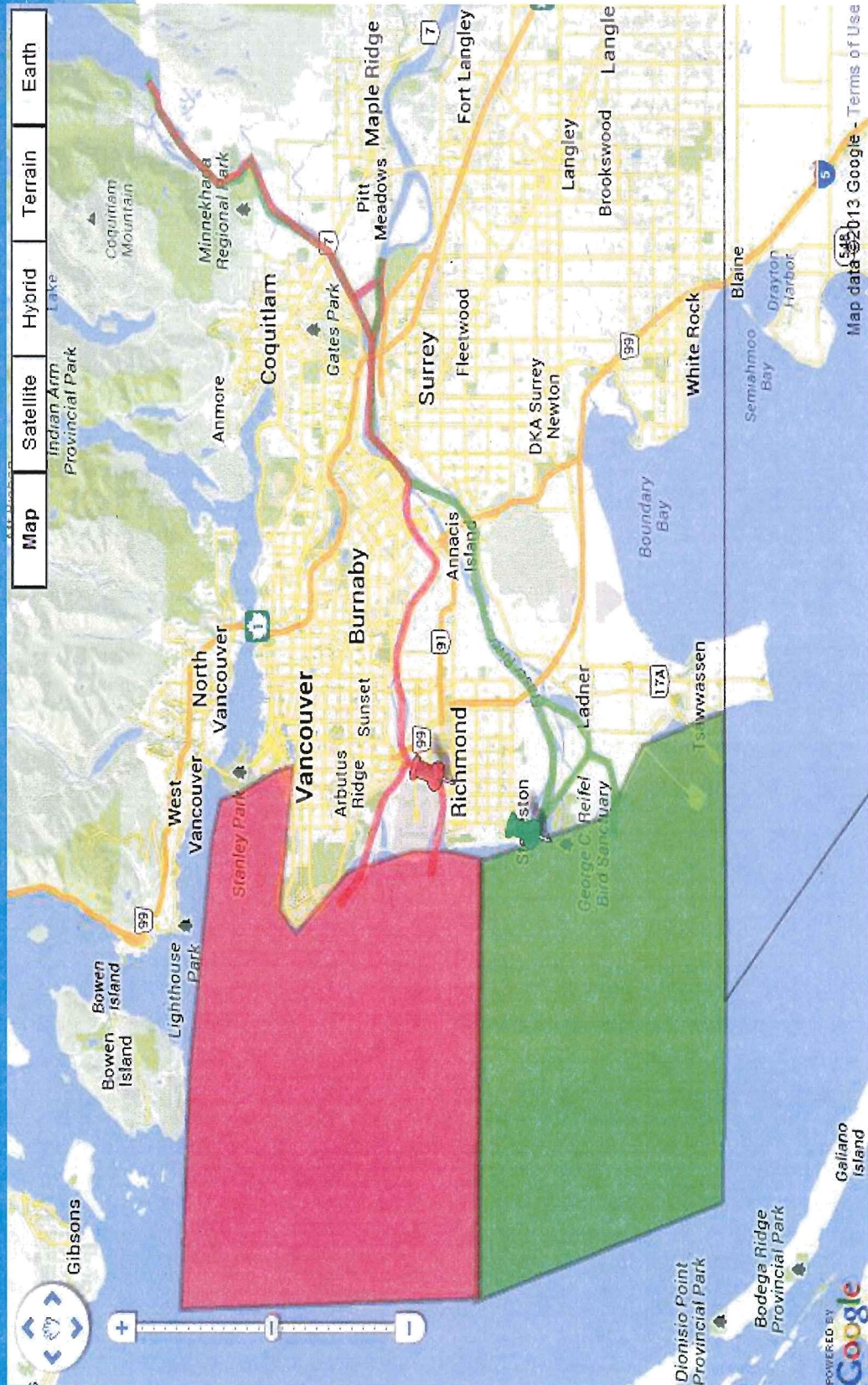
CS - 19



## \* Community Owned Vessels

- \* Governed by Not-for-profit Societies
- \* Steveston Primary Posture
- \* Middle Arm Backup Posture

# Station 10 Geographic Area of Responsibility



# Station 10 - Stats

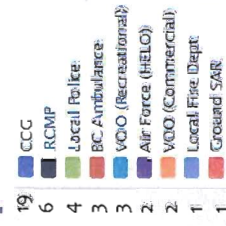
- 32 SAR Crew volunteers provide 24/7 pager response
- Crew rotations one evening each week and one weekend each month .



	2013	2014	2015
Training	101	112	39
Hours	236	246	91
Taskings	39/38	62/57	17
Hours	59.7	126	21

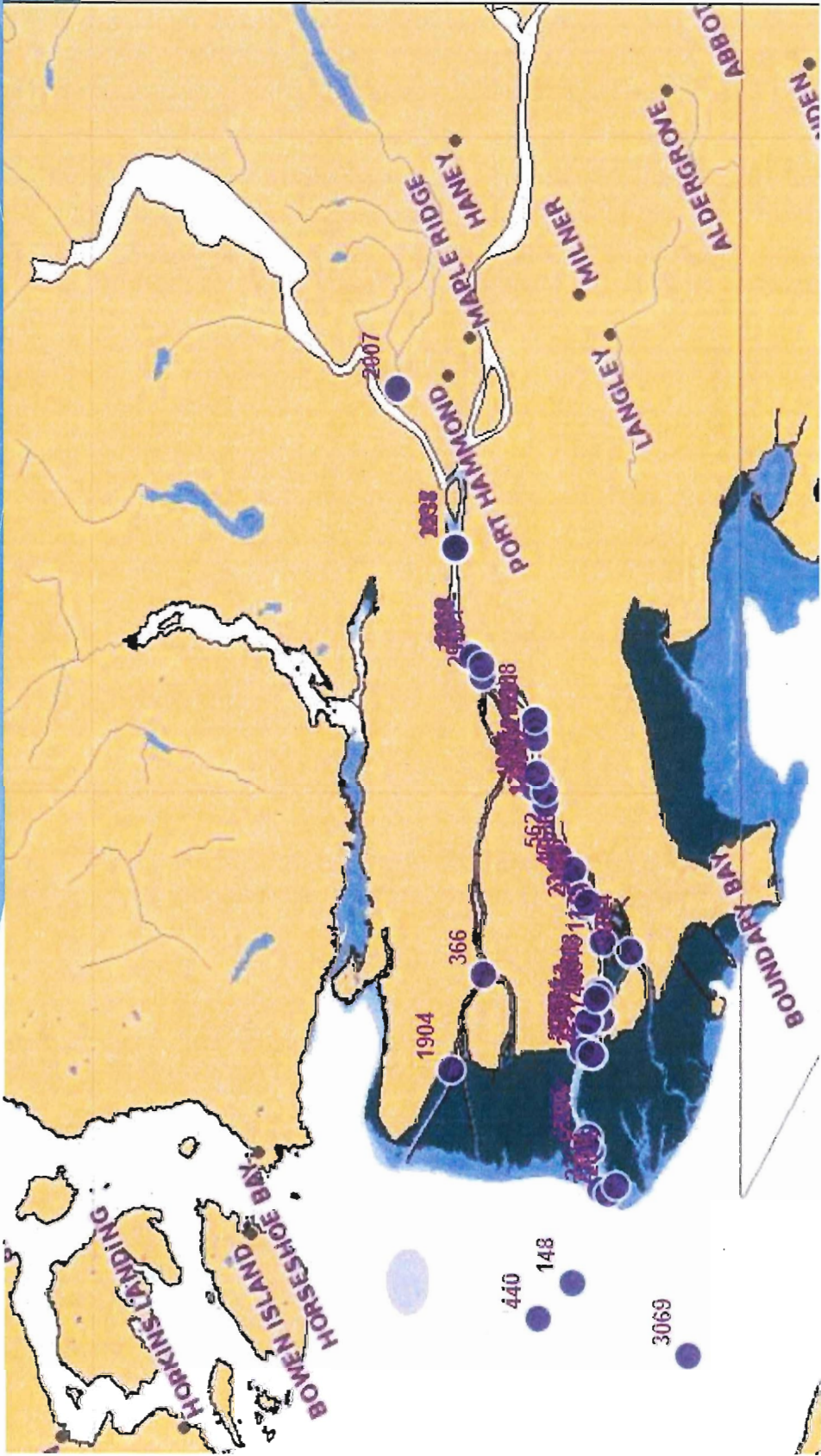
2014

Other Agencies  
By Mission Count



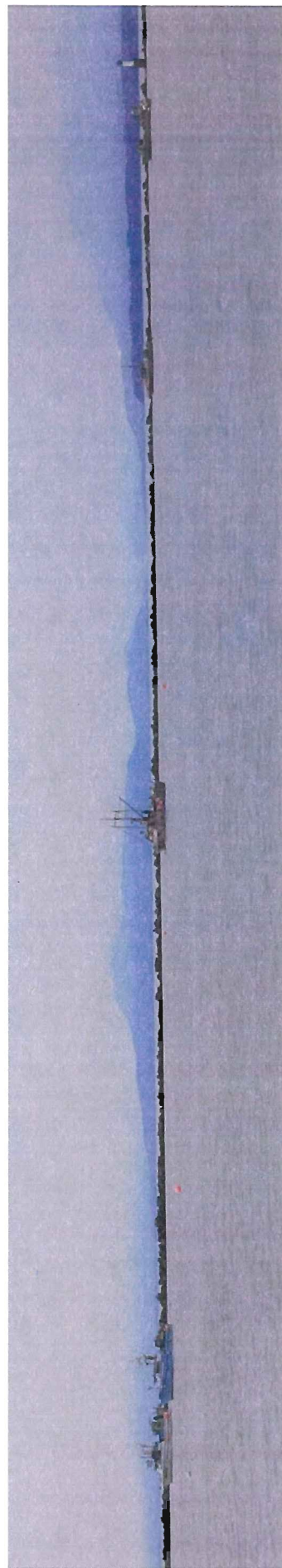
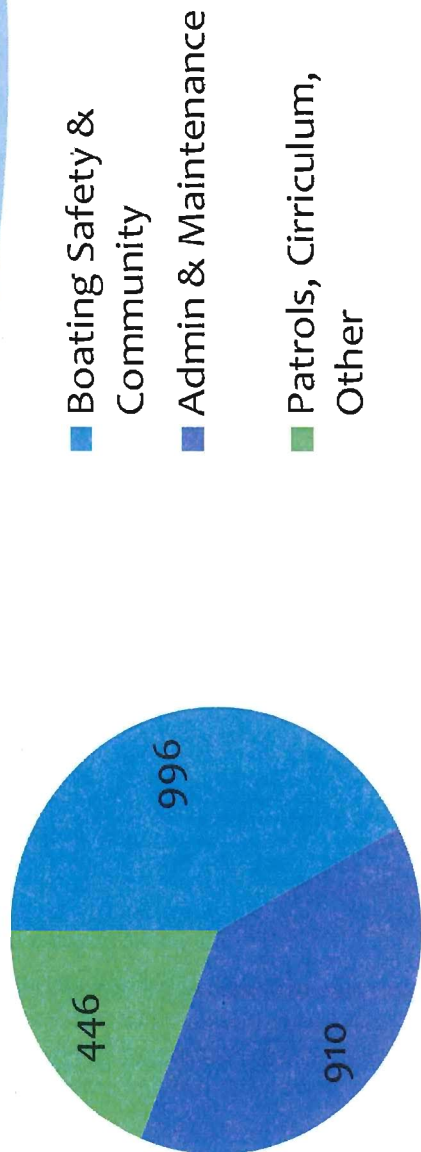
- 16min average response
- Total 1500 person hrs

# Station 10 –Tasking Report CY 2014



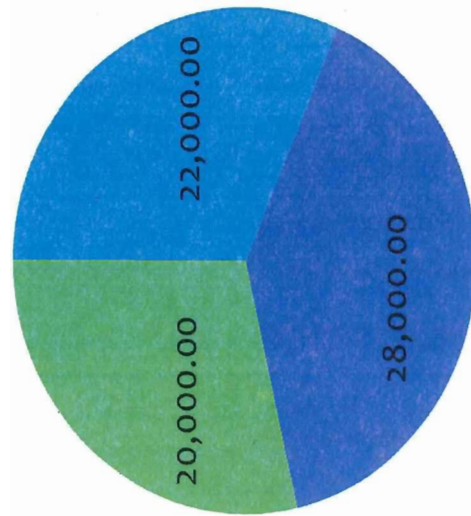
# Station 10 - Stats

Total Person Hours



# Station 10 - Funding Success

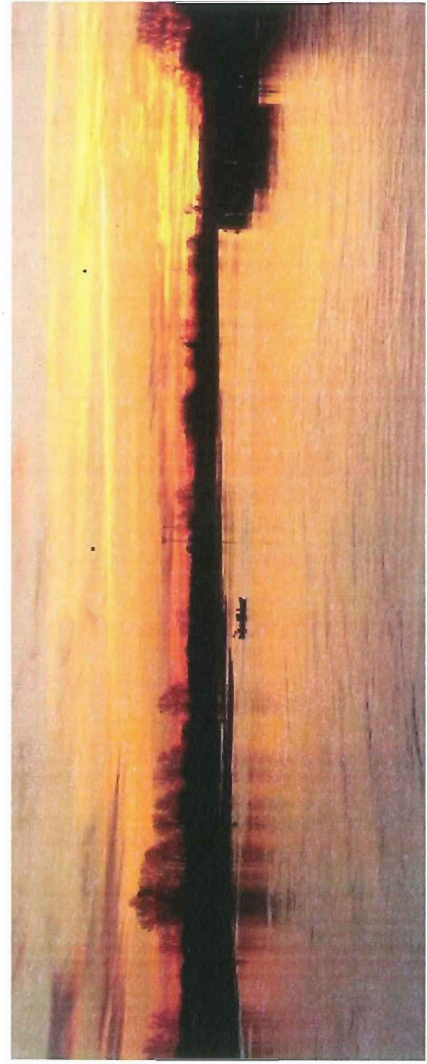
Estimate as of Jan 2015



■ BC Gaming

■ CCG  
(taskings & training -  
contribution agreement)

■ Fundraising  
(incl Chevron Canada)



# 2015 Ahead

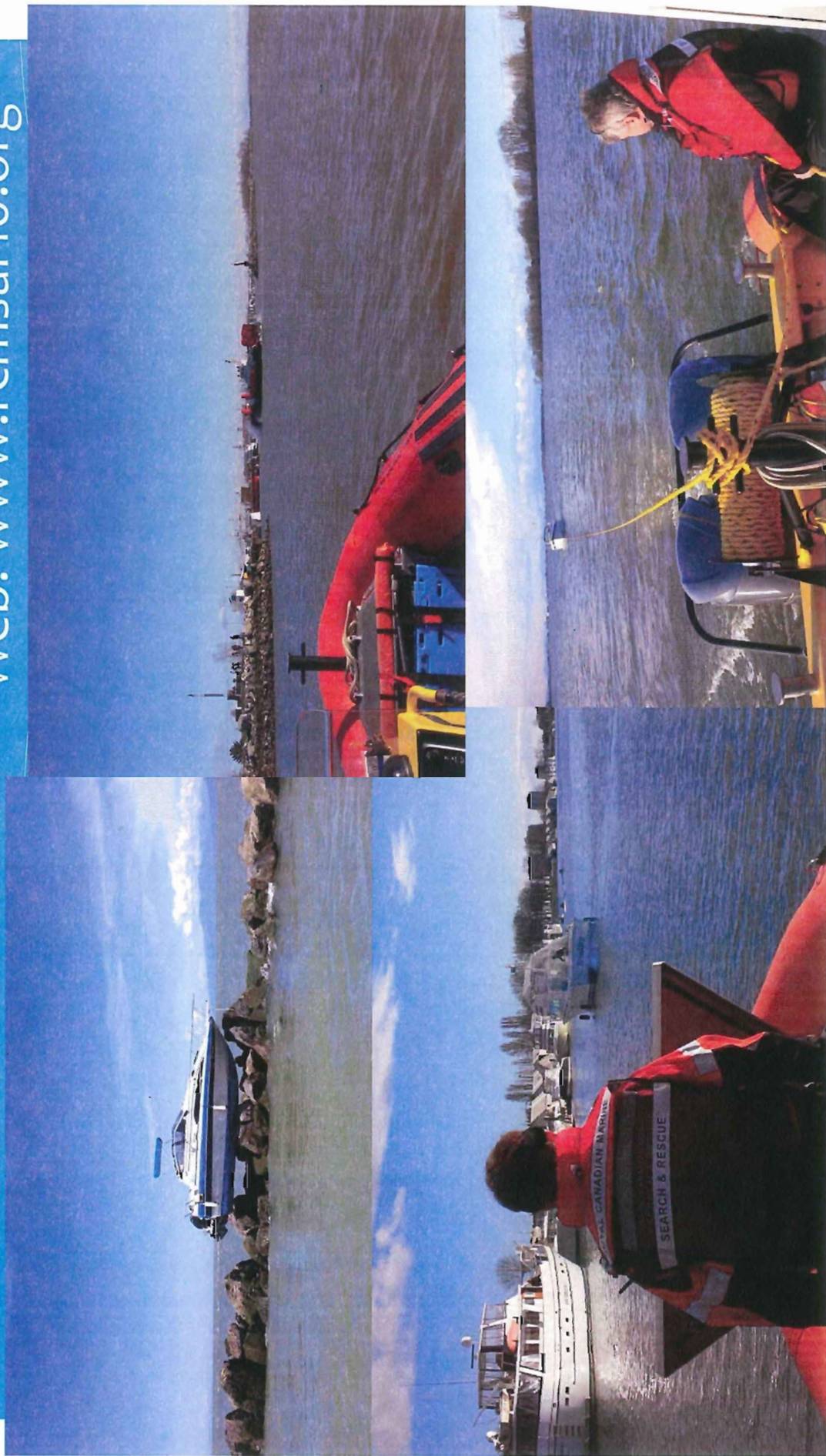
- \* Challenge: 3800 person hrs in 2014
- \* Jimmy Ng Vessel Mid-Life refit
- \* Expanding Pleasure Craft Safety Check Program
- \* Kids Don't Float Opportunity
- \* **Maintain 24/7 readiness in Steveston**
- \* Station Locations
- \* Continue to grow membership
- \* Maintain high level community involvement
- \* Station 10 Strat. Plan / Vessel renewals

# Thank you

Email: [info@rcmsar10.org](mailto:info@rcmsar10.org)

Phone: 604-227-9909

Web: [www.rcmsar10.org](http://www.rcmsar10.org)





# City of Richmond

## Report to Committee

**To:** Community Safety Committee

**Date:** April 22, 2015

**From:** Phyllis L. Carlyle  
General Manager, Law and Community Safety

**File:**

**Re:** Community Bylaws Monthly Activity Report – March 2015

### Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – March”, dated April 22, 2015, from the General Manager, Law & Community Safety, be received for information.

Phyllis L. Carlyle  
General Manager, Law & Community Safety  
(604-276-4104)

REPORT CONCURRENCE	
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>
Finance Division	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> 
<b>APPROVED BY CAO</b> 	

## **Staff Report**

### **Origin**

This monthly activity report for the Community Bylaws Division provides information on each of the following areas:

1. Property Use
2. Grease Management Program
3. Parking Program
4. Adjudication Program
5. Animal Control
6. Revenue & Expenses

This report supports Council's Term Goal #1 Community Safety:

*To ensure Richmond remains a safe and desirable community to live, work and play in, through the delivery of effective public safety services that are targeted to the City's specific needs and priorities.*

### **Analysis**

#### **1. Property Use**

##### *Customer Service Response*

An average of 15 daily calls for service was fielded by administrative staff in March 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 15.4% compared to the 13 calls that were fielded in February 2015 and an increase of 25.0% when compared to the 12 calls reported in March 2014.

##### *Enforcement Activity*

Property use officers managed 209 new investigational files during the month of March 2015, which represents an increase of approximately 34.0% when compared to March 2014. This change is attributed to an increase in grease files investigations and towing permits applications, which were undertaken by auxiliary officers.

Community Bylaws continues to monitor the number of abandoned and vacant homes in the City of Richmond. The City currently has 25 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a, 1b and 1c provide a comparison of Property Use service demand by type during March 2015 and the same period in previous years.

