



**Community Safety Committee
Electronic Meeting**

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

**Tuesday, May 12, 2026
4:00 p.m.**

Pg. # ITEM

MINUTES

CS-4 *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on April 14, 2026.*



NEXT COMMITTEE MEETING DATE

June 9, 2026, (tentative date) at 4:00 p.m. in the Anderson Room.

LAW AND COMMUNITY SAFETY DIVISION

1. **TOUCHSTONE FAMILY ASSOCIATION RESTORATIVE JUSTICE ANNUAL PERFORMANCE OUTCOME EVALUATION REPORT FOR 2025**

(File Ref. No. 09-5375-01) (REDMS No. 8382523)

CS-8

See Page CS-8 for full report

Designated Speaker: Douglas Liu

Pg. # ITEM

STAFF RECOMMENDATION

That the report titled “Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report for 2025” from the General Manager, Law and Community Safety, dated April 16, 2026, be received for information.

2. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT - MARCH 2026**

(File Ref. No. 12-8375-02) (REDMS No. 8377406)

CS-44

See Page CS-44 for full report

Designated Speaker: Mark Corrado

STAFF RECOMMENDATION

That the report titled “Community Bylaws Monthly Activity Report - March 2026”, from the General Manager, Law and Community Safety, dated April 17, 2026, be received for information.

3. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – MARCH 2026**

(File Ref. No. 09-5140-01) (REDMS No. 8378210)

CS-51

See Page CS-51 for full report

Designated Speaker: Fire Chief Jim Wishlove

STAFF RECOMMENDATION

That the report titled “Richmond Fire-Rescue Activity Report – March 2026”, from the General Manager, Law and Community Safety, dated April 13, 2026, be received for information.

4. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Fire Chief Jim Wishlove

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5. **RCMP MONTHLY ACTIVITY REPORT - RCMP MONTHLY ACTIVITY REPORT – MARCH 2026**

(File Ref. No. 09-5030-01) (REDMS No. 8355433)

CS-72

See Page CS-72 for full report

Designated Speaker: Chief Supt. Dave Chauhan

STAFF RECOMMENDATION

That the report titled “RCMP Monthly Activity Report – March 2026”, dated April 18, 2026, from the Officer in Charge, be received for information.

6. **RCMP/OIC BRIEFING**

(Verbal Report)

Designated Speaker: Chief Supt. Dave Chauhan

7. **MANAGER’S REPORT**

ADJOURNMENT



Community Safety Committee

Date: Tuesday, April 14, 2026
Place: Anderson Room
Richmond City Hall
Present: Councillor Alexa Loo, Chair
Councillor Andy Hobbs
Councillor Laura Gillanders
Councillor Kash Heed
Councillor Bill McNulty
Also Present: Councillor Wolfe (via teleconference)
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 March 10, 2026, be adopted.

CARRIED

LAW AND COMMUNITY SAFETY DIVISION

1. **BUSINESS LICENCE ACTIVITY REPORT – 2025 YEAR IN REVIEW**
(File Ref. No. 12-8060-01) (REDMS No. 8287277)

In response to queries from Committee, staff advised that (i) investigation was conducted on the Vegas Vacations travel agency and that the business is cooperating since conditions have been placed on their business licence, and (ii) fines have been issued to the business that hosted an all ages event in January 2026, where an attendee was later involved in a hit and run along No. 3 Road. The business was operating without the proper license and the investigation is ongoing.

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Discussion ensued with respect to (i) illegal gaming activity, and (ii) staff is working collaboratively with Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) and the Province of British Columbia on money service business compliance.

It was moved and seconded

That the report titled “Business Licence Activity Report – 2025 Year in Review” dated March 6, 2026, from the Director, Community Bylaws & Licencing, be received for information.

CARRIED

2. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – FEBRUARY 2026**

(File Ref. No. 12-8375-02) (REDMS No. 8359522)

Discussion ensued in respect to (i) unsightly premise compliance incidents, and (ii) soil work and unauthorized filling in residential areas.

It was moved and seconded

That the report titled “Community Bylaws Monthly Activity Report – February 2026”, dated March 17, 2026, from the Director, Community Bylaws & Licencing, be received for information.

CARRIED

3. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT - FEBRUARY 2026**

(File Ref. No. 09-5140-01) (REDMS No. 8350647)

It was moved and seconded

That the report titled “Richmond Fire-Rescue Monthly Activity Report – February 2026”, dated March 9, 2026, from the Fire Chief, be received for information.

CARRIED

4. **FIRE CHIEF BRIEFING**

(Verbal Report)

Discussion ensued in respect to (i) hazmat equipment and training, (ii) personal protective equipment, and (iii) the timeline on the procurement of fire apparatuses.

As a result of the discussion, Fire Chief Wishlove will bring forward a memorandum with respect to the apparatus budget and reserve.

2.

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5. **RCMP MONTHLY ACTIVITY REPORT - FEBRUARY 2026**

(File Ref. No. 09-5030-01) (REDMS No. 8335600)

In response to queries from Committee, Chief Supt. Chauhan advised that (i) distraction thefts are targeting senior females, (ii) of the 176 mental health-related incidents, one individual generated nine incidents, (ii) synthetic drug production labs are typically located in industrial/commercial areas and the RCMP do seize all assets, (iii) shoplifting incidents are reported in various ways and the Boost and Bust operation and engagement is ongoing with most arrested suspects residing in other jurisdictions, and (iv) youth outreach engagement opportunities are chosen to reflect the season and/or time of year.

It was moved and seconded

That the report titled "RCMP Monthly Activity Report – February 2026", dated March 11, 2026, from the Officer in Charge, be received for information.

CARRIED

6. **2026-2027 RICHMOND RCMP DETACHMENT ANNUAL PERFORMANCE PLAN COMMUNITY PRIORITIES**

(File Ref. No. 09-5030-01) (REDMS No. 8323952)

Chief Supt. Chauhan highlighted that the priorities recommended for the Annual Performance Plan – property crime, organized crime, road safety, and vulnerable persons – reports trends and patterns to Council quarterly.

Discussion ensued in respect to (i) placing the Annual Performance Plan on the City website, and (ii) vehicle collisions involving injuries and fatalities includes pedestrians.

It was moved and seconded

That the priorities, Property Crime, Organized Crime, Road Safety and Vulnerable Persons, listed in the report titled "2026-2027 Richmond RCMP Detachment Annual Performance Plan – Community Priorities", dated March 10, 2026, from the Officer in Charge, Richmond RCMP, be endorsed for inclusion in the Richmond RCMP Detachment's fiscal year 2026-2027 (April 1, 2026, to March 31, 2027) Annual Performance Plan.

CARRIED

7. **RCMP/OIC BRIEFING**

(Verbal Report)

Chief Supt. Chauhan introduced Cst. Colton Lesuk and police service dog Rebel from the Lower Mainland Integrated Police Dog Service (LMIPDS), and spoke to the May 7, 2025, incident in which Cst. Lesuk and Rebel apprehended a dangerous individual.

Cst. Lesuk spoke to the incident in which Rebel was injured.

3.

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Chief Supt. Chauhan reported that (i) Cst. Lesuk, Rebel and four members of the Richmond RCMP detachment will receive the Commanding Officers Commendation for Bravery on May 6, 2026, and (ii) the suspect was charged with seven different counts and the court case is pending.

8. **MANAGER'S REPORT**

None.

ADJOURNMENT

It was moved and seconded
That the meeting adjourn (4:55 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, 2026.

Councillor Alexa Loo
Chair

Andrea Mizuguchi
Legislative Services Associate



To: Community Safety Committee **Date:** April 16, 2026
From: Anthony Capuccinello Iraci **File:** 09-5375-01/2026-Vol
General Manager, Law and Community Safety 01
Re: **Touchstone Family Association Restorative Justice Annual Performance
Outcome Evaluation Report for 2025**

Staff Recommendation

That the report titled “Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report for 2025” from the General Manager, Law and Community Safety, dated April 16, 2026, be received for information.

Executive Summary

Touchstone Family Association’s 2025 Performance Outcome Evaluation Report indicates that the Richmond Restorative Justice program continues to provide an impactful community-based court diversion program for eligible low-risk offences and incidents. Between 2021 and 2025, the program served 109 offenders and involved 62 participants in restorative processes, including victims, offenders, officers, and supporters. The program is delivered by one full-time coordinator from Touchstone and with volunteer support.

The report also outlined that the Driver Diversion program resulted in growth in 2025. Following its pilot launch in September 2024, the Driver Diversion program expanded and served 68 participants in 2025, all of whom completed program requirements.

Touchstone’s 2026 – 2028 Strategic Plan focuses on three priorities: expanding Driver Diversion and its restorative impact, strengthening awareness and utilization in schools and the broader community, and increasing referrals from RCMP, Crown, schools and community organizations.

Staff Report

Origin

The purpose of this report is to provide information on Touchstone Family Association's (Touchstone) annual outcome evaluation report of the Richmond Restorative Justice program for 2025 (Attachment 1).

Touchstone is a non-profit organization that has been providing community and family services since 1983. Since 2008, the City has been in partnership with Touchstone to deliver restorative justice services in Richmond. This partnership is renewed every three years, and the current term will expire on December 31, 2028.

To report on the Restorative Justice program, Touchstone provides an annual report outlining:

- annual budget for the upcoming year;
- revenues and expenditures from the previous year;
- performance indicators including the number of referrals, forums and completed resolution agreements;
- milestones and achievements; and
- participants' satisfaction survey.

This report supports Council's Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community:

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

Analysis

To support community-based court diversion program for eligible low-risk offences and incidents, Richmond has established two extrajudicial measures programs¹. Both are policy-driven crime prevention initiatives delivered through contract policing, and they are:

1. *Restorative Justice Program (RJ Program)*, which is a community-based diversion program that emphasizes accountability, conflict resolution, and problem-solving to address the harm caused by a crime or incident; and
2. *Youth Intervention Program*, which is a police-based diversion program offered by municipal staff, under the direction of the Richmond RCMP.

The RJ Program holds offenders accountable for their actions while enabling victims and offenders to reach a resolution. This differs from the judicial system, which is often viewed as retributive and focused on sentencing. To qualify for the RJ Program, offenders must first admit guilt. Once accepted into the program, the police and Crown cannot pursue further court sanctions or criminal charges. The objective of the RJ Program is to encourage offenders to

¹ The Criminal Code allows Crown Council to implement measures other than judicial proceedings for adults who have committed an offence. Similarly, the Youth Criminal Justice Act allows for both Crown and police officers to recommend extrajudicial measures that would divert the offender from the traditional justice system.

acknowledge the harm they have caused, rather than focus on punishment, while providing opportunities to correct their behaviour, recognize the harm done, and take responsibility for their actions. The process involves those affected by the offence, including the victim’s and offender’s families, as well as relevant property or business owners. Touchstone staff assess each referral and determine the most appropriate approach, such as a comprehensive victim-offender conference for more complex cases or a scripted community justice forum for less serious matters.

In September 2024, Touchstone’s RJ Program expanded its programming for traffic offences through a pilot Driver Diversion Program aimed at promoting accountability for unsafe driving behaviours through a restorative approach. The pilot provided eligible participants with an alternative to traditional traffic ticket consequences by emphasizing reflection on driving offences, personal accountability, and commitments to safer driving behaviours. Following successful participation and program uptake during the 2024 trial period, the initiative expanded into a full program in 2025. Participation remains voluntary and is offered at the discretion of police officers, with eligibility determined based on the nature of the offence and suitability for a restorative process. Touchstone continues to work closely with the RCMP to support program consistency, operational growth, and effective referral pathways.

Touchstone Restorative Justice Program Outcomes

The RJ Program is staffed by one full-time coordinator and by volunteers. The performance and effectiveness of the program is provided in the Restorative Justice Performance Outcome Evaluation Report 2025 (Attachment 1).

According to Touchstone’s 2025 annual report, 109 offenders participated in the Restorative Justice Program between 2021 and 2025. In 2025, the program received 19 referrals and served 24 offenders. The report also notes that 62 individuals participated in a restorative justice process that year, in various roles, including victims, offenders, officers, and supporters. Touchstone staff assess each referral and determine the most appropriate restorative approach based on participant needs and case complexity. Referral volumes vary from year to year depending on the number of cases considered suitable for restorative justice and referred to the program. Table 1 below highlights the statistics of the RJ Program in the Richmond from 2020 to 2024.

Table 1: Touchstone Performance Outcome Summary Statistics²

Total Number of:	2021	2022	2023	2024	2025	Total
Offenders	28	14	23	20	24	109
Referrals	20	10	18	16	19	83
RJ Process	23	9	15	19	22	88
Resolution Agreements	26	13	15	20	23	97

² One referral can have more than one offender. RJ Processes can include conferencing between victims and offenders, community justice forums (less serious cases), and healing circles (often used in schools).

Completed Resolution Agreement	22	15	17	14	20	88
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According to Touchstone’s 2025 annual report, its 2026 – 2028 Restorative Justice Strategic Plan is focused on the next stage of program growth by deepening impact, strengthening system integration, and supporting long-term sustainability. The plan identifies three main priorities:

1. To expand the Driver Diversion Program and strengthening its restorative impact;
2. Strengthen awareness and utilization in schools and the broader community; and
3. Increase Restorative Justice Referrals Across All Streams (RCMP, Crown, schools, and community organizations).

Key actions include strengthen collaboration with RCMP to increase appropriate driver diversion, expand workshops and training sessions for students, educators, administrators, and community, and provide targeted information sessions to referral partners outlining eligibility, process.

Driver Diversion was the main growth area in 2025. Following its pilot launch in September 2024, the Driver Diversion Program expanded significantly in 2025 and served 68 participants, all of whom completed program requirements. Most Driver Diversion referrals involved distracted driving. The report shows referral types were primarily electronic device use (at 92%), followed by speeding (at 5%).

Recidivism Rate

The RJ Program reduces reoffending by combining accountability, direct reflection on harm, and completion of restorative agreements that are intended to change behaviour and prevent future harm. According to a five-year recidivism analysis conducted by the Richmond RCMP Detachment, those who completed the RJ Program had a recidivism³ rate of approximately 15 per cent (which is the same as 85 per cent of those who were referred to RJ Program did not re-offend); and for those who did not complete or canceled the RJ Program had a recidivism rate of approximately 43 per cent.

According to data published by the Ministry of Children and Family Development⁴, approximately 25 per cent (recidivism rate) of youth aged 12 to 17 re-offend within five years of receiving formal diversion services⁵ during the 2015 to 2019 period. In addition, a recent review of RJ Programs in British Columbia⁶ found that the recidivism rate of 12 percent for those referred to RJ. The same review further found that, when individuals in the RJ group did re-offend, they did so after an average of 675 days, significantly longer than the 244 day average for the non-referred group.

³ The rate where the offender re-offended in 5 years.

⁴ Ministry of Children and Family Development, BC Justice and Public Safety Council, “Youth Justice Performance Indicators”, <https://mcf.d.gov.bc.ca/reporting/services/youth-justice/performance-indicators>

⁵ Including but not limited to just restorative justice.

⁶ *The Effects of Police Pre-Charge Restorative Justice Referrals on Future Criminal Involvement & the Use of Restorative Justice in Cases Related to Power-Based Crimes*. Cohen, I. M., Plecas, D., McCormick, A., De Jager, T., Davies, G., and Dawson, S. (January 2024)

Although research on recidivism varies widely in scope and empirical studies on alternative and extrajudicial measures remain limited, the available research suggests that RJ programs is beneficial in reducing recidivism and contribute to longer-term community safety.

Budgetary Implications

There are no budgetary implications. The annual approved budget for RJ Program in Richmond is \$110,770 per year with the term ending December 31, 2028. Over the last ten years, the City has invested over \$1 million on restorative justice to supplement the traditional Provincial judicial system.

Conclusion

The Richmond RJ Program is an extrajudicial measure that holds offenders accountable and reduces recidivism through dialogue-based approaches involving victims, offenders, and the community. It fosters community engagement and supports cost-effective solutions, providing a holistic approach to addressing non-violent offences committed by youth. Touchstone will continue to advance its strategic priorities for the RJ Program by engaging with the Richmond RCMP on the restorative justice process, increasing awareness of the RJ Program through expansion of the Driver Diversion Program, strengthening awareness and utilization in schools and the broader community, and increasing referrals from a wider range of community partners, including police, Crown counsel, schools, and community organizations.

Respectfully submitted,

Douglas Liu, Community Safety Administration

Report Contributors

This report was prepared by the Douglas Liu, Manager, Community Safety Policy and Programs and reviewed by:

- Community Safety Administration
- RCMP

Endorsed by Serena Lusk, CAO

Att. 1 Restorative Justice Performance Outcome Evaluation Report 2025, Touchstone Family Association.

Restorative Justice

Performance Outcome

Evaluation Report

2025



Touchstone Family Association acknowledges that our work takes place on the ancestral land of the Coast Salish peoples, including the X̱məθkʷəy̱əm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish), and Selíwítlh (Tseil Waututh) First Nations.

Touchstone Family Association

Empowering Families, Enriching Communities

Touchstone Family Association (TFA) is a non-profit society that has been dedicated to supporting children, youth, and families in Richmond since 1983. In 2025, we proudly continue our legacy of over four decades of service, building on the strong foundation established throughout our history.

Our work centers on preserving and strengthening family relationships while promoting the well-being and healthy development of children. Through a diverse range of programs and services, we strive to meet the unique needs of families, ensuring that every child has access to the care, guidance, and resources essential for growth and resilience.

Our Mission is to strengthen the social health and independence of families and children through effective intervention and support services. This mission drives every initiative we undertake, empowering individuals to overcome challenges and fostering resilience and self-sufficiency.

Our Vision is a community of strong, self-reliant families, youth, and children equipped with the tools and support needed to thrive and contribute to a healthier, more connected society.

Our Values of Integrity, Respect and Cooperation serve as the foundation for all that we do.

Our Objectives are to establish and operate preventative services for children, youth, and their families in the City of Richmond and surrounding municipalities, ensuring that families have access to early interventions that support long-term well-being.

As well as, to inform the residents of Richmond about the importance and availability of the services we provide, raising awareness of the vital role these services play in strengthening family bonds and enhancing the community's overall health.

Our overarching goal remains clear: to strengthen families by building community. Through collaboration, understanding, and empowerment, we work to create lasting, positive change in the lives of families across Richmond.



Touchstone has also been accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) since 2002, thus providing accountability to our community and funders for more than 20 years.

Restorative Justice

Executive Summary

At Touchstone Family Association, we remain committed to responding to the evolving needs of the Richmond community with innovation, integrity, and a restorative approach to community safety. This 2025 Performance Outcome Evaluation Report highlights the continued impact of our **Restorative Justice (RJ) Program**, as well as the expansion of our **Driver Diversion** Initiative following its successful launch in 2024.

Grounded in Restorative Practice, a social science dedicated to repairing harm, strengthening relationships, and fostering healthier communities, our RJ program continues to focus on building social capital, reducing crime, and supporting meaningful accountability. Touchstone's long-standing partnership with the Richmond RCMP, established in 2004, remains a cornerstone of the program's success. The additional support provided by the City of Richmond in 2008 enabled the hiring of a full-time Restorative Justice Coordinator, significantly enhancing our capacity to serve the community.

The RJ Program continues to be funded through the City of Richmond's Community Safety operating budget, with the City serving as the sole core funder of the program. We also receive an annual contribution of \$4,000 through the Province's Community Accountability Program (CAP), which supports volunteer recruitment and training initiatives. While this supplemental funding assists with program delivery, the City's sustained investment remains central to the operation and continued growth of restorative justice services in Richmond.

One of the most notable developments this year is the expansion of the Driver Diversion Program, launched as a pilot in fall 2024. Building on its early success, the program has grown significantly in both scope and participation. Developed in partnership with the Richmond RCMP traffic division, this initiative applies core restorative principles to minor driving offenses, emphasizing accountability, reflection, and long-term behavior change. In 2025, the program has demonstrated strong outcomes, including increased participant engagement and positive feedback from RCMP partners. Its expansion is a testament to the community's need for innovative alternatives that address harm while promoting safety and education.

Touchstone's leadership in restorative practices continues to be recognized at the provincial level. Following his pivotal role in organizing the provincial Restorative Justice Symposium in 2024 through the RJ Association of British Columbia (RJABC), our Restorative Justice Coordinator was again invited to help lead the planning and coordination of the 2025 Symposium. His ongoing leadership in this capacity resulted in another highly successful event, bringing together practitioners, community leaders, and justice partners from across the province. His continued involvement not only reinforces his expertise and respected voice within the field, but also further elevates Touchstone's profile as a provincial leader in restorative justice. This sustained momentum throughout 2025 strengthens our connections, influence, and collective capacity across British Columbia.

While financial challenges persist, particularly as demands for restorative services continue to grow, Touchstone remains deeply appreciative of the City of Richmond's ongoing commitment to restorative justice. Their sustained support ensures that community members have access to meaningful, effective alternatives to traditional justice processes, ultimately contributing to a safer and more connected Richmond.

Understanding Restorative Justice

Repairing Harm, Restoring Connection

Restorative Justice (RJ) is an alternative, community-centered approach to addressing harm; one that focuses on accountability, healing, and meaningful resolution rather than punishment. Unlike the traditional court system, which is adversarial in nature, restorative justice emphasizes dialogue, responsibility, and collaborative problem-solving.

At its core, RJ is a philosophy rooted in repairing relationships. It recognizes that when harm occurs, it affects individuals, families, and the wider community. Restorative practices bring together those involved, most often the person responsible for harm, the person impacted by the harm, and community members, to explore what happened, who was affected, and what needs to be done to make things right.

Through this process, victims are given space to share their experiences, ask questions, and express what they need for healing. Offenders are encouraged to acknowledge the impact of their actions, take responsibility, and participate in developing a plan to repair the harm. Skilled volunteer facilitators guide participants through structured, respectful dialogue to ensure a safe and meaningful process.

Restorative Justice benefits everyone involved:

- **Victims** gain a voice in the process and often receive answers, validation, and closure that are not typically available through the court system.
- **Offenders** develop greater empathy and accountability, learning firsthand how their actions affected others and taking steps to repair the damage.
- **Communities** become stronger and safer by promoting understanding, reducing reoffending, and building relationships based on trust and mutual respect.

Restorative justice not only addresses the incident itself; it supports long-term healing, learning, and growth. It reinforces the idea that communities are healthier when people are given opportunities to repair harm, rebuild connection, and contribute positively moving forward.



Principles, Processes & Resolutions

Restorative Justice is grounded in a set of core values and principles that guide how harm is addressed and repaired. Central to this approach is the commitment to meeting the unique needs of those most affected, beginning with the victim, followed by the wider community, and including the person responsible for the harm. Each case is approached with sensitivity, care, and flexibility to ensure the process selected offers the greatest opportunity for meaningful repair and successful outcomes.

Touchstone's Restorative Justice team and trained volunteers continue to deepen their knowledge and expand their skillsets, applying a variety of restorative processes tailored to the specific circumstances of each case. These approaches allow facilitators to respond thoughtfully to the diverse needs of participants while remaining aligned with restorative principles. Common restorative processes include:

- **Victim–Offender Conference (VOC):** A comprehensive, unscripted dialogue facilitated in more complex cases, allowing participants to explore the incident in depth and collaboratively identify steps toward repair.
- **Community Justice Forum (CJF):** A structured, scripted process used in less serious cases, providing a clear framework for conversation while ensuring accountability and inclusion.
- **Separate Conferences:** Used when a direct meeting between the victim and offender is not appropriate or beneficial, allowing facilitators to work with each party independently while still supporting accountability and healing.
- **Restorative Circles:** A flexible approach used in school, community, and group settings to encourage discussion, build understanding, and promote collective healing.

Because no two cases are the same, the most suitable process is determined only after facilitators have explored the needs of participants and gained an understanding of the circumstances surrounding the incident. Restorative Justice is inherently dynamic: each matter evolves through early conversations, assessment of needs, and collaborative planning. This results in a process shaped not by rigid procedure, but by the voices and experiences of those directly impacted.

A key outcome of the restorative process is the creation of a **Resolution Agreement**. Developed collaboratively by participants, the agreement outlines specific steps the offender will take to repair harm, demonstrate accountability, and support their own positive development. Resolution Agreements may include one or more of the following:

- Financial restitution
- A written or verbal apology
- Community service
- Educational essays
- Counselling or skill-building programs
- Donations to relevant community organizations
- Preparing a résumé or completing job-search activities

These outcomes reflect the restorative philosophy: repairing harm, building understanding, and strengthening communities through accountability, empathy, and engagement. The process ensures that participants feel heard, supported, and instrumental in determining what healing and justice look like for themselves and their community.

Program Features

Building Capacity Through Volunteer Leadership

Attachment 1

Touchstone's Restorative Justice Program continues to operate as a volunteer-driven initiative supported by one full-time Restorative Justice Coordinator. The program's success is grounded in the dedication, skill, and compassion of volunteer facilitators, who bring restorative principles to life through their direct work with participants. By leading community justice forums, supporting victim-offender dialogues, and facilitating restorative circles, volunteers foster dialogue, accountability, healing, and long-term positive change. In doing so, they strengthen community capacity to respond to harm in constructive and relationship-centered ways. Comprehensive training and ongoing support ensure they uphold restorative values and deliver safe, respectful, and meaningful processes.

Because high-quality facilitation directly impacts outcomes, recruitment, screening, and development remain priorities. The Coordinator oversees a thorough selection process that includes an interview, two reference checks, a Criminal Record Review Program (CRRP) check, and an assessment of suitability. Applicants are evaluated on qualities essential to restorative practice, including maturity, relevant life and work experience, commitment to restorative values, comfort with conflict, facilitation ability, sound judgment, and strong communication skills. This rigorous approach supports both participant safety and the long-term sustainability of the program.

Volunteers complete a three-day Community Justice Forum (CJF) training delivered by certified instructors, followed by an accreditation process requiring co-facilitation of at least five sessions under a certified mentor. Ongoing refresher training, case debriefings, and professional development opportunities promote reflective practice, skill enhancement, and consistency across cases. This structured pathway also supports volunteer retention by fostering confidence, connection, and a strong sense of shared purpose.

In response to Richmond's cultural and linguistic diversity, interpretation support is available to ensure equitable access. Volunteers currently provide interpretation in Arabic, Cantonese, and Mandarin, helping ensure language is not a barrier to participation. This multilingual capacity reflects both community need and the program's commitment to inclusive restorative practice.

At Touchstone's Annual General Meeting, volunteer contributions are formally recognized. In 2025, the program was supported by 10 dedicated volunteers serving in facilitation and translation roles, several of whom reached significant service milestones. Their sustained commitment reflects the strength of the volunteer model and the meaningful impact of restorative justice within the Richmond community.

"Volunteers are the heart of any community; they turn shared values into meaningful action."



Strategic Plan Review

Looking Back On Our 2023 to 2025 Initiatives

Our **Restorative Justice Strategic Plan (2023–2025)** established a focused and actionable roadmap to strengthen referral pathways, expand community awareness, and secure sustainable funding to ensure long-term program stability. Grounded in our commitment to accessible, community-based restorative practices, the plan set measurable priorities to guide organizational growth and deepen our impact.

The following summary outlines our progress under each strategic priority and demonstrates how intentional planning translated into measurable outcomes. We are proud to report that all strategic objectives were achieved, resulting in increased referrals, expanded community engagement, and continued financial sustainability for the Richmond Restorative Justice Program.