Figure 1a: Service Demand Comparison

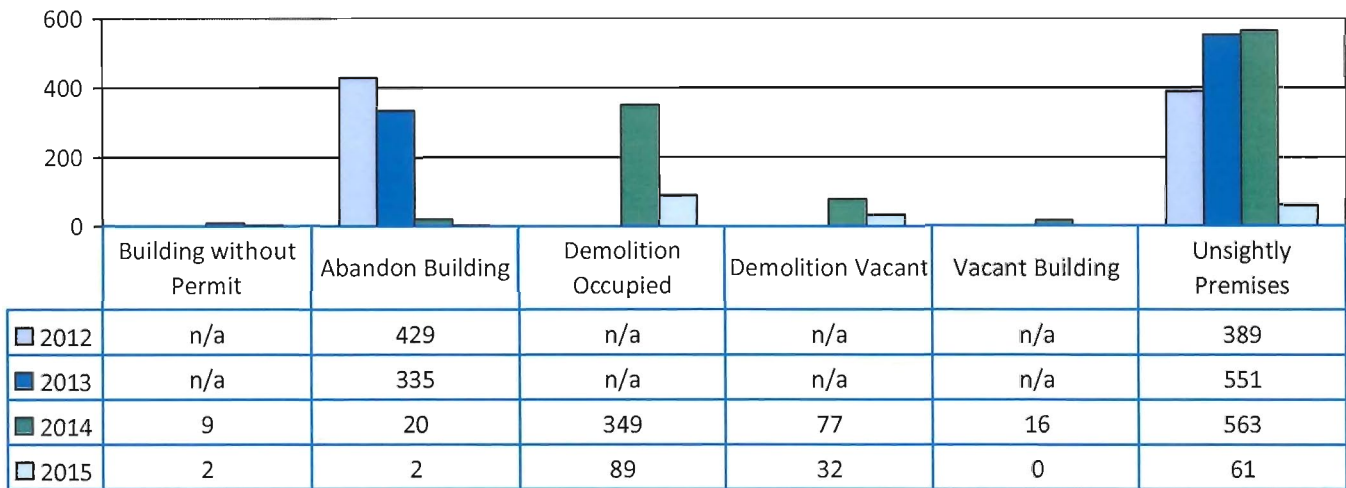


Figure 1b: Service Demand Comparison

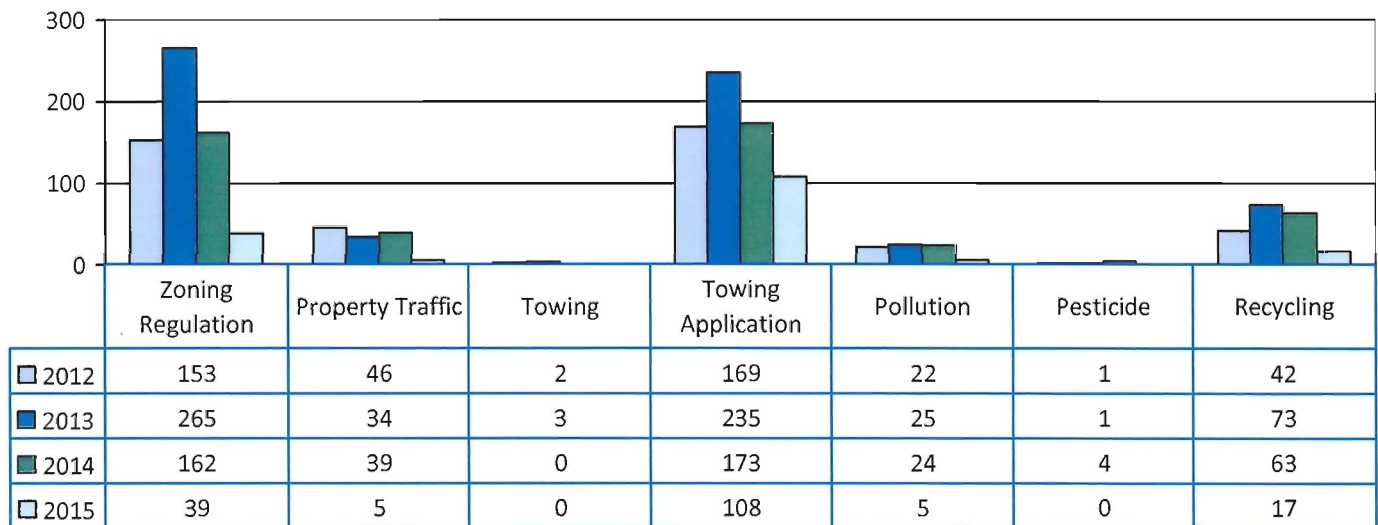
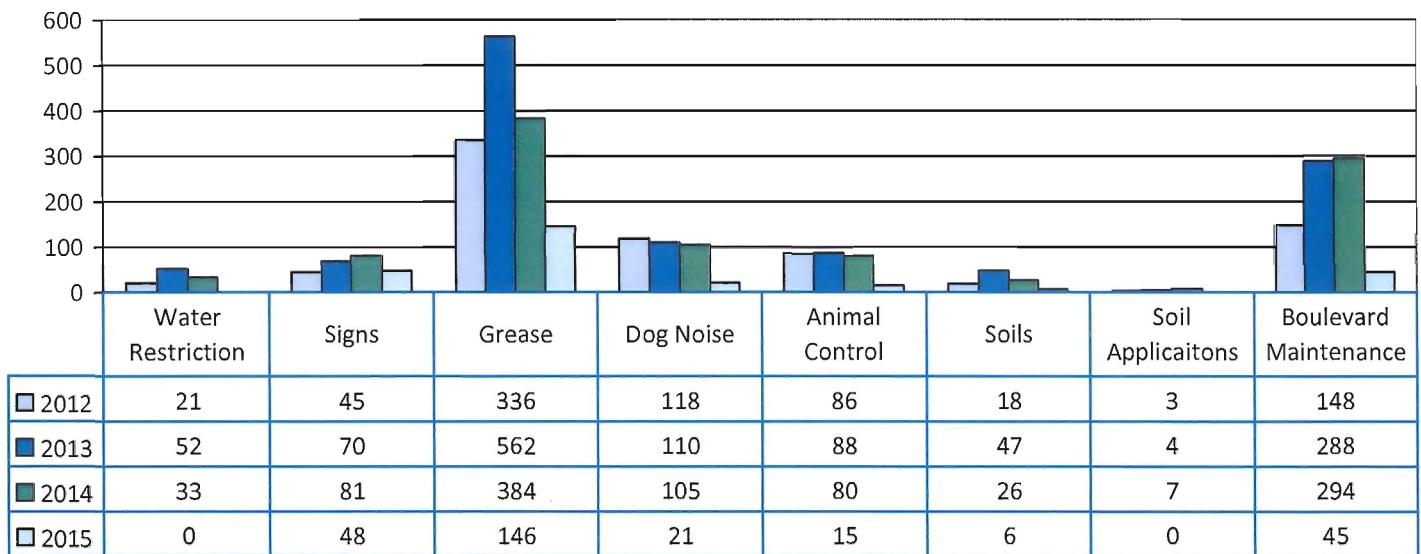


Figure 1c: Service Demand Comparison



## 2. Grease Management Program

The Grease Management Officer(s) conducted 39 regulatory visits to 39 food sector establishments, 30 of these inspections were concluded during the month of March 2015. These inspections resulted in the issuance of 12 bylaw violations, with 3 infractions being amended to a warning.

## 3. Parking Program

### *Customer Service Response*

An average of 25 daily calls for service was fielded by administration staff in March 2015. This represents an increase of 4.2% compared to February 2015, and an increase of 31.5% when compared to calls reported in March 2014.

### *Enforcement Activity*

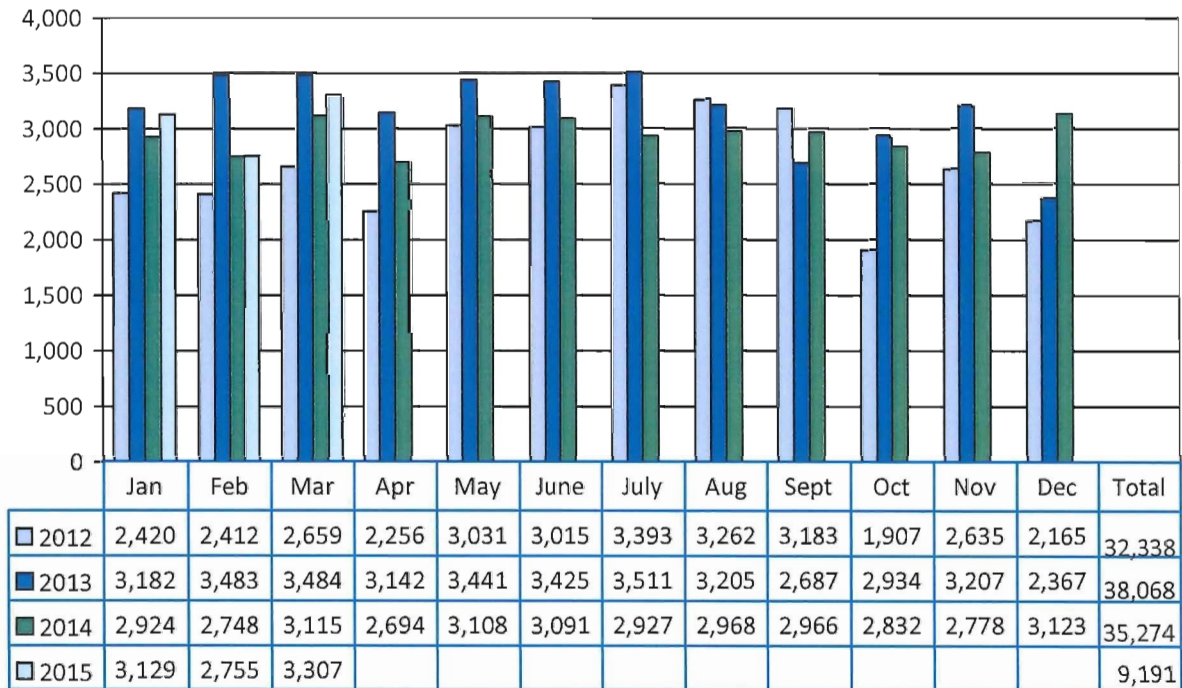
A total of 3,307 Notices of Bylaw Violations were issued for parking, safety and liability infractions within the City during the month of March 2015. This represents an increase of approximately 20.0% when compared to the number of violations issued in February 2015 and an increase of 6.3% when compared to the activity reported in March 2014.

### *Program Highlights*

Ticketing activity and overall consolidated revenue increased for March 2015 when compared to March 2014.

Figure 2 is a month-to-month comparison of the number of violations issued for the years, 2012, 2013, 2014 and 2015:

Figure 2: 2012 - 2015 Comparison for Parking Violations Issued



During the month of March 2015, 214 violations were changed to a warning, representing approximately 6.4% of the tickets issued during the month. Pursuant to Council Grounds under Policy No. 1100, the following list provides a breakdown of the common reasons Bylaw Notice Cancellation:

Section 2.1 (a)	Identity issues	20
Section 2.1 (b)	Exception specified in the Bylaw or other bylaw	9
Section 2.1 (c)	Poor likelihood of success at adjudication for the city	7
Section 2.1 (e)	Multiple violations issued for one incident	5
Section 2.1 (f)	Not in the public interest	12
Section 2.1 (g)	Proven effort to comply	70
—	Administrative Entries	88
—	Issued as Warning	3

#### 4. Adjudication Program

A total of 19 adjudication cases were scheduled for March 17, 2014, resulting in 18 violations upheld and 1 violation dismissed. The next Adjudication Hearing is scheduled for June 23, 2015.

#### 5. Animal Control

Community Bylaws issued 111 new dog licences during March 2015, representing a decrease of 22.0% as compared to the number of new dog licences issued in March 2014. As of March 31, 2015, there are 5589 dogs licensed within the City of Richmond, which includes 82 dangerous dogs. This is an overall increase of 11.4 % additional dog licenses over the same period last year. Animal Control officers responded to 4 dog bite incidents during March 2015, resulting in 4 dangerous dog investigations.

### **Financial Impact**

#### 6. Revenue and Expenses

The following information is a month by month analysis of March 2015 compared to March 2014.

#### **Consolidated Parking Program Revenue:**

The total of meter, monthly permit and enforcement revenue increased by 6.1% over the same period last year to \$179,265 in March 2015 from \$168,960 in March 2014.

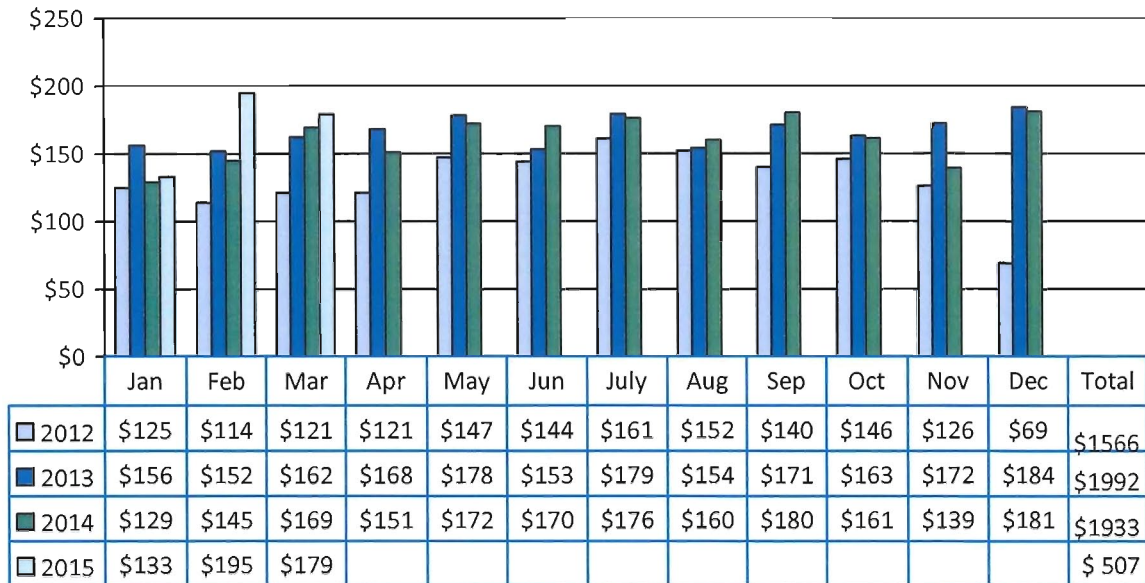
**Meter Revenue** decreased by 23.2% over the same period last year to \$32,207 in March 2015 from \$41,982 in March 2014. This decrease is attributed to the transition and replacement of old meters with new meters.

**Permit Revenue** increased by 20.5% over the same period last year to \$19,239 in March 2015 from \$15,955 in March 2014.

**Enforcement Revenue** increased by 15.1% over the same period last year to \$127,819 in March 2015 from \$111,023 in March 2014.

Figure 3 provides a consolidated revenue comparison with prior years:

Figure 3: Consolidated Parking Revenue (000's)



### Conclusion

Community Bylaw staff continue to strive to maintain the quality of life and safety of residents of the City of Richmond through coordinated team efforts with many City departments and community partners while promoting a culture of compliance.

Edward Warzel  
Manager, Community Bylaws (604-247-4601)

EW:



# City of Richmond

## Report to Committee

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<b>To:</b>	Community Safety Committee	<b>Date:</b>	May 4, 2015
<b>From:</b>	Rendall Nasset, Superintendent Officer In Charge, Richmond RCMP Detachment	<b>File:</b>	09-5000-01/2015-Vol 01 (15.09)
<b>Re:</b>	<b>RCMP's Monthly Report - March 2015 Activities</b>		

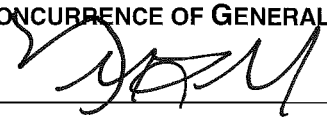
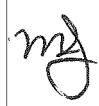
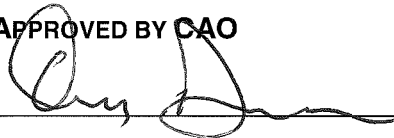
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### Staff Recommendation

That the report titled "RCMP's Monthly Report - March 2015 Activities," dated May 4, 2015 from the Officer in Charge, Richmond RCMP, be received for information.

Rendall Nasset, Superintendent  
Officer In Charge, Richmond RCMP Detachment  
(1-604-278-1212)

Att. 4

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 
APPROVED BY CAO 	

## Staff Report

### Origin

At the request of the Community Safety Committee, the Officer in Charge will keep Council informed on matters pertaining to policing in the Richmond community. This report supports Council's Term Goal #1 Community Safety:

*To ensure Richmond remains a safe and desirable community to live, work and play in, through the delivery of effective public safety services that are targeted to the City's specific needs and priorities.*

### Analysis

Below is the RCMP's monthly report for March 2015 activities.

#### Noteworthy Files and Activities

##### *Driver Charged in Fatal Motor Vehicle Crash*

On November 23, 2013 at approximately 6:45 pm the Detachment responded to a two vehicle crash at the intersection of No. 4 Road and Westminster Highway. One of the drivers, a 76 year old man from Richmond, succumbed to his injuries after his gray Toyota Corolla was struck by a white Acura Vigor. Speed was a factor in the crash. After an exhaustive investigation by the Richmond RCMP Road Safety unit with the assistance of the Integrated Collision Analysis and Reconstruction Service (ICARS), a charge has been laid. A 37 year old male from Richmond has been charged under the Criminal Code with one count of Dangerous Operation of a Motor Vehicle Causing Death.

##### *Rise in 'Sextortion' Cases Prompts Public Warning*

The Detachment issued a new release on March 18 to warn the public after seeing a recent increase in the number of 'sextortion' cases.

After visiting a companionship or dating website, victims are befriended online. A suspect then entices the victim to perform intimate acts streamed over webcam or a mobile device. Unbeknownst to the victim, the interaction is secretly recorded. The suspect then threatens to release the video online unless they are paid by the victim.

Here are some tips:

- Contact is made through various social companionship or dating websites, generally free ones.
- Initial contact may be fairly innocuous and may not involve an intimate component for days or weeks.
- The suspect may have a number of reasons to avoid meeting in person or will only be able to talk/chat at certain hours, usually odd hours.

Constable Provost of the Detachment's Serious Crimes advised the public in the news release that if someone has been a victim of this crime they are not alone and that it is important for the public to know that this type of crime is occurring. Feelings of hopelessness and shame are common for victims of this type of crime. Victims should have a support network available as it is necessary for the victim to be able to speak to someone about the incident – whether it is a parent, partner, sibling, friend, mental health professional or crisis worker.

Tips for victims of this type of crime:

- Contact the police immediately at 604-278-1212, or leave a tip on this crime or any other crime at email: [Richmond\\_Tips@rcmp-grc.gc.ca](mailto:Richmond_Tips@rcmp-grc.gc.ca) . To remain anonymous call Crime Stoppers at 1-800-222-TIPS (8477).
- Police do not recommend sending money to the suspect.
- Prevention is possible – abstain from being intimate online or by sharing intimate photos online.

### *All That Glitters May Not Be Gold*

Victims are being tricked into purchasing 'priceless' ancient Chinese treasures. In reality, these 'treasures' are worthless. The scheme resurfaced in Richmond as late as February of this year.

In at least two instances, the suspect poses as a Chinese foreign construction worker who has allegedly uncovered a treasure trove of artifacts at a construction site. These artifacts are purported to be priceless gold ingots and gold figurines of Buddha. The suspect is willing to sell the trove to the victim at a substantial loss. The suspect may be using a variation of this scenario to deceive his victims.

The victims are Asian women in their late 40s or older and are specifically fluent in Mandarin. They are typically employed in the field of traditional Chinese medicine for example acupuncturist or herbalist. Some victims have been defrauded of several thousands of dollars.

The suspect is an Asian male in his 30s and is a fluent Mandarin speaker. He may be working alone or accompanied by a second Mandarin speaking Asian male, approximately the same age.

Victims of this crime can contact the Detachment at 604-278-1212 and speak to Constable Xia or leave a tip on this crime at email: [Richmond\\_Tips@rcmp-grc.gc.ca](mailto:Richmond_Tips@rcmp-grc.gc.ca) . To remain anonymous call Crime Stoppers at 1-800-222-TIPS (8477).

### *Victim Bound and Beaten on River Road*

Richmond RCMP officers responded to a noise complaint on February 28 at approximately 11:00 pm. The noise was originating from a secluded location along River Road between No. 7 Road and No. 8 Road. Officers were taken aback when three adults were discovered, bound and badly beaten. The victims, one female and two males, were transported by BC Ambulance Service to the local area hospital for treatment. One of the victims suffered extensive lacerations to his face and head. The victims, all residents from the lower mainland, have since been released from hospital and are cooperating with investigators.

The victims were sitting at a campfire and celebrating an anniversary when they were approached by a group of four unknown males. This group of males apparently mistook the victims for somebody else and beat them. The males fled afterwards in a dark coloured car. The Richmond RCMP's Serious Crimes Unit is investigating this case and this appears to be an isolated incident of mistaken identity.

Richmond RCMP is looking for the four males responsible for this crime. One suspect is described as Caucasian male, 20-30 years old, and the other three suspects are all males and described collectively to be of mixed ethnicity, possibly in their mid-20s to mid-30s. No other descriptors are available at this time.

### Community Policing

#### *Auxiliary Constables*

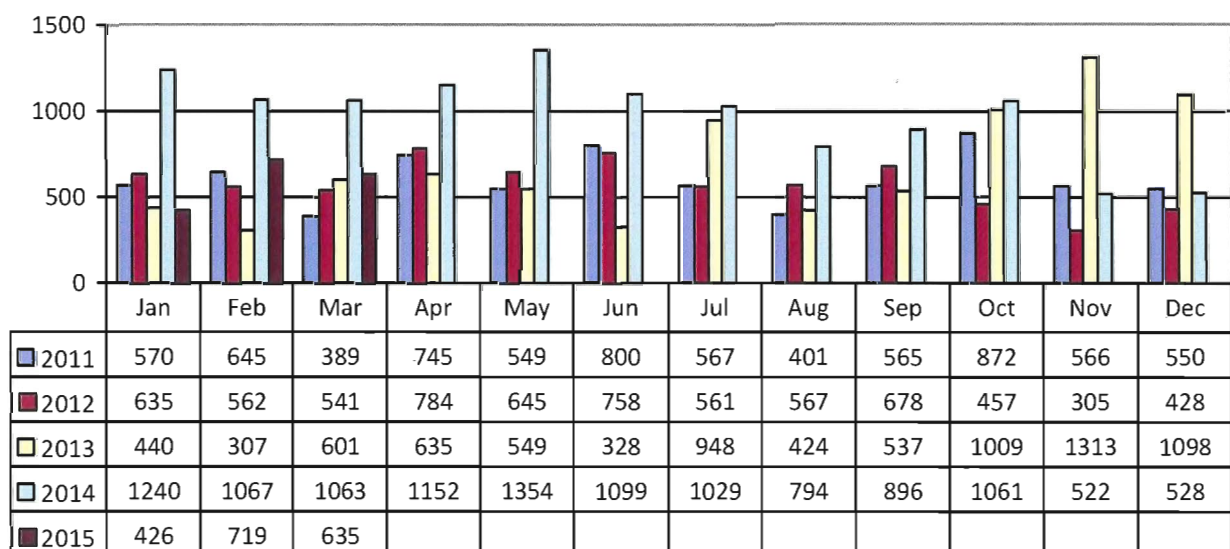
The primary mandate of Richmond's Auxiliary Constables is to support community police activities relating to public safety and crime prevention.

#### *Total Auxiliary Constable Volunteer Hours*

Total Auxiliary Constable volunteer hours include community policing activities as well as hours spent in training, court, ride-along and call-outs. As of the end of March 2015, Richmond Detachment's complement of Auxiliary Constables was 41. The Auxiliary Constables volunteered 635 hours during the month of March.

Figure 1 compares the monthly hours of service for the years since 2011.

**Figure 1: Auxiliary Constables Volunteer Hours**



*Activities for March 2015 include:*

- Crime Watch – provided uniformed support to Crime Watch volunteers on weekend patrols.
- Distracted Driver Campaign – Supported RCMP officers in promoting campaign activities at local secondary schools.
- DARE – Supported RCMP officers in the delivery of the program to grade 5 students.
- Mental Health Initiative – attended the Pathways Clubhouse with RCMP officers to provide support and encouragement to Pathway clients that have mental illness and to create positive client relationships with police. Auxiliary Constables accompanied RCMP officers on checks of client's well-being throughout the community.
- Youth Programs – participated with RCMP officers in the "Difference Makers" initiative to promote youth leadership and mentoring to foster social responsibility.
- Pacific Populaire – supported RCMP officers in providing traffic, bicycle and pedestrian control at key points to ensure participant and public safety.
- Ride-a-longs – provided support to RCMP officers with Traffic and General Duty shifts.
- Training – regular recertification training for intervention options is provided as required by RCMP National Policy.
- Training Support – assisted the Detachment Continuous Learning section in a live training exercise at YVR.

*Block Watch/Business Link**Activities for March 2015 include:*

- There were 65 residential and 21 business break and enter email alerts and 173 residential and 13 business letters sent during this period to registered Richmond residents and businesses. These emails and letters informed home and business owners that a break and enter had occurred, provide crime prevention information, and direct residents and business owners to the crime prevention web pages.
- Block Watch brochures were given to the Crime Prevention Unit members and Auxiliary Constables for distribution when in contact with the public.
- On March 11, Cpl. Krygier gave a presentation at the Richmond Chamber of Commerce on the Business Link program and encouraged business representatives to sign up to receive the commercial break and enter email alerts.
- On March 18 the Block Watch program and other crime prevention strategies were promoted at the Activate! Wellness Fair at the Minoru Activity Centre.
- Information on the Crime Prevention Section, Criminal Activity Maps, Crime Prevention Guide, Online Reporting web page and email alerts, were included in the Minoru Seniors Centre March/April newsletter and the Hamilton Spring 2015 newsletter.

- During March there was an increase of 7 commercial emails registered to receive email break and enter alerts. Total email addresses registered as of March 31 were 1,053.
- During March there was an increase of 130 residential emails registered to receive email alerts. Total email addresses registered as of March 31 were 4,490.
- As of March 31 there are 9,369 Block Watch participants in 398 groups with 537 Block Watch Captains and Co-Captains. This is an increase of 78 Block Watch participants, 2 groups, 1 Block Watch Captain/Co-Captain since February.
- The Crime Prevention (Attachment 3) and Business Link 1<sup>st</sup> Quarter 2015 (Attachment 4) are distributed to Richmond residents and business owners as well as posted to the City of Richmond's web pages <http://www.richmond.ca/safety/police/news/bizwatch.htm> and <http://www.richmond.ca/safety/police/news/crprevention-news.htm>.
- During March there were 827 visits to the online Criminal Activity Maps with 2,323 page views.

#### *Community Police Stations*

#### *Richmond Detachment Stolen Auto Recovery and Lock-Out Auto Crime Statistics*

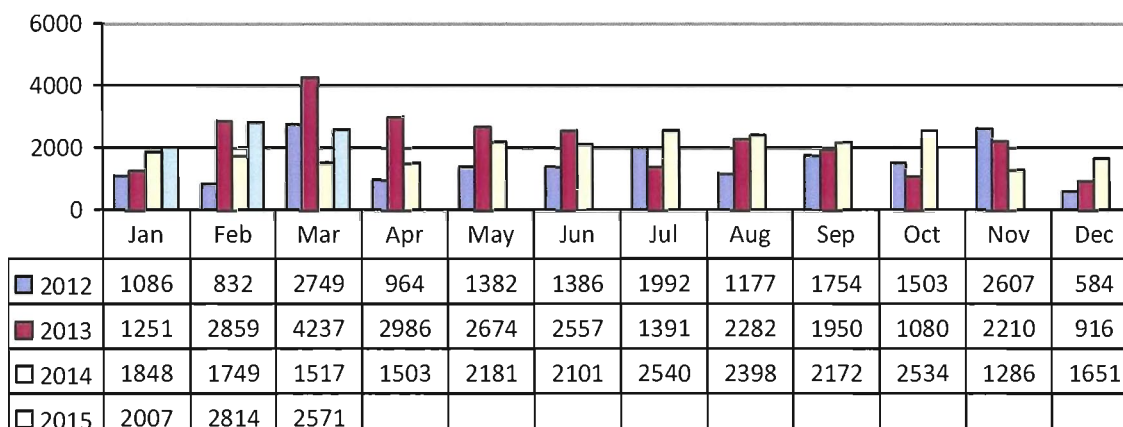
In partnership with ICBC, these programs involve volunteers patrolling city streets and parking lots for automobile security vulnerabilities and stolen vehicles. Under the Lock-Out Auto Crime Program notices supplied by ICBC are issued to every vehicle inspected indicating to the owner what issues, if any, need to be addressed in order to keep the vehicle and its contents safe.

Inspection criteria include:

- Does the vehicle have an anti-theft device (e.g.: alarm, immobilizer or steering wheel-lock)?
- Are there any personal belongings in plain view?
- Is the vehicle locked?
- Have all steps been taken to prevent auto crime?

Figure 2 provides a comparison by year for the number of vehicles issued a notice.

**Figure 2: Stolen Auto Recovery / Lock-Out Auto Crime Vehicles Issued a Notice**

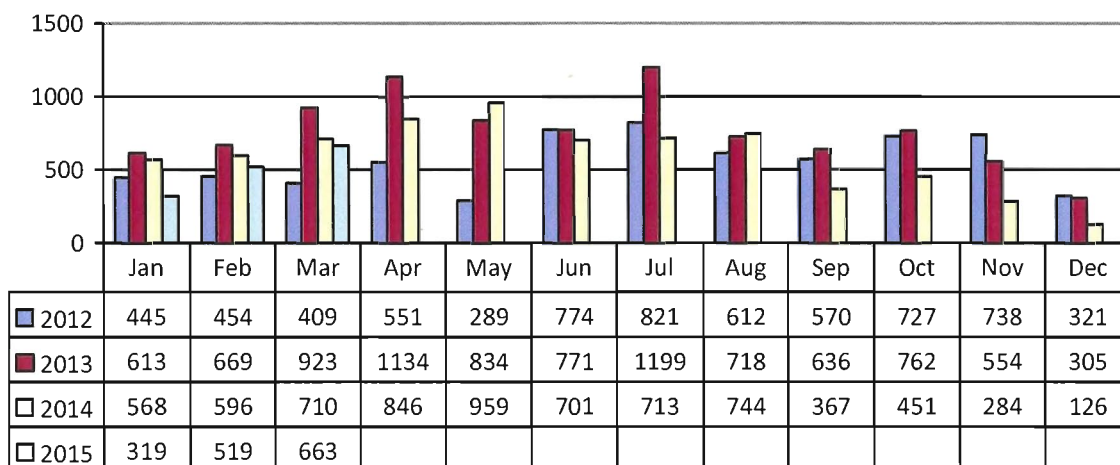


### *Speed Watch Statistics*

Speed Watch promotes safe driving habits by alerting drivers of their speed in school zones and on roadways. Trained volunteers are equipped with radar and a speed watch reader board that gives drivers instant feedback regarding their speed. The volunteers record the license plate number and the speed, and a letter is sent to the vehicle's registered owner when there is an infraction. The letter includes the date, time, location and what the penalties would be if the driver had received a violation ticket.

Figure 3 provides a comparison by year of the number of letters sent.

**Figure 3: Speed Watch Letters Sent**

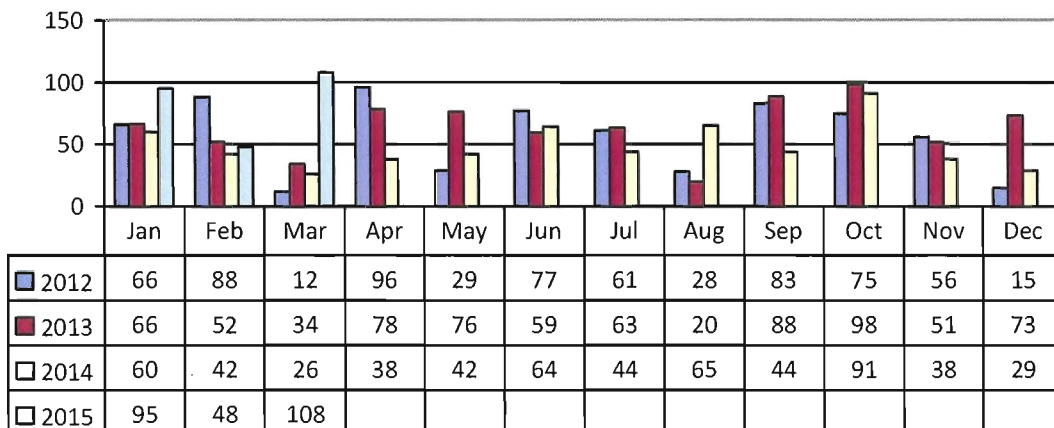


### *Distracted Drivers Statistics*

While volunteers are performing bike/foot patrols or Speed Watch duty, they note drivers that are on their cell phones, using other electronic devices, reading a newspaper, shaving or putting on makeup. The registered owner of the vehicle is sent a letter with the date, time and location of the observed offence. Also included in the letter is the type of driving infraction and amount the fine would be had the driver received a violation ticket.

Figure 4 provides a comparison by year for the number of letters sent.

**Figure 4: Distracted Driver Letters Sent**



### *Volunteer Foot/Van Patrol and Bike Patrol Program*

In March 2015, there were 9 foot/van patrols, totaling 63 hours and 8 bike patrols totaling 48 hours. The volunteers assisted the public with directions, general questions and minor vehicle collisions. They also reminded jaywalkers to use the crosswalks, noted any distracted drivers and used palm pilots to run license plates to see if any vehicles were stolen. During the patrols, the volunteers visited local parks and schools to make sure these areas were safe and looked for possible grow ops and abandoned houses.

#### *Volunteer Highlights include:*

- The Distracted Driving event was held March 2 to March 12 at 6 high schools in Richmond. Forty-one volunteers assisted Crime Prevention staff in administering the Distracted Drivers Obstacle Course. There were approximately 1100 students that came to the campaign during the duration of the 6 day event.
- Two City Centre volunteers have been accepted into the RCMP and start training at RCMP's Depot Division in Regina, Saskatchewan. Jamil Nauzad, a volunteer for 2 years started on March 16 in Troop 30 and Kris Pillay, a volunteer for 5 years, starts on April 6 in Troop 1.

- The Community Police Stations request from the City for six iPads was approved and has arrived. The iPads are an upgrade from the Palm Pilots which they have been currently using since 1997. The iPads will provide an advanced technological solution to maintaining statistical data, environmental sustainability, as well as empowering the various crime prevention programs with educational tools to meet the goals and objectives of the City and RCMP. On March 17, one of the City Centre volunteers assisted CPO staff and volunteers in downloading the Speed Watch and Lock-out Auto Crime apps for the new iPad minis. Training on the new apps will begin in late April.
- On March 19 a presentation was done for the station volunteers on the RCMP interview process and what they are looking for when answering the questions.
- Matt Taylor, a City Centre volunteer for 3 years, graduated from the Justice Institute on December 2014 to become a Constable with the Delta Police Department. On March 24, Cst. Taylor gave a presentation to the volunteers on the Delta Police Department selection process and policing in Delta.
- On March 30, two of the CPO Coordinators met with the new volunteer bike co-coordinator to discuss the agenda for the volunteer meeting on March 31.
- Two of the CPO Coordinators held the annual Volunteer Bike Patrol meeting on March 31. Topics included participating in more patrols and extended hours for the spring season.

#### Road Safety Unit

<b>Name</b>	<b>Act</b>	<b>Example</b>	<b>Jan 2015</b>	<b>Feb 2015</b>	<b>Mar 2015</b>
Violation Tickets	Provincial Act Offences	Speeding	904	754	755
Notice & Orders	Equipment Violations	Broken Tail-light	391	462	433
Driving Suspensions	Motor Vehicle Act	24 hour driving prohibition for alcohol or drugs	50	55	25
Parking Offences	Municipal Bylaw	On or off the street Municipal parking offences	11	14	15
MTI's	Municipal Ticket Information	Any other Municipal Bylaw offence	0	1	1

#### Victim Services

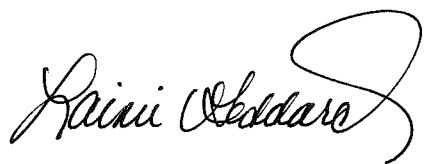
- During March, Richmond RCMP Victim Services provided services to 58 new clients and attended 7 crime and trauma scenes, in addition to maintaining an active caseload of 210 on-going files.
- Victim Services provided on-going emotional support to help victims of property crimes, robberies, family disputes. Referrals are provided for long term help.
- Victim Services is providing support to the family of a child that was gravely injured while playing in his home and succumbed to his injuries.

### **Financial Impact**

None.

### **Conclusion**

The Officer in Charge, Richmond Detachment continues to ensure Richmond remains a safe and desirable community.

A handwritten signature in black ink, reading "Lainie Goddard". The signature is fluid and cursive, with a large loop at the end of the last name.

Lainie Goddard  
Manager, RCMP Administration  
(1-604-207-4767)

LG:jl

Att: 1: Crime Statistics  
2: Crime Maps  
3: Crime Prevention Newsletter 1<sup>st</sup> Quarter 2015  
4: Business Link 1<sup>st</sup> Quarter 2015



## MARCH 2015 STATISTICS

This chart identifies the monthly totals for all founded Criminal Code incidents, excluding Traffic Criminal Code. Based on Uniform Crime Reporting (UCR) scoring, there are three categories: (1) Violent Crime, (2) Property Crime, and (3) Other Criminal Code. Within each category, particular offence types are highlighted in this chart. In addition, monthly totals for Controlled Drugs and Substances Act (CDSA) incidents are included.

The Average Range data is based on activity in a single month over the past 5 years. If the current monthly total for an offence is above average, it will be noted in **red**, while below-average numbers will be noted in blue.

Year-to-Date percentage increases of more than 10% are marked in **red**, while decreases of more than 10% are blue. Please note that percentage changes are inflated in categories with small numbers (e.g.: Sexual Offences).

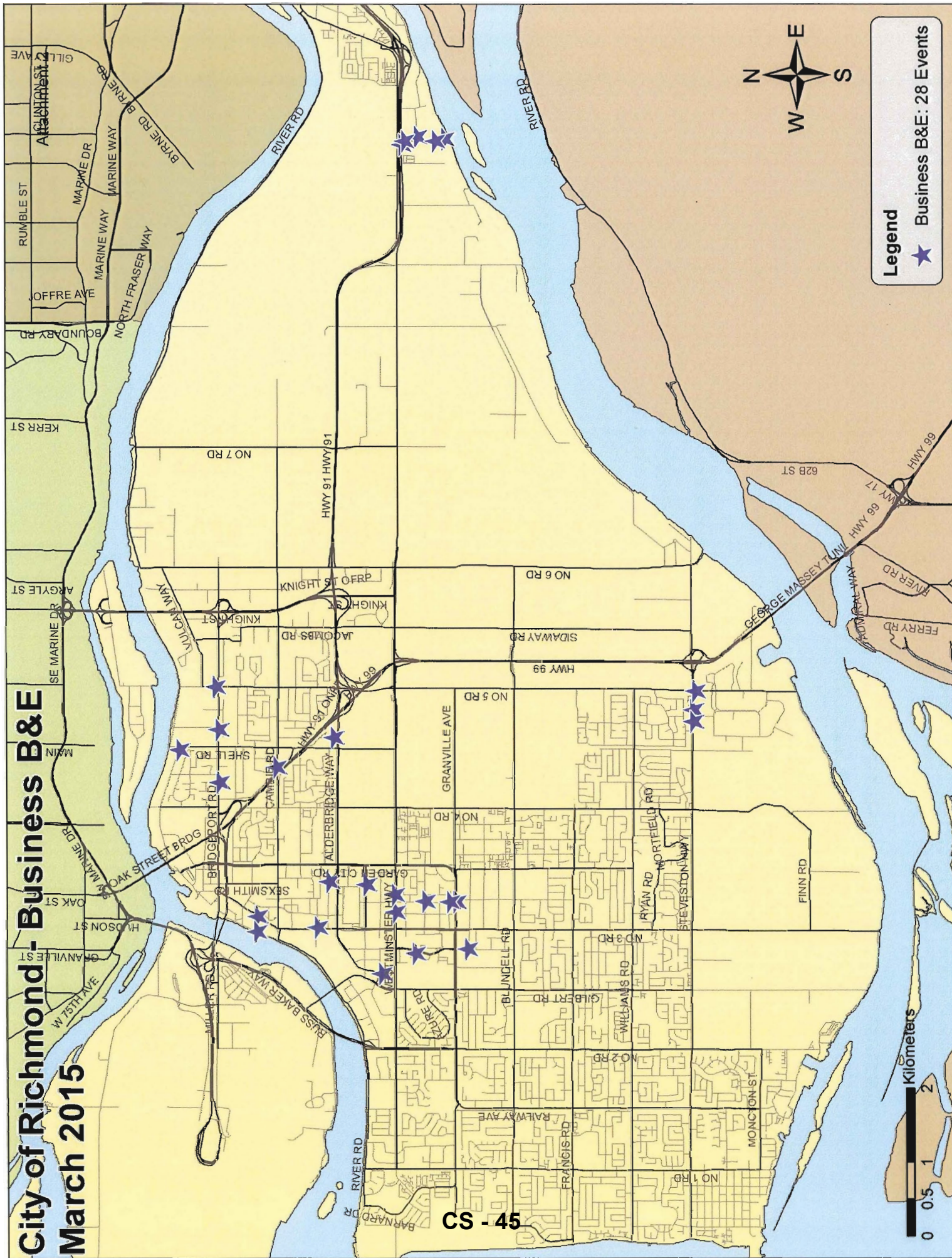
	CURRENT MONTH	5-YR AVERAGE	5-YR AVERAGE RANGE	YEAR-TO-DATE TOTALS			
	Mar-15	March		2014	2015	% Change	Change in # of Incidents
<b>VIOLENT CRIME</b> (UCR 1000-Series Offences)	<b>101</b>	<b>85-121</b>	<b>102.8</b>	<b>305</b>	<b>265</b>	<b>-13.1%</b>	<b>-40</b>
<i>Robbery</i>	9	4-11	7.6	21	24	<b>14.3%</b>	<b>3</b>
<i>Assault Common</i>	<b>45</b>	35-42	38.4	105	110	4.8%	5
<i>Assault w/ Weapon</i>	9	7-13	10.0	31	24	<b>-22.6%</b>	<b>-7</b>
<i>Sexual Offences</i>	3	3-11	6.8	20	10	<b>-50.0%</b>	<b>-10</b>
<b>PROPERTY CRIME</b> (UCR 2000-Series Offences)	<b>729</b>	<b>589-687</b>	<b>638.0</b>	<b>2035</b>	<b>2017</b>	<b>-0.9%</b>	<b>-18</b>
<i>Business B&amp;E</i>	28	26-46	36.0	95	95	0.0%	0
<i>Residential B&amp;E</i>	61	43-70	56.8	237	221	-6.8%	-16
<i>MV Theft</i>	24	20-35	27.8	77	83	7.8%	6
<i>Theft From MV</i>	<b>229</b>	142-203	172.6	657	543	<b>-17.4%</b>	<b>-114</b>
<i>Theft</i>	<b>141</b>	91-103	96.8	299	419	<b>40.1%</b>	<b>120</b>
<i>Shoplifting</i>	<b>46</b>	61-76	68.6	164	140	<b>-14.6%</b>	<b>-24</b>
<i>Fraud</i>	56	45-65	54.8	150	155	3.3%	5
<b>OTHER CRIMINAL CODE</b> (UCR 3000-Series Offences)	<b>204</b>	<b>142-172</b>	<b>157.2</b>	<b>500</b>	<b>534</b>	<b>6.8%</b>	<b>34</b>
<i>Arson - Property</i>	7	1-9	5.0	13	13	0.0%	0
<b>SUBTOTAL</b> (UCR 1000- to 3000-Series)	<b>1034</b>	<b>823-973</b>	<b>973.0</b>	<b>2840</b>	<b>2821</b>	<b>-0.7%</b>	<b>-19</b>
<b>DRUGS</b> (UCR 4000-Series Offences)	<b>52</b>	<b>53-76</b>	<b>64.2</b>	<b>144</b>	<b>148</b>	<b>2.8%</b>	<b>4</b>

Prepared by Richmond RCMP.

Data collected from PRIME on 2015-04-16. Published 2015-04-16.

This data is operational and subject to change. This document is not to be copied, reproduced, used in whole or part or disseminated to any other person or agency without the consent of the originator(s).