Priority #1: To increase RCMP community referrals to the Richmond Restorative Justice Program

Referrals to the Richmond Restorative Justice Program increased through strengthened collaboration with RCMP and community partners. While overall RJ referrals saw a modest increase, Driver Diversion referrals rose significantly, expanding access to restorative options for individuals who might otherwise move through the traditional justice system. The steady growth in core RJ referrals reflects continued trust in the program, and the strong gains in Driver Diversion demonstrate meaningful progress toward broadening restorative pathways. Together, these outcomes highlight growing confidence in restorative justice as an effective, community-based response to harm and affirm the impact of our sustained partnership-building efforts.

Priority #2: To increase awareness and utilization of the Richmond Restorative Justice Program in schools and in the community

We deepened our presence in schools and across the community through workshops and training sessions for staff and students. These initiatives increased understanding of restorative practices, strengthened skills for addressing conflict constructively, and supported healthier, more inclusive environments. By building capacity within educational and community settings, we contributed to a broader cultural shift toward restorative approaches to harm, accountability, and relationship-building.

Priority #3: To secure sustainable level of funding for the Richmond Restorative Justice Program from all levels of Government, including Municipal, Provincial and Federal

A major milestone this year was securing a three-year funding agreement with the City of Richmond. This commitment provides stable, predictable funding and affirms the City's confidence in the value and impact of restorative justice in our community. It also strengthens our capacity to carry out both independent and collective lobbying through the Restorative Justice Association of BC (RJABC), which represents restorative justice programs throughout British Columbia. With this foundation in place, the program is well-positioned to sustain high-quality service delivery and respond effectively to emerging community needs in the years ahead.

Strategic Plan 2026 to 2028

Strengthening Our Restorative Approach Through Strategy

Our 2026–2028 Strategic Plan sets the direction for the next stage of growth and impact. This new plan reflects both the lessons learned and the opportunities identified through our recent progress. As Restorative Justice continues to gain recognition as an effective and community-centered response to harm, the next strategic cycle will focus on deepening impact, strengthening system integration, and ensuring long-term sustainability.

The following outlines our strategic priorities for 2026–2028 and the outcomes we aim to achieve.

To Expand Driver Diversion and Strengthen its Restorative Impact.

Objective: To expand the Driver Diversion program and enhance its measurable restorative outcomes for participants and the broader community.

Rationale: The growth in driver diversion referrals demonstrated both system confidence and community need. Expansion presents an opportunity to reduce reliance on the traditional justice system while increasing meaningful accountability and harm repair.

Goals:

- Strengthen collaboration with RCMP to increase appropriate driver diversion referrals.
- Enhance program design to deepen restorative impact
- Increase facilitator training specific to driver-related harm and accountability processes.

Intended Outcomes:

- Increased number of driver diversion referrals year over year.
- Demonstrated participant growth in accountability and understanding of harm.

Strengthen Awareness and Utilization in Schools and the Broader Community

Objective: To deepen community awareness and increase active utilization of restorative practices within schools and community organizations.

Rationale: Building restorative capacity upstream reduces harm, strengthens relationships, and fosters inclusive environments. Continued education and engagement will further embed restorative principles within community culture.

Goals:

- Expand workshops and training sessions for students, educators, administrators, and community leaders.
- Increase public education efforts through community presentations, events, and digital outreach.
- Evaluate training effectiveness through participant feedback and follow-up engagement.

Intended Outcomes:

- Increased number of schools and community groups engaging in restorative training to address conflict before escalation.

Increase Restorative Justice Referrals Across All Streams

Objective: To expand overall referrals to the Richmond Restorative Justice Program through strengthened system integration and community partnerships.

Rationale: Sustained growth in referrals reflects both trust in the program and increased access to restorative options. Building on existing partnerships will ensure restorative justice remains a viable and visible pathway within local systems.

Goals:

- Deepen relationships with RCMP, Crown, schools, and community organizations to reinforce referral pathways.
- Provide targeted information sessions to referral partners outlining eligibility, process, and outcomes.
- Develop communication materials highlighting program impact and success stories

Intended Outcomes:

- Sustained annual growth in total referrals.
- Increased diversity in referral sources.

2025 Program Highlights

January

- RJ Quarterly Meeting with the RCMP youth section
- Youth Network Meeting (City of Richmond)
- Restorative Justice Association of BC Committee Meeting
- Bi-Weekly, Restorative Practice Group (Gr. 4-7): McNeely Elem.
- Bi-Weekly, Restorative Practice Group (Gr. 4-7): Grauer Elem.
- Joint Health & Safety Committee Meeting

March

- Lower Mainland RJ Coordinators Network Meeting
- Touchstone's Cultural Competency, Diversity and Inclusion Training (VAST)
- UWBC Social & Emotional Learning Huddle Training
- Joint Health & Safety Committee Meeting

May

- Restorative Justice Quarterly Meeting (RCMP Liaison & TFA)
- Community of Practice Meeting (UWBC)
- Planning Committee Meeting: Restorative Practice Training for MacNeil Secondary Staff.
- RJABC Annual General Meeting (AGM)
- Bi-Weekly, Restorative Practice Group (Gr.4-7): Garden City Elementary
- Bi-Weekly, Restorative Practice Group (Gr.4-7): McKay Elementary
- Sub-Committee Meeting: Restorative Justice Symposium

February

- Bi-Weekly, Restorative Practice Group (Gr.4-7): McNeely Elem.
- Bi-Weekly, Restorative Practice Group (Gr.4-7): Grauer Elem.
- Community of Practice Meeting (UWBC)
- RJABC Confidentiality and Privilege Information Trainings (Part 1 & 2)
- Response Based Training with Allen Wade
- Joint Health & Safety Committee Meeting

April

- Bi-Weekly, Restorative Practice Group (Gr.4-7): Mitchell Elementary
- Joint Health & Safety Committee Meeting



June

- PJ Presentation (Francis House Staff)
- Joint Health & Safety Committee Meeting
- Sub-Committee Meeting: Restorative Justice Symposium
- Richmond School District Appreciation Lunch
- Annual General Meeting (TFA)
- Lower Mainland Restorative Justice Coordinators Meeting
- Restorative Justice Quarterly Meeting (RCMP Youth Section & TFA)
- Trauma Informed and Restorative Practice Training

October

- Restorative Practice Presentation: Grade 8 Students – Cambie Secondary School
- Sub-Committee Meeting: Planning - Restorative Justice Symposium
- Restorative Justice Symposium – Oct.22, 23 (RJABC)
- Bi-weekly, Restorative Practice Group (Gr. 4-7); Thomas Kidd Elementary

December

- Joint Health and Safety Committee Meeting (TFA)



September

- Richmond RCMP Fundraiser: Cops for Cancer
- Sub-Committee Meeting: Planning - Restorative Justice Symposium
- Planning Committee Meeting: Restorative Practice Training for Staff (MacNeil Secondary)
- Restorative Practice Presentation: Staff – MacNeil Secondary
- Lower Mainland Restorative Justice Coordinators Meeting

November

- Restorative Justice Quarterly Meeting (RCMP Youth Section & TFA)
- Joint Health and Safety Committee Meeting (TFA)
- Bi-weekly, Restorative Practice Group (Gr. 4-7): Woodward Elementary

Case Example

This case study, drawn from our 2025 Restorative Justice Program, demonstrates how restorative justice principles are put into practice to address harm and support accountability.

In late 2025, the Restorative Justice Program received a referral from the RCMP involving a thirteen-year-old high school student, who was caught stealing a purse belonging to a teacher. The school investigated their video footage and was able to identify “Sam” entering the boys’ washroom with the purse and then exiting without the purse. Police were contacted.

The investigating officer spoke with everyone affected by the incident, particularly Sam and the teacher, “Ms. Maple.” Everyone agreed to participate in restorative justice as an alternative to seeing Sam charged. Ms. Maple felt restorative justice aligned better with her values and would better meet her needs while holding Sam accountable for the harm that he caused. Because Sam was willing to accept responsibility for the crime and engage in a process with Ms. Maple, the Officer found it suitable to divert the case away from the court system.

The restorative justice facilitator first met with the affected parties, separately, and prepared everyone for the pending restorative justice circle.

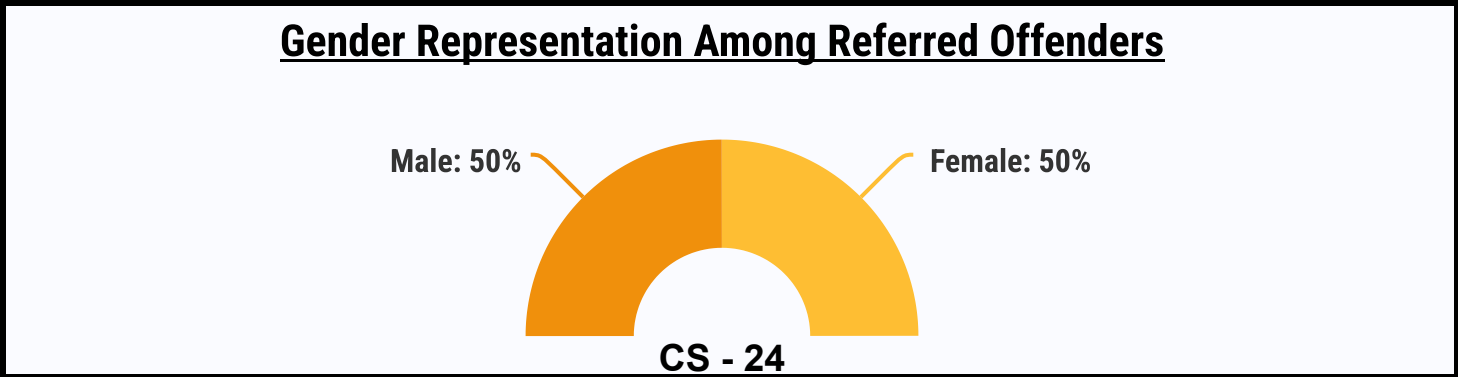
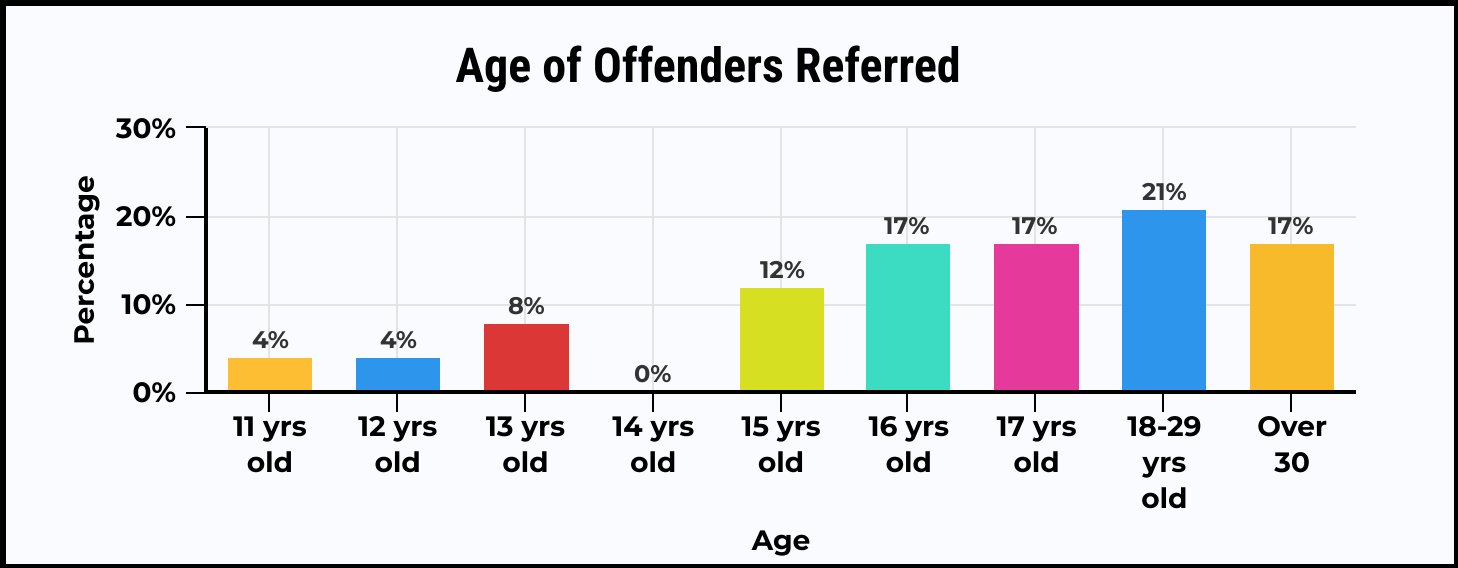
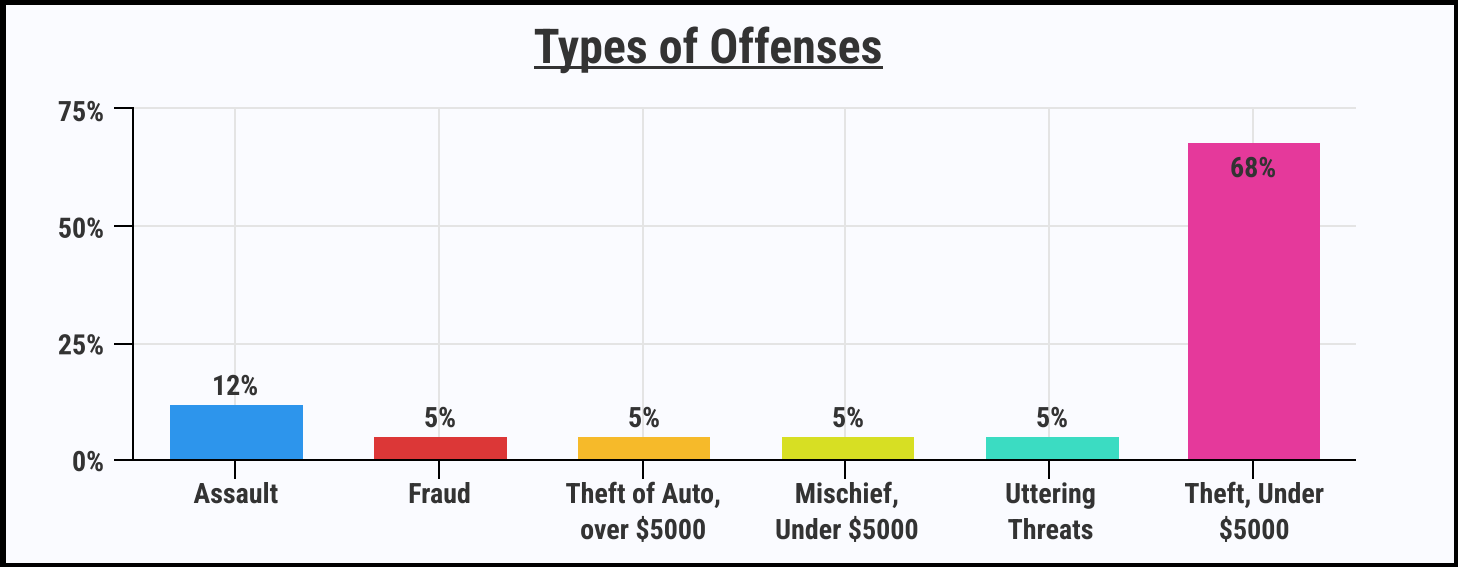
Seated in a circle of chairs, Sam and his foster parent, “Tony,” sat across from Ms. Maple and her supporter and friend, “Marcy.” Seated between both sides and across from one another were the facilitator and the referring officer.

Sam was invited to speak, first. He explained how he was desperate to pay a friend a sum of money. He went on to say that he had not planned to steal the purse; rather, he saw an opportunity. He was visibly emotional as he spoke, expressing his regret and his remorse for what he had done. He got rid of the purse in the washroom bin, once he discovered there wasn’t any cash. He took the wallet out and was disappointed, again, when he found there wasn’t any money. He threw out the wallet in a trash bin on his school’s field. Ms. Maple thanked Sam for his honesty and helped him understand how devastating the experience was for her. She had trusted the students in her school up until the theft happened. She was also terribly inconvenienced, since the wallet and the cards inside it, which she relied on, couldn’t be recovered. She was greatly inconvenienced by what he did. Marcy applauded Sam’s honesty and accountability. Tony was relieved to see Sam tell the truth and do the right thing, like he had always preached to him.

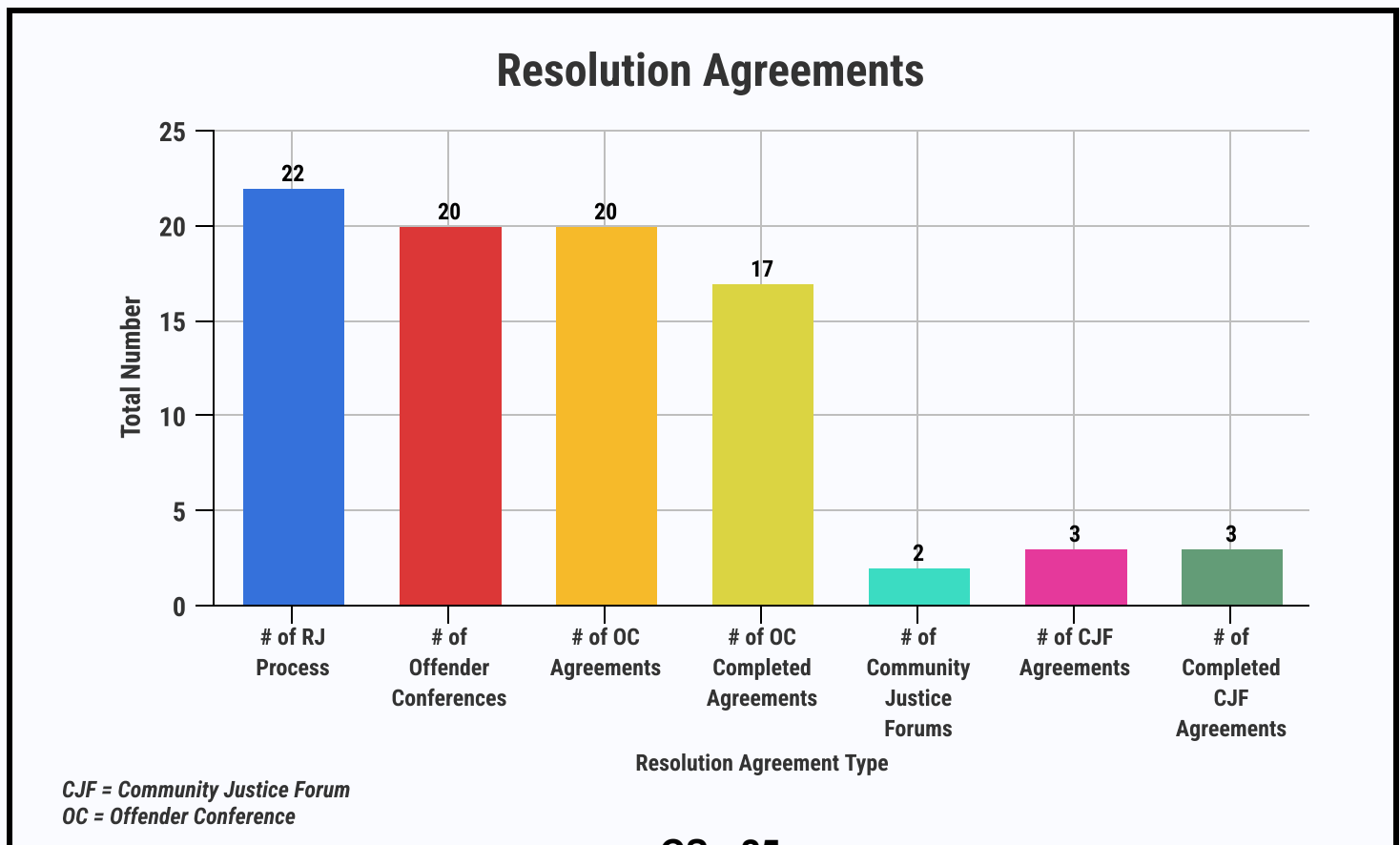
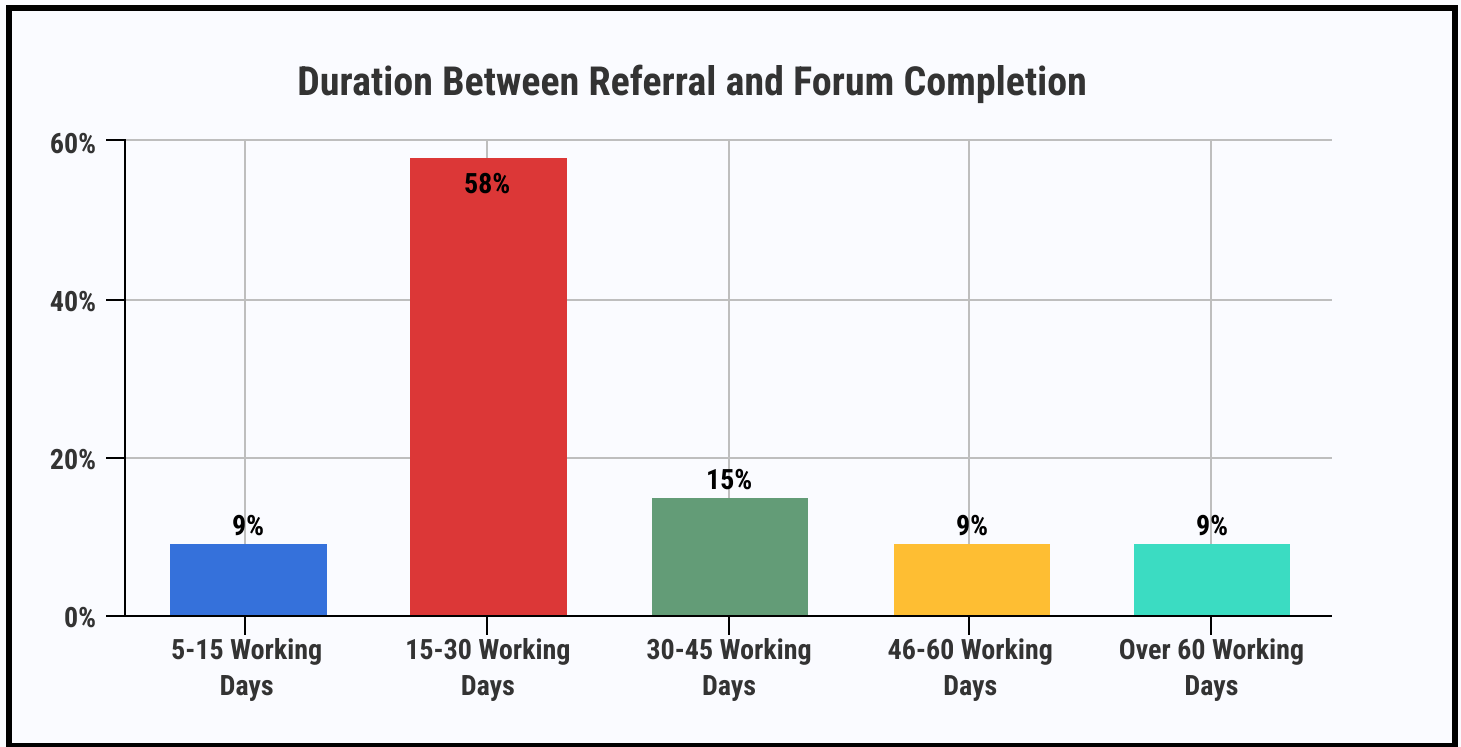
Ms. Maple and Sam, supported by the rest of the participants, developed a resolution agreement, together. Sam agreed to help Ms. Maple with clean-up in her classroom for a few minutes after school a couple of times per week and carry out an art project based on the topic of trust, which would be overseen by Ms. Maple. They agreed to meet regularly over the remainder of the school year until the project’s completion. Ms. Maple had always wanted to nurture Sam’s talent for poetry and music. She also felt the resolution would help Sam make up for his mistake and repair their relationship in the process.

Program Statistics

The following graphs present demographic data for participants in Touchstone’s Restorative Justice Program from January 1 to December 31, 2025.



Program Statistics



Participant Feedback

Feedback-Informed Practice

Evaluating Quality and Impact Through Feedback

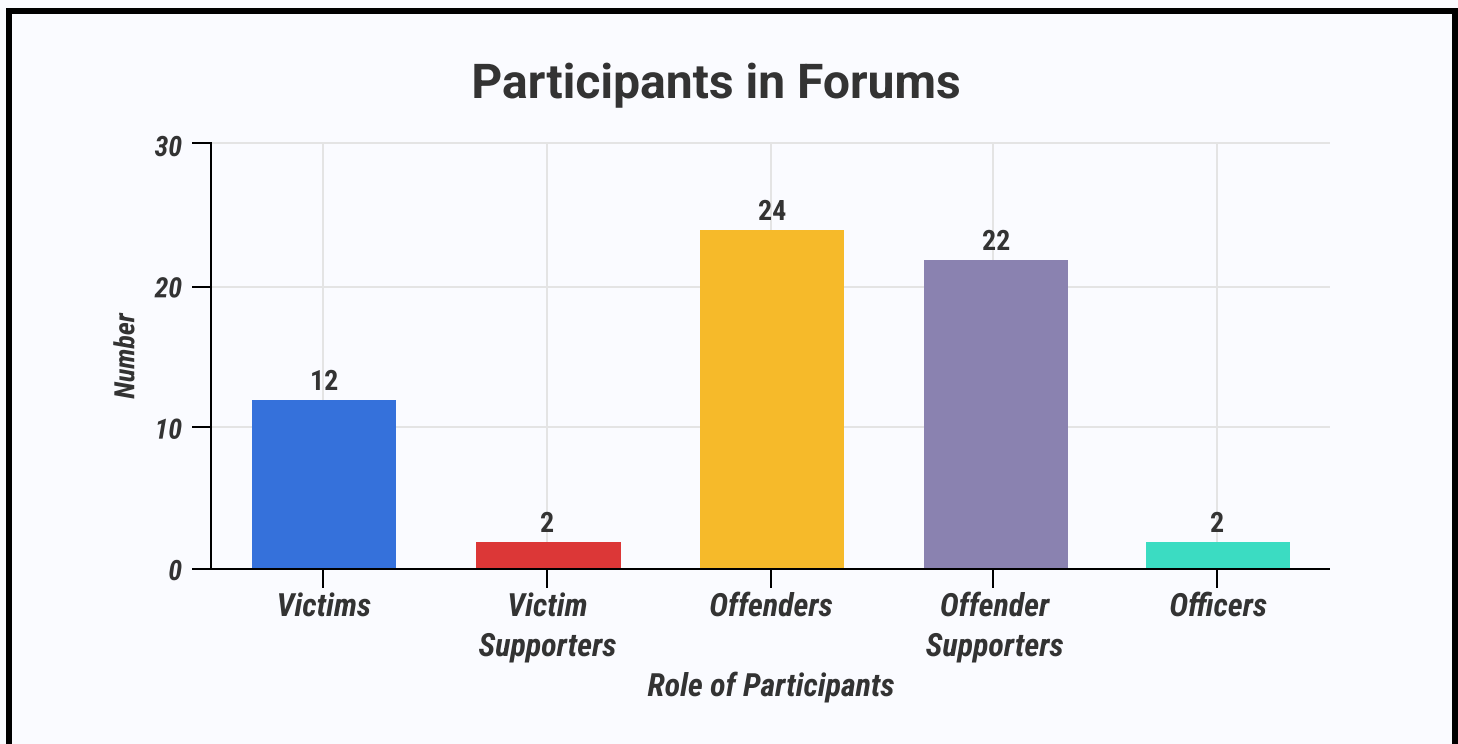
Touchstone is committed to utilizing participant, client, and service partner feedback to support the delivery of high-quality, responsive services. Staff actively seek input throughout service delivery to ensure continuous improvement and to better understand both the strengths and emerging needs within our programs.