# City of Richmond - Business B&E March 2015



**Legend**

★ Business B&E: 28 Events

0 0.5 1 2 Kilometers

CS - 45

**City of Richmond - Residential B&E**  
**March 2015**

**Legend**  
 🏠 Residential B&E: 61 Events

**Scale:** 0 0.5 1 2 Kilometers

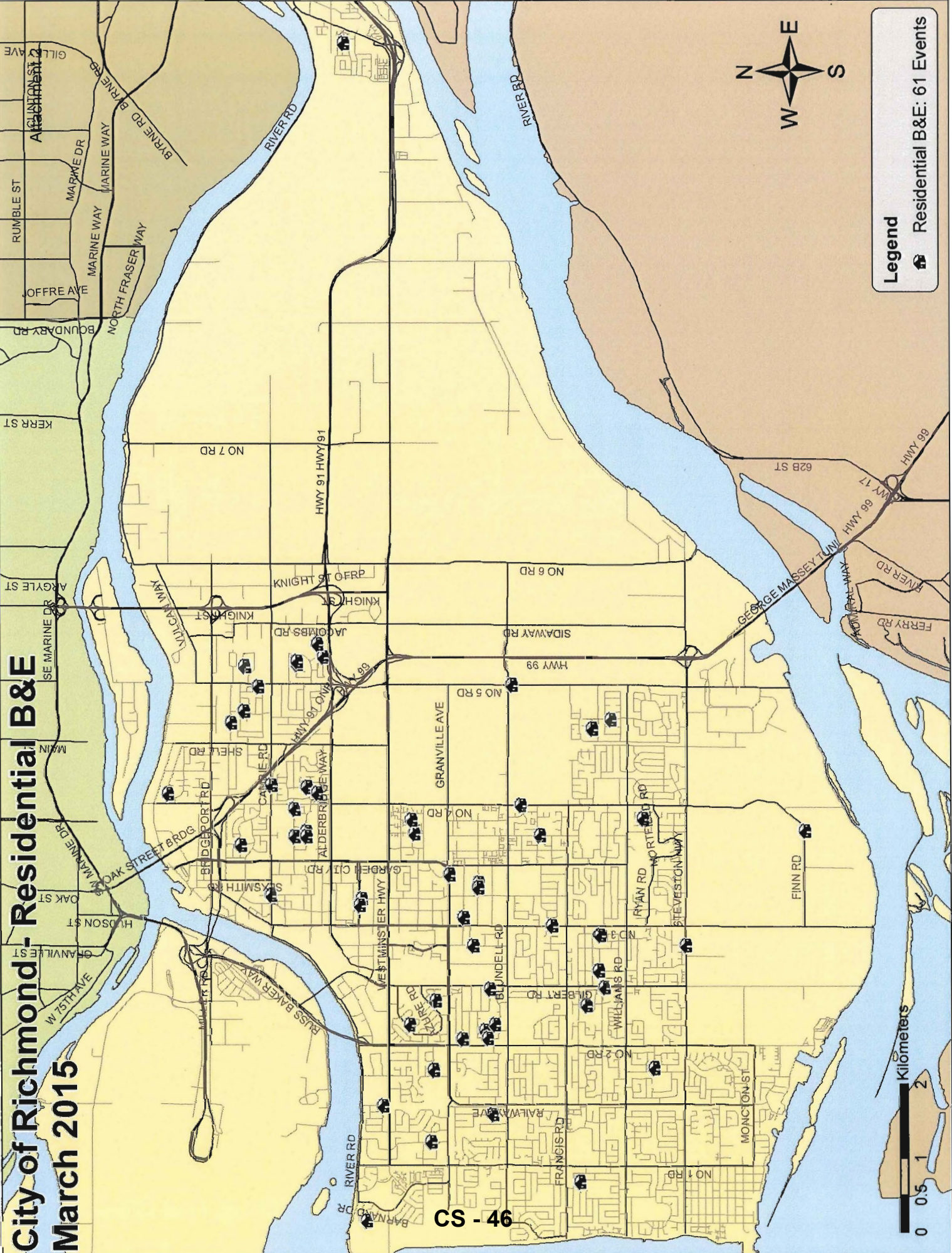
**CS - 46**

**City of Richmond - Residential B&E**  
**March 2015**

**Legend**  
Residential B&E: 61 Events

**CS - 46**

Kilometers  
0 0.5 1 2

[illegible]

**City of Richmond - Residential B&E**  
**March 2015**

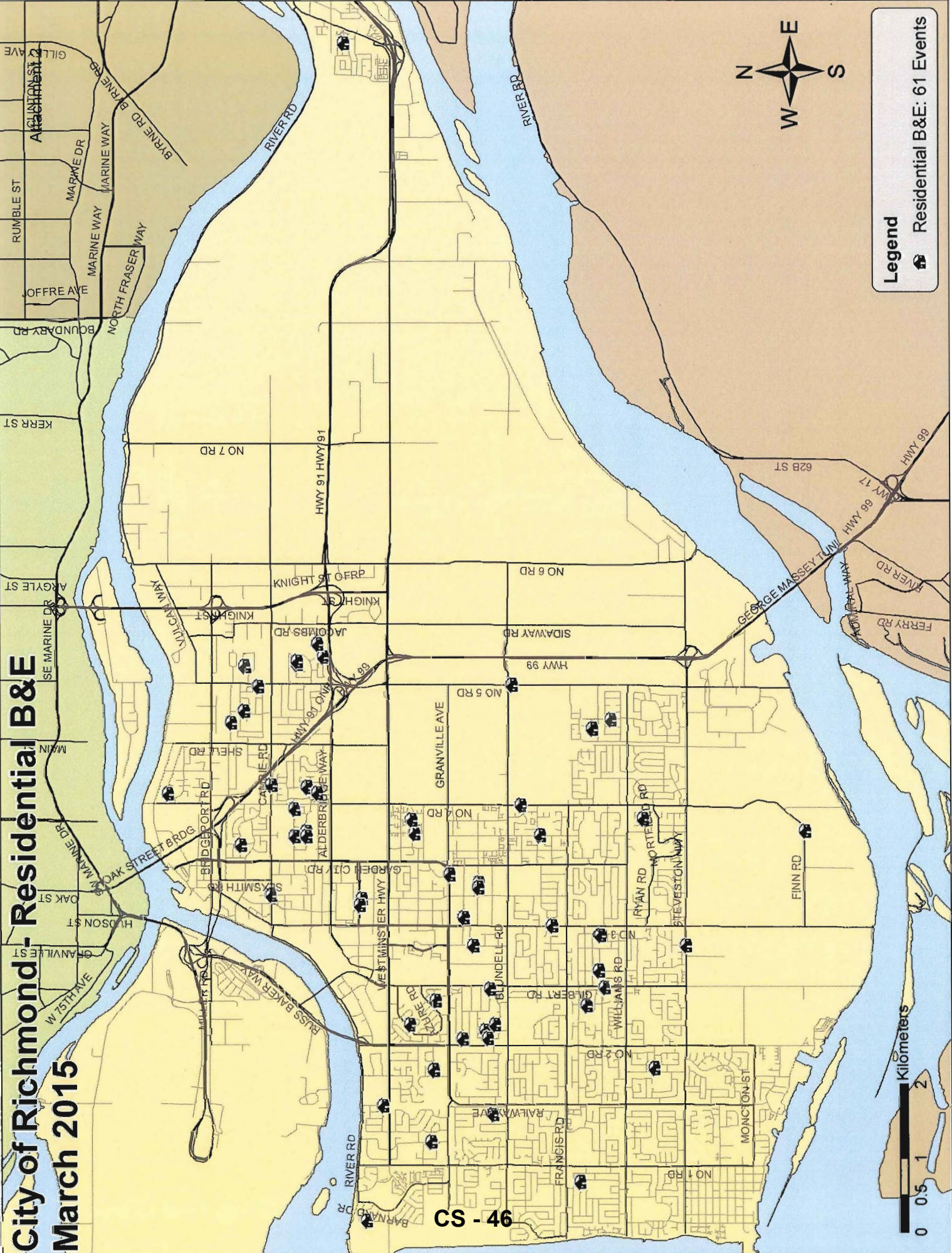
**Legend**  
 🏠 Residential B&E: 61 Events

**Scale:** 0 0.5 1 2 Kilometers

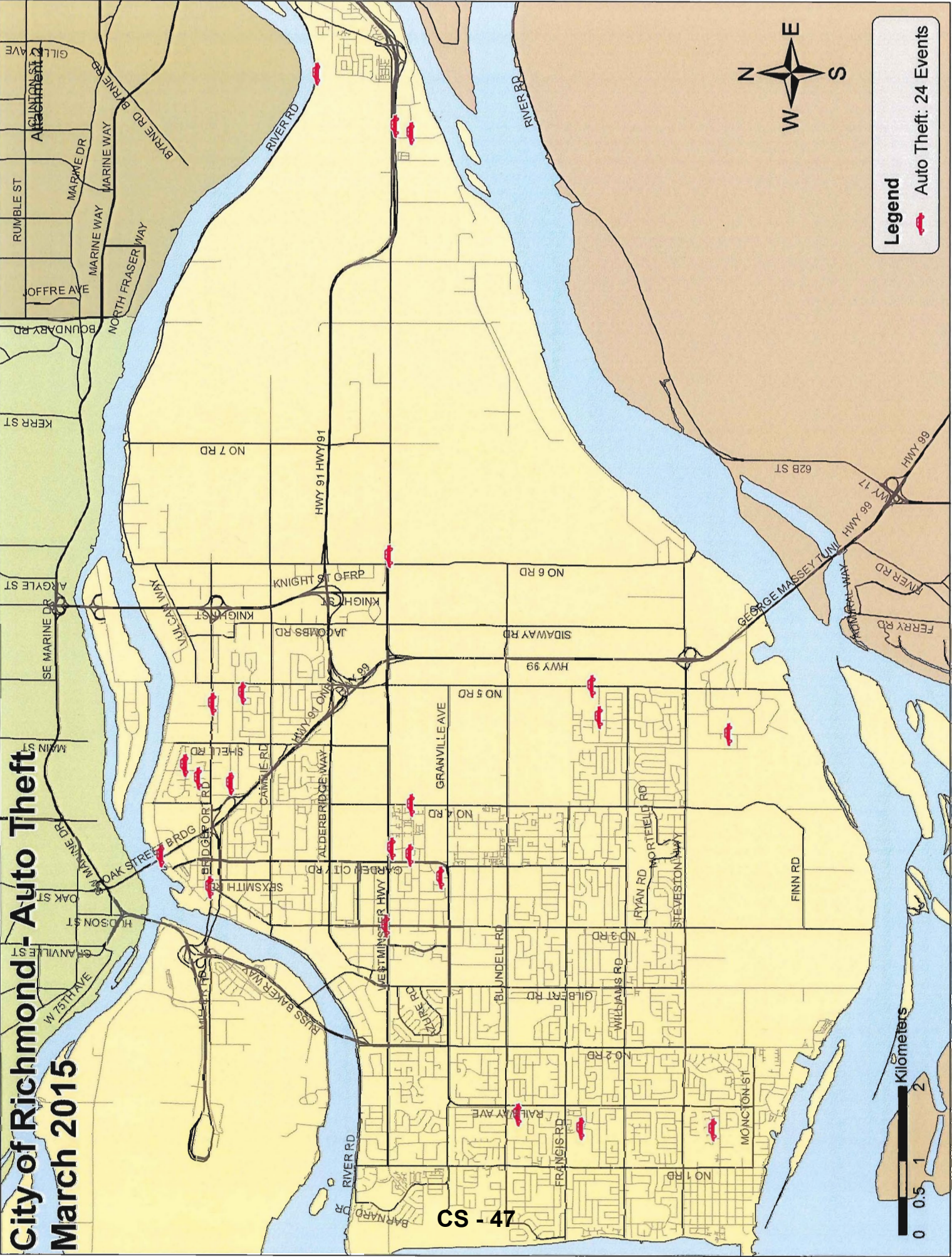
**North Arrow:** N, S, E, W

**Map Labels:** RIVER RD, MARINE WAY, NORTH FRASER WAY, BYRNE RD, MARINE DR, MARINE WAY, OFFRE AVE, BOUNDARY RD, KERR ST, ARGYLE ST, SE MARINE DR, MAIN, HOODSON ST, OF ANVILLE ST, 15TH AVE, MILLIKEN RD, OAK STREET BRDG, BRIDGEPORT RD, SHELL RD, CAMBIE RD, ALDERBRIDGE WAY, HWY 91, HWY 99, GRANVILLE AVE, NO 6 RD, SIDAWAY RD, NO 5 RD, NO 4 RD, GARDEN CITY RD, WESTMINSTER HWY, BARNARD DR, FRANCIS RD, MONCKTON ST, NO 1 RD, NO 2 RD, WILLIAMS RD, GILBERT RD, BLUNDELL RD, RYAN RD, MORFITT RD, STEVESTON WAY, FINN RD, 62B ST, HWY 17, HWY 99, FERRY RD, RIVER RD, GEORGE MASSEY TUNEL, KNOTH CREEK WAY, RIVER RD.

**CS - 46**



# City of Richmond - Auto Theft March 2015



CS - 47

# City of Richmond - Theft from Auto

## March 2015

**Legend**

- Theft From Auto: 229 Events

**Scale:** 0 0.5 1 2 Kilometers

**CS - 48**

# City of Richmond - Theft from Auto

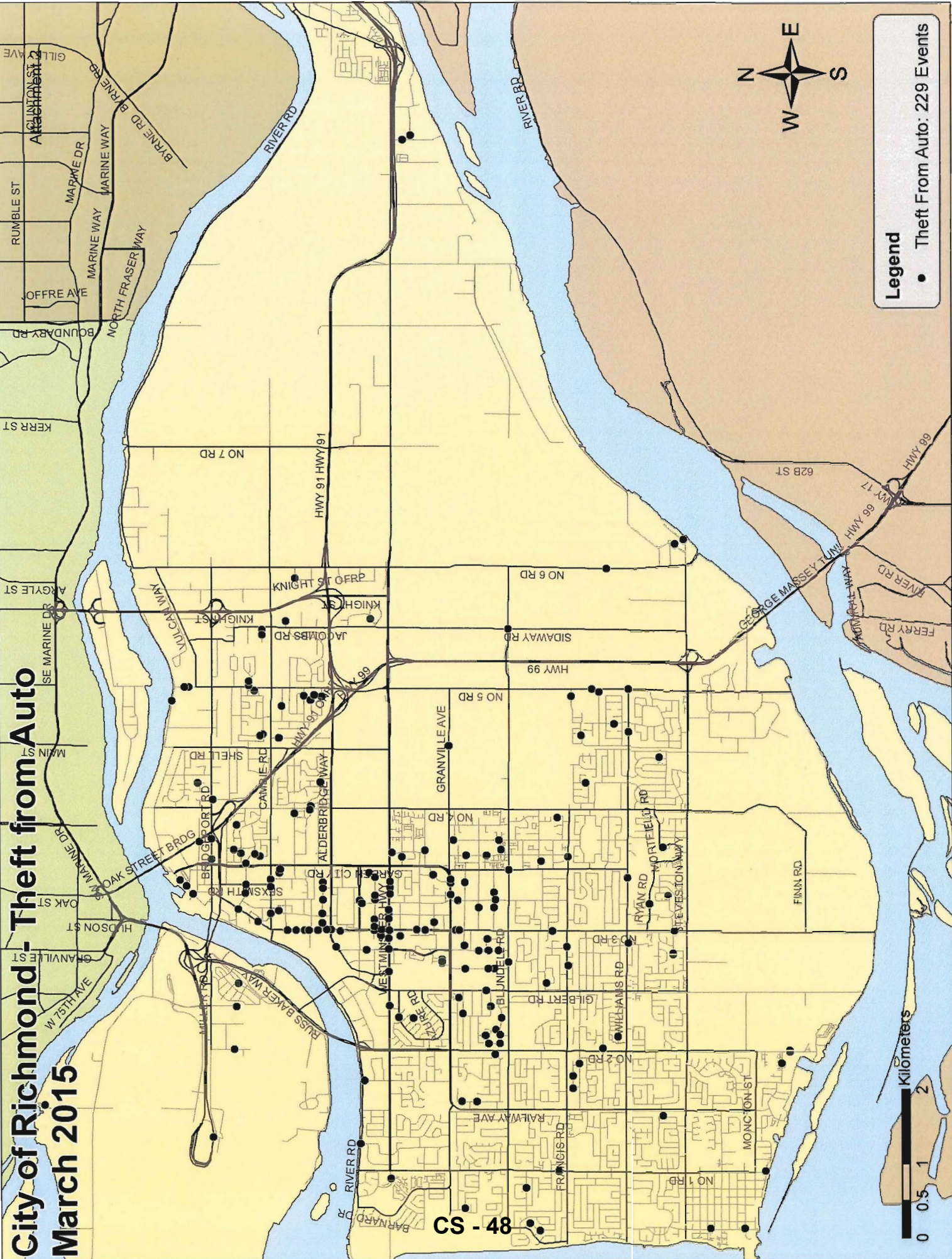
## March 2015

**Legend**

- Theft From Auto: 229 Events

**Scale:** 0 0.5 1 2 Kilometers

**CS - 48**



# City of Richmond - Theft from Auto

## March 2015

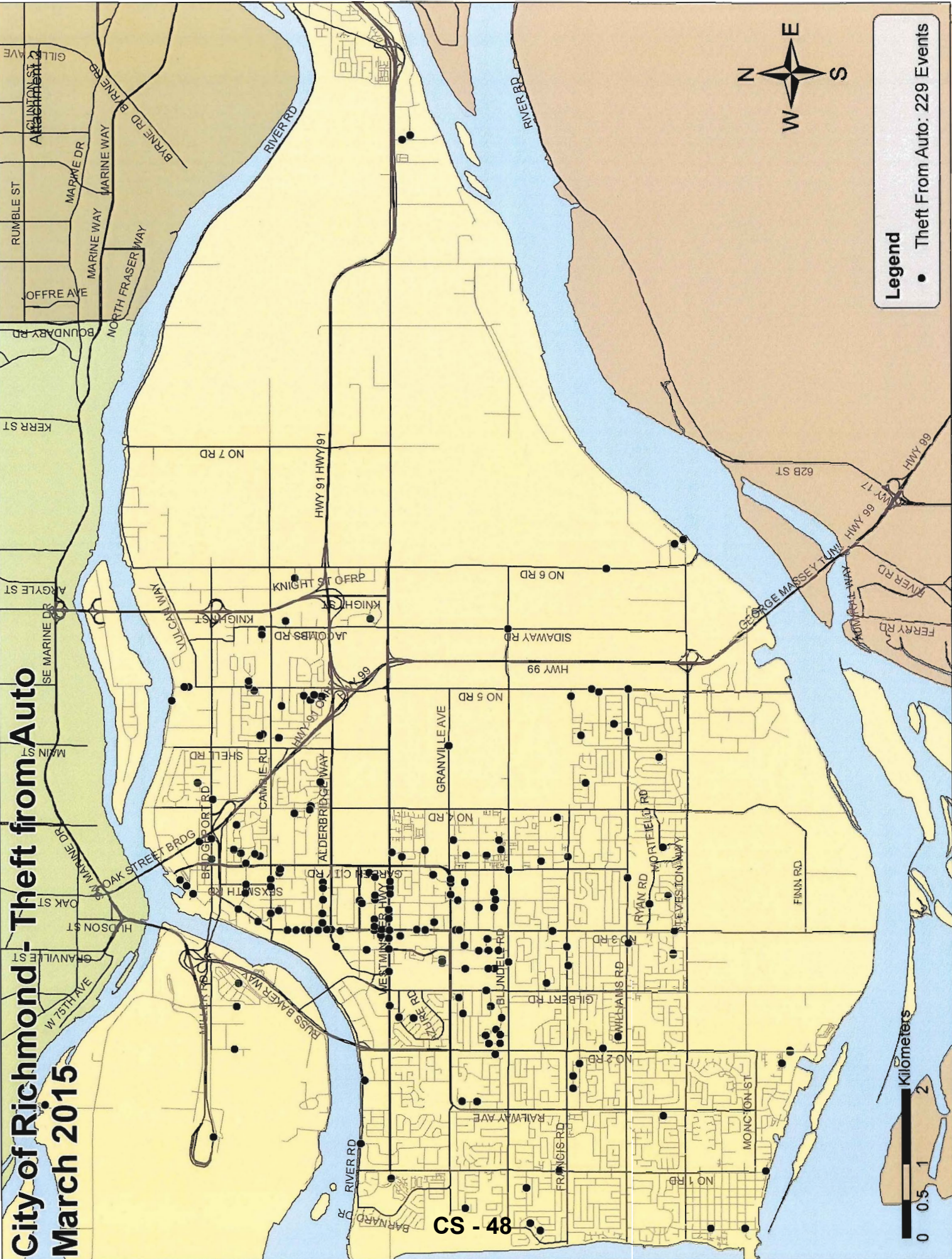
**Legend**

- Theft From Auto: 229 Events

**Scale:** 0 0.5 1 2 Kilometers

**CS - 48**

- # City of Richmond - Theft from Auto
- ## March 2015
- 
- Legend**
- Theft From Auto: 229 Events
- Scale:** 0 0.5 1 2 Kilometers
- CS - 48**



CITY OF RICHMOND

1st Qrt. 2015

# CRIME PREVENTION

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

## Emergency Social Services

Emergencies are a fact of life and can happen without warning. Each of us is responsible for ensuring our own safety and the safety of our family members for at least 72 hours and to a week.

The City of Richmond offers free emergency preparedness workshops that will assist you in knowing the risks, making a plan, making a kit and knowing what to do during an emergency. You will also learn what to consider for people with special needs, people with disabilities and older adults. Let us not forget your pets also have specific needs. You may request a presentation at your business, townhouse or apartment building and the City of Richmond Emergency Volunteer Presenters will come present.

If you are interested in helping your community or to play a critical role during emergencies, join our volunteer team and learn how you can contribute to community safety! For more information on preparedness workshops & volunteering, please visit our website at [www.richmond.ca/emergency](http://www.richmond.ca/emergency).



## Create an Insurance Inventory List

Create an insurance inventory list of the items in your home. If you ever need to make an insurance claim, having a detailed list may make the process easier. An easy way is to video record each room of your home, including inside the closets, cupboards (garage and/or shed). Zoom in on the make and model numbers for electronics, appliances and other expensive items. Update your inventory list at least once a year and store the list in a secure location outside of your home.

## Online Reporting

Richmond RCMP has launched an Online Reporting web page for reporting minor offences under \$5,000 dollars. If you are interested in viewing the online system, visit [www.richmond.ca/safety/police/crime-report/report-online](http://www.richmond.ca/safety/police/crime-report/report-online).