Our evaluation process incorporates both quantitative and qualitative feedback tools, providing a balanced understanding of program effectiveness and impact. Surveys and other feedback mechanisms help identify trends, assess service quality, and highlight opportunities to address referral considerations or service gaps.

We regularly review and analyze this information to inform program planning and service adjustments. By integrating feedback into ongoing decision-making, we ensure our services remain client-centered, responsive, and aligned with participant goals and community needs. Continuous engagement with feedback is central to strengthening program quality and outcomes.

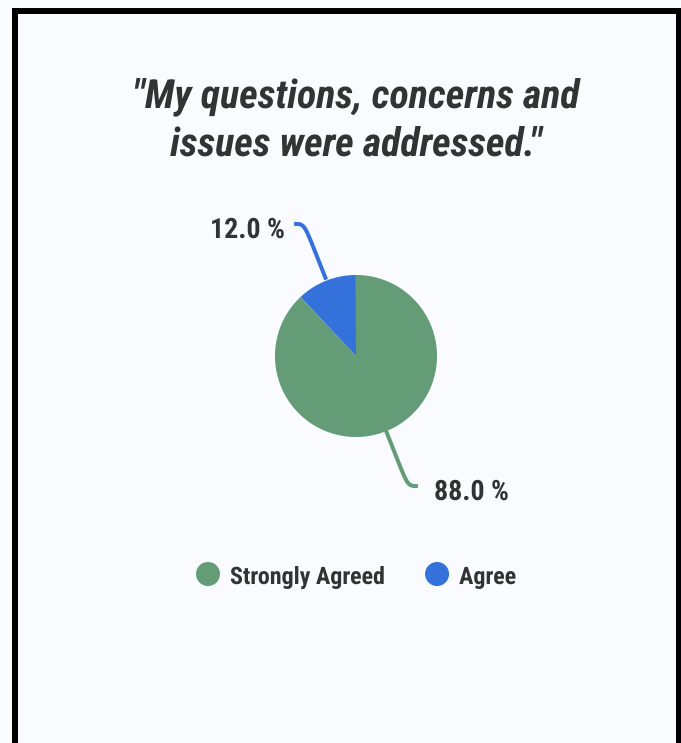
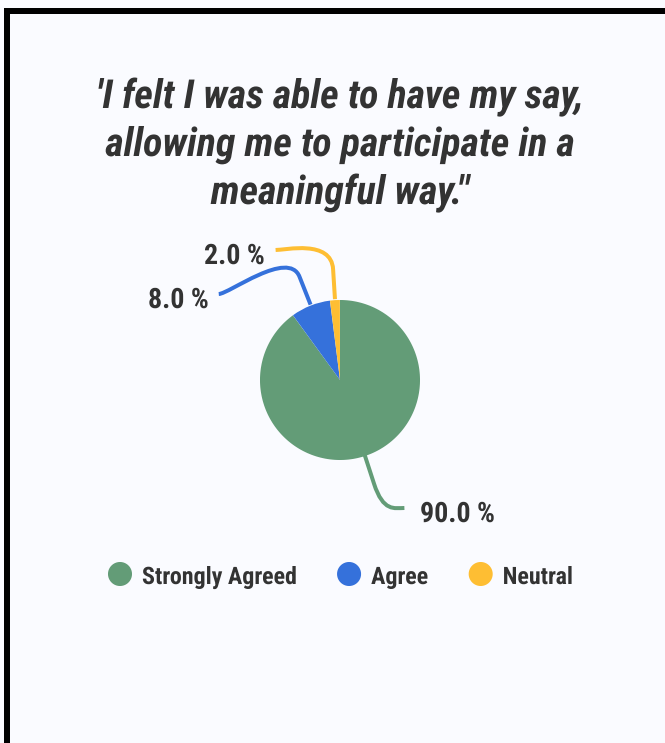
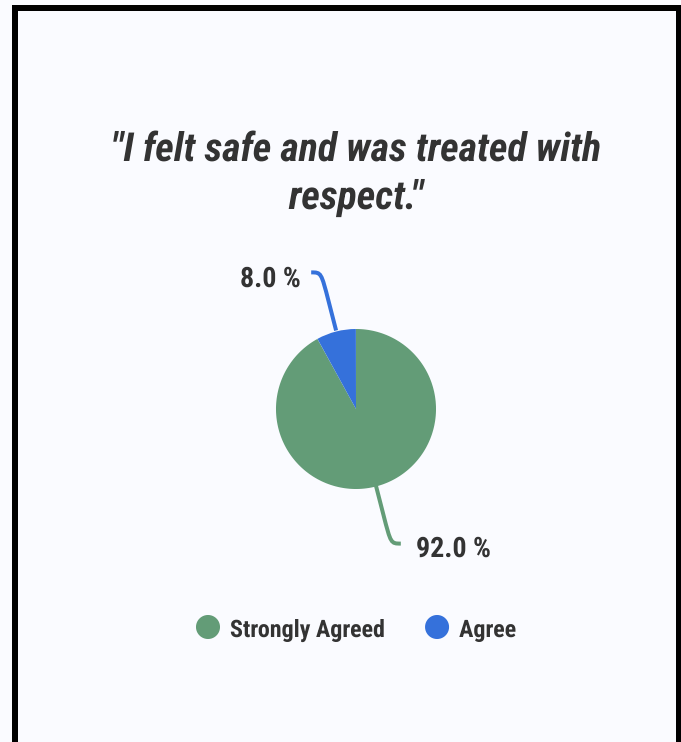
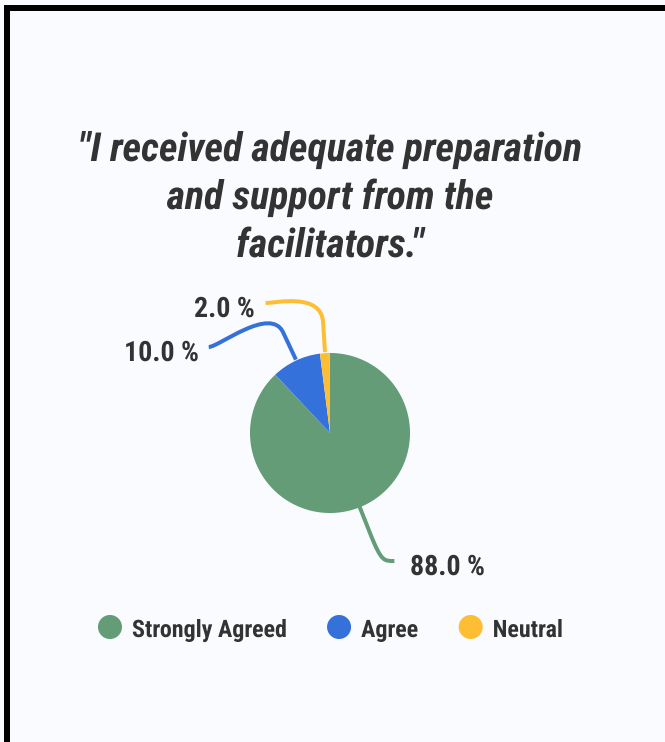
Restorative Justice Participant Feedback

Touchstone invites all participants involved in the Restorative Justice process to provide feedback and evaluate their experience. Participant input is collected through structured surveys designed to measure satisfaction, fairness, understanding, and overall impact. In 2025, **62** individuals participated in a Restorative Justice process. The following sections graphically summarize the data captured through these surveys and reflect participant perspectives on program effectiveness.



Participant Feedback

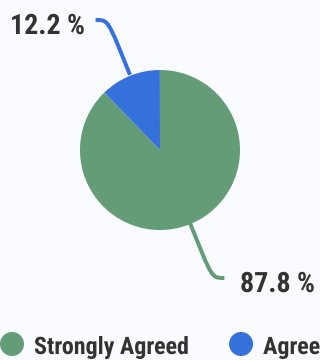
The following are graphic depictions of participant feedback, based off of questions in the **Restorative Justice Participant Survey**.



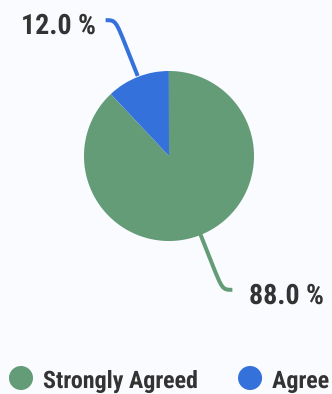
Participant Feedback

The following are graphic depictions of participant feedback, based off of questions in the **Restorative Justice participant Survey**.

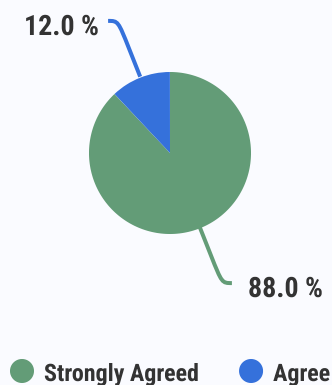
"Listening to everyone helped me gain a better understanding of what happened."



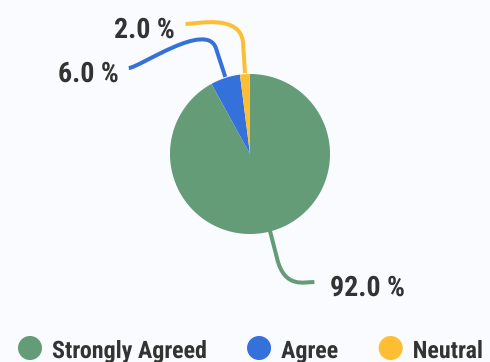
"I am satisfied with the resolution agreement."



"I believe the process has helped me find closure."



"I would recommend Restorative Justice to others facing similar situations"



Participant Feedback

The role of the individual making the response is in parenthesis.

In addition to the rating questions, each survey provides space for participants to share written comments on any of the topics addressed. The responses below are presented verbatim.

- Professional and especially appreciate Amy's translation services. *(Victim)*
- I felt kind and know what my fault is. I also feel bad of how I affected others. *(Offender)*
- The staff is really professional and supportive. He makes things clear and easy. *(Offender supporter)*
- I was thankful for this process in terms of taking accountability and having a safe place to really be able to express my side of the story and proving an opportunity to make things right. *(Offender)*
- Once the whole process is finished it will give me full closure. *(Offender Supporter)*
- Great dialogue, the outcome was positive on all fronts. *(Offender supporter)*
- This was an excellent opportunity to get to the truth of what occurred. *(Victim)*
- I think this meeting was very well moderated and all participants had a chance to participate. *(Officer)*
- The entire experience was good. *(Offender)*
- I was comfortable and I felt supported by the facilitators of this program, and I felt safe and I think that this is a very good alternative for situations like mine. *(Offender)*
- Very good Support. *(Offender)*
- This is a great program for youth as they make mistakes they regret later. *(Offender Supporter)*
- This was the appropriate way to handle the situation with respect to the morals and values. *(Offender)*

Participants are then asked to share their comments on Accessibility. Below are their comments verbatim to the question: "How can Touchstone make it easier for you to access our services?"

- Communication is effective and hours is flexible. *(Offender supporter)*
- Everything felt good. *(Offender)*
- A more central location to meet would be good. *(Victim supporter)*
- We facilitated transportation so no issue. *(Offender supporter)*
- Maybe transportation covered. *(Offender supporter)*
- Location and parking are very good. There is plenty of space in the office. *(Officer)*
- It's a bit far from home but nothing else to say – parking was good and easily accessible. *(Offender)*
- Touchstone can improve their services by having more locations open around in Burnaby and the lower mainland because some people live very far from Richmond and have many things to do so more locations will make it more accessible because I had to do my meeting over zoom. *(Offender)*
- I'm okay everything was good. *(Offender)*
- Maintaining current service as is. *(Offender)*

Participants were asked if they had any Additional Comments to share.

The following are verbatim of those comments, from the final section of the feedback survey.

- Good service for teenagers. *(Offender supporter)*
- The experience was great. Thank you for the service. *(Victim supporter)*
- Everything was good. *(Offender supporter)*
- This process has truly been one that has helped me understand the impact of my behaviors and the harm it causes to others. It was helpful to be in a safe environment where I could unpack everything I was carrying internally and find a resolution in a respectable manner. I was also able to learn more about myself and areas I need to work on to prevent making the wrong choices. *(Offender)*
- I felt we covered what needed to be said. *(Offender supporter)*
- Excellent facilitation. *(Offender supporter)*
- Thank you for creating such a safe and welcoming space for this conversation. I really appreciate the care, compassion, and effort you all bring to work that you do! *(Offender)*
- Everything is organized and responsible. *(Offender)*

Summarized below is a comparison of data from 2014 through 2025

	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Total # of Offenders	56	57	74	44	43	39	21	28	14	23	20	24
Total # of Referrals	41	49	49	36	34	27	17	20	10	18	16	19
Total # of RJ Process	43	47	52	34	38	26	15	23	9	15	19	22
Total # of Resolution Agreements	47	50	67	41	39	31	15	26	13	15	20	23
Total # of Completed Resolution Agreements	46	45	67	37	38	31	13	22	15	17	14	20

Program Participation & Trends

Program participation data offers important insight into the reach, depth, and evolving impact of restorative justice in our community.

As illustrated in the chart above, **443** offenders have participated in the Restorative Justice Program over the past **12** years, averaging approximately **37** individuals per year who have been supported through a restorative process. These figures reflect consistent engagement and sustained program delivery over time.

It is important to note that these statistics represent offenders only and do not capture the total number of individuals involved in restorative justice processes. Each case typically includes multiple participants, such as victims, RCMP officers, and support persons, whose involvement is essential to meaningful dialogue and resolution.

In 2025 alone, **62** individuals participated in a restorative justice process in various roles, including harmed parties, responsible parties, officers, and supporters. As participation increases, so does the preparation required. Facilitators invest significant time in individually meeting with each participant to ensure they fully understand the process, feel prepared to engage, and are supported in working toward meaningful outcomes. This thorough preparation is foundational to the program’s success.

While referral numbers were higher prior to the pandemic, we have seen steady rebuilding over the past several years, with increasing consistency each year. This upward trend reflects renewed engagement and strengthened referral pathways developed through ongoing collaboration between the RJ Coordinator and the RCMP. Continued relationship-building has reinforced confidence in restorative justice as an effective response to harm.

In addition, the introduction of our *Driver Diversion Program* has had a significant impact on engagement and referrals in 2025. As this program tracks participation and outcomes separately from our core restorative justice statistics, its numbers are reported independently. The strong uptake and expanded reach of Driver Diversion will be outlined in greater detail in the following section.

Supporting Driver Accountability Through Restorative Action

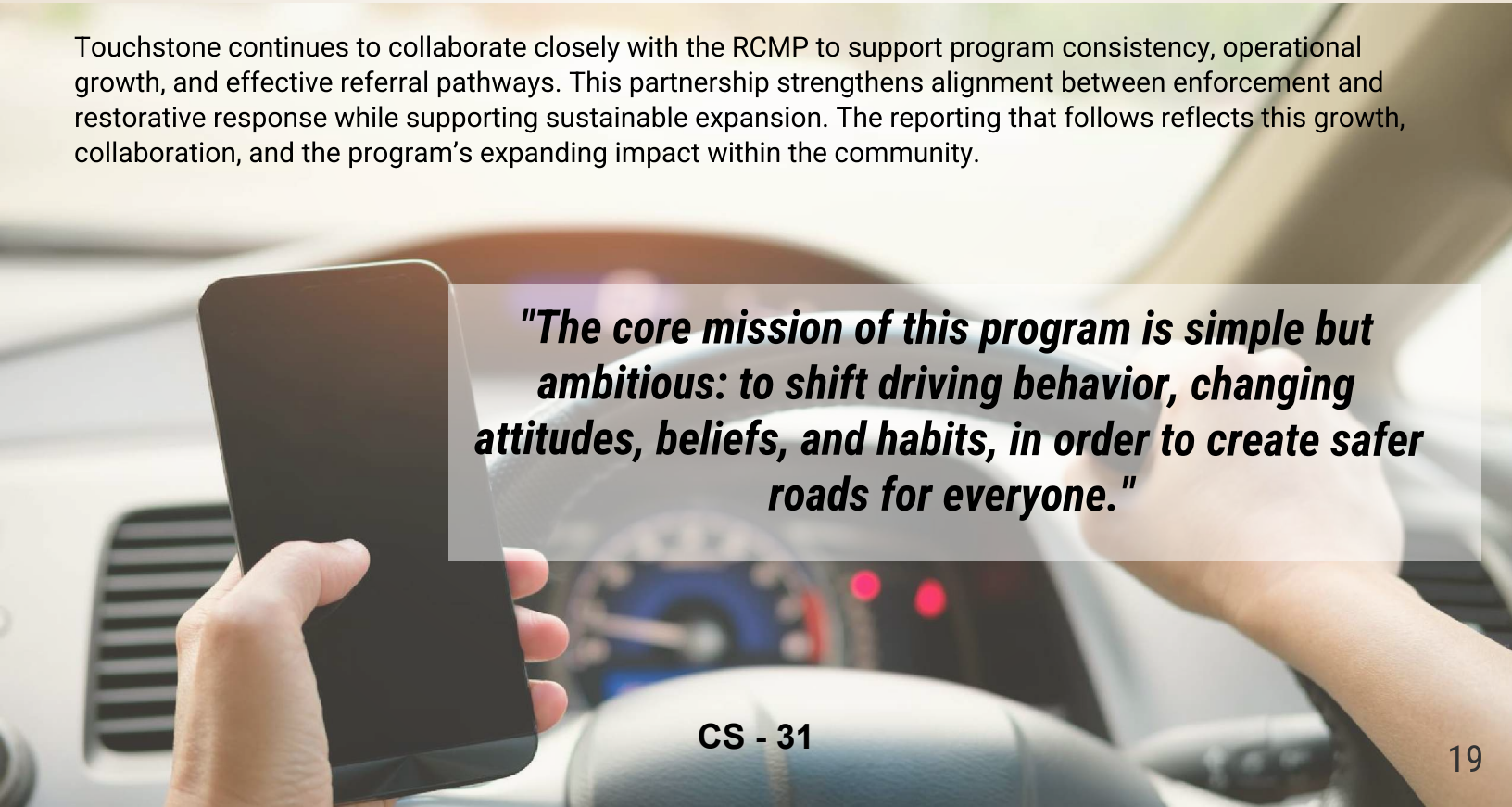
In September 2024, Touchstone's Restorative Justice Program expanded to include a pilot **Driver Diversion Program** aimed at promoting accountability for unsafe driving behaviours through a restorative approach. The program offers an alternative to traditional traffic ticket consequences such as fines, penalty points, and other sanctions. Drivers may choose to accept the standard penalties or voluntarily participate in a restorative process that emphasizes accountability, reflection on harm, and meaningful engagement.

Grounded in restorative principles, the program recognizes traffic offences as actions that can impact individuals, families, and the broader community. Rather than focusing solely on punishment, the process encourages reflection on the harm caused, accountability for actions, and opportunities to restore trust and strengthen community safety. Participation is offered at the discretion of police and is currently available to drivers up to the age of 45, with exceptions made for older drivers at the referring officer's discretion. While most referrals continue to relate to distracted driving, the program supports a broader range of traffic-related behaviours as appropriate.

As referrals have increased, so too has the need for accessible and inclusive service delivery that reflects Richmond's linguistic and cultural diversity. Touchstone is creatively exploring and leveraging existing capacity to support interpretation needs and ensure meaningful participation. These efforts aim to strengthen equitable access to the program, recognizing that effective restorative processes depend on clear communication and shared understanding.

Participants engage in a structured restorative process that includes a Pre-Assessment Meeting, a Group Dialogue Circle, and a Post-Assessment Meeting. These stages create space for reflection, dialogue with community perspectives, accountability, and forward-looking commitments to safer driving behaviours. The program is delivered primarily online to ensure accessibility and flexibility, with in-person delivery available when required to support engagement and participation.

Touchstone continues to collaborate closely with the RCMP to support program consistency, operational growth, and effective referral pathways. This partnership strengthens alignment between enforcement and restorative response while supporting sustainable expansion. The reporting that follows reflects this growth, collaboration, and the program's expanding impact within the community.

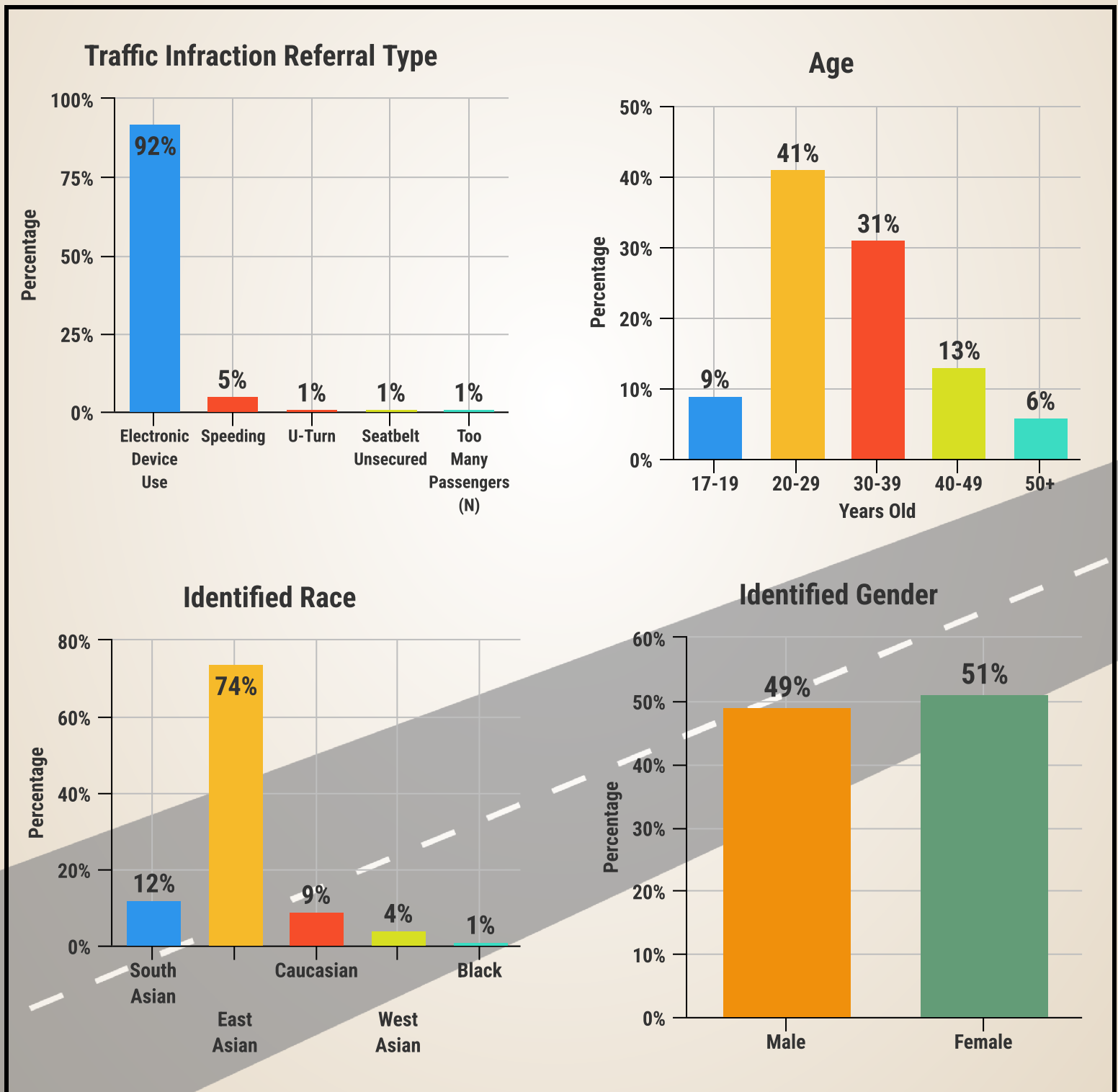
A close-up photograph of a person's hand holding a black smartphone in a car. The background is slightly blurred, showing the car's interior, including the steering wheel and dashboard. A semi-transparent white box with a dark border is overlaid on the right side of the image, containing a quote in bold, italicized black text.

"The core mission of this program is simple but ambitious: to shift driving behavior, changing attitudes, beliefs, and habits, in order to create safer roads for everyone."

Driver Diversion Demographics

In 2025, the Driver Diversion Program supported **68** participants, all of whom successfully completed the program requirements, including reflective exercises and educational components.

The following section provides a breakdown of participant demographics, offering insight into the age, gender, and background of those served through the initiative this year.



Driver Diversion Participant Reflections

Restorative Impact: Post-Assessment Reflections

After completing the Driver Diversion curriculum, all 68 participants responded to a series of Post-Assessment questions. In previous reports, we have included every individual comment in full; however, given the volume and richness of feedback received this year, including all verbatim responses would be overly lengthy for this section.

Instead, we have summarized the key themes that emerged for each reflective question and paired those themes with selected verbatim comments that best illustrate participant perspectives. This approach maintains the integrity of participant voices while presenting the findings in a more accessible and meaningful way.

How do you compare your initial rating of your driving skills and behaviour versus now?

Participant reflections demonstrate a clear increase in road safety awareness and accountability following completion of the Driver Diversion Program. While many participants reported that their technical driving skills remained similar, most noted a significant shift in their understanding of risk, responsibility, and the impact of small behaviours, particularly distracted driving.

Several participants described recalibrating their self-rating after reflection and dialogue, often recognizing areas for improvement they had previously overlooked. Concrete behavioural changes were frequently reported, including eliminating phone use while driving, pre-setting navigation, increasing patience, and becoming more mindful of surroundings.

Key themes include: *Increased Awareness of Responsibility, Reduced Distracted Driving and Behaviour Change and Greater Self-Awareness and Reflection*

"Before I did not realize how much responsibility I have as a driver, every decision I make will impact everyone else around me."

"I honestly did not spend time prior to this course about my driving skills and behavior/habits. I now recognize that I was taking for granted the safety of my family and everyone on the road."

"I now recognize that I was taking for granted the safety of my family and everyone on the road."

"At first, I thought I was a better driver than I was. Now I know my actions impact others."

"After the program, I feel like my road safety awareness has significantly increased."

"After the driver diversion dialogue circle on zoom I'm more aware of the road safety now, and I've learned a lot from others' sharing, our discussion and the videos"

"At the beginning, I thought I was a safe driver but through the program I realized there were areas I needed to improve. Now, I feel more confident, aware and responsible about my driving behavior."

Driver Diversion Participant Reflections

What Was the Most Powerful Part of the Dialogue Circle?

Participants overwhelmingly identified the videos, documentary footage, and personal storytelling within the Dialogue Circle as the most powerful components of the session. The visual depiction of real-life collisions and testimonies from individuals and families impacted by distracted driving created strong emotional responses and deep reflection.

Many participants emphasized how hearing directly from those affected shifted their perspective from viewing traffic violations as minor mistakes to understanding the broader and lasting impact on families and communities. The experience prompted increased empathy, accountability, and awareness of how small distractions can lead to life-altering consequences.

Key Themes Include: *Impact of Videos and Real-Life Stories, Perspective Shift & Emotional Impact and Learning Through Others' Experiences*

"The last video really made me think about just focusing on the road because my actions can have a huge impact."

"Seeing the child's mother's pain really hit me and reminded me that every decision I make on the road affects others."

"This shifted my motivation from avoiding tickets to ensuring the safety of those around me."

"Hearing everyone's personal experiences and being vulnerable was powerful."

"It was interesting that many of us downplayed what we did wrong until reflecting together."

Have Your Beliefs Changed About Driving? How?

Participants overwhelmingly reported a significant shift in their beliefs about driving after completing the Dialogue Circle. Many described moving from viewing driving as a routine task or convenience to recognizing it as a serious responsibility that requires full attention, patience, and accountability.

A dominant theme was the realization that even brief distractions, particularly mobile phone use, can have severe and irreversible consequences. The videos, statistics, and personal testimonies were frequently cited as catalysts for perspective change. Participants reflected on how small actions can impact not only themselves, but passengers, other road users, and entire families.

Key Themes Include: *Shift Toward Accountability and Responsibility, Stronger Opposition to Distracted Driving, Perspective Change Through Videos & Stories, and Recognition That Driving Is a Privilege*

"I now see driving not just as personal responsibility, but something that directly affects the safety of others."

"Seeing the consequences made me realize how fast an accident can happen and how avoidable it is."

"It shifted my belief from just getting from A to B to protecting the lives of others."

"I am more conscious of the rules. Driving is a privilege."

Driver Diversion Participant Reflections

How Will What You Have Learned Affect Your Driving in the Future?

Participants consistently reported strong commitments to behavioural change and safer driving practices moving forward. The Dialogue Circle reinforced the importance of proactive preparation, eliminating distractions, and prioritizing safety over convenience or urgency.

A major theme was intentional removal of distractions through practical strategies. Participants also reflected on becoming more patient, calmer, and more mindful of how external factors such as stress, urgency, fatigue, and impatience influence driving decisions. Several expressed a shift toward viewing safe driving as a responsibility and a habit rather than simply compliance with rules.

Overall, responses indicate that the program prompted concrete safety commitments and actionable changes in future driving behaviour.

Key Themes Include: *Eliminating Distractions & Phone Use, Proactive Preparation & Planning, Increased Awareness & Responsibility, and Greater Patience & Safer Mindset*

"I'd rather be late or lost than break the law and risk hurting someone."

"What I've learned has given me a whole new understanding of driving in the future. I've reflected on my previous inappropriate behaviours and am making changes."

"This knowledge has improved my driving and is something I plan to carry forward."

"I will be more patient, avoid distractions, and make safer decisions."

Did the Driver Diversion Program Meet Your Expectations?

Participant responses overwhelmingly indicate that the Driver Diversion Program met or exceeded expectations. Many participants initially expected a simple review of traffic laws or a brief informational session. However, they described the dialogue-based format, personal testimonies, and video components as significantly more impactful than anticipated.

A strong theme across responses was surprise at the depth of reflection and emotional impact generated through shared discussion rather than traditional instruction. Participants highlighted the value of hearing lived experiences from others in similar situations, which enhanced understanding of accountability and real-world consequences. Many noted that the program shifted their perspective beyond compliance with rules toward deeper awareness of responsibility, safety, and behavioural change. Several participants specifically stated that the experience had a stronger and more lasting impact than receiving a financial penalty alone.

Key Themes Include: *Exceeded Expectations / Greater Impact Than Anticipated, Value of Dialogue & Shared Experiences, Emotional Impact of Videos & Testimonies, and Learning, Reflection & Practical Application*

"It exceeded my expectations. I thought it would mainly cover rules, but it actually made me think deeply about responsibility, the impact of my decisions on others, and how to drive more safely in real-life situations."

"More than that, it had so much more impact on me than the financial impact would have. Only having a ticket would make me think for a day or two, but having to participate in the discussions, see the videos, listening to other people, had a way stronger impact on my life."

Driver Diversion Participant Reflections

The final question in the Driver Diversion Self-Reflection invited participants to share any additional thoughts, insights, or feedback they wished to contribute beyond the structured survey questions.

Participant feedback for this question was overwhelmingly positive and largely expressed gratitude for the opportunity to participate in the program. Many respondents emphasized appreciation for the restorative format, the supportive facilitation, and the safe space created for open dialogue.

A recurring theme was recognition that the program offered deeper reflection and greater impact than simply receiving a financial penalty. Participants valued the opportunity to share experiences, connect with others who had similar situations, and gain perspective on their driving behaviours.

Several participants highlighted the effectiveness of the facilitator and translation support, noting that respectful communication and accessibility enhanced their understanding and engagement. Others suggested program enhancements, such as incorporating updated videos/statistics or adding a follow-up component to reinforce behavioural change.

Overall, responses reflect strong appreciation for the program and recognition of its meaningful impact on accountability and learning.

Key Themes Include: *Gratitude & Positive Experience, Value of Restorative Format Over Fines, Appreciation for Facilitation & Support, and Future Growth*

"I just want to express how grateful I was to have the opportunity to participate in this dialogue circle. I truly think this is more helpful for the violation drivers to correct their mistakes. Thank you!"

"Just to keep going with this initiative that I think it can help way more people to understand the consequences of their acts"

" This was a truly enjoyable learning experience. It was the first time I realized that learning can be warm, interactive, and even heartening."

"I would like to add that my facilitator, Haroon was arguable the most trauma-informed facilitator I've ever had in my life and I literally work in a similar, parallel field to his own. I think this program is the most effective approach to restorative justice I've ever seen and/or experienced."

"I would also like to sincerely thank Haroon and the translator for providing support in my native language. Having access to translation in my native language during the program allowed me to follow the discussions more easily and fully understand the content."

" I honestly think that we should do a follow up component to this where we have to check in three months later and maybe write a letter about how we have implemented new safety precautions or how we have helped others to do the same."

" I'm thankful for this opportunity to share in a dialogue circle, it made me realize the amount of responsibility I carry as a driver to myself and everyone around me, I will do my best to ensure and prioritize safety over everything from now on. "

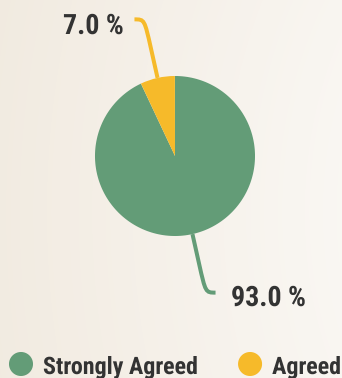
Participant Feedback

Driver Diversion Participant Feedback

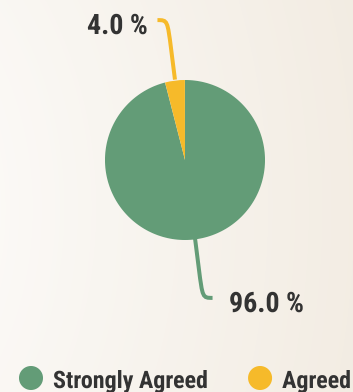
Touchstone Family Association invites all participants involved in the Driver Diversion process to evaluate their experience and provide feedback through a post-program survey. In 2025, a total of 68 participants completed the Driver Diversion Program.

The following sections present graphical summaries of participant feedback, based on responses to questions from the Driver Diversion Participant Survey. These visuals reflect participant experiences, perceptions, and self-reported learning outcomes following completion of the program.

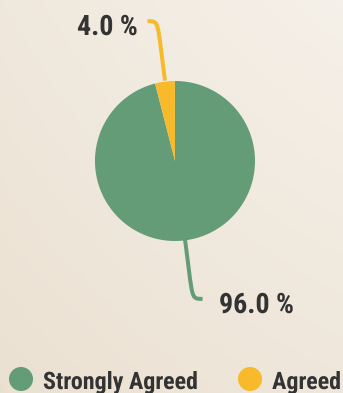
"I received adequate preparation and support from the facilitator about the program's requirements."



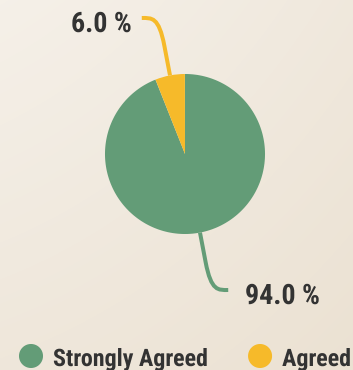
"I felt safe and was treated with respect."



"I found the course content easy to understand and follow."

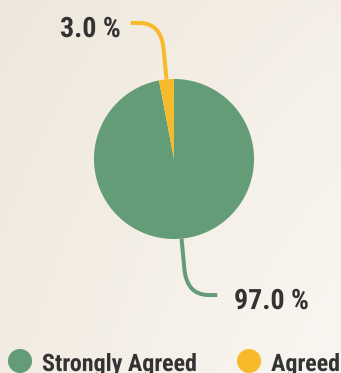


"Listening to everyone helped me gain a better understanding about driver responsibility."

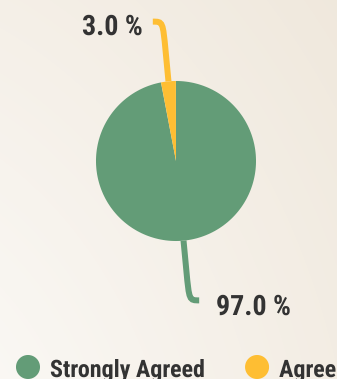


Participant Feedback

"Participating in this program has helped me re-examine my driving behaviour."



"I would recommend the Driver Diversion Program to others in similar situations."



In addition to the survey ratings, participants were invited to provide **written comments** about their experience in the Driver Diversion Program. Similar to the Self-Reflection activity, the volume of feedback received in 2025 was substantial.

Given the number of responses, not all written comments are included in this report. Instead, the following section presents a representative selection of participant comments that reflect the overall feedback and experiences shared. This approach ensures participant voices remain central while maintaining clarity and readability.

Additional Comments on the Rating Questions:

"Overall, I thought the diversion program was conducted very well. I felt very safe to share my personal stories without being judged. I understand that a lot of people do this for just the sake of not paying the ticket or getting points deducted on their license but it really does get you to think about the consequences. Every time I see my phone in the car now, I always think of the diversion program."

"The course content was arranged very well. Through the film sharing in the course, I felt very touched and only then truly realized how dangerous things like being distracted while driving, speeding, or drunk driving are. After finishing the course, I reflected on my past driving habits, and in the future, I will drive more carefully, putting my own and others' safety first."

"I gave 5s for all questions because the facilitator provided clear guidance and support throughout the program. The environment was safe and respectful. I especially appreciated being able to use my native language with the help of the translator, which made me feel more comfortable and confident to express myself and fully

Participant Feedback

Similar to the Restorative Justice surveys, participants are invited to provide feedback on Touchstone's **Accessibility** to ensure services remain inclusive, responsive, and easy to access for all participants. Gathering input on accessibility helps identify potential barriers related to scheduling, technology, language, and service delivery.

Below is a selection of participant responses.

"The whole thing is done online and with Zoom so in terms of accessibility, I don't think there's much to improve. Also, the fact that it's held from 6pm–9pm which is outside of standard working hours, it's really easy to attend."

"It was extremely easy to access as it was online using the Zoom platform."

"The meeting was hosted on Zoom, so no commute was needed. Haroon made it easy by sending friendly reminder emails one day before the scheduled date and making phone calls if necessary."

"The facilitator went out of his way to offer digital/tech support if I required extra help. The fact that he offered this assistance made me feel strongly cared for and supported, which made me feel more confident in the program."

"The course provided a Chinese interpreter. This removed communication barriers and made it easier to understand the course content."

"The hours were a bit later in my opinion. I was in a different time zone, 3 hours ahead, so we didn't finish until closer to midnight. Maybe a weekend afternoon might be ideal."

"This program was very convenient. The online Zoom meeting saved transportation time, protected our privacy, and allowed us to speak freely."

"One suggestion to make services more accessible is having a stronger online presence. When I initially received the recommendation, I tried to find relevant information regarding the program online but was unable to find a webpage. I believe a stronger online presence can raise awareness and help the organization be more transparent."

Participant Feedback

As a final question, participants are invited to share any **additional comments, reflections, or feedback** regarding their experience in the Driver Diversion Program. This open-ended question provides an opportunity for participants to raise perspectives that may not have been captured in previous questions and helps inform ongoing program improvement.

Below is a selection of participant responses.

"I found the driver diversion program very helpful. It made me reflect on my driving habits and understand the serious consequences of distracted driving. I believe this program will help me become a safer and more responsible driver. Thank you for the opportunity to participate."

"I really appreciated how the facilitator created an open and respectful chance for discussion. But after attending, I realized the program has a much deeper meaning than I expected. The session helped me deeply reflect on my driving habits, emotional state, and sense of responsibility on the road. It offered meaningful insights that I believe will stay with me and help me become a safer and more mindful driver. I'm grateful for the chance to reflect and learn in such an open and respectful environment."

"I appreciate the Touchstone organization and it's impacts on the community."

"I appreciate that this program focuses on education, accountability, and personal growth rather than punishment alone. The Dialogue Circle format created a meaningful and respectful space for learning, and I believe the approach has lasting value. Thank you to the facilitators and organizers for providing a program that genuinely supports safer driving and community wellbeing."

"I mentioned this in my comments at the session. I felt this was very valuable information and wondered if there was an easy way it could be shared with the broader public."

"Just an idea, I think it might be even more helpful, if the participants were asked to look for a video regarding traffic accidents on themselves to show everyone during the meeting, so everyone is more involved in and unexpected contents can interest the host as well."

"I believe that Touchstone should lobby and publicly advocate to policy makers for more justice system alternatives, such as this Driver Diversion" Program."

" Thank you for this opportunity. Than you for the time and resources it took to make this course possible. Thank you for educating the community and making our roads safer. "

Driver Diversion Year End Summary

Transforming Traffic Offences Through Restorative Accountability

In 2025, the **Driver Diversion Program** continued to expand and demonstrate strong impact within the community. With significant growth in participation, the program supported 68 participants, all of whom engaged in a restorative process focused on accountability, reflection, and behavioural change.

Participant feedback consistently indicates that the program fosters deep reflection on driving behaviours and promotes a clearer understanding of the broader impact of unsafe driving. Through structured dialogue, educational content, and shared perspectives, participants reported increased awareness of how small distracted actions can lead to serious and life-altering consequences. The restorative framework of the program creates a space where participants feel safe, heard, and respected while being guided to take meaningful responsibility for their actions.

The effectiveness of the program is strongly rooted in its restorative approach. By prioritizing education over punishment and dialogue over fines alone, the Driver Diversion Program reinforces accountability while supporting personal growth. Participants frequently highlighted the value of the facilitator, group discussion, lived experiences shared by others, and the emotional impact of the documentary components as key drivers of behavioural change. This alignment between restorative justice principles and practical learning has proven to be a powerful mechanism for encouraging safer driving habits.

In 2025, continued collaboration with the RCMP strengthened referral pathways and supported program stability and growth. Looking ahead, there is opportunity to further expand the types of files referred to the program – including failure to obey traffic signs, tailgating, rolling stops, and other minor traffic infractions that would benefit from restorative education and reflection. The expansion of referral eligibility in this way allows the program to address a broader range of behaviours that impact road safety while maintaining its educational and accountability-based foundation.

Touchstone remains committed to strengthening this partnership and supporting program growth in alignment with community needs. As the contracted restorative justice service provider for the City of Richmond, we take pride in delivering a program that demonstrates how restorative justice principles can extend beyond traditional offence categories and be applied to real-world safety concerns. The Driver Diversion Program continues to serve as a meaningful example of how accountability, education, and community collaboration can create lasting positive change on Richmond roadways.

Report Summary

Performance Review and Forward Planning

Restorative Justice remains rooted in creating safe, respectful spaces where all parties involved in harm or conflict have the opportunity to participate meaningfully in the process. Rather than centering punishment, the approach emphasizes dialogue, accountability, understanding, and repair. Through open communication between participants, facilitators, and community stakeholders, restorative practices support healing while strengthening collective responsibility.

For participants who engage in Restorative Justice processes, the focus is on accountability and reflection, understanding the impact of their actions and actively contributing to repairing harm. For those who have been harmed, the process provides space to express impact, ask questions, and participate in shaping outcomes that support their healing. For the broader community, restorative practices reinforce shared responsibility in preventing future harm and building stronger relationships.

In 2025, Touchstone continued to see strong engagement and positive outcomes across both traditional Restorative Justice programming and the expanding Driver Diversion Program. Participant feedback consistently reflects high levels of satisfaction, meaningful reflection, and increased awareness of personal responsibility. The successful growth of the Driver Diversion Program to 68 participants demonstrates increasing confidence from law enforcement partners and the community in restorative alternatives for addressing minor traffic offences and unsafe driving behaviours.

The Driver Diversion Program further illustrates how restorative principles can be applied beyond traditional offence categories. By integrating education, facilitated dialogue, and structured reflection into traffic-related accountability, the program provides individuals with an opportunity to repair harm through learning rather than solely through financial penalties. Participants consistently report shifts in perspective, stronger commitment to safer driving practices, and a deeper understanding of how small behaviours can have significant consequences.

Touchstone remains proud to serve as the contracted restorative justice provider for the City of Richmond and to continue strengthening collaboration with the RCMP in support of program growth and referral expansion. Guided by our **2026–2028 Strategic Plan**, priorities moving forward include:

- *Continuing to strengthen and deepen partnerships with law enforcement to support consistent and appropriate referrals, while expanding overall referral pathways across system partners*
- *Expanding Driver Diversion eligibility to include additional minor traffic infractions that would benefit from restorative education and reflection*
- *Strengthening restorative impact through enhanced program design, facilitator training, and improved evaluation measures to better capture behavioural change and community outcomes*
- *Enhancing accessibility through improved scheduling flexibility, language support, and increased program visibility within the community*
- *Expanding public awareness and utilization of restorative justice practices through targeted outreach, education, and engagement with schools and community organizations*

As we move forward, our commitment remains focused on expanding restorative solutions that promote accountability, learning, and community safety. By investing in dialogue and education rather than punishment alone, we contribute to lasting change, supporting individuals in growth while strengthening the overall wellbeing of the community.

Statement of Income

Restorative Justice Statement of Income for 2025:

	Jan to Mar 2025	Apr to Jun 2025	Jul to Sept 2025	Oct to Dec 2025	Total 2025	YTD Budget 2025	Variance	Annual Budget
Revenue								
Grant from City of Richmond	25,175	25,175	25,175	25,175	100,700	100,700	0	100,700
Expenses								
Wages & Benefits	22,800	22,800	22,800	22,800	91,200	91,200	0	91,200
Rent	2,375	2,375	2,375	2,375	9,500	9,500	0	9,500
Mileage	0	0	0	0	0	0	0	0
Telephone	0	0	0	0	0	0	0	0
Office Supplies	0	0	0	0	0	0	0	0
Supervision	0	0	0	0	0	0	0	
	25,175	25,175	25,175	25,175	100,700	100,700		100,700
Net Surplus (Deficit)	0	0	0	0	0	0		

Restorative Justice Budget for \$110,770.00 Contract to cover 2026:

January 1 - December 31, 2026	Annual	Monthly	Quarterly
Wages & Benefits	\$92,800.00	\$7,733.33	\$23,200.00
Rent	\$16,620.00	\$1,385.00	\$4,155.00
Mileage	\$90.00	\$7.50	\$22.50
Cell Phones	\$780.00	\$65.00	\$195.00
Office Expense	\$480.00	\$40.00	\$120.00
Supervision	0	0	0
	\$110,770.00	\$9,230.83	\$27,692.50



To: Community Safety Committee

Date: April 17, 2026

From: Anthony Capuccinello Iraci
General Manager, Law and Community Safety

File: 12-8375-02/2025-Vol 01

Re: **Community Bylaws Monthly Activity Report - March 2026**

Staff Recommendation

That the report titled “Community Bylaws Monthly Activity Report - March 2026”, from the General Manager, Law and Community Safety, dated April 17, 2026, be received for information.

Executive Summary

This Community Bylaws Monthly Activity Report - March 2026 highlights activities, information, and statistics related to calls for service from the Property Use, Parking Enforcement, and Animal Protection units of Community Bylaws.

Staff Report

Origin

This report supports Council’s Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community:

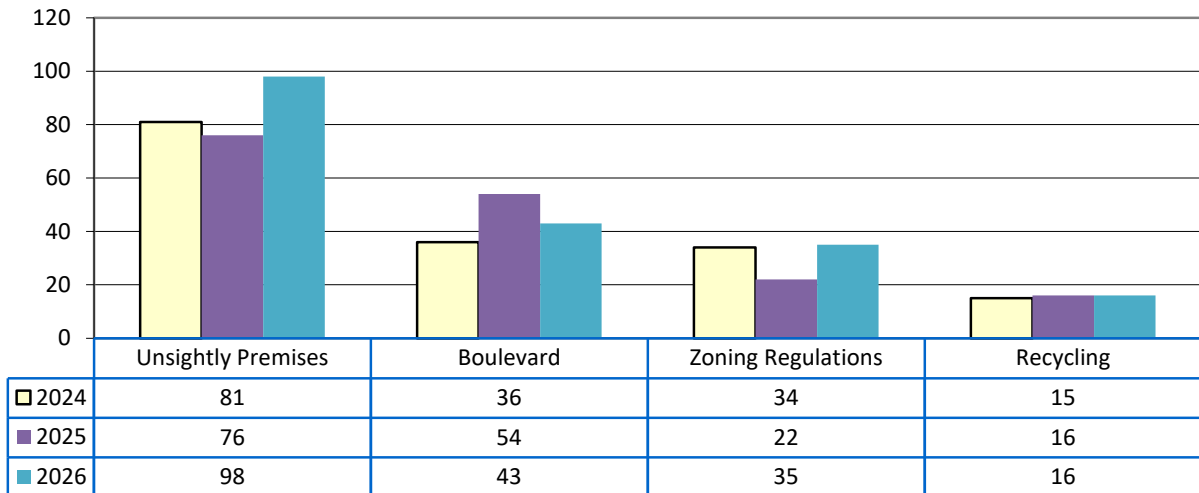
Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

Analysis

Property Use Calls for Service

In March 2026, a total of 138 calls for service were opened for investigation, which represented a 35.2 percent increase (102) from the same period last year. Depending on the nature of the investigation, staff often liaise with multiple departments and other government agencies to conduct a thorough review of a received complaint. Among 24 potential calls for service categories, Figure 1 highlights the most common calls for service received for Property Use officers to follow up on and investigate.

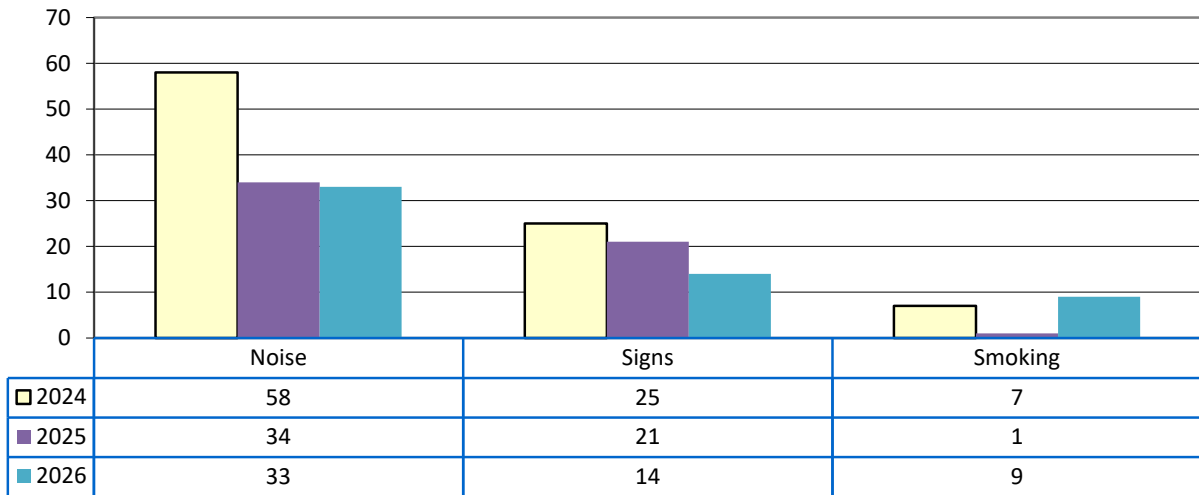
Figure 1: Property Use Calls for Service - March Year-To-Date Comparison



Other Community Bylaws Calls for Service

Figure 2 shows a three-year breakdown of other calls for service that are closely related to Property Use matters.

Figure 2: Other Calls for Service - March Year-To-Date Comparison



Soil Activity

Staff are responsible for responding to public complaints and issues of non-compliance related to unauthorized filling, monitoring permitted soil deposits and removal sites, and inspecting properties that are undergoing remediation to come into compliance with applicable City bylaws. Staff conducted 139 site inspections in the month of March.

Stop Work and/or Removal Orders were issued for the following properties:

- 13000 Blundell Rd
- 5988 Blanshard Dr

The following properties are now in compliance:

- 5988 Blanshard Dr

There are approximately 26 soil deposit proposals under various stages of the application process and staff continue to monitor 17 approved sites. Staff are currently addressing approximately 61 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaw charges were sworn in the month of March.

Parking Enforcement

In March, staff responded to 432 calls for service, representing a modest increase of 1.8 percent compared to the same period last year (424 calls). Parking enforcement revenue increased by 25.0 percent, primarily driven by increased proactive parking patrols. The number of parking violations also increased by 36.1 percent, reflecting proactive patrols in targeted areas.

Officers completed 25 school patrols during the month, with frequency dipping during the March spring break period while still prioritizing locations identified through historical trends and service requests from the Richmond School District and the public. Monthly parking enforcement revenue is presented in Figure 3, while Figure 4 illustrates the number of parking violations issued.