If you see suspicious or criminal activity (and the suspect is present), call the Police immediately at **9-1-1**. If there is no suspect present, call the Police non-emergency number at **604-278-1212**.

To leave a tip, email Richmond RCMP at [Richmond\\_Tips@rcmp-grc.gc.ca](mailto:Richmond_Tips@rcmp-grc.gc.ca) or to remain anonymous, call CrimeStoppers at **1-800-222-TIPS (8477)**.

Follow us on Twitter @[RichmondRCMP](https://twitter.com/RichmondRCMP).

## Photocopy your valuable items

Photocopy all the cards you carry in your purse or wallet (i.e., your Driver's License, credit cards, Care Card, etc.). In the event your purse or wallet is stolen or lost, you'll have all the information you need to cancel and replace your cards. Keep the photocopies in a secure location.

## Always carry identification

Always remember to carry some type of identification with you whether you are out for the day, jogging or riding your bike. In the event of an accident, having your identification with you will assist any responding emergency personnel.

## Mail Theft

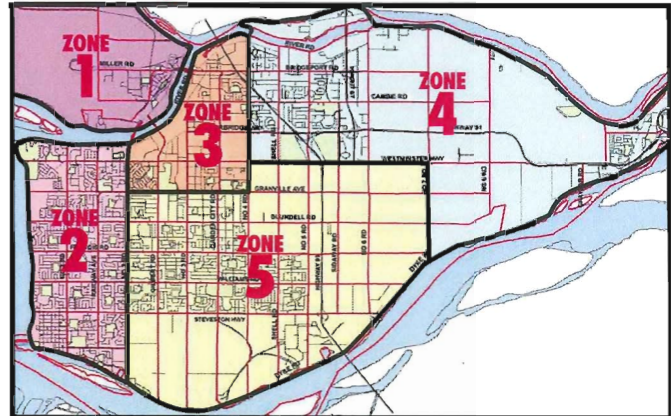
Minimize opportunities for mail theft by following a few steps:

- Pick up your mail as soon as possible.
- While on vacation, have someone pick up your mail or call Canada Post to put your mail on hold. It will be held at the delivery office for you to pick up when you return.
- Never use your intercom to let strangers into your building.
- Never hold the door open for strangers when entering or leaving your building.
- If your bills fail to arrive, contact the company immediately to ensure your bills have not been fraudulently re-directed.
- Notify Canada Post if your communal mail box is insecure.
- If you see someone breaking into mailboxes, call **9-1-1**.
- If your mailbox has been overturned or vandalized, contact Canada Post at **1-800-267-1177**.

# Richmond Residential Break and Enters (2014 & 2013)

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Jan 2015	0	40	10	7	31
Jan 2014	3	25	14	4	39
Feb 2015	0	16	13	9	31
Feb 2014	0	19	18	14	20
Mar 2015	0	7	17	14	25
Mar 2014	1	20	16	10	26
Apr 2014	0	11	10	4	22
Apr 2013	0	4	12	5	20
May 2014	0	27	15	2	23
May 2013	0	3	10	14	3
Jun 2014	0	16	5	7	22
Jun 2013	0	11	9	4	12
Jul 2014	0	23	9	5	33
Jul 2013	0	13	14	8	28
Aug 2014	0	25	12	3	38
Aug 2013	0	12	10	2	23
Sep 2014	0	43	21	5	33
Sep 2013	0	8	16	8	15
Oct 2014	0	19	10	11	39
Oct 2013	0	30	18	3	16
Nov 2014	0	47	22	9	51
Nov 2013	0	11	24	4	18
Dec 2014	0	53	7	10	74
Dec 2013	3	12	18	2	14

## Zone Map



The above map outlines the five zones in Richmond. The chart to the left provides details on the number of Residential B&Es that have occurred in each zone.

Visit [www.richmond.ca/crime](http://www.richmond.ca/crime) for neighbourhood crime information and [www.richmond.ca/homesafety](http://www.richmond.ca/homesafety) for home security tips.

If your home has been broken into, do not touch anything. If a suspect is present, call 9-1-1. If no suspect is present, call the Police non-emergency number at 604-278-1212.

Report all suspicious or criminal activity to the police.

## Point of Entry Breakdown (Mar. 2015)

<b>Zone 1</b>	0 break and enters	
<b>Zone 2</b>	7 break and enters	2 thru doors; 1 thru an unlocked door; 3 thru windows; 1 thru an unlocked sliding door
<b>Zone 3</b>	17 break and enters	9 thru doors; 4 thru windows; 1 thru a sliding door; 1 thru an unlocked sliding door; 2 other points of entry
<b>Zone 4</b>	14 break and enters	3 thru doors; 6 thru windows; 2 thru unlocked windows; 2 thru a sliding door; 1 other points of entry
<b>Zone 5</b>	25 break and enters	6 thru doors; 3 thru unlocked doors; 7 thru windows; 1 thru unlocked window; 8 thru sliding doors

## Email Break & Enter Alerts

Email your name and street address to: [blockwatch@richmond.ca](mailto:blockwatch@richmond.ca) to receive an email alert should a residential break and enter occur in your neighbourhood.



CITY OF RICHMOND

1st Qrt. 2015

# BUSINESS LINK

WORKING TOGETHER TO PREVENT CRIME

NEWSLETTER

## Richmond Commercial Break and Enters

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Jan 2015	0	0	11	16	3
Jan 2014	0	2	7	11	2
Feb 2015	0	1	5	9	1
Feb 2014	0	2	10	12	5
Mar 2015	0	0	4	12	5
Mar 2014	0	0	5	5	0
Apr 2014	0	0	9	7	3
Apr 2013	0	2	9	16	1
May 2014	0	1	15	6	6
May 2013	0	3	10	14	3
Jun 2014	0	1	15	5	1
Jun 2013	0	3	12	6	1
Jul 2014	0	5	4	9	3
Jul 2013	0	1	6	5	0
Aug 2014	1	0	18	7	4
Aug 2013	0	0	8	9	2
Sep 2014	0	3	7	9	4
Sep 2013	0	0	6	6	1
Oct 2014	0	1	9	11	1
Oct 2013	0	1	7	9	1
Nov 2014	0	2	15	5	2
Nov 2013	0	1	5	4	3
Dec 2014	0	1	17	12	4
Dec 2013	0	2	7	6	1

## Point of Entry Breakdown (Mar 2015)

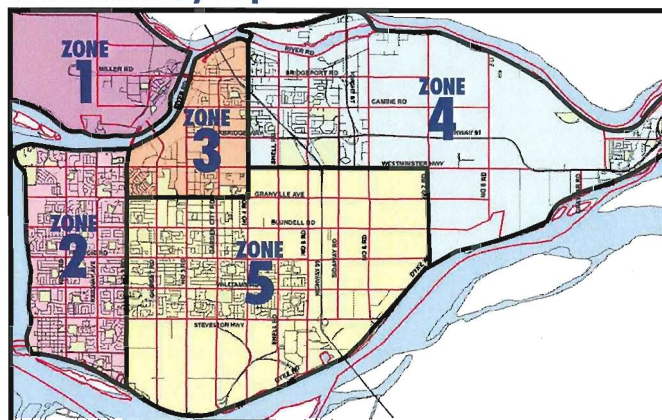
<b>Zone 1</b>	0 break and enters			
<b>Zone 2</b>	0 break and enters			
<b>Zone 3</b>	4 break and enters	2 thru doors; 2 other points of entry		
<b>Zone 4</b>	12 break and enters	8 thru a doors; 1 thru unlocked door; 2 thru windows; 1 other points of entry		
<b>Zone 5</b>	5 break and enters	5 thru doors		

## Why It Is Vital to Report Crime to Police

If you witness, or are the victim of a crime, or your business has been targeted, it is important not to dismiss this as unimportant or not of interest to the police. Police resources and energy are focused in areas where crime stats and trends indicate a prevalence of crime. Quite simply, if it isn't reported, the police cannot pro-actively direct resources to deter further incidents. Reporting crime also allows the

police to gain valuable intelligence such as vehicle or suspect descriptions, time frames, and patterns of offending. The smallest piece of information may also confirm or corroborate other information police have and may very simply, be that 'needle in a haystack'.

### Criminal Activity Map



The above map outlines the five zones in Richmond. The chart to the left provides details on the number of Commercial B&Es that have occurred in each zone.

Visit [www.richmond.ca/crime](http://www.richmond.ca/crime) for an interactive web page where you can view Richmond neighbourhood maps for current crime summaries and business security tips.

If your business has been broken into, do not touch anything. If a suspect is present, call 9-1-1. If no suspect is present, call the Police non-emergency number at 604-278-1212. Report all suspicious criminal activity to Police.

For more information on securing your business, please visit [www.richmond.ca/businesslink](http://www.richmond.ca/businesslink)

### Email Break & Enter Alerts

To receive email alerts of neighbourhood commercial break and enters, register your business name and street address at:  
[RCMP\\_Business\\_Link@richmond.ca](mailto:RCMP_Business_Link@richmond.ca)





# City of Richmond

## Report to Committee

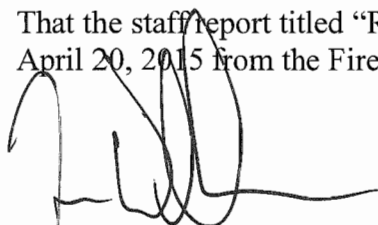
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<b>To:</b>	Community Safety Committee	<b>Date:</b>	April 20, 2015
<b>From:</b>	John McGowan Fire Chief, Richmond Fire-Rescue	<b>File:</b>	09-5000-01/2015-Vol 01
<b>Re:</b>	<b>Richmond Fire-Rescue Monthly Activity Report - March 2015</b>		

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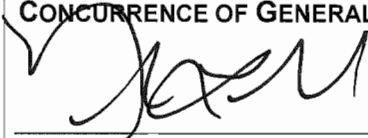


### Staff Recommendation

That the staff report titled "Richmond Fire-Rescue Monthly Activity Report - March 2015," dated April 20, 2015 from the Fire Chief, Richmond Fire-Rescue, be received for information.



For John McGowan  
Fire Chief  
(604-303-2734)

Att. 2

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 
APPROVED BY CAO 	

## Staff Report

### Origin

This report provides Council with an update on Richmond Fire-Rescue (RFR) activities. Through the delivery of its programs and services, RFR continues to work towards the City's vision of being the most appealing, livable, and well-managed community in Canada. RFR is reporting on its activities in support of its mission:

*To protect and enhance the City's livability through service excellence in prevention, education and emergency response.*

This report supports Council's Term Goal #1 Community Safety:

*To ensure Richmond remains a safe and desirable community to live, work and play in, through the delivery of effective public safety services that are targeted to the City's specific needs and priorities.*

### Analysis

#### Community Involvement

Safety messages for March included a focus on spring cleaning and removing debris from around homes, and smoke alarm battery change reminders. Facebook posts and firehall sign messages were used to remind the public of key safety points.

RFR participates in events and activities to advance public education and community bridge building. During March 2015 the following took place:

- Safety presentations were provided to *Manoah Stevenson Elementary School* and *Samuel Brighthouse Elementary school*. There were a total of 88 participants in attendance.
- Hall tour was provided to the *Richmond Scouts*. There were a total of 30 participants in attendance.
- Community events attended during March included the *Activate Health and Wellness Fair* and the *William Bridge Elementary School Career Fair*. Over 1,561 children and adults attended these events where crews engaged with the community groups, provided fire safety and public relations information.

#### Training

RFR Training office staff attended an Active Shooter Scenario Exercise in March held at Vancouver Airport (YVR). The exercise was a joint operation held by RCMP with BC Ambulance Services and E-Comm in attendance to look at co-ordination of activities. RFR Training office staff produced an internal overview report of the outcomes of the exercise.

Live Fire and firefighter yard drill classroom sessions were run for RFR staff during March and will continue into early April. These sessions will lead into a Live Fire exercise event scheduled at the end of April and mid-May in Langley.

The BC Municipal Safety Association continues to present an Incident Investigation program to RFR Officers. This program has a remaining delivery date in early April.

### Emergency Response

Our goal is to respond to all calls quickly and minimize loss of life and property.

There were 33 fires in March 2015. Fire losses during the month are estimated at \$107,815. This total includes \$35,300 for building loss and \$72,515 for content loss. The total building and content value at risk was estimated to be \$124,585,125, and the total value preserved was \$124,477,310. These numbers translate to 99.9% of value protected (Figure 1).

<b>Figure 1: Fire Calls By Type and Loss Estimates – March</b>						
<b>Incident Type Breakdown</b>	<b>Call Volume</b>	<b>Estimated Building Value (\$)</b>	<b>Estimated Building Loss (\$)</b>	<b>Estimated Content Value (\$)</b>	<b>Estimated Content Loss (\$)</b>	<b>Estimated Total Value Preserved (\$)</b>
Residential:	7	72,557,900	500	3,083,000	90	75,640,310
Single family	3	1,800,000	-	300,000	25	2,099,975
Multi family						
Commercial / Industrial	7	36,040,000	25,600	10,770,000	72,400	46,712,000
Fire – Outdoor	4	34,000	9,000	-	-	25,000
Vehicle	12	225	200	-	-	25
<b>Totals*</b>	<b>33</b>	<b>110,432,125</b>	<b>35,300</b>	<b>14,153,000</b>	<b>72,515</b>	<b>124,477,310</b>

\*The dollar losses shown in this table are preliminary estimates. They are derived from RFR's record management system and are subject to change due to delays in reporting and confirmation of actual losses from private insurance agencies (as available).

Fire crews minimized loss and limited the fire to the place of origin in notable March incidents:

1. Crews responded to multiple fires in a six storey wooden structure on Alderbridge Way. A fire was quickly extinguished on the first floor using water. Other fires discovered by a search of the entire building by RFR crew found multiple sources of ignition. RFR crew had to bring in water and hose lines into the building as there were no hydrants within 2000 feet of property.
2. Crews responded to reports of an abandoned property on fire located on Cooney Road. On arrival crews proceeded to attack the fire. Heavy smoke and flames were coming from underneath the back deck. RFR crews knocked the fire down quickly. RFR Chief Fire Prevention Officer and RCMP conducted a coordinated fire investigation.

3. Crews were called to a suspicious fire on Calder Road. On arrival crews found that the fire was located outdoors in cardboard boxes at the front door of a residence.
4. Crews responded to a smoker fire at a restaurant located on Sexsmith Road. The fire was quickly mitigated and confined to the smoker in the restaurant.
5. RFR crews provided assistance to RCMP for a report of a pipe bomb located on No 1 Road.
6. Crews attended to a car fire on Granville Avenue. The fire was quickly extinguished by RFR crews and a Fire Prevention Officer investigated the fire.
7. Crews responded to a garage fire on Blundell Road. The fire was extinguished with 400 gallons of water and 3 gallons of Cold Fire.
8. Crews responded to a small fire on top of a picnic table on Elsmore Road. RFR crews used portable extinguisher with "Cold Fire" to extinguish the fire.
9. During March crews attended multiple pot-on-stove related fires including a small fire on Westminster Highway and a stove fire on No 1, Road. All fires were quickly mitigated and at locations where smoke was present, crews provided ventilation to the areas.

RFR crews responded to multiple medical and rescue incident calls, including:

1. A Haz-Mat call on Maycrest Way. On arrival crews found acid on a car. A nearby person had inhaled fumes from the off-gassing of the product. On site BC Ambulance Service staff checked patient and released. RFR Crew performed a PH test and neutralized the substance. The scene was handed over to RCMP for further investigation.
2. Assistance for a medical emergency involving a child on Colonial Drive. The child suffered from fatal injuries and was unresponsive.
3. A cardiac patient, located at Brighthouse Way was found unresponsive on arrival. The patient was provided CPR and an Automated External Defibrillator (AED) was used to resuscitate the patient. BCAS arrived on scene and took over patient care. A pulse was recovered after 30 minutes.
4. A cardiac patient, located at Westminster Highway was provided CPR and an Automated External Defibrillator (AED) was used to resuscitate the patient. BCAS arrived on scene and took over patient care.
5. Crews attended to reports of a stabbing on Cheviot Place. The victim had multiple stab wounds to the chest, abdomen, buttocks and right leg and was complaining of being pepper sprayed in his eyes. Crews provided medical assistance to the patient before handing over to BC Ambulance Services crews. Incident under RCMP investigation.

A summary of 9-1-1 emergency response statistics is found in Attachment 1, Tables 1, 2, 3 and 4. The location of fire, medical and motor vehicle incident calls in March are depicted in Attachment 2, Figures 1, 2 and 3.

**Financial Impact**

None

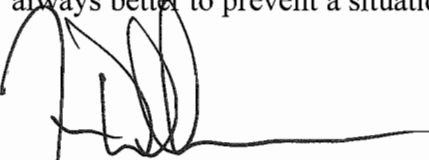
**Conclusion**

During March, there were many facility moves for Fire Staff, including:

- The headquarters for Richmond Fire-Rescue was relocated to City Hall West, directly across the street from No 1 hall. This site now includes Administration, Training, Public Education, Fire Prevention and a portion of Suppression.
- The emergency vehicle mechanic shop and staff were relocated to No 6 Fire Hall. The site is very constricted; however the move was very beneficial in streamlining the operations.
- No 4 hall was renovated to accommodate one additional suppression truck and staff that were relocated from No 1 Fire Hall.

First response and emergency services were not impacted or disrupted during these moves.

Our service delivery model is prevention focused and based on the belief that prevention, education and emergency response activities must be well established and integrated to have a positive impact on community safety. We believe "safety is everyone's responsibility and it is always better to prevent a situation from occurring".



John McGowan  
Fire Chief  
(604-303-2734)

JM:js

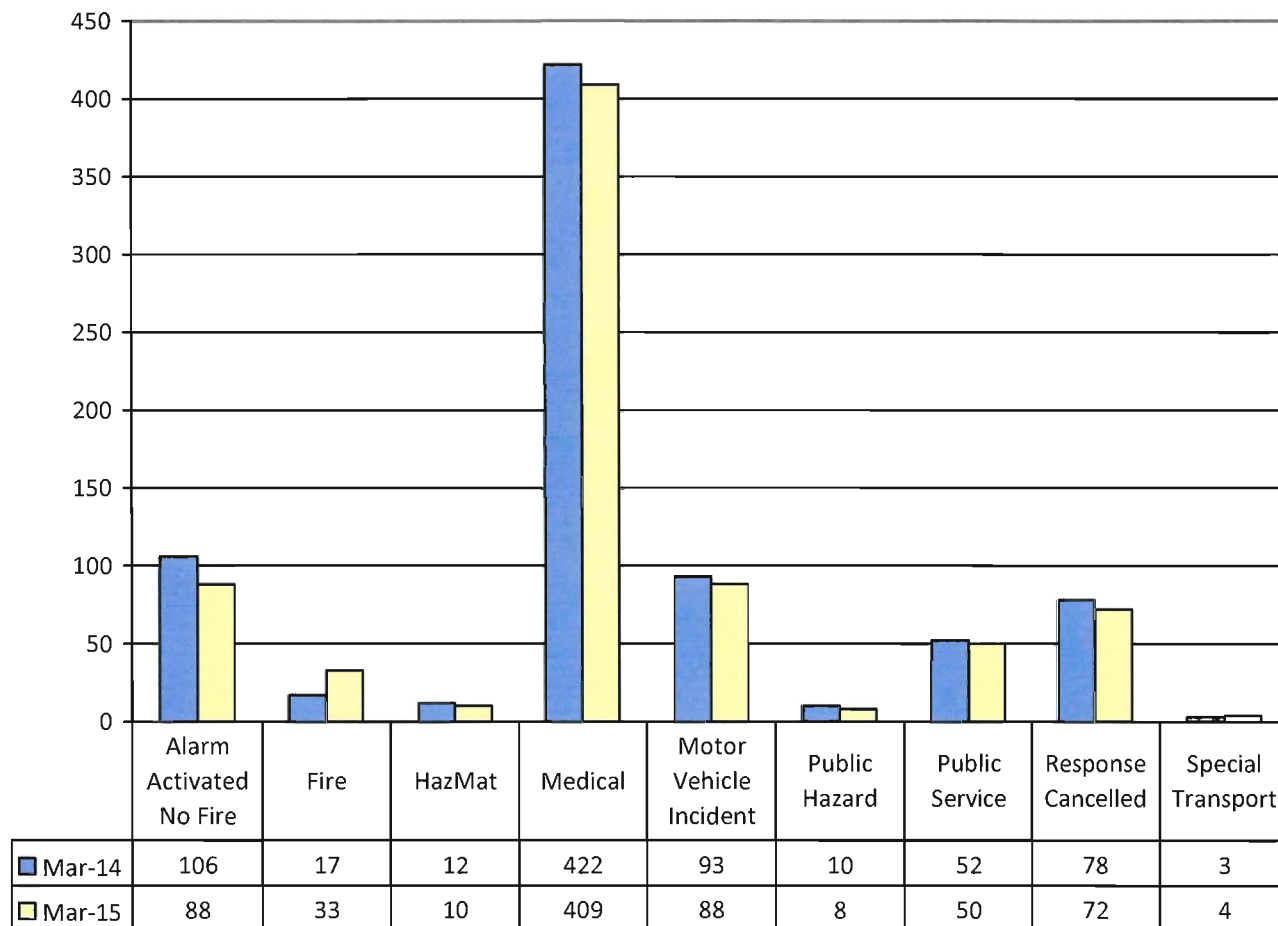
Att. 1: Suppression Activity

Att. 2: Location of March's Fire, Medical and MVI calls

## Suppression Activity

The following chart provides a month to month comparison regarding incidents occurring in March 2014 and 2015. In March 2015, there were a total of 762 incidents, compared to 791 in March 2014. This represents a decrease of 3.7%.