Figure 3: Parking Enforcement Revenue Comparison (000's)

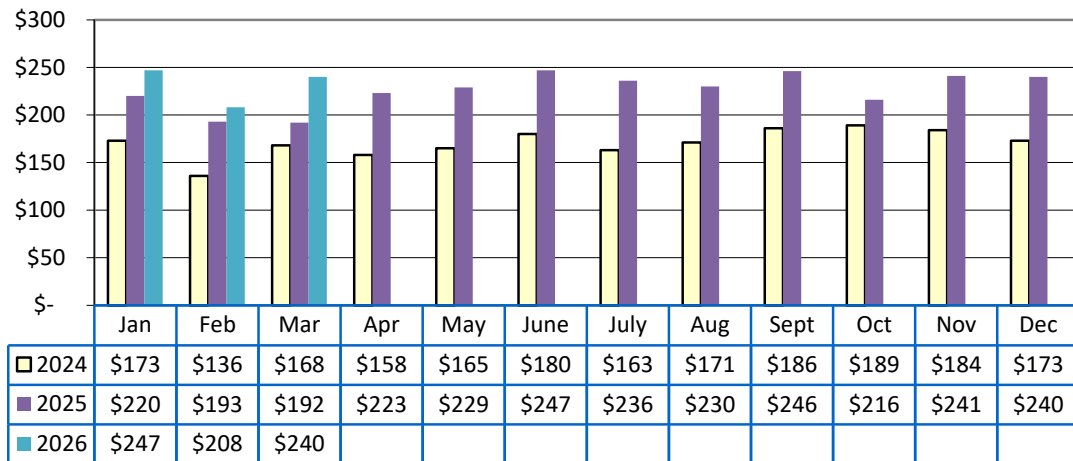
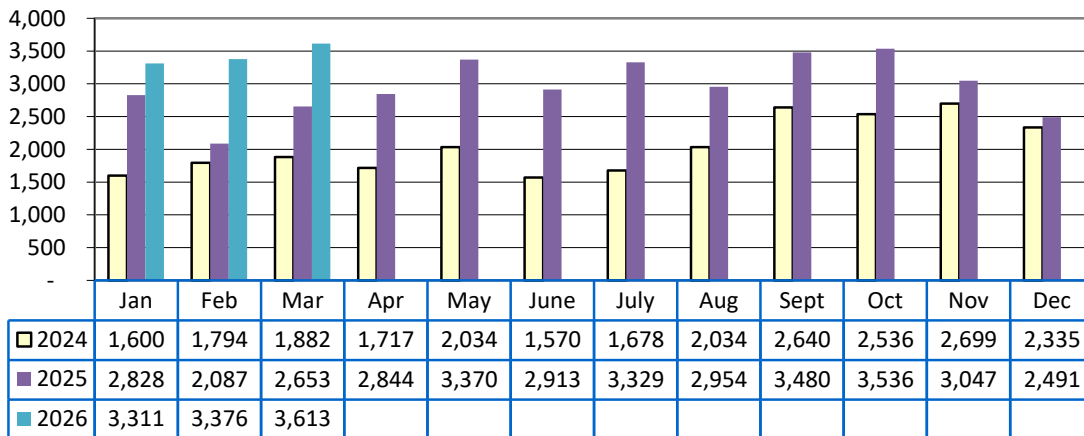


Figure 4: Parking Violation Issuance Comparison



Animal Protection and Dog Licencing

For the month of March, 682 valid dog licences were issued, including both new applications and renewals. This represents 10.2 percent of the 6,648 licences on record from the previous year. Year to date, a total of 4,255 dogs has been licensed under the 2026 dog licensing program, accounting for 64.0 percent of last year’s total. Given that early discount renewal rate is effective until May 1. Staff continue to follow up on outstanding accounts that have not yet renewed or provided a status update.

In March, BC SPCA Officers responded to 94 calls for service related to animal control and dog licensing violations. Officers also proactively conducted 85 park patrols across various parks, dikes, and school grounds. The most frequently patrolled locations included Garry Point Park, Talmey Neighbourhood Park, MacNeill Secondary, Mitchell Elementary, Gilbert Beach, and South Arm Park. In addition to enforcement activities, these patrols serve an important educational role by increasing public awareness and promoting compliance with animal control regulations.

In the month of March, the BC SPCA has launched the Community Spay and Neuter Program, which offers individuals in need of financial support through a voucher that helps cover the cost of spay/neuter surgery and includes a BC Pet Registry microchip. To date, the program has received 19 applications.

Ticketing

Table 1 reflects non-parking related Bylaw ticket issuance for the month of March.

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	March	YTD
Building Regulation Offences	22	56
Soil Deposit and Removal Offences	14	33
Animal/Dog Licencing Offences	12	37
Zoning Offences	9	109
Parks Offences	6	9
Unsightly Premises Offences	5	13
Noise Offences	2	6
Sign Offences	1	9
Regulation of Material on Highways Offences	0	6
Watercourse Protection Offences	0	0
Solid Waste and Recycling Offences	0	0
Demolition Waste and Recyclable Materials Offences	0	0
Watering Offences	0	0
Total	71	278

Bylaw Adjudication

No adjudication hearings were scheduled for the month of March. At this time, no hearings are scheduled, as dispute requests are still undergoing validation through the screening process.

Revenue and Expenses

Revenues across Property Use, Parking Enforcement, and Animal Services continue to reflect seasonal activity patterns and targeted enforcement efforts. In Property Use, soil permit applications and volume fees tend to peak during Q2 and Q3, contributing to higher revenue during the summer construction season. In addition, Parking Enforcement revenue remains driven by the City’s pay parking program, supported by steady ticketing activity and monthly permits. Animal Services revenue is supported by the dog licensing program, with increased compliance resulting from prior years’ proactive account audits and canvassing initiatives.

On the expense side, costs are primarily related to staffing, enforcement activities, and program administration. Seasonal enforcement demands, public education campaigns, and operational requirements for animal care also contribute to fluctuations in expenses throughout the year. Table 2 outlines the net revenue and expenses for property use, parking enforcement and animal protection services.

Table 2: Property Use, Parking and Animal Protection Services Net Revenue and Expenses

		YTD Budget March 2026	YTD Actual March 2026
Property Use	Revenue ¹	\$131,768	\$79,518
	Expenses	\$496,904	\$341,132
	Net Revenue (Expense)	(\$365,136)	(\$261,614)
Parking	Revenue ²	\$572,256	\$694,514
	Expenses	\$562,783	\$603,196
	Net Revenue (Expense)	\$9,473	\$91,318
Animal Protection	Revenue ³	\$212,503	\$152,663
	Expenses	\$371,232	\$357,247
	Net Revenue (Expense)	(\$158,729)	(\$204,584)

Budgetary Implications

None.

¹ Property Use Revenue is primarily generated from soil permit applications and volume fees, property related bylaw tickets and court fines from bylaw prosecutions.

² Parking Enforcement revenue is largely derived from parking meters, monthly parking permits, and ticketing activity.

³ Animal Services revenue comes from the dog licencing fees and animal control-related tickets.

Conclusion

Staff and contracted service providers administer and enforce 41 unique bylaws, covering a diverse range of various regulated community activities and services, notably land use, noise, soil deposit/removal, parking permits and enforcement, unsightly premises and animal protection services. This report provides a summary of departmental activity in March.

Respectfully submitted,

Mark Corrado, Director, Community Bylaws and Licencing

Report Contributors

This report was prepared by Mark Corrado, Director, Community Bylaws and Licencing and reviewed by Finance.

Endorsed by Serena Lusk, CAO



To: Community Safety Committee **Date:** April 13, 2026
From: Anthony Capuccinello Iraci **File:** 09-5140-01/2025-Vol
General Manager, Law and Community Safety 01
Re: **Richmond Fire-Rescue Monthly Activity Report – March 2026**

Staff Recommendation

That the report titled “Richmond Fire-Rescue Activity Report – March 2026”, from the General Manager, Law and Community Safety, dated April 13, 2026, be received for information.

Executive Summary

This report highlights activities, information, and statistics related to calls for service in the community and Richmond Fire-Rescue's community safety and prevention initiatives in March 2026.

Staff Report

Origin

This report supports Council's Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community:

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

Analysis

Significant Events

Richmond Fire-Rescue (RFR) emergency response crews minimized harm, limited damage and stopped fire spread from the point of origin, and performed life-saving interventions in these notable March 2026 incidents¹:

Structure Fire on Francis Road

On March 1, RFR Emergency crews responded to the report of a structure fire on the second floor of a building. Upon arrival, crews established that a small fire had occurred in the kitchen which was extinguished by the resident. On scene crews secured the unit. Emergency Support Services were deployed by Emergency Programs staff to support the residents displaced by this fire (two adults and one child). A neighbour offered to assist with housing the family for a short period. Referrals for shelter allowance, groceries and incidentals were provided for 72 hours. A Fire Investigator attended to identify the cause and origin of the fire.

Sprinkler Activation on St Albans Road

On March 2, RFR emergency crews responded to a general fire alarm activation. Upon arrival, the first-in crews discovered that a sprinkler system had been activated inside one of the residential units, flooding the suite. The crews worked to isolate the leak and mitigate the damage. The unit was located above a parkade, and no other residential units were impacted. The suite was deemed uninhabitable and Emergency Support Services were contacted to provide assistance to the residents. A fire watch was issued, and the building manager was contacted to facilitate the repair of the sprinkler. The displaced resident was provided with accommodation and food.

¹ Unless otherwise noted, no injuries were reported by the public or RFR personnel in the listed incidents.

Structure Fire on Beckwith Road

On March 3, RFR emergency crews responded to reports of a fire in a café's exterior patio area. Crews quickly attacked and extinguished the fire before any significant fire spread. Crews investigated for signs of extension to the interior of the building while salvage and overhaul activities were conducted in the exterior patio area. There was no extension of the fire, and the interior was confirmed clear of any hazards. Due to the nature of the fire, RCMP attended the scene and a Fire Investigator attended to identify the cause and origin of the fire.

Structure Fire on Patterson Road

On March 4, RFR emergency crews responded to the report of a structure fire on Patterson Road. The first-in crews discovered a fire in the lower suite of the property. Crews quickly attacked and extinguished the fire. Crews then checked for any fire extension and began salvage and overhaul. There were five residents displaced and Emergency Support Services attended to provide support. A Fire Investigator attended to identify the cause and origin of the fire.

Structure Fire on Knox Way

On March 4, RFR emergency crews responded to the report of a structure fire on Knox Way. On arrival crews found a large recycling plant paper compactor machine fire. Crews quickly attacked the fire to contain it from spreading. After a challenging operation, due to the numerous hazards that required mitigation, the fire was extinguished. On-site workers provided RFR crews with assistance with the dangerous and complex equipment that needed to be utilized in order to access the burning material. This was a difficult but coordinated effort by the crews that attended. There were no reported injuries and the damage to the plant and equipment was kept to a minimum. A Fire Investigator attended to identify the cause and origin of the fire.

Motor Vehicle Incident on North Service Road

On March 5, RFR emergency crews responded to a report of a vehicle roll-over in a water filled ditch with a person trapped inside. On arrival, the vehicle was discovered nearly fully submerged in the ditch along the north side of the North Service Road. Fortunately, the lone occupant had been able to extricate themselves as crews arrived on scene. The driver was cold and otherwise appeared to be uninjured. BC Emergency Health Services arrived at the scene and assumed patient care. RCMP also attended the scene.

Structure Fire on Cambie Road

On March 23, RFR emergency crews responded to a structure fire on Cambie Road. The first-in apparatus found a house-like structure fully involved with fire. RFR emergency crews commenced with a defensive attack and quickly extinguished the fire. Due to the nature of the fire, RCMP attended the scene. A Fire Investigator attended to identify the cause and origin of the fire.

Emergency Response

Table 1 provides incident data and comparisons for March 2025 and March 2026. In March 2026, there were 1,075 reported incidents of all types, representing an overall decrease of 0.1 per cent compared to the previous year.

Table 1: Total Incidents - March 2026					
	Incident Totals March (2026)	Incident Totals March (2025)	Number Change from March 2025 to 2026	Percentage Change from March 2025 to 2026	5 Year Average for March
Active Alarm	153	184	-31	-17	158
Explosion	0	0	0	0	-
Fire	37	32	+5	+16	31
Hazardous Materials	8	10	-2	-20	9
Medical	566	574	-8	-1	540
Motor Vehicle Incident	79	73	+6	+8	82
Public Hazard	6	9	-3	-33	7
Public Service	127	120	+7	+6	99
Response Cancelled/Unfounded	96	68	+28	+41	72
Specialized Transport	2	6	-4	-67	3
Technical Rescue	1	0	+1	+100	1
Total	1,075	1,076	-1	-0.1	1,001

The average time on scene for emergency response crews in March 2026 was 27 minutes per event, the average time on scene in March 2025 was 28 minutes. The time spent on the scene can vary due to the complexity and severity of each incident.

In March 2026, 37 fire incidents were reported to the BC Office of the Fire Commissioner, up from 32 in March 2025. The average number of fires reported each March over the last five years is 31.

Fire damage and property losses during March 2026 are estimated at \$255,205. The total building/asset and content value at risk is estimated at \$28,577,545, and the total value preserved from damage is \$28,322,340. These numbers translate to 99 per cent of the value protected (Table 2).

Incident Type Breakdown	Incident Volume	Estimated Building/Asset Value (\$)	Estimated Building/Asset Loss (\$)	Estimated Content Value (\$)	Estimated Content Loss (\$)	Estimated Total Value Preserved (\$)
Single Family Residence	6	987,500	105,000	146,750	25,200	1,004,050
Multi-Family Residence	2	65,000	10,000	14,890	-	69,890
Commercial	5	16,097,000	84,000	11,252,900	26,000	27,239,900
Outdoor	23	8,005	3,505	-	-	4,500
Vehicle/Vessel	1	5,500	1,500	-	-	4,000
Totals²	37	17,163,005	204,005	11,414,540	51,200	28,322,340

RFR Public Outreach & Education

During March, RFR staff conducted the following public outreach and education activities:

- March 3 - A Fire Hall tour and fire and life safety education presentation provided to the Embers (Girl Guide) group. Over 30 attendees participated in the event.
- March 4 - A fire and life safety presentation was provided to a strata council on Granville Avenue. The presentation included questions around the fire and life safety after a recent fire experienced at their building. The information and education provided was to ensure they are better prepared for emergencies in their building.
- March 6 - First responder and fire and life safety education was provided, along with career awareness, to McMath Secondary School students in grades 8-12 who are a part of their First Responder Program. Approximately 15 students attended.
- March 11 - A career awareness was provided for grade 10 and 11 students from Hugh Boyd High school as part of their career and personal planning classes. Approximately 45 students attended.
- March 12 - Fire and life safety education and a Fire Hall tour was provided to 30 Grade 9 students of McNair High school.
- March 18 - A tour of Fire Hall No. 1 was provided to a Montessori school group of children ages 5-12 as part of a spring break camp activity.

² 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). Values under a threshold limit of \$1,000 will not be noted in the table.

- March 21 - FireSmart education and awareness initiatives information presentation was given at the Richmond Public Library. The education booth was set up at the Richmond Public Library with information for homeowners and books for children. Over 150 attendees visited the booth.
- March 24 - A fire and life safety presentation was given to Imperial Grand Strata group, including discussions and questions about fire safety inside their building. The property had experienced a recent fire and the education provided to the residents was intended to help them gain more specific knowledge of their building. Over 50 people attended.
- March 28 - In collaboration with BC Emergency Health Services (BECHs) a Fire Hall tour of Cambie combined Fire / BC Ambulance Hall was given to 32 people and 4 staff from Hong Kong House. The visitors toured both facilities and staff spoke about their respective roles.

Emergency Programs

There were three Emergency Support Services (ESS) responses for March 2026. A total of 8 people were supported for a total of 30 nights through the Provincial ESS program. The residents received supports for their accommodation, food, clothing, and incidentals. One response did not meet the criteria for ESS support. In that case Emergency Programs staff were able to work with their City partner, Canadian Red Cross (CRC), and the individual received assistance from their program for two nights of accommodation and food for two days.

Emergency Programs (EP) staff participated in the following engagement activities in March:

- March 11 - A coordinated 'Incident Management Team' development for the City's Emergency Operations Centre (EOC), including an 'All Hazards Incident Management Team Introduction meeting and Program had a kickoff event'.
- March 16 - An emergency preparedness presentation to 30 residents of Copper Sky was delivered. The presentation covered the five steps to preparedness and provided additional information about staying safe in the heat and earthquakes.
- March 15-20 - An event was hosted by the Ministry of Emergency Management and Climate Readiness that included presentations and updates about the situation from the River Forecast Centre and Environment and Climate Change Canada. A high streamflow advisory was issued on March 13 for the entire South Coast of BC, that was later upgraded to a flood watch on March 18. Staff coordinated with Public Works who were taking measures to ensure they were ready and able to respond if the situation required. No impacts to the City were reported from this event.
- March 25 - The initial Emergency Operations Centre (EOC) Training Workshop took place and was a continuation of the program introduction on March 11. There were 20 City staff participants. This workshop serves to strengthen organizational readiness, situational awareness, and coordinated response capabilities.

- March 31 - A site visit to Hamilton Community Centre was conducted to connect with the staff, review the location of Emergency Support Services supplies, and complete a site assessment of the building to determine the building's suitability for use as a Reception Centre or Group Lodging.

Budgetary Implications

Richmond Fire-Rescue continues to monitor all budget implications to ensure fiscal responsibility and oversight.

Conclusion

During March 2026, RFR experienced a negligible decrease in calls for service. RFR continues to monitor activities to identify and develop public outreach programs that respond to emerging trends and opportunities and promote effective prevention behaviours.

Respectfully submitted,

Jim Wishlove, Richmond Fire-Rescue

Report Contributors

This report was prepared by Jim Wishlove, Fire Chief and reviewed by: Community Safety Administration.

Endorsed by Serena Lusk, CAO

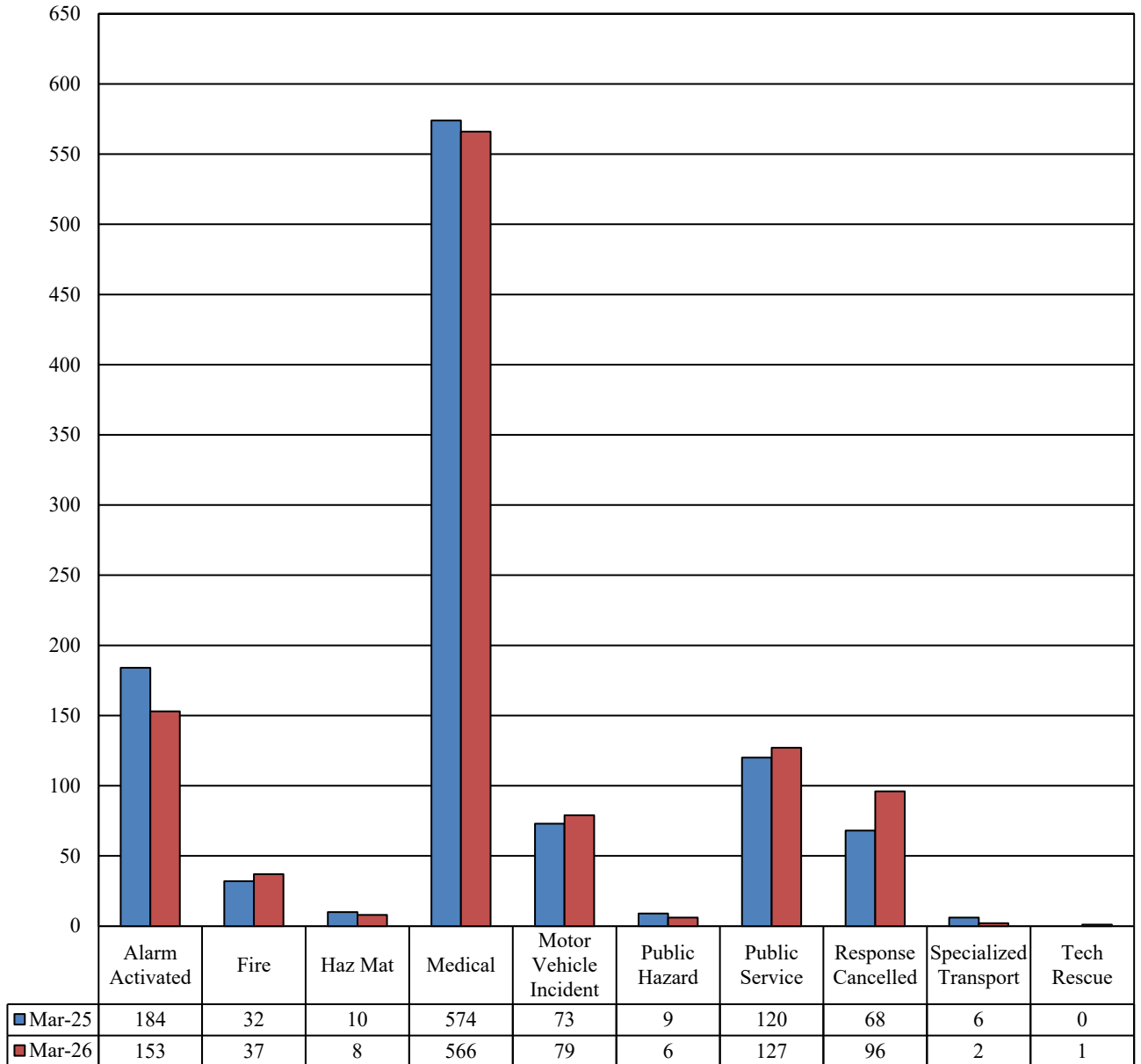
Att. 1 – Emergency Response Activity for March 2026

Emergency Response Activity for March 2026

Incident Volumes

The following chart provides a month-to-month comparison of incidents occurring in March 2025 and 2026. In March 2026, there were 1,075 total incidents, compared to 1,076 in March 2025. This represents a decrease of 0.1 per cent between last year and 2026.

Table 3: March 2025 & March 2026 Incident Volumes



Incident Type Legend:
HazMat: includes fuel or vapour; spills, leaks, or containment
Medical includes cardiac arrest, emergency response, home or industrial accidents
Public Hazard includes object removal or power lines down
Public Service includes assisting the public, ambulance or police, locked in/out, special events, trapped in an elevator, and water removal.

First Responder Totals

Medical first-responder incidents accounted for 53 per cent of the total emergency responses from RFR during March 2026. A detailed breakdown of the medical incidents for March 2025 and 2026, by sub-type, is set out in the following table. There were 566 medical incidents in March 2026 compared to 574 in March 2025, a decrease of 1 per cent.

Table 4a: March 2025 & March 2026 Medical Calls by Type

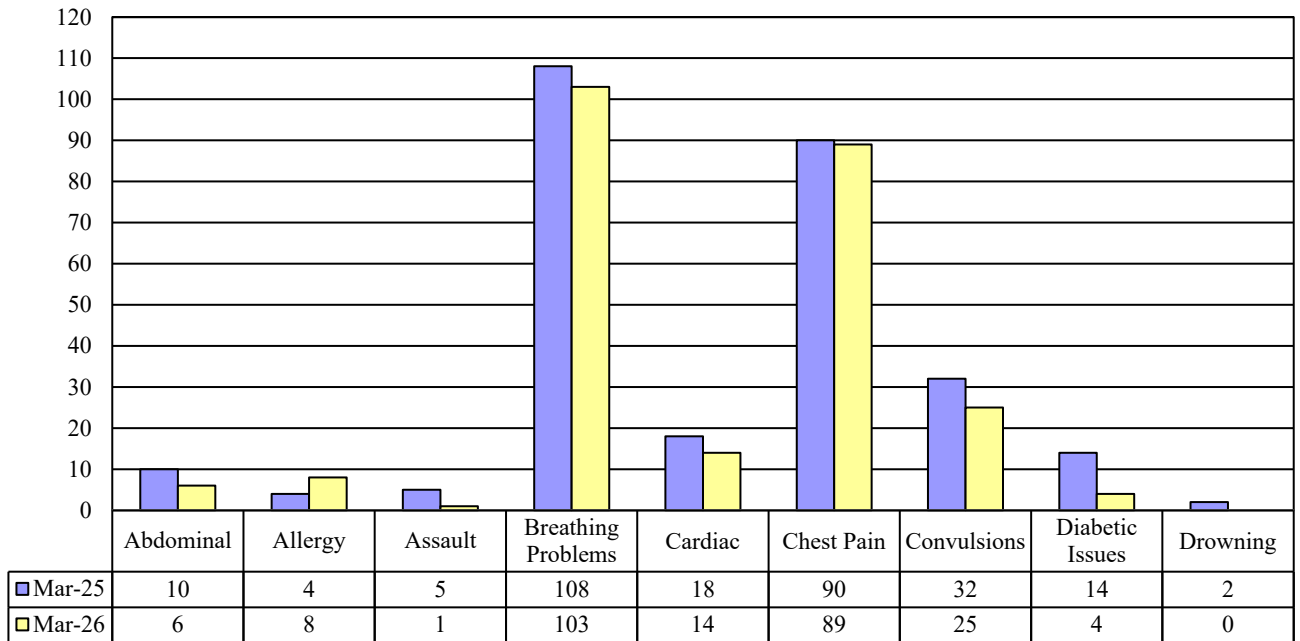
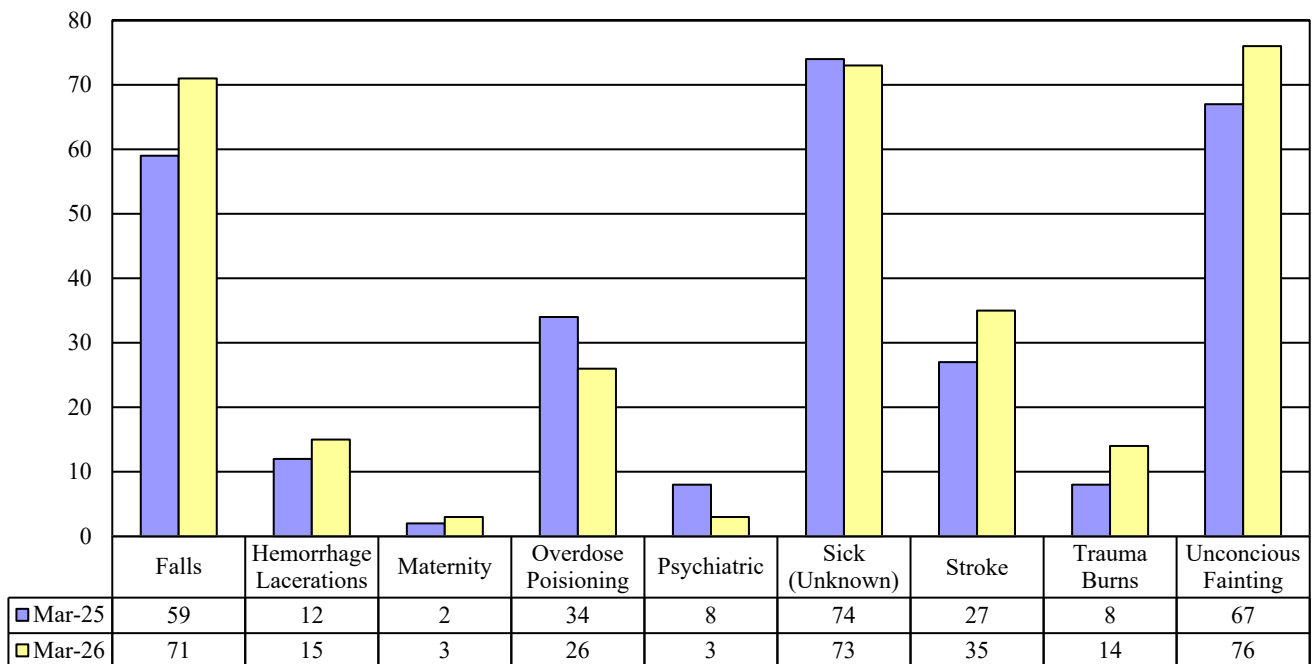


Table 4b: March 2025 & March 2026 Medical Calls by Type



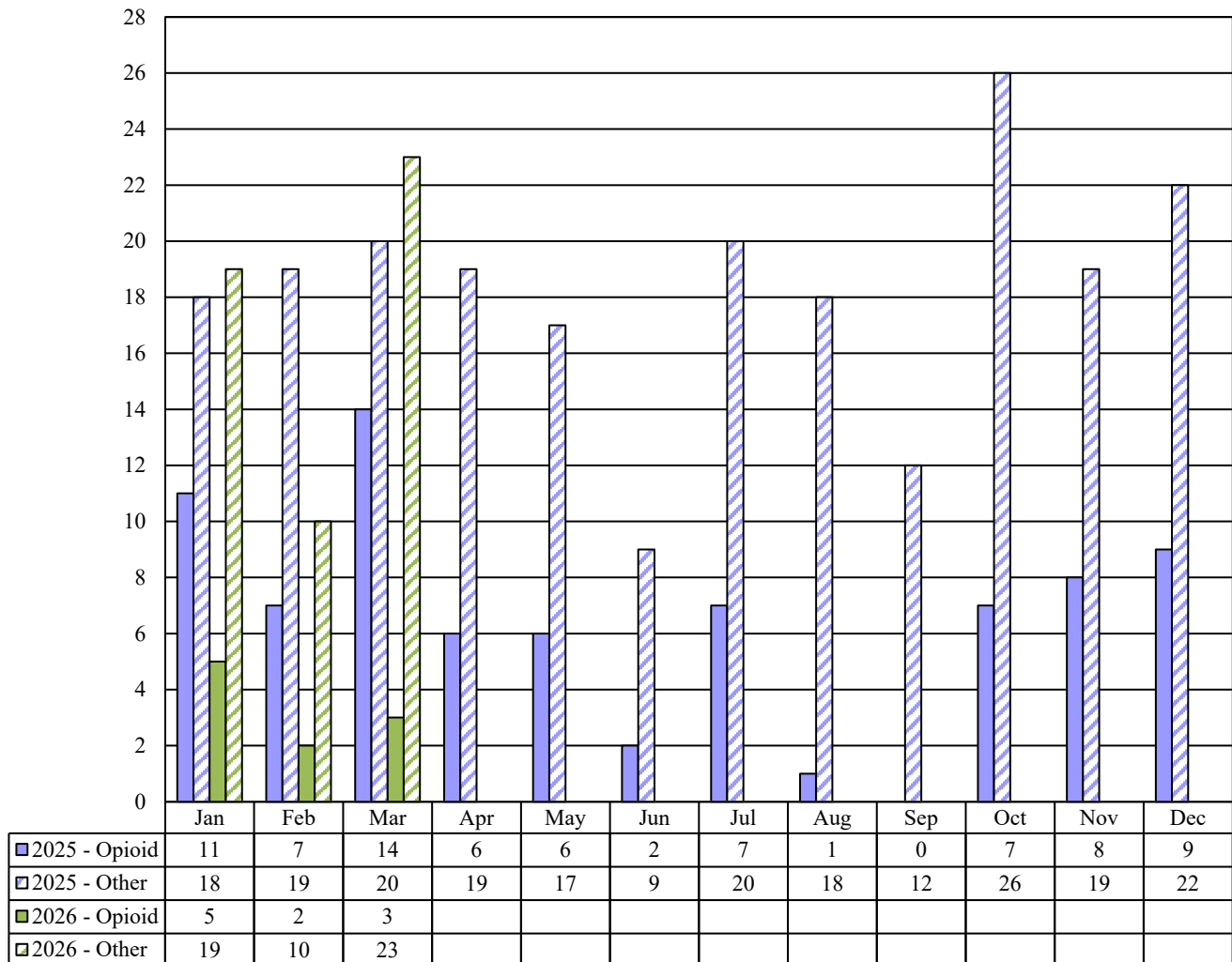
Overdoses

The following tables provide a breakdown of overdose/poisoning incident volume by month for 2025 and 2026. The tables include Opioid and Other overdose incidents (other incidents include alcohol, medications, unknown or refusal of treatment, and other drug types).

During March 2026, RFR staff did not administer Naloxone.

Table 4c: Overdose / Poisoning Incidents by Type – March 2026													
Year	Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2025	Opioid	11	7	14	6	6	2	7	1	0	7	8	9
	Other	18	19	20	19	17	9	20	18	12	26	19	22
2026	Opioid	5	2	3	-	-	-	-	-	-	-	-	-
	Other	19	10	23	-	-	-	-	-	-	-	-	-

Table 4d: 2025 & 2026 Overdose / Poisoning Incident Types



Fire Investigations

The fire investigation statistics for March 2026 are listed below:

Table 5: Total Fire Investigation Statistics – March 2026			
	Suspicious	Accidental	Undetermined
Residential - Single-family	-	5	1
Residential - Multi-family	-	2	-
Commercial/Industrial	1	3	1
Outdoor	14	9	-
Vehicle	-	1	-
Totals	15	20	2

Richmond Fire-Rescue investigators report all suspicious fires to the RCMP, while working with the RCMP to address potential risks to the community and coordinate appropriate fire investigations.

Hazardous Materials

Table 6: Hazardous Materials Incidents by Type – March 2026	
	Details
Corrosive	1
Toxic/Infectious Substances	1
Gases (Natural / Propane)	6
Totals	8

The following charts provide year-to-year comparisons of total incident volumes for fires, medical, motor vehicle, and overdose/poisoning incidents in March, including year averages from 2017 to 2026.

Table 7a: Total Fire Calls for Service in March and year averages from 2017 to 2026

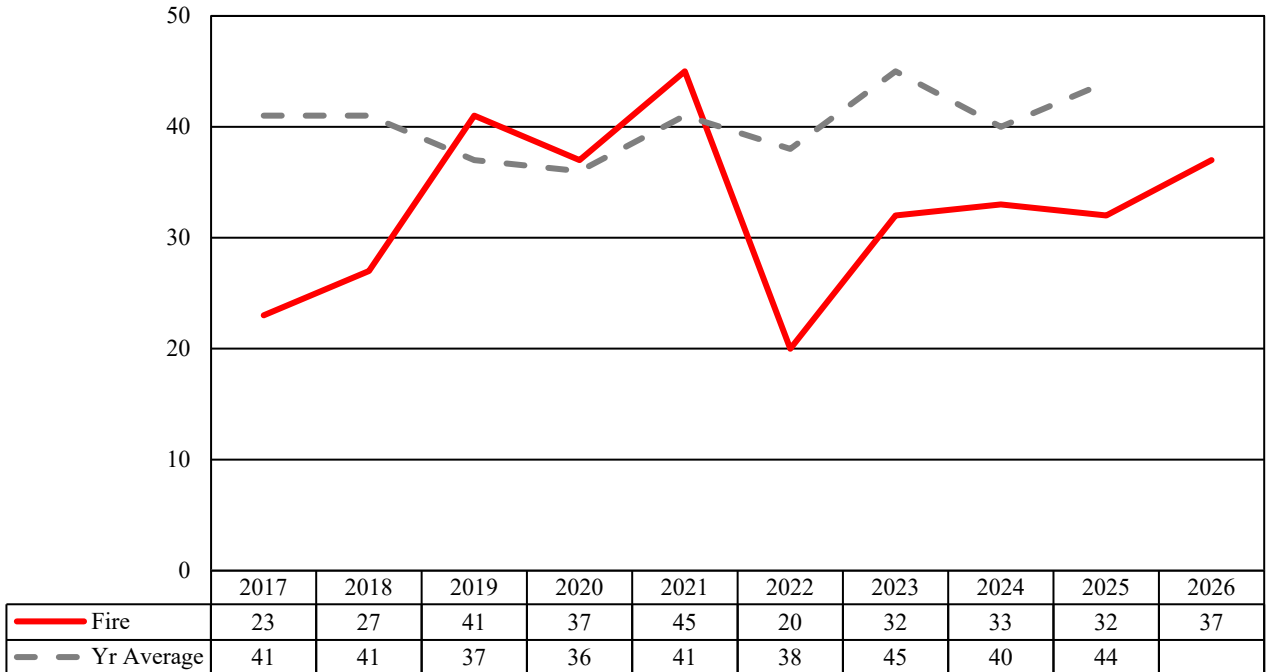
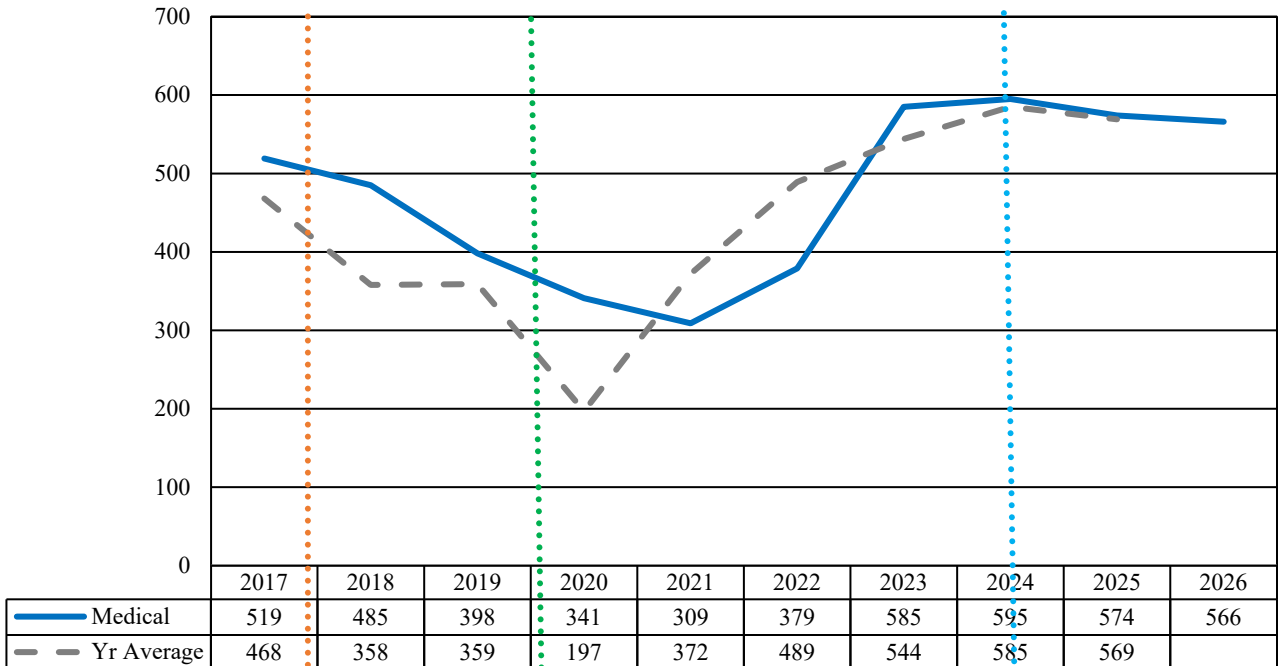


Table 7b: Total Medical Calls for Service in March and year averages from 2017 to 2026



Changes to BC Emergency Health Services Clinical Response Model dispatch system (2017-2018)

Start of COVID-19 Pandemic

July 26, 2024 - Provincial Health Officer ended public health emergency for COVID-19

Table 7c: Total Motor Vehicle Incidents (MVI) Calls for Service in March and year averages from 2017 to 2026

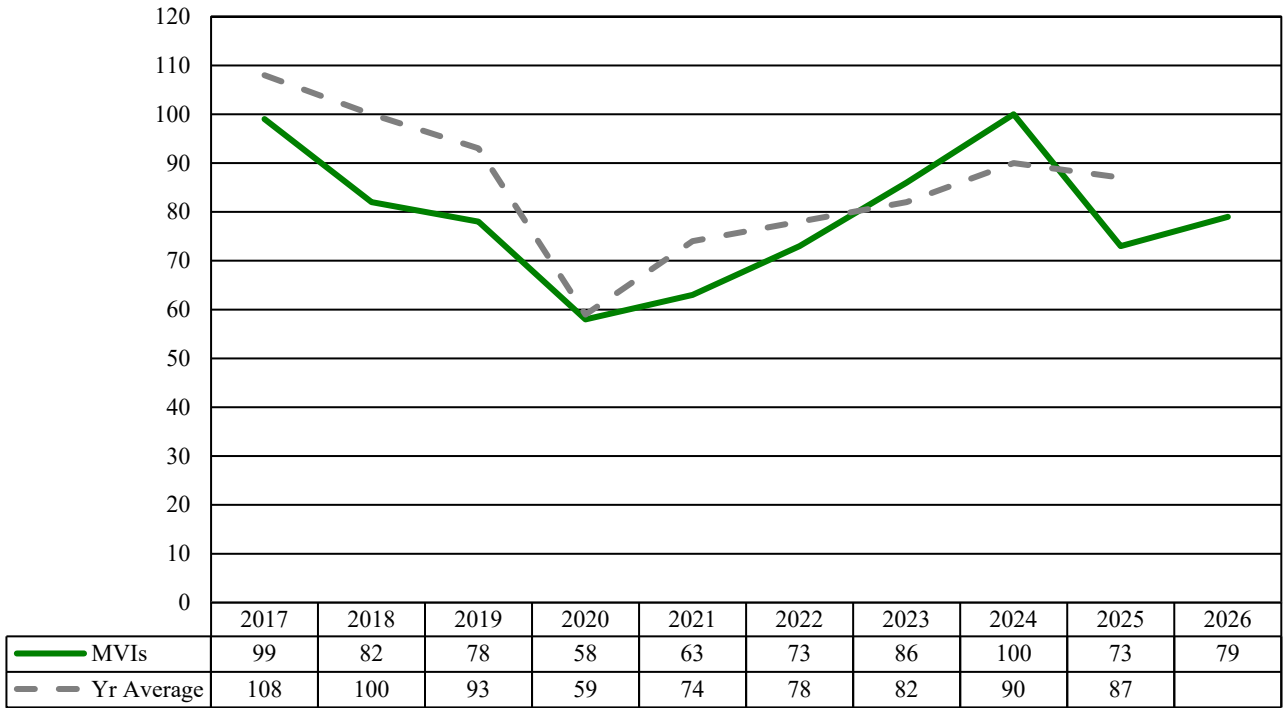


Table 7d: Total Overdose/Poisoning(ODP) Calls for Service in March and year averages from 2017 to 2026

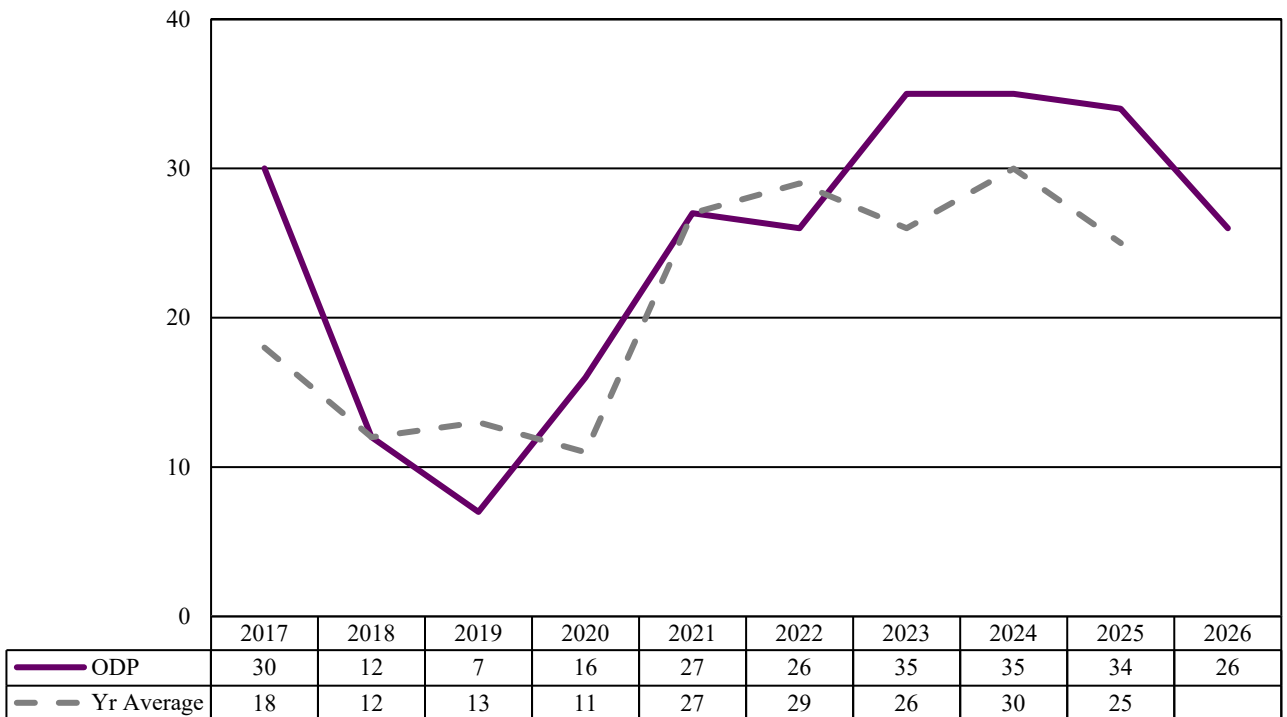


Figure 1a: Location of reportable fire incidents attended in March 2026 (total 37)

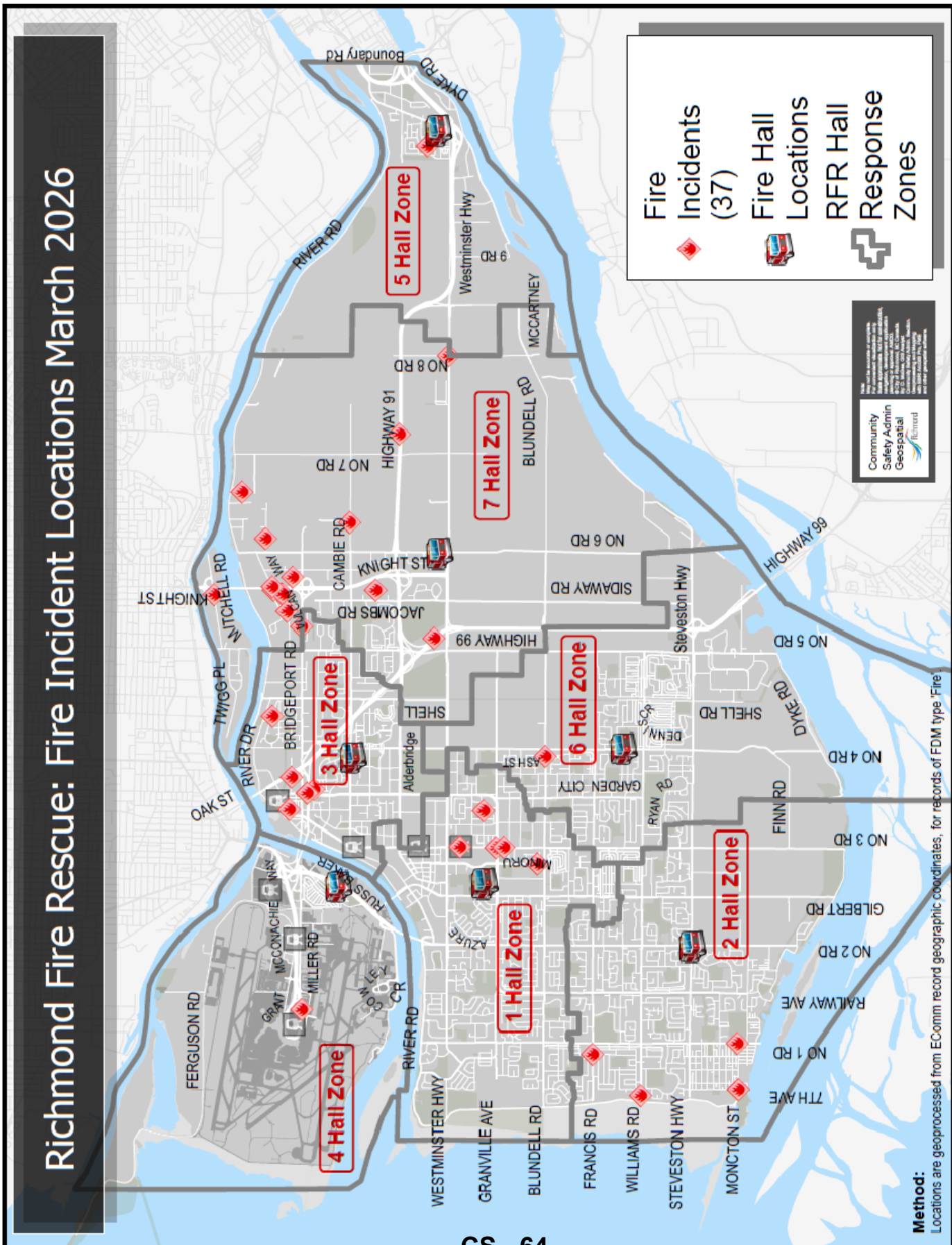


Figure 1b: Density of reportable fire incidents attended in March 2026 (total 37)

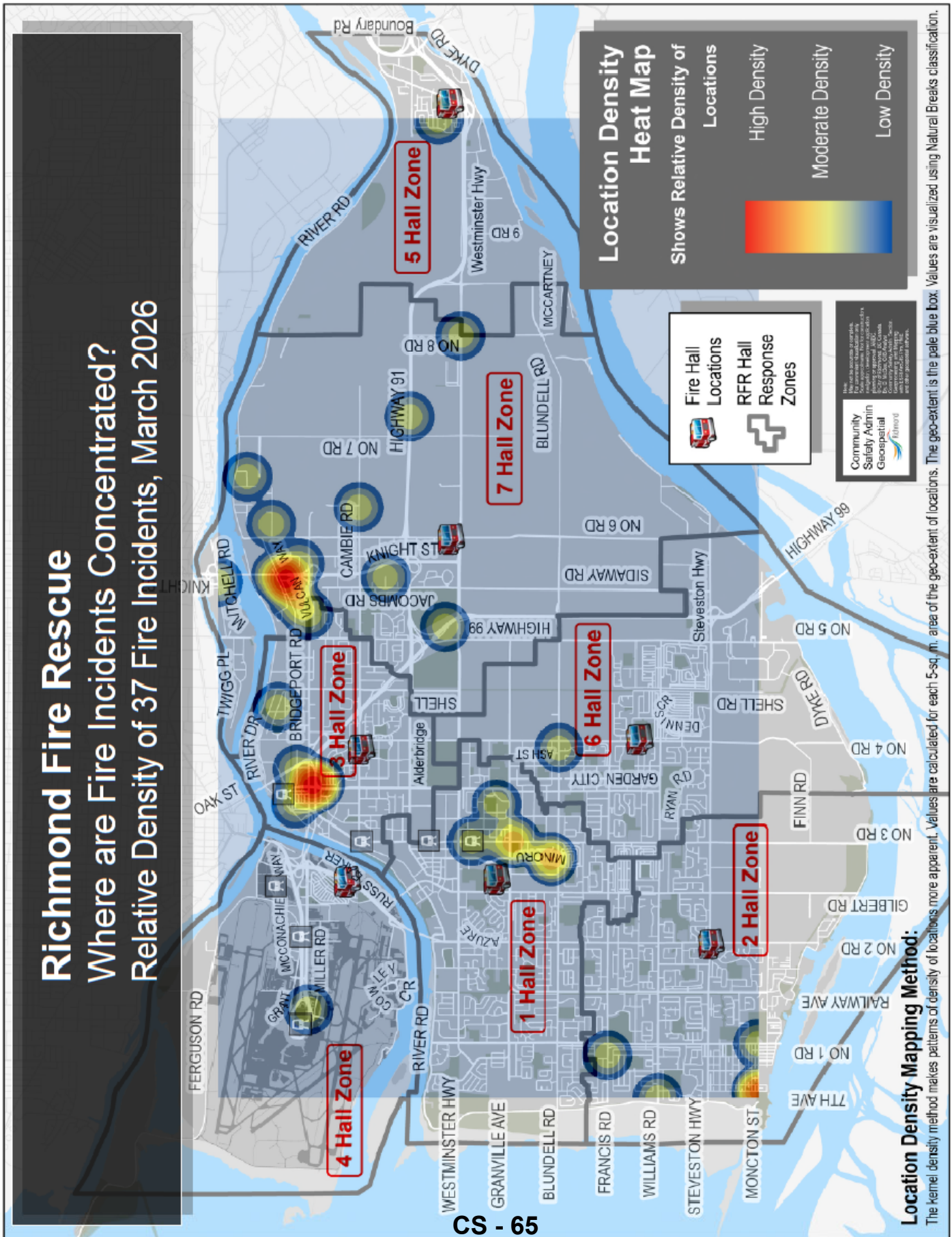


Figure 2a: Location of reportable medical incidents attended in March 2026 (total 566)

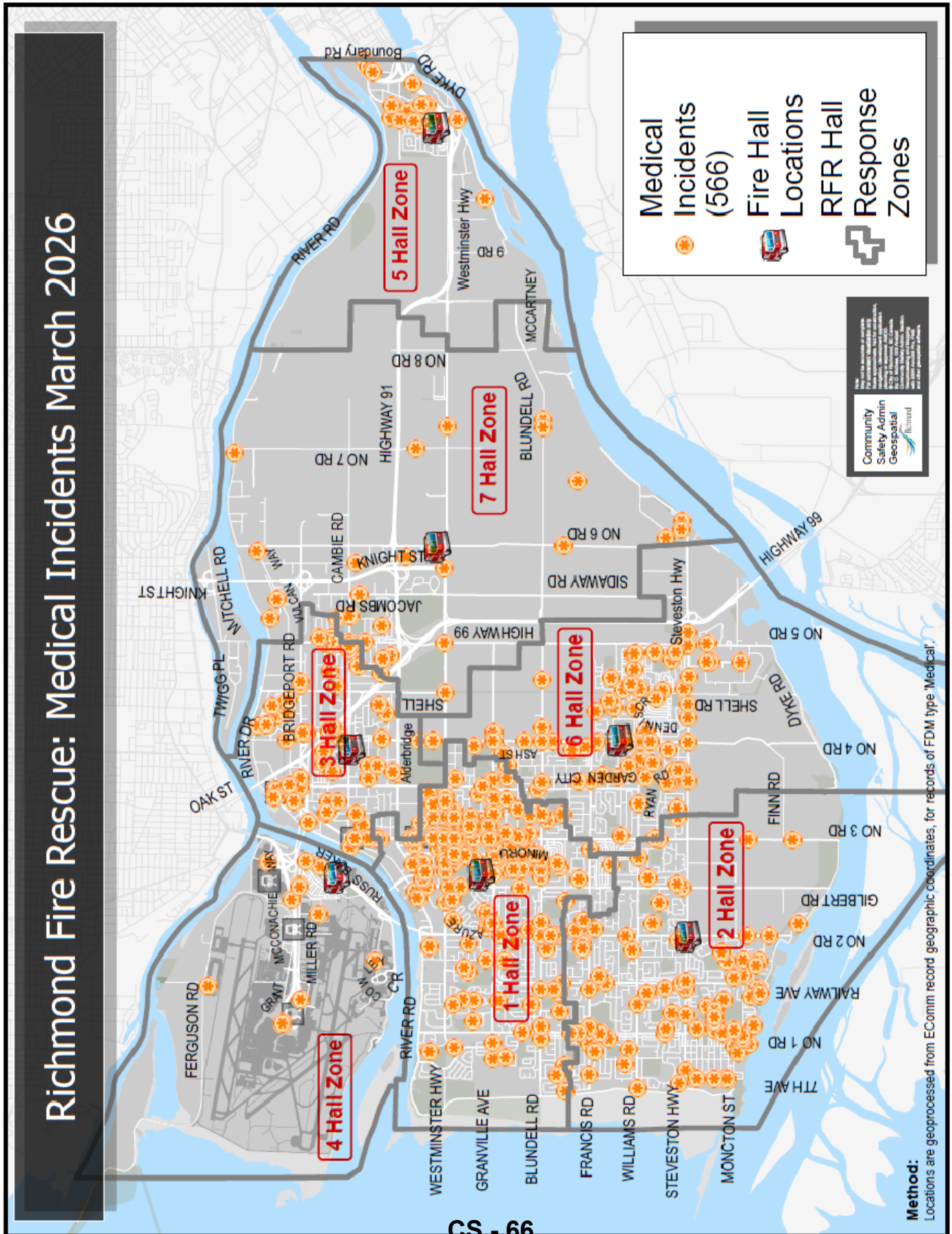


Figure 2b: Density of reportable medical incidents attended in March 2026 (total 566)