**Table 1: March 2014 & 2015 Calls for Service Volumes**



**Call Type Legend:**

**HazMat:** includes fuel or vapour; spills, leaks, or containment

**Medical** includes: cardiac arrest, emergency response, home or industrial accidents

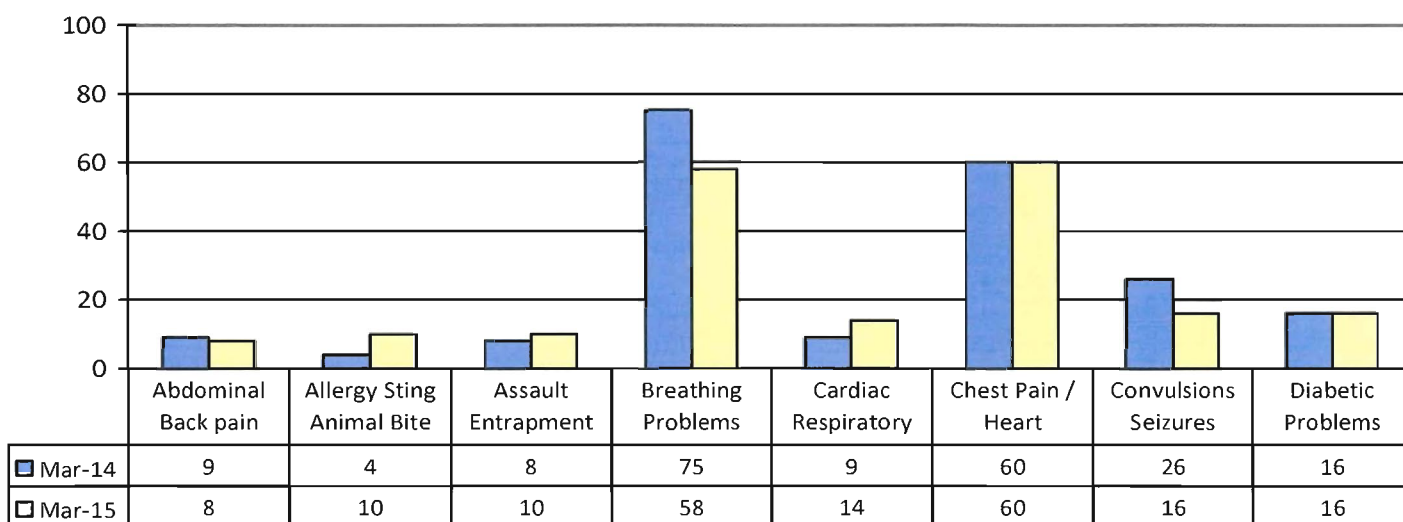
**Public Hazard** includes: aircraft emergency, bomb removal standby, object removal, or power lines down

**Public Service** includes: assisting public, ambulance or police, locked in/out, special events, trapped in elevator, water removal

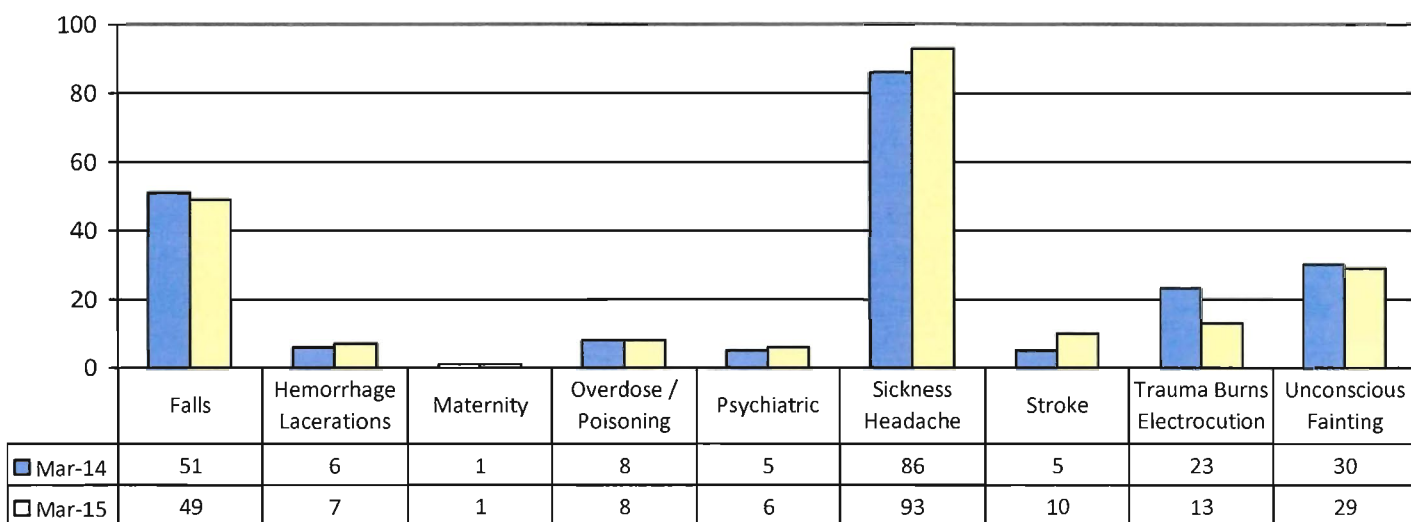
### First Responder Totals

Medical First Responder incidents comprised 54% of the total emergency responses for RFR during the month of March. A detailed breakdown of the medical incidents for March 2014 and 2015 is set out in the following table by sub-type. There were a total of 409 medical incidents in March 2015 compared to 422 in March 2014 a decrease of 3.1%.

**Table 2a: March 2014 & 2015 Medical Calls by Type**



**Table 2b: March 2014 & 2015 Medical Calls by Type**



## Fire Investigations

The fire investigation statistics for March 2015 are listed below:

<b>Table 3: Total Fire Investigation Statistics – March</b>			
	<b>Suspicious</b>	<b>Accidental</b>	<b>Undetermined</b>
Residential - Single-family	2	4	1
Residential - Multi-family	0	1	2
Commercial/Industrial	0	4	3
Fire – Outdoor	7	3	2
Vehicle	0	4	0
<b>Totals</b>	<b>9</b>	<b>16</b>	<b>8</b>

All suspicious fires are reported to the RCMP, and Richmond Fire-Rescue Investigators work in conjunction with staff at the RCMP to address any risks to the community.

## HazMat

<b>Table 4: HazMat Calls By Type – March</b>	
	<b>Details</b>
Flammable / combustible Liquids	3
Natural Gas / Propane Leaks (small)	6
Unclassified	1
<b>Totals</b>	<b>10</b>

Figure 1: Location of fires in March (total 33)

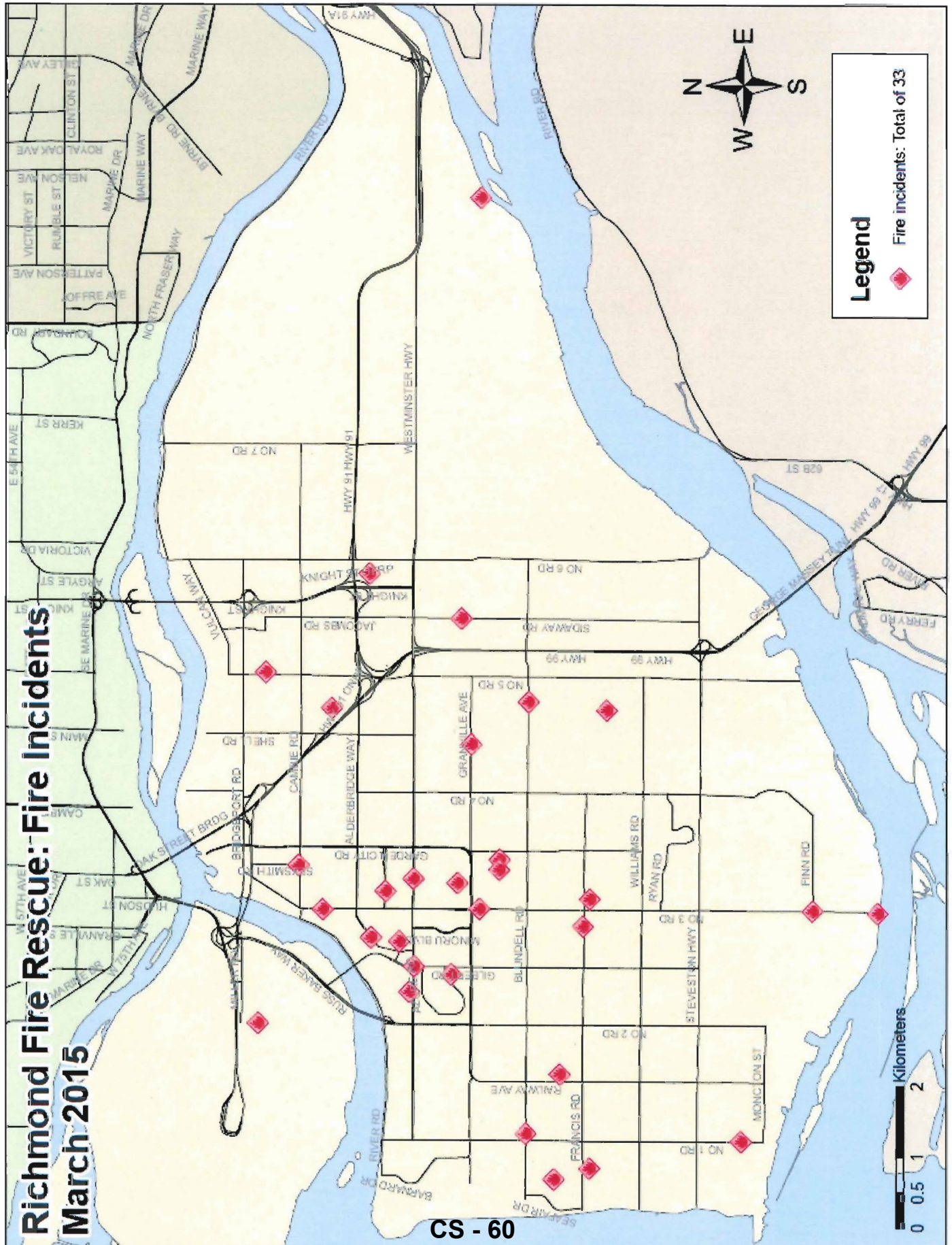


Figure 2: Location of medical calls in March (total 409)

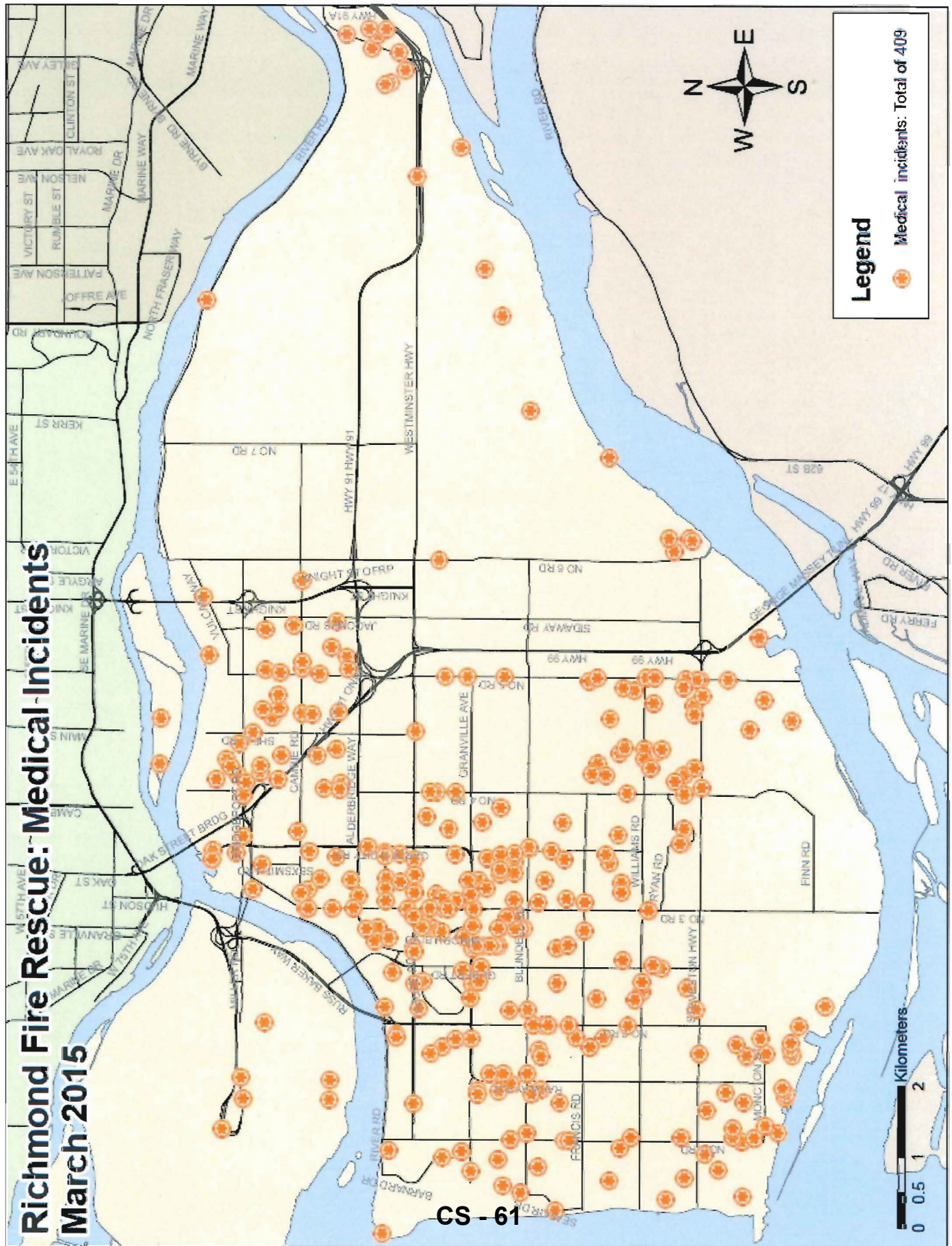
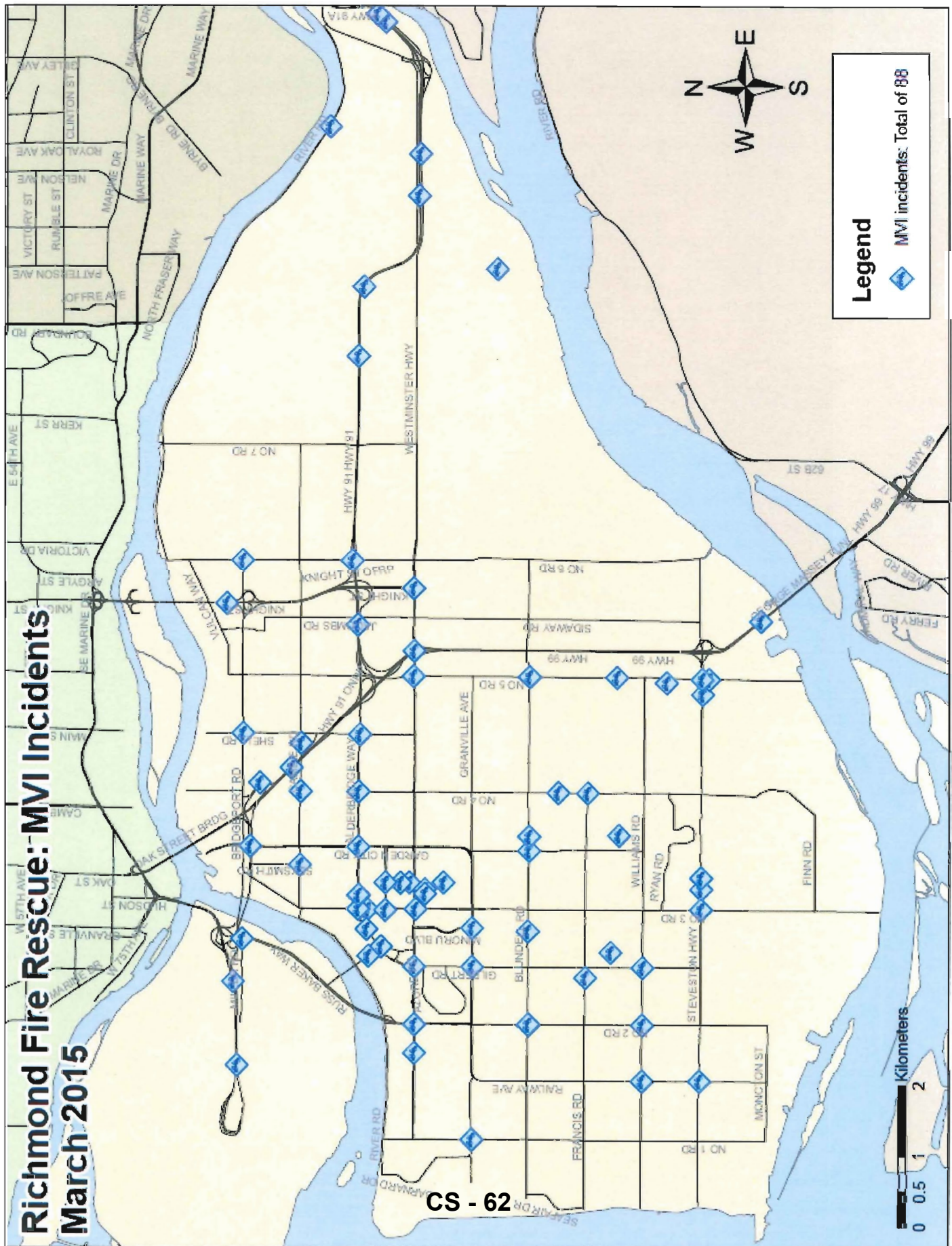


Figure 3: Location of MVI calls in March (total 88)





**To:** Community Safety Committee

**Date:** April 20, 2015

**From:** Phyllis L. Carlyle  
General Manager, Law & Community Safety

**File:** 09-5126-20-01/2015-  
Vol 01

**Re:** **British Columbia Earthquake Preparedness Consultation Report**

**Staff Recommendation**

That a letter be sent to the Members of Parliament and Members of the Legislative Assembly for the City of Richmond, requesting that the recommendations and key actions contained in the British Columbia Earthquake Preparedness Consultation Report, dated December 2014, be acted upon.

Phyllis L. Carlyle  
General Manager, Law & Community Safety  
(604-276-4104)

REPORT CONCURRENCE	
<b>ROUTED To:</b>	<b>CONCURRENCE</b>
Corporate Communications	<input checked="" type="checkbox"/>
Richmond Fire-Rescue	<input checked="" type="checkbox"/>
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> 
<b>APPROVED BY CAO</b> 	

## Staff Report

### Origin

On March 25, 2014, the Auditor General issued the report “Catastrophic Earthquake Preparedness in BC”. The Auditor General’s report focused on Emergency Management BC (EMBC) and concluded:

*EMBC cannot demonstrate that it is adequately prepared to manage the effects of a catastrophic earthquake and it is not reporting publicly on the Province’s preparedness.*

The Auditor General’s report was the subject of a previous report to Council.

As part of the Province’s response to this report, the Province engaged a consultant to confer with various stakeholders with respect to issues, priorities and opportunities to improve the ability of British Columbians to prepare for and respond to a catastrophic seismic event. The report on this public consultation, British Columbia Earthquake Preparedness Consultation Report ([http://www.embc.gov.bc.ca/em/hazard\\_preparedness/earthquake/prep-consult-report/pdf/prep-consultation-report.pdf](http://www.embc.gov.bc.ca/em/hazard_preparedness/earthquake/prep-consult-report/pdf/prep-consultation-report.pdf)) was issued March 6, 2015 and this report summarizes its findings.

This report supports Council’s Term Goal #1 Community Safety:

*To ensure Richmond remains a safe and desirable community to live, work and play in, through the delivery of effective public safety services that are targeted to the City’s specific needs and priorities.*

### Analysis

The City has a well-established, robust and effective emergency program and is prepared to respond to a major emergency or disaster. Section 6 (1) of the British Columbia Emergency Program Act states that:

*“A local authority is at all times responsible for the direction and control of the local authority’s emergency response.”*

In order to respond to emergencies and disasters, the City has developed an emergency management program for a disaster resilient community.

Emergency management is a shared responsibility and the Province and the Federal government, as senior levels of government, need to do more than is currently being done to provide the leadership, funding, intergovernmental, inter-agency and critical infrastructure coordination, public education, training, exercising, emergency management risk data and enhanced emergency management capabilities.

## Background

The consultant engaged stakeholders from local authorities, elected officials, first responders, First Nations, federal agencies, private sector and critical infrastructure organizations, non-governmental organizations, insurance and housing sector representatives, neighbouring jurisdictions, representatives of vulnerable populations, faith-based communities, and animal welfare groups to seek their input on earthquake preparedness concerns and priorities.

Approximately 300 representatives from over 100 local authorities (including Richmond) and First Nations attended community stakeholder sessions and numerous written submissions were also received. Also consulted were over 200 stakeholders representing provincial ministries, federal agencies, private sector, professional associations, non-governmental organizations, emergency management professionals, scientific organizations and other jurisdictions.

## Recommendations and Key Actions

The recommendations in the report are broad in scope and focus on a holistic approach to creating a culture of preparedness in British Columbia.

### Recommendation #1: Leadership, Authority and Responsibility

*The provincial government must provide EMBC with additional resources and the authority required to effectively deliver emergency management leadership to provincial crown agencies and local authorities. Further, EMBC must be positioned within government in such a fashion that its authority is greatly enhanced.*

- 1.1 *The provincial government must augment EMBC's authority to require action of other provincial crown agencies in the realm of emergency management.*
  - 1.1.1 *The provincial government must support EMBC in the establishment of preparedness requirements for other ministries and crown agencies, and establish mechanisms to track and enforce these requirements.*
  - 1.1.2 *The provincial government must also address EMBC's ability to "task" or require action of other ministries and crown agencies during an emergency response.*
  - 1.1.3 *The provincial government must position EMBC within government in such a fashion that its authority is greatly enhanced. For example, EMBC could be moved to report directly to the Office of the Premier.*
- 1.2 *The provincial government must augment EMBC's authority, staffing and budget to set minimum standards for local authority emergency management programs.*
- 1.3 *The provincial government must provide additional resources to EMBC in order for it to meet its earthquake preparedness mandate.*
- 1.4 *The provincial government must provide for EMBC's emergency operations centres in seismically active areas to be housed in post-disaster facilities.*
- 1.5 *The federal government must provide additional regional resources to Public Safety Canada, Aboriginal Affairs and Northern Development Canada, and other applicable*

*agencies, in order for them to meet their emergency management mandates to support emergency management in B.C.<sup>1</sup>*

While emergency management is a shared responsibility, this recommendation focuses primarily on EMBC's role in coordinating the emergency management activities of many organizations and suggests that they require resources and authority to effectively do so.