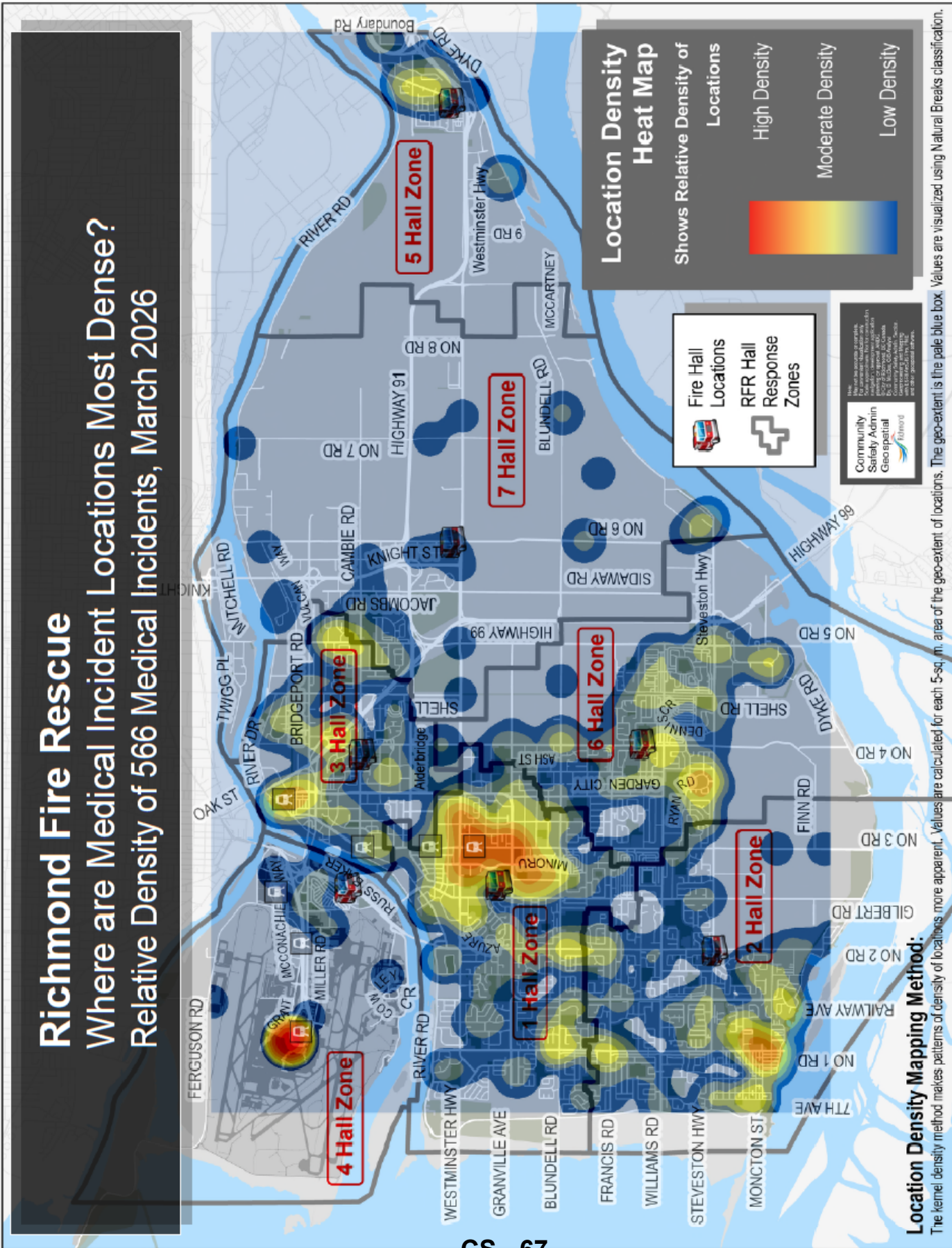


Figure 3a: Location of reportable motor vehicle incidents (MVs) attended in March 2026 (total 79)

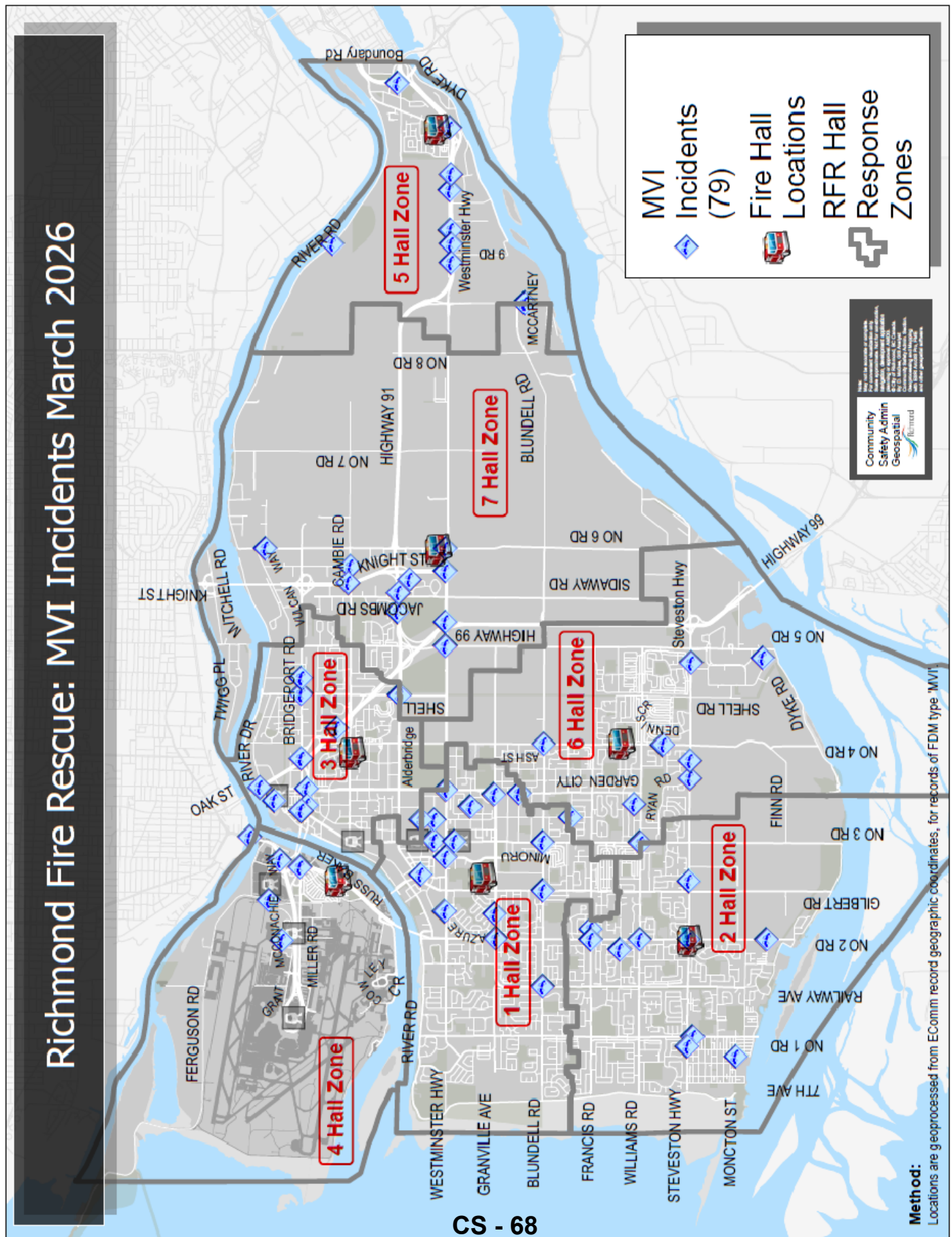


Figure 3b: Density of reportable motor vehicle incidents (MVIs) attended in March 2026 (total 79)

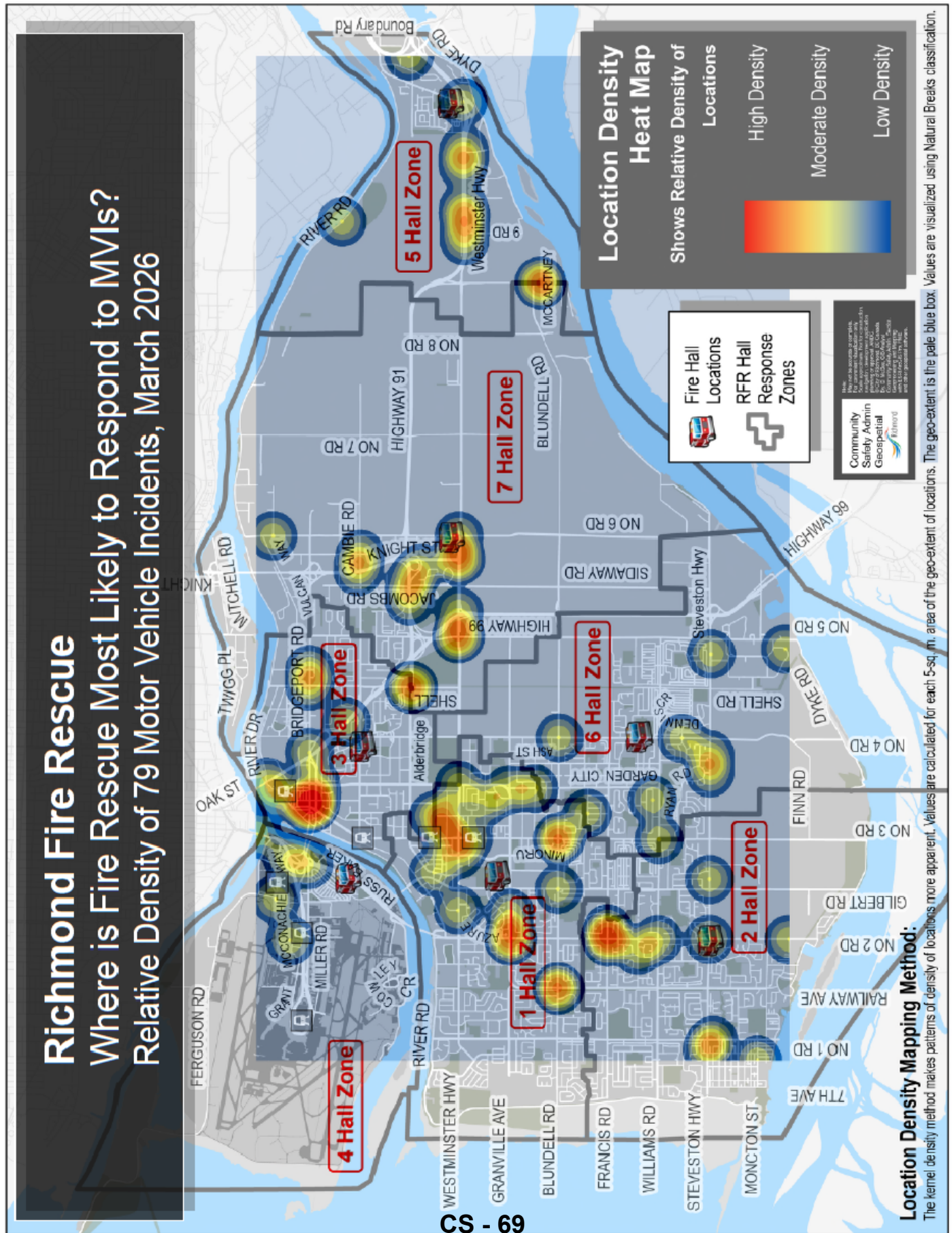
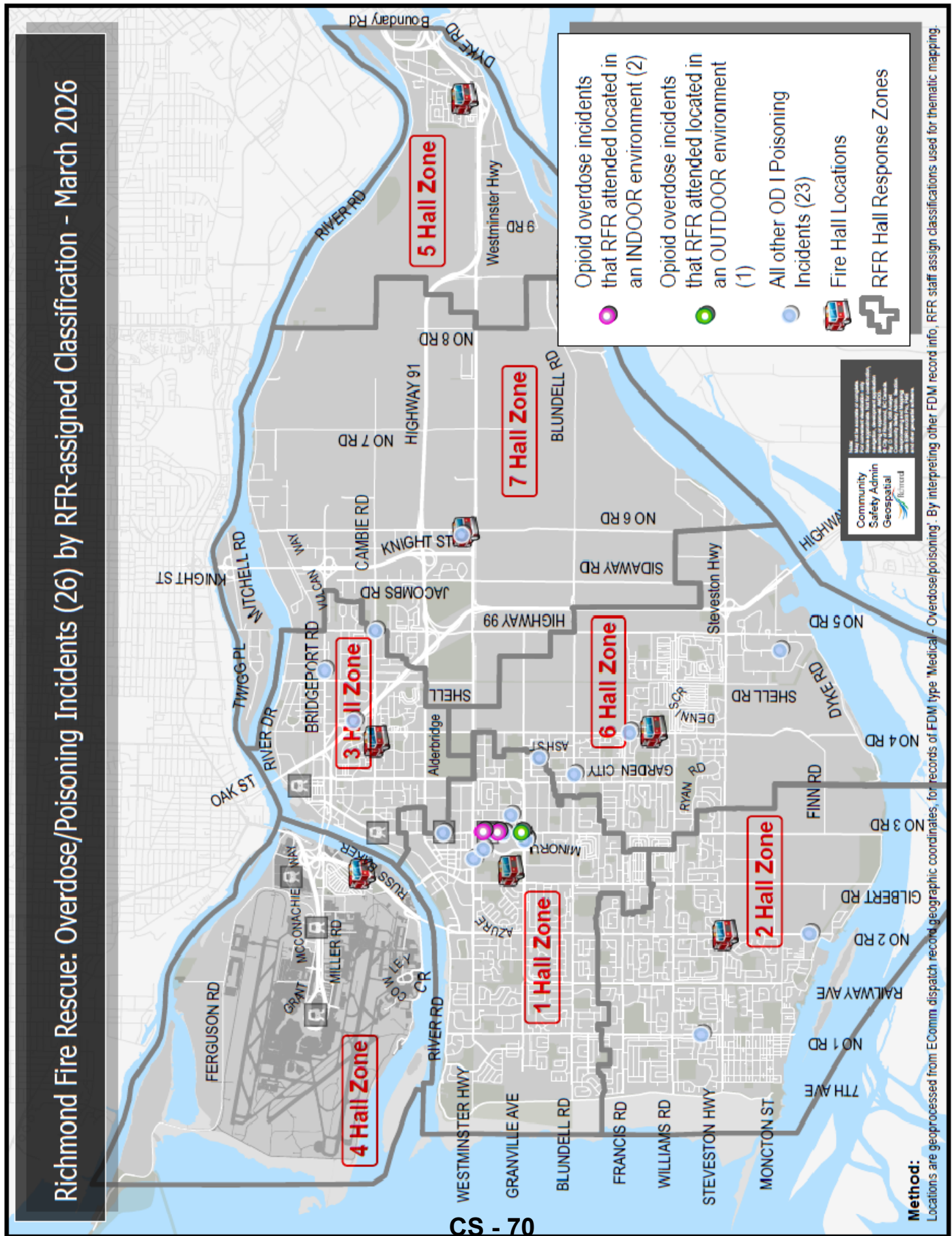


Figure 4a: Location of reportable overdose/poisoning incidents attended in March 2026 (total 26)





To:	Community Safety Committee	Date:	April 18, 2026
From:	Dave Chauhan Chief Superintendent, Officer in Charge	File:	09-5030-01/2025-Vol 01
Re:	RCMP Monthly Activity Report – March 2026		

Staff Recommendation

That the report titled “RCMP Monthly Activity Report – March 2026”, dated April 18, 2026, from the Officer in Charge, be received for information.

Executive Summary

In March 2026, the Richmond RCMP undertook several high-profile enforcement and public safety initiatives, including distracted driving, impaired driving, human trafficking, and fraud prevention operations. Notable enforcement results included 120 distracted driving charges, 31 violation tickets from a large-scale impaired driving operation, and over 100 arrests from a joint human trafficking initiative. Police identified a concerning pattern of meat thefts that may indicate organized retail crime.

The property and violent crime rates in Richmond remained below the Lower Mainland District average. While many police statistics remained within expected ranges, serious assaults, robberies, and auto thefts were below average. Community safety efforts remained strong through Block Watch, volunteer-led traffic and crime-prevention deployments, fraud-awareness outreach, road-safety enforcement, victim services, and sustained school engagement by the Youth Section.

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 monthly activity report for the RCMP provides information on each of the following areas:

1. Activities and Noteworthy Files
2. Analysis of Police Statistics
3. Crime Trends Across Jurisdictions
4. Block Watch
5. Communications Unit
6. Community Police Station Programs
7. Crime Prevention Unit
8. Road Safety Unit
9. Victim Services
10. Youth Section

This report supports Council's Strategic Plan 2022-2026, Focus Area #3 A Safe and Prepared Community:

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

Analysis

Activities and Noteworthy Files

Distracted Driving Month

The Richmond RCMP launched Distracted Driving Month with a joint forces operation on March 5, 2026, resulting in 120 charges for using an electronic device while driving. The annual initiative is part of the provincial road-safety campaign led by the BC Association of Chiefs of Police. The campaign highlights the risks of distracted driving, which is the second-leading contributing factor in police-reported fatal crashes in the province, after speeding.

Impaired Driving Enforcement

On March 7, 2026, Richmond RCMP collaborated with partner agencies to conduct a large-scale impaired-driving enforcement operation, as part of the ongoing CounterAttack campaign. The operation focused on removing impaired drivers from roadways, while also promoting public awareness of the dangers of impaired driving. Police stopped more than 800 vehicles and issued 31 violation tickets.



Figure 1: Impaired Driving Enforcement

Human Trafficking

On March 12, 2026, the BC Counter Human Trafficking Unit and Richmond RCMP conducted a joint operation targeting individuals using online platforms to arrange transactions involving sexual services. During the one-day operation, undercover officers communicated with more than 100 individuals online. The initiative resulted in multiple arrests.

Meat Thefts

On March 20, 2026, the Richmond RCMP issued a media release advising of an increase in reported meat thefts from retail locations across the city. Between December 2025 and March 2026, Richmond RCMP received reports of 39 incidents of meat theft; the pattern and volume of thefts suggest potential organized activity. The incidents remain under investigation.

Analysis of Police Statistics¹

Arson

There were five reported arsons in March 2026, representing an increase of four incidents from the previous month. Year to date, arsons are up by four incidents compared to the same period in 2025. The number of arsons this month is within the average range.

Assault Serious (Assault with a Weapon)

There were nine serious assaults in March 2026, unchanged from the previous month. Year to date, serious assaults are down 23 per cent compared with the same period in 2025. The number of serious assaults this month is below the average range.

Forty-four per cent of serious assaults reported in March 2026 were domestic incidents.

¹ Unless otherwise noted, no patterns or trends have been identified in this month's statistics. In January 2026, statistics were re-collected for all crime categories, dating back to 2019. This was done to account for any changes to scoring or delayed reports and to ensure data is up-to-date and accurate. For this reason, there will be variations from previously reported statistics.

Auto Theft

There were 10 auto thefts in March 2026, representing a 43 per cent increase from the previous month. Year to date, auto thefts are down 35 per cent compared to the same period in 2025. The number of auto thefts this month is below the average range.

Mental Health

There were 203 mental health-related incidents in March 2026, representing a 15 per cent increase from the previous month. Year to date, the number of mental health-related incidents is down 19 per cent compared to the same period in 2025. The number of mental health-related incidents this month is within the average range.

There were 47 police apprehensions, and the average hospital wait time was 106 minutes; both statistics were within the expected ranges. Nine individuals were responsible for two or more calls in March, with one caller generating four incidents.

Residential Break and Enter

There were 20 break and enters to residences in March 2026, representing an 11 per cent increase from the previous month. Year to date, residential break and enters are down 17 per cent compared to the same period in 2025. The number of residential break and enters this month is within the average range.

Commercial Break and Enter

In March 2026, there were 22 break and enters to businesses, representing a four per cent decrease from the previous month. Year to date, commercial break and enters are up 10 per cent compared to the same period in 2025. The number of commercial break and enters this month is within the average range.

Robbery

There were no robberies reported in March 2026, representing a decrease of five incidents from the previous month. Year to date, robberies are down by three incidents compared to the same period in 2025. The number of robberies this month is below the average range.

Sexual Offences

There were 21 sexual offence files in March 2026, representing a 24 per cent increase from the previous month. Year to date, sexual offences are up 30 per cent compared to the same period in 2025. The number of sexual offences this month is within the average range.

Forty-three per cent of the offences reported in March 2026 were sexual assaults, and 24 per cent were indecent acts/exposing.

Shoplifting

There were 173 reported shoplifting thefts in March, representing a 16 per cent decrease from the previous month. Year to date, shoplifting thefts are up 51 per cent compared to the same period in 2025. The number of shoplifting thefts this month is within the average range.

Theft from Automobile

There were 75 thefts from automobiles in March 2026, representing a 19 percent increase over the previous month. Year to date, thefts from automobiles are down six per cent compared to the same period in 2025. The number of thefts from automobiles this month is within the average range.

Drugs

In March 2026, there were 33 drug offences, unchanged from the previous month. Year to date, drug offences are up 12 per cent compared to the same period in 2025. The number of drug incidents this month is within the average range.

Drug-Related “Social Disorder” Calls

Public complaints related to drug use fall under various call categories, including nuisance, cause disturbance, mischief, unwanted person, suspicious person, and check well-being. Table 1 presents the number of police calls for service related to a public complaint of suspected drug use.

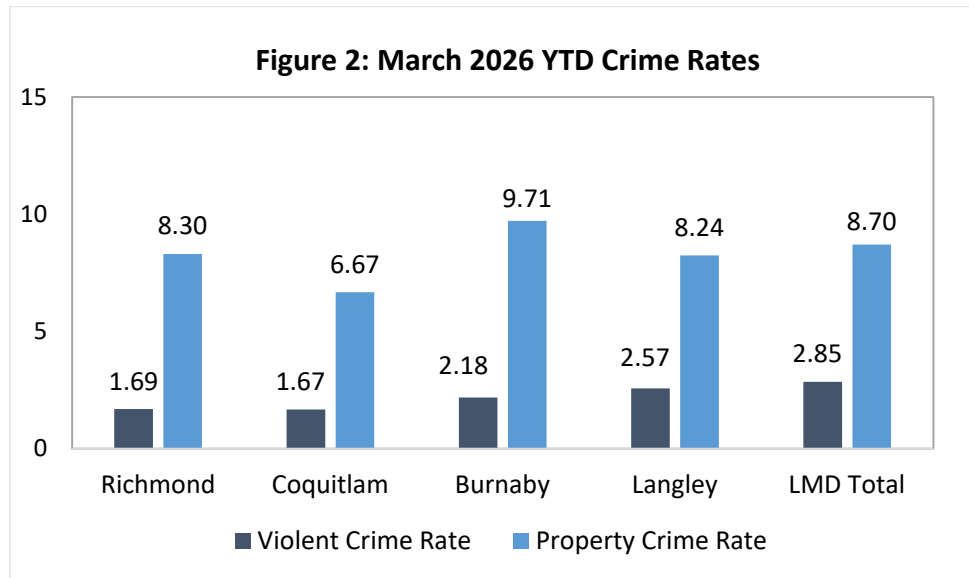
Table 1: Drug-Related Calls for Service

Month	Total Number of Calls – 2025	Total Number of Calls – 2026	Suspected	Confirmed
January	71	39	22	17
February	38	24	11	13
March	49	36	19	17
April	58			
May	57			
June	70			
July	40			
August	59			
September	57			
October	39			
November	52			
December	42			
Total	632	99	52	47

Confirmed incidents refer to files where direct observation of drug use or apparent signs of intoxication is noted. Most calls involved incidents where drug use was suspected, including reports of unwanted persons who were possibly under the influence of drugs or alcohol.

Crime Trends Across Jurisdictions

Figure 2 presents the March 2026 crime rates for the four largest municipalities in the Lower Mainland District (LMD), which the RCMP polices.² The property and violent crime rates in Richmond were below the LMD average.



Block Watch

At the end of March 2026, the Block Watch program had 298 groups, totalling 6,641 participants. Currently, the program includes 415 captains and co-captains. Staff delivered Block Watch training to two new groups on March 12 and 26.

Communications Unit

The Communications Unit provides public safety and crime-prevention messaging to enhance community awareness of policing-related issues. During March, the Communications Unit conducted the following:

- 11 media releases were issued, including one for the Fraud Prevention Month campaign. On March 4, 2026, the Richmond RCMP urged residents to stay alert due to ongoing fraud, as investigators continue to see a high number of impersonation-based scams in which fraudsters pose as officials, exploit urgency and fear, and pressure victims into transferring money or handing over cash.
- 41 social media posts were made on X, multiple posts on distracted driving, particularly following the re-opening of schools after Spring Break.
- On March 3, 2026, two Richmond RCMP officers appeared on OMNI News and discussed distraction thefts and the Youth Academy.

² Based on PRIME query by Richmond Crime Analysis Unit on April 2, 2026

Community Police Office Programs

Community police officers continue to enhance the Richmond Detachment's policing services by providing a range of crime-prevention resources and community safety initiatives. City staff and volunteers implement safety initiatives to raise awareness of crime-prevention programs, promote community engagement, and enhance police accessibility. These initiatives help reduce anxiety and fear related to crime. The program activities vary from month to month, reflecting weather conditions, seasonal initiatives and the availability of volunteers.

During March, volunteer highlights included:

- The deployment of one bike patrol, totalling eight hours, and two van patrols, totalling nine hours.
- A total of 21 Fail to Stop deployments took place, resulting in 914 information letters issued.
- There was one Speed Watch deployment, during which 61 information letters were issued.
- March 5 – Volunteers assisted officers from various police agencies with a Distracted Driving joint forces operation. During this full-day event, volunteers set up signs reminding drivers to leave their phones alone. They identified 92 distracted drivers and sent information letters to the registered vehicle owners. Covert volunteers also alerted police to drivers using their phones. A total of 6,307 vehicles passed through the deployment locations.
- March 7 – Crime Watch volunteers assisted police with a CounterAttack Roadblock, through which 1,109 vehicles passed. Volunteers also conducted patrols for suspicious activities, stolen vehicles and impaired drivers.
- March 10 – Volunteers assisted RCMP officers and City Bylaws with a Think of Me Deployment at James McKinney Elementary School. They distributed over 60 Think of Me cards. Volunteers set up Speed Watch and stop-sign monitoring on both sides of the school zone.
- March 11 – Volunteers assisted RCMP officers and City Bylaws with a Think of Me Deployment at Spul'u'Kwuks Elementary School. They distributed over 90 Think of Me cards. Police also spoke to parents who were making U-turns in front of the school.
- March 13 – Volunteers assisted RCMP officers with spotting and educating distracted drivers at No. 5 Road and Steveston Highway. A total of 2,721 vehicles were viewed for signs of distraction, and 21 information letters were issued.