Richmond has a very positive relationship with EMBC, both with the local office for the Southwest region and in Victoria. While the City does not formally report to EMBC on its readiness, there are regular updates as to the City's level of emergency preparedness.

One recommendation is to set minimum standards for local authority emergency management programs and this concept is a positive one that will be helpful for local authorities to meet the expectations of the Province. However, during the public consultations, local authorities expressed concern that the establishment of standards would mean further downloading of responsibilities but the report also points to local authorities having responsibilities in shared planning.

#### Recommendations #2: Funding and Accountability

*The provincial and federal governments must implement a funding program to support local authority preparedness efforts, and leverage emergency management funding to increase emphasis on planning and mitigation and increase local authority accountability.*

- 2.1 The provincial and federal governments must implement a funding program to support emergency management preparedness efforts at the local authority level.*
- 2.2 The federal government must increase emergency management funding and personnel available to support First Nations emergency management.*
- 2.3 The provincial government must link new and existing local government emergency management funding to accountabilities, such as planning and mitigation efforts.*
- 2.4 The provincial government must formally assess mechanisms for local authorities to share in the costs for emergency responses, while ensuring that no community bears an undue burden.<sup>2</sup>*

The report recognizes that emergency management is underfunded in British Columbia at all levels of government and refers to the elimination in 2012 of the federally funded Joint Emergency Preparedness Program, a grant program for local authorities. The City had previously benefitted through this program by receiving funding for plans, training and equipment.

The current Provincial funding model for emergency management focuses on response. 100% of eligible response costs incurred by local authorities and 80% of recovery costs for non-insurable eligible costs are reimbursed by the Province.

The Province has some mitigation funds available to local authorities and the City of Richmond has taken advantage of these programs to enhance our dikes for flood protection. Additional

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<sup>1</sup> British Columbia Earthquake Preparedness Consultation Report, pages 11 - 15

<sup>2</sup> British Columbia Earthquake Preparedness Consultation Report, pages 15 - 18

funding for local authorities to mitigate risk would significantly reduce future response costs in British Columbia but there is reduced incentive for local authorities to engage in mitigation if 100% of response costs are reimbursed by the Province. The report identifies the potential to reduce the reimbursement of response costs to local authorities and to pass any savings back to local authorities for planning and mitigation efforts.

### Recommendation #3: Intergovernmental and Inter-Agency Coordination

*Federal, provincial, and local authorities, as well as other entities, such as those in the private sector, must ensure that they have the integrated plans and capacities in place to deal with a catastrophic event.*

- 3.1 *EMBC, in concert with stakeholders, must complete province-wide catastrophic response and recovery plans. This work is already underway.*
- 3.2 *All provincial crown agencies must develop and exercise catastrophic event plans that link to provincial-level plans.*
- 3.3 *All provincial crown agencies must complete and exercise realistic business continuity plans.*
- 3.4 *The provincial government must implement mechanisms, such as Provincial Coordination Teams, to support all authorities during emergency events.*
- 3.5 *EMBC, and other provincial government partners, must be provided with additional funding and staff to complete work required to operationalize and exercise out of province assistance agreements and associated procedures.*
- 3.6 *EMBC and partners must complete the work required to clarify procedures with respect to provincially directed mutual aid between local authorities, and allocation of out-of-province aid to local authorities during a catastrophic event.*
- 3.7 *The provincial government must mandate that all local authorities participate in regional planning, training and exercises.*
- 3.8 *The provincial government must support regional planning efforts directly through funding to local authorities, and indirectly through creation of additional EMBC positions to guide and support this work.*
- 3.9 *The federal government must ensure that First Nations communities on reserves have adequate resources to effectively participate in regional planning effort.<sup>3</sup>*

EMBC is responsible for coordinating preparedness efforts for earthquakes and leads the response to provincial level emergencies and disasters. They have started work on an immediate earthquake response plan for the first five to seven days of response with plans for a sustained response plan and a recovery to plan follow and while the immediate response plan is at a high level, it requires the support of agency specific plans for earthquake response, for example in the health sector. These organization plans are required for all levels of government, the private sector and non-governmental organizations.

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<sup>3</sup> British Columbia Earthquake Preparedness Consultation Report, pages 18 - 22

Business continuity planning is required of provincial ministries and agencies to ensure the continued delivery of critical services following an earthquake and these plans need to be exercised.

When the response to an emergency exceeds a local authority's capacity, assistance can come through mutual aid with a neighbouring local authority or from the Province. The process of allocating and sharing of resources is not formally articulated by the Province. Enhanced planning is required to ensure the efficient distribution of resources takes place for a successful response.

As a result, the Integrated Partnership for Regional Emergency Management (IPREM) was formed as a partnership between the Province and Metro Vancouver on behalf of the 23 local authorities to coordinate regional emergency management planning activities.

IPREM's initiatives include:

1. **Regional Hazard/Risk Assessment:** A report was completed in 2013 and will be revisited every 3 – 5 years to ensure it reflects the regional hazards that may cause the greatest impact to Metro Vancouver.
2. **Regional Emergency Communications Strategy:** Following the fall of 2013 regional communications exercise, draft Site Support Communications Procedures were developed to define communications procedures between Local Authority Emergency Operations Centres and EMBC's South West Provincial Regional Emergency Operations Centre. A draft Regional Emergency Communications Strategy is still in the process of being finalized.
3. **Regional Disaster Debris:** A Regional Disaster Debris Management Working Plan has been developed, but it is a framework with guiding principles and recommendations to move forward with the development of a regional disaster debris plan. Metro Vancouver's Regional Engineers Advisory Committee (REAC) Solid Waste Sub-Committee has begun to work on this project with IPREM staff.
4. **Disaster Response Routes:** This project is evolving from a land-based system of routes for emergency responders, equipment and supplies to use during a disaster to a multi-modal route system with muster stations providing access to various modes of transportation. The Ministry of Transportation and Infrastructure has taken the lead for disaster response routes and provides leadership to the Provincial Disaster Response Transportation Advisory Group, formed as a provincial committee to create and maintain a disaster response transportation system for British Columbia. The program is under review with the understanding that it will be re-vamped to include multi modes of transportation.
5. **All Hazard Integrated Regional Concept of Operations:** A model is being developed for how local authorities will share information and collaborate on decision-making in events of regional emergency significance, those major events that cross jurisdictional boundaries. A number of models were researched, extensive outreach and consultation occurred with stakeholders, and mini workshops were held with seven local authorities

CAOs to validate the concept of operations. Training will take place for all of Metro's CAOs in preparation for a Metro wide tabletop exercise in September 2015.

IPREM has limited resources and relies on stakeholder agencies to provide subject matter expertise. Richmond's Fire Chief participates as a member of the Regional Emergency Communications Strategy Working Group, the Manager, Emergency Programs participates on the All Hazards Integrated Regional Concept of Operations Working Group and the Manager, Fleet and Environmental Programs participates on the Regional Disaster Debris REAC Solid Waste Sub-Committee.

#### Recommendation #4: Public Education, Awareness and Engagement

*EMBC, together with significant agencies at all levels of government and private sector partners, must launch a long-term and coordinated earthquake preparedness public education and awareness campaign. New funding and staff will be required.*

- 4.1 *All partners, with EMBC leadership, must establish a mechanism to jointly develop and deliver long-term and coordinated earthquake preparedness public education.*
- 4.2 *All partners must contribute to developing and implementing resources in support of curriculum in this area for kindergarten to grade 12.*
- 4.3 *All levels of government, and involved partners outside of government, must devote additional resources to support coordinated earthquake preparedness public education.*
- 4.4 *Senior elected officials, at all levels, must demonstrate visible and vocal support for a culture of preparedness. Inclusion of earthquake preparedness initiatives in a Speech from the Throne, for example, would be an excellent example of such support.<sup>4</sup>*

Emergency preparedness is a shared responsibility with every individual and their family having a responsibility to be personally prepared for emergencies. It is a responsibility shared by all levels of government, individual departments and ministries within government, and includes the private sector corporations, non-governmental organizations and others.

#### Community Education in Richmond

Community education is a cornerstone of the emergency program at the City of Richmond. The Get Ready Richmond program was established in 2011 and currently includes free Personal Preparedness and Fire Life Safety modules at multiple City facilities. Planned for this fall is a more holistic approach to community safety public education with combined personal preparedness, fire life safety and home safety presentations jointly facilitated by Emergency Programs, Richmond Fire Rescue and the RCMP. This innovative approach to community preparedness will be assessed and influence the future of community education initiatives.

Potential future topics of preparedness include First Aid, Rapid Damage Assessment, Pet Preparedness, and Light Urban Search and Rescue. Additional considerations include presenting these modules in different languages (personal preparedness is currently offered in Chinese) and developing online training and providing videos for the City's website.

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<sup>4</sup> British Columbia Earthquake Preparedness Consultation Report, pages 23 - 26

Staff and volunteers also provide personal preparedness presentations upon request and in multiple languages to both the general public and to businesses located in Richmond. In the last four years, Personal Preparedness presentations have been made to over 2,500 people.

Staff and volunteers participate in approximately ten community events every year by staffing display booths to engage and educate the public to becoming personally prepared for emergencies.

Staff are developing an enhanced public education strategy that will engage the public through Community Safety presentations, presentations on demand, at community events, on our website, through social media, and through greater outreach into the community with our stakeholder agency partners.

#### Recommendation #5: Private Sector and Non-Governmental Organizations

*The Province must prepare and resource a strategy for further engagement of the private sector in emergency management planning, including mandated requirements for private sector entities.*

- 5.1 *The provincial government must augment EMBC's resources for Critical Infrastructure (CI) coordination and expand the Provincial CI Steering Committee's coverage to include all 10 federally designated (recognized) CI sectors.*
- 5.2 *EMBC must conduct focused discussions with CI partners to determine mechanisms for enhanced coordination (e.g. addressing confidentiality barriers to information sharing).*
- 5.3 *The provincial government must provide guidance and templates for the preparation of emergency and business continuity plans for crown agencies and critical private sector services.*
- 5.4 *As a backstop to voluntary engagement, the provincial and federal government must mandate appropriate private sector preparedness, including sharing of CI information and engagement in joint planning with emergency management organizations.*
- 5.5 *EMBC must clarify and communicate its powers to direct actions by CI asset owners (e.g. restoration priorities) during and following a catastrophic event, and clarify provincial expectations of CI asset owners.*
- 5.6 *Existing and future contracts executed by the Province with private sector vendors must reference services, materials and equipment that may be needed and used during response and recovery activities.<sup>5</sup>*

Private sector vendors based in Richmond have approached the City regarding the services, materials and equipment they may offer during the response or recovery from an emergency. Their ability to support the City in an emergency response will depend on their own preparedness and business continuity planning.

#### Recommendation #6: Training and Exercising

*The provincial government must resource EMBC with additional staff and funding to develop and implement comprehensive training and exercise strategies with partners.*

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<sup>5</sup> British Columbia Earthquake Preparedness Consultation Report, pages 26 - 28

- 6.1 *The provincial government must work with partners to develop an emergency management training strategy that improves access, increases integration between delivery organizations, and includes consistent training guidelines. Federal participation and funding will be required to ensure adequate training opportunities for all regional federal staff in B.C., as well as First Nations communities.*
- 6.2 *The provincial government, with partners, must develop and implement a robust, provincial exercise strategy that includes full-scale exercises. Additional provincial resources (funding and people) will be required. Federal funding and people will be required to ensure adequate participation by national and regional federal assets, in addition to First Nations.*<sup>6</sup>

### Emergency Training

The City has a comprehensive training program in place to ensure staff receive emergency management training for their role in an emergency. Incident Command System training is provided to staff who work at emergency scenes. Emergency Operations Centre (EOC) training is provided to staff identified to work in the EOC and includes a self-study introductory booklet, a two day EOC Essentials class, and an additional day of specialized training in their role if the course is available. Some courses are offered online and provide greater flexibility for staff.

There is also training for those individuals who have roles in the provision of prompt, coordinated and accurate information to all internal and external stakeholders as outlined in the Emergency Information Plan, as well as those who have roles within the Emergency Call Centre.

Training is also provided to City staff that form part of a Rapid Damage Assessment Team, a program which currently has 84 trained staff.

There is currently no training offered by the Province or the Justice Institute of BC (JIBC) on earthquake preparedness or response.

Emergency Programs offers staff access to emergency preparedness information through offerings of lunch and learn opportunities, access to information booths, and employee purchase programs for emergency preparedness kits. Emergency Programs staff also participate in the Works Yard Core Safety program for staff by presenting an Emergency Preparedness module.

### Emergency Exercises

The City has a multi-year exercise program to validate emergency plans, test procedures, identify gaps and weaknesses and give employees an opportunity to practice their emergency response roles. This program usually involves a tabletop discussion-based exercise in the spring and a functional exercise in the fall, typically in conjunction with the BC ShakeOut earthquake drop, cover and hold on drill in October. In recent years, these exercises have focused on earthquake scenarios and build in complexity with a goal of developing staff skills and abilities to respond.

The 2009 Richmond full scale on the ground exercise was a Chemical Biological Radiological Nuclear Explosive (CBRNE) scenario and validated the City's Emergency Management and

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<sup>6</sup> British Columbia Earthquake Preparedness Consultation Report, pages 28 - 31

CBRNE Response Plans. This exercise gave numerous staff an opportunity to practice their roles and confirmed that the temporary EOC used during the Olympics Games was operational. These types of multi-agency live exercises are resource intensive and expensive to conduct. A minimum of approximately \$110,000 is required for a future similar scale exercise.

The City participates in other stakeholder agencies' exercises where there is a benefit to the City. Examples of stakeholder agency exercises include Richmond Hospital, a Translink tabletop discussion-based earthquake exercise, YVR's annual tabletop and full scale exercises, and the Integrated Partnership for Regional Emergency Management (IPREM) tabletop and functional exercises.

#### Recommendation #7: Province Wide Risk Analysis

*In the long-term, EMBC and its partners must develop a strategy for enhanced hazard risk and vulnerability analysis and for increasing the availability of emergency management risk data for use by local authorities, the private sector, First Nations and the public.*

- 7.1 *All partners must assess opportunities to develop, consolidate and share sources of risk data. Such work could include development and sharing of additional tsunami inundation modeling, inventories of public essential services facilities, building stock inventories, mapping of hazardous materials locations, etc.*
- 7.2 *Governments must provide additional funding to support the enhanced use of geospatial data within emergency management information systems, and assessment of unique issues such as vulnerable populations, hazardous materials, or animals. Often, these unique risks and vulnerabilities can be overlooked or inadequately considered in emergency plans due to lack of data, complexity, confidentiality concerns, etc.*
- 7.3 *The Province must fund a small, dedicated EMBC team to lead HRVA efforts at the provincial level and assist local authorities with local HRVA needs.<sup>7</sup>*

The City conducted a hazard risk and vulnerability analysis in 2008 against the 47 listed hazards in the Emergency Program Management Regulation. IPREM conducted a regional hazard risk and vulnerability analysis and released their report in 2014 identifying hazards with the greatest potential impacts to Metro Vancouver.

#### City Hazard Risk and Vulnerability Analysis

Aircraft incident  
Chemical, Biological, Radiological, Nuclear,  
Explosives (CBRNE)  
Critical infrastructure failure  
Dangerous goods spill release  
Earthquake  
Flooding

#### IPREM Regional Hazard Risk and Vulnerability Analysis

Chemical, Biological, Radiological, Nuclear,  
Explosives (CBRNE)  
Earthquake  
Extreme weather  
Flooding  
Imported insect infestation  
Infectious disease or pandemic

<sup>7</sup> British Columbia Earthquake Preparedness Consultation Report, pages 31 - 33

Medical emergency (Pandemic)

Severe weather

Urban fire

Internet disruption

Transportation accidents

Wildfire

While there are similar hazards with different names, imported insect infestation was the only one not included in the City's analysis.

The City has been fortunate to leverage partnerships with academia to gain information on hazard risks to Richmond. For example, in 2005, Dr. John Clague and his team from Simon Fraser University did a study on the tsunami hazard to Richmond and Delta. His report concluded that there was "no evidence of tsunami deposits in Richmond, Delta, or other areas of the Fraser River delta." and suggests that the tsunami threat to the Fraser delta lowlands is very small.

More current work is being done with Dr. Carlos Ventura and his team of students from the University of British Columbia who conducted a seismic study of Richmond. Students used micro-tremor equipment on the soil and are modeling different earthquake intensities, casualties at different times of the day, estimated structural damage, functionality and more. This is a multi-year project that is not complete and will be the subject of a report to council at a future date.

#### Recommendation #8: Emergency Management Capability Priorities

*Federal, provincial, and local governments must invest in emergency management capability enhancements in such areas as alerting, logistics, urban search and rescue, rapid damage assessment and 911.*

- 8.1 *EMBC, and other partners, must select and implement improved emergency alerting mechanisms for British Columbians including both new technologies and operational practices.*
- 8.2 *The provincial government and other partners must establish and resource a framework and capacity for post-disaster logistics. At the provincial government level, such a framework will need to include ministries and agencies well beyond EMBC alone.*
- 8.3 *The provincial government and other partners must establish and resource a framework and capacity for urban search and rescue, with particular emphasis on light and medium urban search and rescue capacity.*
- 8.4 *The provincial government and other partners, must establish and resource a framework and capacity for rapid damage assessment, including use of appropriate technology.*
- 8.5 *The provincial government, local authorities, and key partners must assess opportunities to enhance the resiliency and capacity of the 911 system, and establish situational awareness linkages between the 911 system and emergency management structures.<sup>8</sup>*

The Province has just upgraded their tsunami notification system. There is a new emergency alert system being introduced in Canada, developed in partnership with federal, provincial and territorial emergency management, Environment Canada and the broadcast industry. Called Alert

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<sup>8</sup> British Columbia Earthquake Preparedness Consultation Report, pages 34 - 36

Ready, emergency alerts will be delivered through television and the radio. This system isn't completely operationalized yet, although advertising is actively taking place.

The City is launching its own public alerting system, a new emergency notification system capable of notifying the public by telephone, email, SMS text and fax. Key to its success will be the public signing up for notifications. A marketing and communications strategy is in place for the launch to encourage sign-ups. The public may sign up at [www.RichmondBCAlert.ca](http://www.RichmondBCAlert.ca) or calling 604.233.3333.

The City already has a rapid damage assessment program in place to assess buildings after a flood or an earthquake. The City's 84 trained staff have exercised their assessment skills as part of the City's emergency management training and exercise program.

The City also participated as part of a working group with representatives from the City of Vancouver, North Shore Emergency Management, BC Housing and the University of British Columbia to develop an application to be used on IOS and Android cellular phones and tablets for electronically documenting rapid damage assessment results and transmitting that information along with photo documentation to a mapping function in the Emergency Operations Centre for improved situational awareness. This application will be rolled out to all local authorities in British Columbia later this year.

### Plans

Section 2 (1) of the Local Authority Emergency Management Regulation of the British Columbia Emergency Program Act requires local authorities to prepare emergency plans that reflect:

*The local authority's assessment of the relative risk of occurrence and the potential impact on people and property of the emergencies or disasters that could affect all or any part of the jurisdictional area for which the local authority has responsibility.*

The City of Richmond developed a number of comprehensive emergency plans that would address the response to an earthquake as an earthquake response plan on its own would not be comprehensive enough.

The City's Plans include:

- Emergency Management Plan – a comprehensive over-arching all hazard emergency response plan that:
  - Provides an overview of the City's emergency management and reporting structure.
  - Outlines the roles and responsibilities of City staff and departments and other agencies involved in the response effort.
  - Provides overall strategy for the City's emergency mitigation preparedness, response and recovery measures.
  - Identifies key priorities and actions to be undertaken in preparing for and responding to a major emergency or disaster.

- Outlines the procedures for Declaring a State of Local Emergency and delegating the required powers.
  - Encompasses Richmond's jurisdictional boundaries for response operations and the type of emergencies that are beyond routine events.
- Emergency Information Plan – a comprehensive plan that provides a communication strategy for the provision of prompt, coordinated and accurate information to all internal and external stakeholders in the event of an emergency or disaster.
- Emergency Social Services Plan – a plan for the immediate needs of evacuees for food, clothing, shelter, transportation and medical services.
- Evacuation Plan – a framework for a coordinated evacuation response.
- Pandemic Plan – a plan for the continuity of government operations when numerous staff are away due to illness.
- Dangerous Goods Spill Response Plan – a plan for the response to a hazardous materials release.
- Chemical Biological Radiological Nuclear Explosives (CBRNE) Response Plan – a plan for the response to a threat of terrorism from an attack with the use of chemical, biological, radiological, nuclear or explosions.

These plans are reviewed annually after the completion of emergency exercises, after every major emergency and updated as needed to ensure they are current.

Staff consults with neighbouring communities to ensure community emergency plans are congruent, and during a response, that actions that impact other communities are planned and jointly coordinated. EMBC holds a copy of the City's Emergency Management Plan.

The Province will be introducing their Immediate Response Plan to Earthquakes in the coming months. Staff will assess this Plan for integration with the City's emergency response planning.

### Emergency Facilities

The City's primary Emergency Operations Centre (EOC) and Emergency Call Centre are located at City Hall and a secondary EOC facility is located at the Works Yard. In a major earthquake, these locations would require a damage assessment prior to being used. A post disaster Emergency Operations Centre will be constructed in the new Firehall #3.

### Emergency Volunteers

The City has 94 Emergency Programs volunteers who provide a number of services to our community. All have been trained to provide referrals to essential services of food, clothing, shelter, transportation and medical services to evacuees in reception centres and provide group lodging facilities in accordance with Emergency Social Services program standards.

Emergency communication capabilities are an important function in an emergency when telephones and cellular phones may be out of service. Approximately one third of our volunteers are amateur radio operators who will be able to assist with providing emergency radio communications during an emergency. The City has a new emergency communications vehicle and trailer that can be deployed when required.

To engage our emergency radio communications volunteers and exercise their skills, they also participate in many community events by providing communications services and coordination. Examples of these include the Steveston Salmon Festival, Ships to Shore, Terry Fox Run and SOS Children's Village Charity Run.

Other Emergency Programs volunteers who receive facilitation training present the Get Ready Richmond Personal Preparedness Workshops at community centres and to groups in the community. They also staff an educational emergency preparedness display booth at community events.

**Financial Impact**

None

**Conclusion**

It is a challenge for any level of government to be staffed and resourced for a catastrophic earthquake. In the City, the fundamental pieces of emergency management are in place to be built upon within the Emergency Programs work plan. In the event of a major emergency or disaster, Richmond is well positioned to respond, and will work with the Province to obtain the support the City requires.



Deborah Procter  
Manager, Emergency Programs  
(604-244-1211)

DP:dp



# City of Richmond

## Report to Committee

**To:** Community Safety Committee

**Date:** May 1, 2015

**From:** John McGowan  
Fire Chief

**File:** 09-5130-01

Anne Stevens  
Senior Manager, Community Safety Policy &  
Programs

**Re:** **Emergency Communications Service Delivery in British Columbia - Strategic Vision and Discussion Paper from the Ministry of Justice**

### Staff Recommendation

That the staff report titled "Emergency Communications Service Delivery in British Columbia – Strategic Vision and Discussion Paper from the Ministry of Justice" be forwarded to the Ministry of Justice, in response to their request for written feedback by May 15, 2015 and Metro Vancouver and UBCM for information.

That the Ministry of Justice be advised that the City of Richmond would be pleased to participate in further consultation and stakeholder meetings.

John McGowan  
Fire Chief  
(604-303-2734)

Anne Stevens  
Senior Manager, Community Safety Policy & Programs  
(604-276-4273)

Att. 1

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 
APPROVED BY CAO 	

## Staff Report

### Origin

This report supports Council's Term Goal #1 Community Safety:

*1.5. Improved perception of Community Safety by the community.*

### Findings of Fact

In July 2013 UBCM circulated a report titled "9-1-1 Service in British Columbia" and requested comments from Local Municipalities.

The UBCM report highlighted a number of service gaps and technological changes in the delivery of 911 services that would require new revenue sources to meet public demand (i.e. video, pictures, text etc.). The UBCM requested municipalities to provide comments and suggestions in support of the Call Answer Levy (CAL) initiative.

In December of 2013 Council adopted the following resolutions with respect to the report which were forwarded to UBCM:

*That UBCM be advised that should the Province establish a province-wide CAL, the City of Richmond would request the following:*

- 1. Municipalities would continue to be included in the discussion, development, implementation and funding allocation of a province-wide 911 CAL.*
- 2. The province-wide levy would be cost neutral for municipalities and any new additional revenue sources (such as from mobile phones) would be used to fund system improvements and integration.*
- 3. Scope for the province-wide 911 CAL levy be strictly for the provision of 911 services, and administrative overhead from the telephone companies would be limited to a minimal amount.*

In March 2015 the Ministry of Justice submitted a discussion paper on "Emergency Communications Service Delivery in British Columbia – Police Communications Centres and 911 PSAP".

The Ministry of Justice is "seeking input in order to inform the future of emergency communications across the Province". The Province's vision includes a consolidated 911 Public Service Answering Point (PSAP) and police communications service delivery model with enhanced support from a provincial call answer levy on wireless devices.

There are a number of questions the Ministry is posing to key stakeholders and would like the City's feedback by May 15, 2015 on the following two discussion areas.

1) Consolidated 911 PSAP and police dispatch service delivery model

British Columbia has 10 PSAPs under local government authority, and 17 police communication centres across the province. From both a public interest and public safety perspective, the Ministry is interested in exploring options to develop a more streamlined service delivery model.<sup>1</sup>

### *Discussion Questions*

**Vision:** Is the current service delivery model as efficient as it could be?

**City's Response:** Currently Metro Vancouver contracts the service to E-COMM for 911 PSAP. Police and fire dispatch services are contracted by the City through E-COMM. Yes, the City feels the delivery model of E-COMM is efficient.

**Service Delivery:** What are the key factors to consider in consolidating 911 PSAP and police communications across the province?

**City's Response:** The key factors to consider for consolidation are to ensure public interest and safety is maintained, and the funding structure is equitable for users. Any system established should have built in redundancy. This will allow for full back up for any operational centre in the event of a failure of any one centre

**Funding:** How does local government in your community currently fund 911 PSAP?

**City's Response:** The 911 PSAP service delivery for Richmond is under the authority of Metro Vancouver. The funding of Richmond's 911 PSAP is collected through property taxes, on behalf of Metro Vancouver and this amount is a direct flow-through to E-COMM with no administrative overhead.

**Funding:** Will local government be able to fund these and enhanced services such as NG911 in the future?

**City's Response:** As this is a technical/operational matter, this would be a discussion between Metro Vancouver and E-COMM. Annual E-COMM budgets are established by the E-COMM board, and as a stakeholder of E-COMM the City has a representative appointed to the Board.

**Funding:** What funding model options exist and would be successful? Why or why not?

**City's Response:** The 911 report commissioned by the UBCM indicated that six Canadian provinces have established, or are introducing, a province-wide CAL: Alberta, Saskatchewan, Québec, New Brunswick, Prince Edward Island and Nova Scotia. In five of those provinces, the CAL applies to all devices which can connect to 911 services. Alberta has also introduced a CAL which is limited to wireless devices. The Maritime Provinces and Saskatchewan approach 911 services as a provincial responsibility. In Québec and Alberta, 911 services remains the responsibility of local governments. In the Québec system, the provincial government set detailed requirements ranging from location and infrastructure, to operational requirements, procedures and quality assurance processes.

The local government's perspective on a province-wide CAL must:

- A. provide new revenue to assist in the development of local 911 services;

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<sup>1</sup> Emergency Communications Services Delivery in British Columbia – Police Communication Centres and 911 PSAP, Ministry of Justice B.C., March 2015, pg 5

- B. ensure that all users of the local 911 service help pay for the service, both wireless and landlines; and
- C. respect the delivery of 911 services by local government.

In principle, the above provincial and local government perspectives are sound. The establishment of a province-wide 911 CAL would enhance public safety and it is envisioned that the system would improve the integration of the province's emergency response strategy.

**Funding:** With respect to existing funding for emergency communications, what works well, needs improvement, or could be done differently?

**City's Response:** The current funding for emergency communications works well for the City of Richmond, where the 911 PSAPs are collected through property taxes and is a direct flow-through to E-COMM with no administrative costs. The police and fire dispatch is funded through City's tax revenue.

**Next Generation 911:** What is the most appropriate response to infrastructure and technological pressure related to Next Generation 911?

**City's Response:** As stated in the Ministry report "NG911" "refers to ongoing efforts to improve the capacity of PSAP's to leverage increasing powerful internet protocol (IP) based systems, sensors and devices in a manner that enhances 911 services and emergency response. Examples of NG 911 functionality include text messages, integrated photo /video and global positioning systems (GPS)." A technical/operational matter, this would be a discussion between Metro Vancouver and E-COMM. To ensure adequate funding the cost will not be insignificant.

**Resiliency:** How can resiliency of emergency communications best be addressed (e.g. appropriate back-up, redundancies)?

**City's Response:** As this is a technical/operational matter, this would be a discussion between Metro Vancouver and E-COMM.

**Governance:** What is an appropriate method for emergency communications governance and regulations in British Columbia? Would standardization be of benefit to emergency communications? If so, in what areas (e.g. policies, procedures, standards, education, other)?

**City's Response:** A provincial emergency communications standard that applies for all 911 PSAPs in British Columbia is ideal. A local governance board would oversee the policies, procedures and standards as specific to the local needs, such as Metro Vancouver currently is for the Greater Vancouver region. It is suggested this model be used for the remainder of the Province.

## 2) Modernizing funding model

Local governments currently rely on a wire line (landline) call answer levy and property taxes to fund 911 PSAP services. With the increase of cell phones, 67% of 911 calls originated from cell phones, the Ministry is of the view that it would be reasonable for cell phone users to contribute to funding the emergency communication system.<sup>2</sup>

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<sup>2</sup> Emergency Communications Services Delivery in British Columbia – Police Communication Centres and 911 PSAP, Ministry of Justice B.C., March 2015, pg 6

*Discussion Questions*

**CAL Scope:** What scope of services would be appropriate to be funded by a provincial CAL? Emergency communications only or broader services? If broader services, what else should be included?

**City's Response:** As previously reported, the province-wide levy would be cost neutral for municipalities and any new additional revenue sources (such as from mobile phones) would be used to fund system improvements and integration. The scope for the province-wide 911 CAL levy be strictly for the provision of 911 services, and administrative overhead from the telephone companies would be limited to a minimal amount.

**CAL Administration:** What would be the most effective process for administering the CAL? How should the revenue be managed?

**City's Response:** There is currently no proposed framework or information on how a province-wide 911 CAL would be implemented in British Columbia. In the event that a province-wide 911 CAL is to be implemented, it is envisioned that devices that have access to 911 services would be charged. This would increase the funding sources to not only property taxes and landlines, but also to mobile or internet-based phones.

One option, the collection of the 911 CAL, could be the responsibility of the telecommunication service providers that is overseen by the CRTC. Under this proposal, the telecommunication service provider has the ability to claim \$0.07 per line per month<sup>3</sup> for the administration of the program. Currently, the funding sources collected for 911 PSAPs have no administrative overhead. Staff feels this administration overhead collected by telecommunication is high and should be negotiated to a lower rate.

An alternative source to fund 911 PSAP improvements is through the provincial sales tax and other provincial revenue sources such as the Maritime Provinces and Saskatchewan.

**CAL Amount:** What would be the most appropriate way to determine the amount of the CAL?

**City's Responses:** The province-wide levy would be cost neutral for municipalities and any new additional revenue sources (such as from mobile phones) would be used to fund system improvements and integration.

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<sup>3</sup> This amounts to approximately \$4.2M additional revenue for telecommunication service providers (based on estimated 5 million subscribers provided in the UBCM 911 report, p.27)

### **Financial Impact**

None at this time.

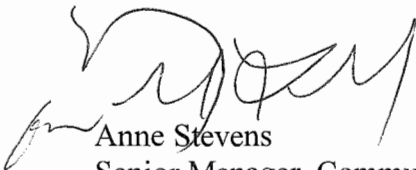
### **Conclusion**

In December 2013, staff submitted a report titled "*Province-wide 911 Levy in British Columbia*" to UBCM. The City's position on a CAL has not changed.

This report titled "*Emergency Communications Service Delivery in British Columbia - Strategic Vision and Discussion Paper from the Ministry of Justice*" be submitted to the Ministry of Justice in response to their discussion paper.



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Att. 1: Emergency Communications Services Delivery in British Columbia – Police Communication Centres and 911 PSAP, Ministry of Justice B.C.

# **EMERGENCY COMMUNICATIONS SERVICE DELIVERY IN BRITISH COLUMBIA**

**Police Communication Centres and 911 PSAP**

## **STRATEGIC VISION DISCUSSION PAPER**

MARCH 2015



Ministry of  
Justice

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## INTRODUCTION

The Ministry of Justice (the Ministry) is seeking input from key stakeholders in order to inform the future of emergency communications across the province. This Discussion Paper outlines the background, challenges, and strategic vision for emergency communications service delivery involving 911 PSAP (Public Safety Answering Point). Specifically, the vision includes a consolidated 911 PSAP and police communications service delivery model, with enhanced support from a provincial call answer levy on wireless devices.

911 PSAP is the initial service a caller, requiring immediate emergency services, reaches when dialling 911. The PSAP creates an immediate link between individuals in crisis and their local emergency response agencies (police, fire, ambulance). 911 operators function in a crisis environment where incoming calls must be handled promptly and information conveyed in an accurate and timely manner. In this context, 911 PSAP is an integral component of the overall emergency communications system, and plays a significant role in public safety.

911 PSAP is a local government responsibility in British Columbia and is optional. Local governments have worked to manage and improve service since the 911 system was implemented in the late 1980s, when the technology was predominantly wireline telephone services (landlines). Three decades later, the system faces new and distinct challenges related to:

- Migration of households from wireline services to mobile wireless service;
- Implementation of Next Generation 911 (NG911) technologies;
- Gaps in the provision of 911 service;
- Ensuring resiliency of the 911 system amid major catastrophic events.

Given these challenges, there is a need – indeed, an opportunity – to revisit and renew the overall approach to 911 service delivery in British Columbia. By modernizing the current approach to a more streamlined, equitable and resilient system, the emergency communications system will be better positioned to enhance service province-wide.

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## BACKGROUND

There are currently ten 911 PSAPs in British Columbia under local government authority, with a patchwork of different service providers. Local governments voluntarily contract with the RCMP Provincial Police Service, deliver the service through E-Comm (Emergency Communications for BC, Inc), or provide the 911 service themselves.

1. E-Comm
2. Nanaimo (RCMP)
3. West Shore (RCMP)
4. Chilliwack (RCMP)
5. Prince George (RCMP)
6. Victoria Police
7. Saanich Police
8. Nelson Police
9. Abbotsford Police
10. Prince Rupert Fire Rescue

E-Comm is governed by the *Emergency Communications Corporation Act*, and has integrated emergency communications in much of the Lower Mainland. E-Comm handles 80% of the 1.5 million 911 calls in the province each year.

Many PSAPs are co-located with police dispatch services. There are currently seventeen police communication centres across the province, and similar to 911 PSAPs, is a patchwork of RCMP, E-Comm and independent municipal police departments. Funding of the two functions (911 PSAP and police dispatch) is separate. There are two general funding sources available to local governments for 911 PSAP: a call answer levy (CAL) on wireline telephone services and a levy charged on residential property taxes.

In the past the Union of British Columbia Municipalities (UBCM) endorsed a number of resolutions calling for the Province to introduce legislation that would allow the implementation of a province-wide 911 CAL on wireless devices. In July 2013, UBCM released a report on the issue and requested that local governments provide further input on the provincial call answer levy issue. In May 2014, UBCM advised there was not sufficient support for the CAL among local governments.

*The Ministry would like to acknowledge the work of UBCM on this issue and the July 12, 2013 report by Dave Mitchell and Associates Ltd. "911 Services in British Columbia: Background Review in Relation to a Province-Wide Call Answer Levy". The report is an invaluable resource on issues related to 911 PSAPs and can be found at:*

<http://www.ubcm.ca/assets/Resolutions~and~Policy/Policy/Community~Safety/911%20Services%20in%20BC.pdf>

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## CHALLENGES

When the 911 system was implemented several decades ago it reflected the organizational and technical realities of the day. For example, in the 1980s physical landlines served as the primary means of telephone communication, and mobile/cellular devices with embedded functionality (e.g., global positioning systems) were merely nascent technologies. Moreover, our awareness and readiness for natural and human-based threats to public safety – earthquakes, tsunamis, and terrorism, for example – was comparatively unrefined.

Now, some 30 years later, the pace of technological change has placed increasing and inevitable pressure on 911 PSAPs – not only in terms of how services are delivered, but also how the system and its constituent parts interact and function. In this context, several distinct challenges to the 911 PSAP status quo have emerged.

### **Changing landscape – wirelines to wireless**

The number of wireline (landline) telephones is declining as more people migrate from wireline to wireless services. This declining number means reduced revenue collected by local governments to support PSAPs in British Columbia. It also means that more and more calls to 911 are generated from cell phones – in fact 67% of 911 calls are from cell phones.

### **The wave of Next Generation 911 (NG911) technology**

“NG911” broadly refers to ongoing efforts to improve the capacity of PSAPs to leverage increasingly powerful internet protocol (IP) based systems, sensors and devices in a manner that enhances 911 services and emergency response. Examples of NG911 functionality include text messaging, integrated photo/video, and Global Positioning Systems (GPS) to assist in conveying critical situational details from the location of an emergency directly to a 911 PSAP and first responders.

Despite the potential they offer, harnessing NG911 capacities remains a challenge as it involves considerable investments to upgrade and/or replace legacy infrastructure and associated business processes (e.g., staffing, training). Nonetheless, citizens are increasingly information-oriented and dependent on personal mobile devices, and with that transformation come reasonable expectations that public safety mechanisms such as 911 will be appropriately aligned to emergent technologies. As such, there is value in emphasizing the imperative to embrace and enable NG911.

### **Gaps in the provision of 911 service**

In some areas of the province there are gaps in 911 services. These gaps include areas where no landline or wireless connectivity is available, however the focus of this discussion is on areas where 911 services are not provided (regardless of whether connectivity exists). These areas include the Stikine Region, Central Coast Regional District, Northern Rockies Regional Municipality, and the Skeena-Queen Charlotte Regional District (outside the City of Prince Rupert).

Although much of the territory within these jurisdictions is vast, isolated and inaccessible, it nonetheless encompasses numerous, long-standing communities with typical emergency service needs. Moreover, their local economies are increasingly premised on burgeoning industries such as energy and tourism, which not only elevate demands on existing services but also create unique service pressures.

#### **Ensuring resiliency of the 911 system amid major catastrophic events**

The inherent critical nature of emergency situations necessitate that the supporting 911 system must be robust and resilient across the entire service continuum, fully capable of functioning amid wide-scale and severe emergency events. A system that falls short of these fundamental business continuity requirements threatens public safety, jeopardizes the lives and safety of citizens and emergency responders, and endangers private property and strategic assets.

Achieving the required measure of resiliency for 911 services, however, is an ongoing and costly pressure, and involves a number of aspects including human resources (e.g., appropriate staffing levels, training); information technology (e.g., capacity, redundancy, back-up systems); physical infrastructure (e.g., structural integrity of buildings, communications systems, powers connections); organizational preparedness (e.g., procedural, planning and response functions); and business continuity (e.g., work-flow maintenance).

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### **STRATEGIC VISION**

The following sections outline what is needed on a provincial level to address the challenges described above. The proposed approach is for discussion, and represents the strategic vision that the Ministry of Justice is currently considering. The Ministry welcomes comments and input on the discussion questions provided in the following sections.

## Strategic Vision

- Patchwork of 10 911 PSAPs, 17 police dispatch
- Operational and financial efficiencies not fully realized

Consolidated  
service delivery model  
Economies of scale province-wide

- Policies, standards inconsistent
- Infrastructure, technology not coordinated

Approach to technology,  
standards consistent  
Resiliency and interoperability improved

- Landline revenue declining
- Cellphone users not contributing

Modernized funding model  
New revenue stream for NG911,  
infrastructure, etc.

### 1. Consolidated 911 PSAP and police dispatch service delivery model

As described earlier, British Columbia has 10 PSAPs under local government authority, and 17 police communication centres across the province. From both a public interest and public safety perspective, the Ministry is interested in exploring options to develop a more streamlined service delivery model. Benefits of consolidation include economies of scale, and operational and financial efficiencies (for example, improved communication, reduced duplication, financial savings, volume purchasing, uniform policies and procedures, etc.).

There are a number of guiding principles to inform the vision:

- Enhanced public safety
- Improvements to resiliency, interoperability and capacity building
- Leverage existing efficiencies and economies of scale
- Equitable funding
- Cost-recovery for consolidation
- Consistency province-wide: approach to NG911, policies, standards etc.
- Accountability for performance

## Discussion Questions:

### *Vision*

- Is the current service delivery model as efficient as it could be?

### *Service Delivery*

- What are the key factors to consider in consolidating 911 PSAP and police communications across the province?

### *Funding*

- How does local government in your community currently fund 911 PSAP?
- Will local governments be able to fund these and enhanced services such as NG911 in the future?
- What funding model options exist and would be successful? Why or why not?
- With respect to existing funding for emergency communications, what works well, needs improvement, or could be done differently?

### *Next Generation 911*

- What is the most appropriate response to infrastructure and technological pressures related to Next Generation 911?

### *Resiliency*

- How can resiliency of emergency communications best be addressed (e.g., appropriate back-up, redundancies)?

### *Governance*

- What is an appropriate method for emergency communications governance and regulation in British Columbia?
- Would standardization be of benefit to emergency communications? If so, in what areas (e.g., policies, procedures, standards, education, other)?

## **2. Modernized funding model**

Local governments currently rely on a wireline call answer levy (CAL) and property taxes to fund 911 PSAP services. This varies by local government. With the proliferation of cell phones, and with 67% of 911 calls from cell phones, the Ministry is of the view that it would be reasonable for cell phone users to contribute to funding the emergency communications system. In fact, seven other provinces already have provincial CAL legislation in place.

As described earlier, UBCM had looked at a provincial CAL on all wireless devices that connect to 911 services, and the Ministry was part of a working group exploring the issue. Although UBCM withdrew the proposal, the Ministry considers there is still merit in considering a CAL on wireless devices.

Discussion Questions:

*CAL Scope*

- What scope of services would be appropriate to be funded by a provincial CAL? Emergency communications only or broader services? If broader services, what else should be included?

*CAL Administration*

- What would be the most effective process for administering the CAL?
- How should the revenue be managed?

*CAL Amount*

- What would be the most appropriate way to determine the amount of the CAL?

Thank you in advance for your time and consideration of these important issues. Please provide written feedback via email to the following email address: [SGPSPB@gov.bc.ca](mailto:SGPSPB@gov.bc.ca)

All input is requested by May 15, 2015.

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## **NEXT STEPS**

In addition to seeking feedback on this paper, the Ministry of Justice is meeting with select key stakeholders such as UBCM, local governments and police agencies. A summary of information received will be provided to those who submit feedback. The Ministry will consider the results of this targeted stakeholder engagement as part of the analysis of the strategic vision. Thank you for your feedback.