Figure 3: Think of Me Campaign

Crime Prevention Unit

The Crime Prevention Unit reduces crime and enhances community engagement through public awareness and education initiatives. During March, the Crime Prevention Unit participated in various activities, including diversity and inclusion initiatives, road safety deployments and the following events:

- A total of 175 Place of Worship patrols were conducted.
- On March 12, 2026, RCMP officers provided a Fraud Awareness Workshop at Gilmore Gardens Retirement Residences. Information on fraud and distraction theft techniques was shared with 35 attendees.
- On March 29, 2026, RCMP officers participated in a fraud-prevention community outreach and engagement event at the T&T Supermarket at Lansdowne Mall. Pamphlets were distributed to over 800 patrons.



Figure 4: Fraud Prevention Outreach

Road Safety Unit

The Road Safety Unit makes Richmond’s roads safer through evidence-based traffic enforcement, investigations into serious vehicle collisions, and public education programs. A total of 1,156 violation tickets were issued in March. Figure 5 provides statistics for the top five infractions for which violation tickets were issued in March:

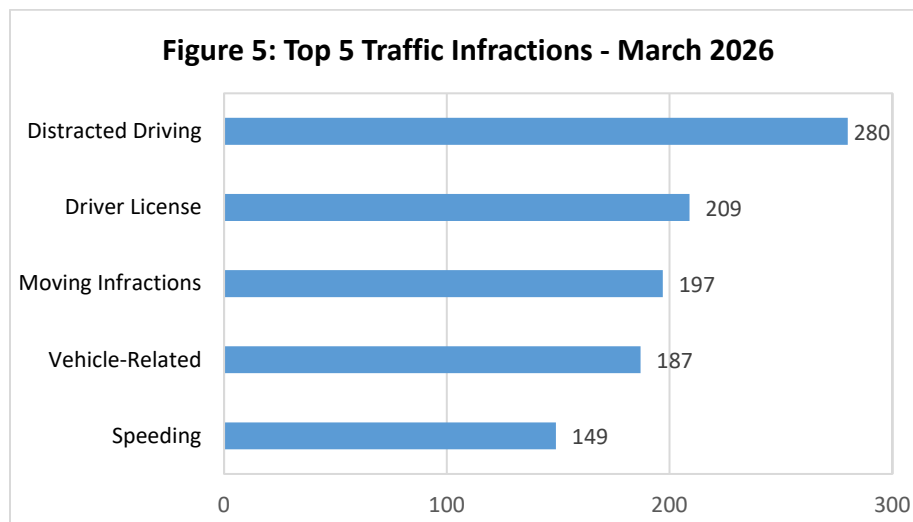


Table 2 presents the number of motor vehicle collisions involving injuries and fatalities reported between January 1, 2022, and March 31, 2026.

Table 2 – Motor Vehicle Collisions		
Year	Collisions with Non-Fatal Injuries	Fatalities
2022	406	1
2023	436	3
2024	455	2
2025	395	2
2026 (YTD) ³	138	2

Victim Services

In March 2026, Richmond RCMP Victim Services met with 66 new clients and attended six crime/trauma scenes after hours. The unit currently maintains an active caseload of 60 files. In March, Victim Services responded to several cases involving medical-related sudden deaths, cases of fraud, and serious vehicle collisions.

Youth Section

The Richmond RCMP Detachment’s Youth Section focuses on strategies to promote safe and healthy behaviours essential to the development of productive, civic-minded adults. During March, Youth Section highlights included:

- RCMP officers in the Youth Section conducted 78 proactive school visits at secondary schools and 80 visits at elementary schools. Police officers engaged with students during recess, lunch and morning and afternoon supervision.
- DARE classes concluded for the second term of the 2025-2026 school year. A total of 491 students in 16 classes participated in the program.

Budgetary Implications

There are no budgetary implications associated with the contents of this report.

Conclusion

In March 2026, the Richmond RCMP conducted several notable crime reduction initiatives, including a fraud awareness campaign and a human trafficking operation. Police statistics for this month indicate that most crime types were within the average ranges, except for serious assaults, robberies, and auto thefts, which were below average.

In March, the Richmond RCMP and volunteers continued to promote crime prevention and road safety initiatives, including a distracted-driving awareness campaign. The Officer in Charge of the Richmond RCMP Detachment will continue to ensure that Richmond remains a safe and desirable community.

³ The last fatal collision occurred on March 14, 2026.

April 18, 2026

- 10 -

Respectively submitted,

Edward Warzel, RCMP

Report Contributors

This report was prepared by Edward Warzel, Director, Police Services and reviewed by Jim Wishlove, Fire Chief, Acting for Tony Capuccinello Iraci, General Manager, Law and Community Safety, and Clerk's Office.

Endorsed by Serena Lusk, CAO

Att. 1: Community Policing Programs
2: Crime Statistics
3: Crime Maps

Community Policing Programs Information

Block Watch

- Community-based crime prevention program aimed at helping neighbors organize themselves to prevent crime.
- Residents can receive email alerts of neighbourhood residential break and enters by registering their email addresses at: blockwatch@richmond.ca
- For more information, visit www.richmond.ca/safety/police/prevention/blockwatch.htm

Distracted Driving Program

- Trained volunteers monitor intersections and observe distracted drivers.
- A letter is sent to the registered owner of the offending vehicle with information on the safety risks associated to the observed behaviour and applicable fine amounts.
- For more information, visit www.richmond.ca/safety/police/prevention/programs.htm

Fail to Stop

- Trained volunteers monitor areas that have been referred to the program by local businesses or residents where drivers are not making a full stop at the stop sign, or running a red light.
- An information letter is sent to the registered owner of the vehicle advising them the date, time and location and applicable fine amounts if the driver received a violation ticket.

Lock Out Auto Crime

- Co-sponsored by the Insurance Corporation of BC (ICBC), volunteers patrol city streets and parking lots looking for automobile security vulnerabilities.
- Notices supplied by ICBC are issued to every vehicle inspected indicating to the owner what issues need to be addressed in order to keep the vehicle and contents secure.
- For more information, visit www.richmond.ca/safety/police/personal/vehicle.htm

Project 529

- This program allows riders to easily and securely register their bikes. This up-to-date database of bikes alerts its registrants if a fellow 529 bike is stolen.
- Project 529 is a unique, multi-national registry that holds a database of all registered and stolen bikes.

Speed Watch

- Co-sponsored by ICBC, promotes safe driving habits by alerting drivers of their speed.
- Trained volunteers are equipped with radar and a speed watch reader board that gives drivers instant feedback regarding their speed.
- Volunteers record the license plate number and the speed, and a letter is sent to the registered owner of the offending vehicle. The letter includes the date, time and location and applicable fine amounts if the driver received a violation ticket.

Spot the Target

- This initiative consists of frequently stolen items being placed in the volunteer van for participants to identify in order to enhance awareness of thefts from automobiles.

Stolen Auto Recovery

- Co-sponsored by ICBC, trained volunteers equipped with portable computers identify stolen vehicles.
- These volunteers recover hundreds of stolen vehicles each year throughout the Lower Mainland.

Volunteer Bike and Foot Patrol Program

- Trained volunteers patrol Richmond neighbourhoods reporting suspicious activities and providing a visible deterrent to crime and public order issues.

MARCH 2026 STATISTICS

RICHMOND RCMP

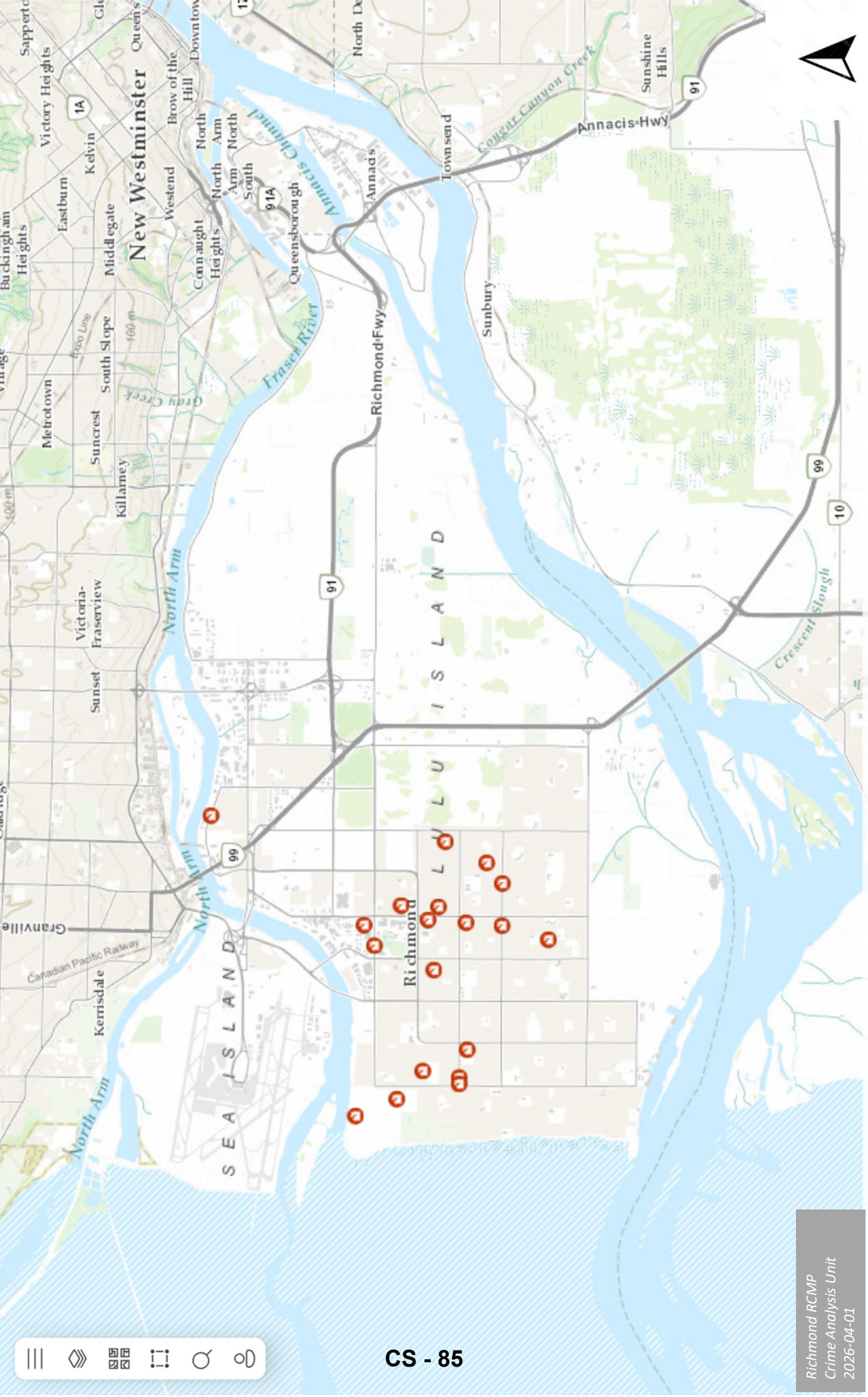
The following information is a limited list of select crime-type samples, which does not comprise the entirety or assortment of all crimes captured by the RCMP. The statistics in this chart should be considered independently of the analysis provided as the data is unrelated to the research provided earlier in this report.

This chart identifies the monthly totals for founded Criminal Code incidents, excluding traffic-related Criminal Code incidents. 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 and MHA-related calls for service are included.

The 5 year average is based on activity within a single month over the past 5 years. If the current monthly total for an offence falls outside the 5 year range due to crime trends, patterns, or spikes, it will be noted in **red** if higher and **blue** if below.

March 2026 Statistics - Richmond RCMP								
Criminal Code Offences	Current Period	5 Year Avg	5 Year Min	5 Year Max	2025 YTD	2026 YTD	25/26 % Chg	25/26 Count Diff
OTHER CC OFFENCES	310	301.6	278	334	915	925	1%	10
PERSONS VIOLENT CRIME	147	154.1	142	174	520	390	-25%	-130
PROPERTY CRIME	665	627.1	601	684	1828	2015	10%	187
Total	1096	1,048.0	1017	1152	3155	3254	3%	99
Violent Crime Groups	Current Period	5 Year Avg	5 Year Min	5 Year Max	2025 YTD	2026 YTD	25/26 % Chg	25/26 Count Diff
ASSAULT COMMON	47	53.4	48	61	203	121	-40%	-82
SEX OFFENCES	21	18.2	14	21	44	57	30%	13
ASSAULT SERIOUS	9	20.0	15	24	47	36	-23%	-11
ROBBERY		4.9	5	11	12	9	-25%	-3
Property Crime Groups	Current Period	5 Year Avg	5 Year Min	5 Year Max	2025 YTD	2026 YTD	25/26 % Chg	25/26 Count Diff
AUTO THEFT	10	20.6	14	29	48	31	-35%	-17
BREAK & ENTER BUSINESS	22	25.9	16	48	60	66	10%	6
BREAK & ENTER RESIDENCE	20	22.0	20	30	64	53	-17%	-11
FRAUD	96	86.2	74	98	317	281	-11%	-36
SHOPLIFTING	173	113.1	81	190	372	561	51%	189
THEFT FROM AUTO	75	102.1	73	158	201	189	-6%	-12
THEFT-OTHER	121	108.0	69	119	380	417	10%	37
Other Criminal Code	Current Period	5 Year Avg	5 Year Min	5 Year Max	2025 YTD	2026 YTD	25/26 % Chg	25/26 Count Diff
ARSON	5	6.5	3	6	10	14	40%	4
CAUSE DISTURBANCE	202	207.4	179	228	651	613	-6%	-38
COLLISION	150	163.7	138	171	513	493	-4%	-20
All Series 4000 Offences	Current Period	5 Year Avg	5 Year Min	5 Year Max	2025 YTD	2026 YTD	25/26 % Chg	25/26 Count Diff
CDSA OFFENCES	33	38.0	20	91	84	94	12%	10
MHA	Current Period	5 Year Avg	5 Year Min	5 Year Max	2025 YTD	2026 YTD	25/26 % Chg	25/26 Count Diff
MHA	203	215.8	194	245	675	545	-19%	-130

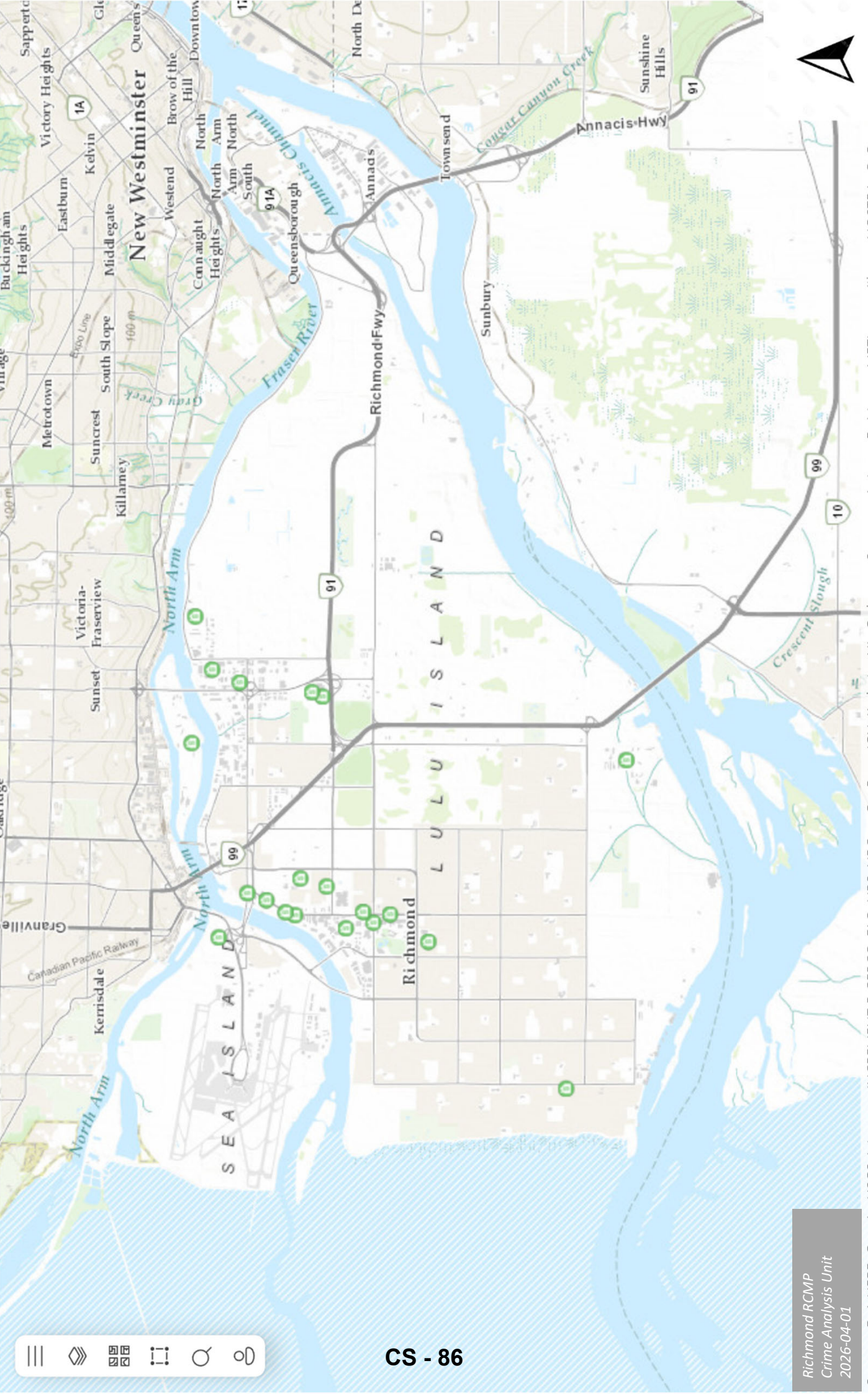
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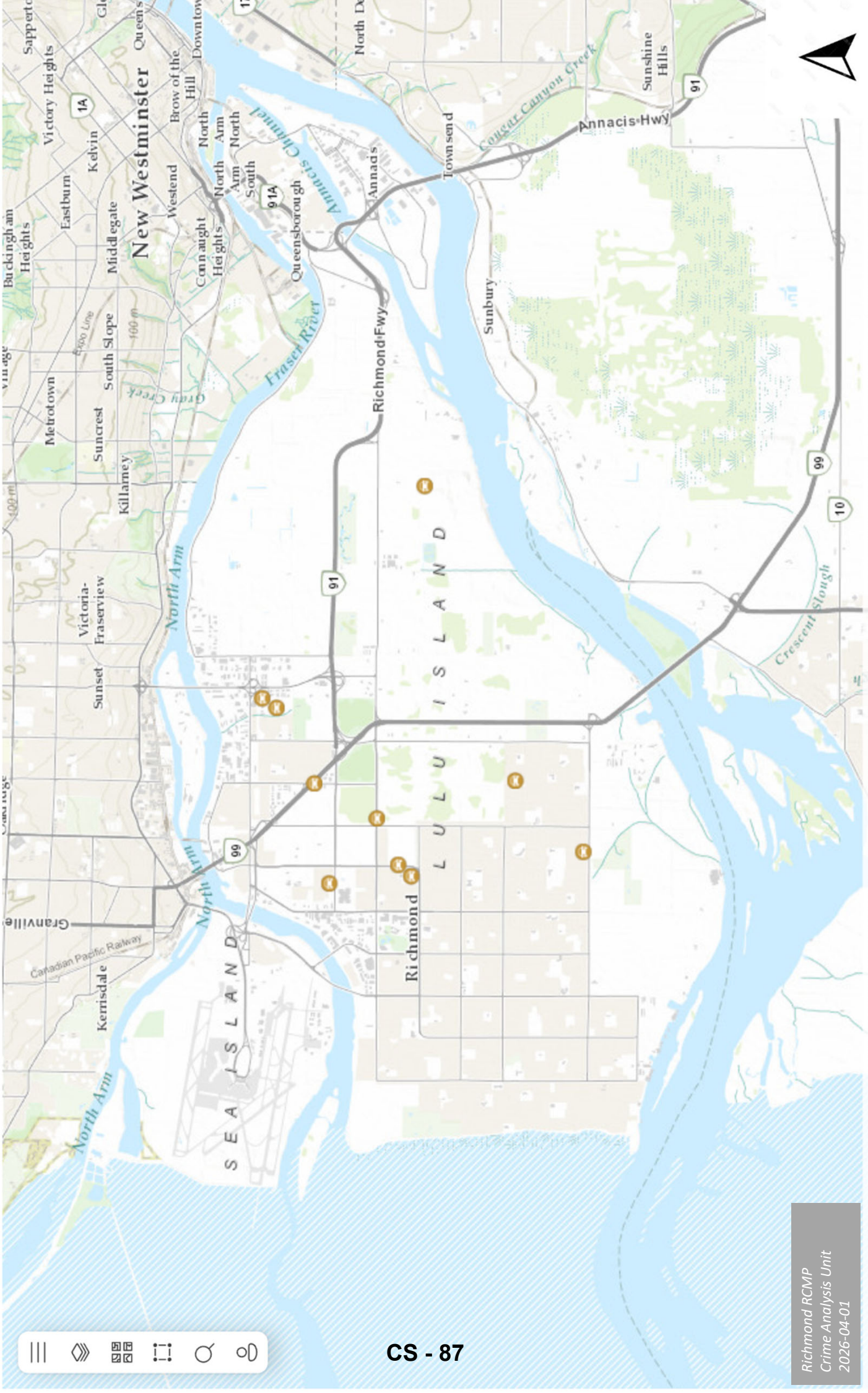
Richmond RCMP
 Crime Analysis Unit
 2026-04-01

Sources: Esri, HERE, Garmin, USGS, Intermap, INCREMENT P, GEBCO, FAO, NPS, NRCAN, GeoBase, IGN, Kadaster NL, Ordnance Survey, swisstopo, Esri Japan, METI, mapwithyou, NOSTRA, © O...



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March ▼

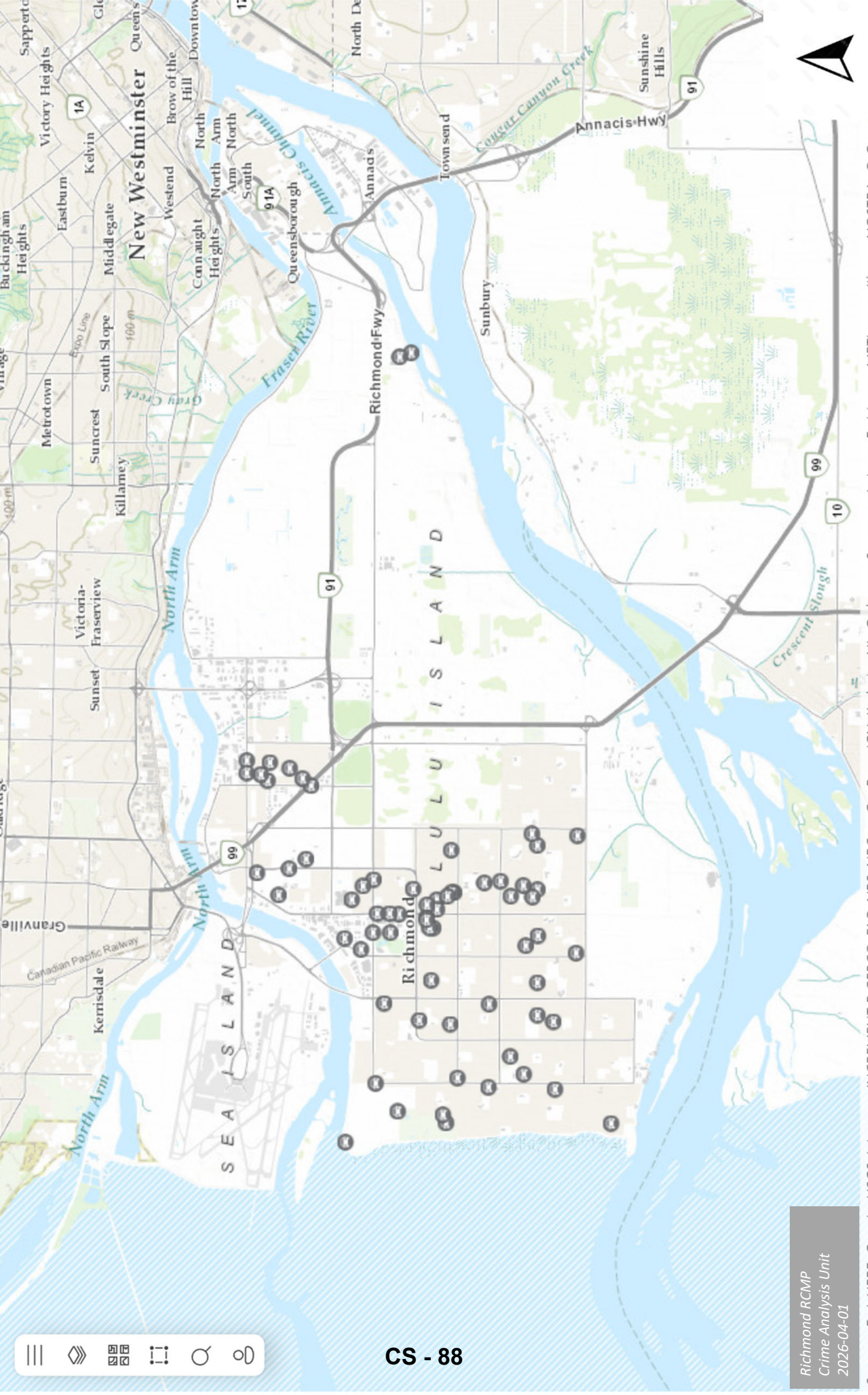
2026

Crime Type

- AUTO THEFT
- BREAK & ENTER BUSINESS
- BREAK & ENTER RESIDENCE
- THEFT FROM AUTO



- THEFT FROM AUTO
- BREAK & ENTER BUSINESS
- BREAK & ENTER RESIDENCE
- AUTO THEFT



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 2026-04-01

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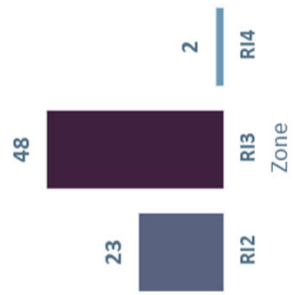
March

2026

Crime Type

- AUTO THEFT
- BREAK & ENTER BUSINESS
- BREAK & ENTER RESIDENCE
- THEFT FROM AUTO

Zone Count



- THEFT FROM AUTO
- BREAK & ENTER BUSINESS
- BREAK & ENTER RESIDENCE
- AUTO THEFT