



## Community Safety Committee

Anderson Room, City Hall  
6911 No. 3 Road

Tuesday, May 13, 2014  
4:00 p.m.

Pg. #      ITEM

### MINUTES

CS-5      *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on Tuesday, April 15, 2014.*



### NEXT COMMITTEE MEETING DATE

Tuesday, June 10, 2014, (tentative date) at 4:00 p.m. in the Anderson Room

### DELEGATIONS

- CS-15      1.    (1)    Neil Dubord, Chief Officer, Metro Vancouver Transit Police to discuss **Transit Police operations** and their partnership with the Richmond RCMP.
- CS-25           (2)    Brian Hobbs, Coxswain, Royal Canadian Marine Search and Rescue (RCMSAR) Station 10 – Richmond to update Committee on **RCMSAR's activities**.
- CS-33           (3)    Frances Clark, Richmond resident, to speak on **emergency services**.

## LAW AND COMMUNITY SAFETY DEPARTMENT

2. **RICHMOND FIRE-RESCUE – MARCH 2014 ACTIVITY REPORT**

(File Ref. No. 09-5000-01) (REDMS No. 4213407)

CS-40

See Page CS-40 for full report

*Designated Speaker: Fire Chief John McGowan*

### STAFF RECOMMENDATION

*That the staff report titled, Richmond Fire-Rescue – March 2014 Activity Report, dated April 17, 2014, from the Fire Chief, Richmond Fire-Rescue, be received for information.*

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3. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – MARCH 2014**

(File Ref. No.) (REDMS No. 4201925)

CS-51

See Page CS-51 for full report

*Designated Speaker: Ed Warzel*

### STAFF RECOMMENDATION

*That the staff report titled, Community Bylaws Monthly Activity Report – March 2014, dated April 28, 2014, from the General Manger, Law & Community Safety, be received for information.*

☐

4. **RCMP'S MONTHLY REPORT – MARCH 2014 ACTIVITIES**

(File Ref. No. 09-5000-01) (REDMS No. 4185094)

CS-58

See Page CS-58 for full report

*Designated Speaker: Supt. Renny Nessel*

### STAFF RECOMMENDATION

*That the report titled, RCMP's Monthly Report – March 2014 Activities, dated April 28, 2014, from the Officer in Charge, Richmond RCMP be received for information.*

☐

5. **SUMMER DOG PROGRAMS**

(File Ref. No. 12-8060-01) (REDMS No. 4218478 v. 3)

CS-71

[See Page CS-71 for full report](#)

*Designated Speaker: Ed Warzel*

**STAFF RECOMMENDATION**

*That the staff report titled Summer Dog Programs (dated April 28, 2014 from the General Manager, Law & Community Safety) be received for information.*



6. **FIRE CHIEF BRIEFING**

(Verbal Report)

*Designated Speaker: Fire Chief John McGowan*

Item for discussion:

(i) *Doors Open – Sea Island Fire Hall No. 4*

7. **RCMP/OIC BRIEFING**

(Verbal Report)

*Designated Speaker: Supt. Renny Nessel*

Item for discussion:

None.

8. **JOINT BRIEFING – FIRE CHIEF AND RCMP/OIC**

(Verbal Report)

*Designated Speakers: Fire Chief John McGowan & Supt. Renny Nessel*

Items for discussion:

(i) *Summer Camps*

(ii) *Tim Horton's Camp Day*

(iii) *Summer Safety*

(iv) *Public Works Open House – Emergency Programs*

9. **MANAGER'S REPORT**

Item for discussion:

(i) *Emergency Preparedness Week*

Pg. #

ITEM

## ADJOURNMENT







## Community Safety Committee

Date: Tuesday, April 15, 2014

Place: Anderson Room  
Richmond City Hall

Present: Councillor Derek Dang, Chair  
Councillor Linda McPhail  
Councillor Ken Johnston  
Councillor Evelina Halsey-Brandt  
Councillor Bill McNulty  
Mayor Malcolm Brodie (entered at 4:36 p.m.)

Also Present: Councillor Chak Au

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

### MINUTES

It was moved and seconded

*That the minutes of the meeting of the Community Safety Committee held on Tuesday, March 11, 2014, be adopted as circulated.*

**CARRIED**

### NEXT COMMITTEE MEETING DATE

Tuesday, May 13, 2014, (tentative date) at 4:00 p.m. in the Anderson Room

### DELEGATION

1. Gary Cross, 8238 Saba Road, provided background information regarding rodents at Lang Park and the following information was noted:
  - concerns regarding rodents and pigeons at Lang Park was initially brought to staff's attention in April 2013;

## Community Safety Committee

### Tuesday, April 15, 2014

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- Lang Park is riddled with pigeon feces, and as such, this may pose a health risks for park users and children attending the adjacent daycare;
- bylaw enforcement officers do not enforce provisions related to rodents of the Public Health Protection Bylaw No. 6989 while attending Lang Park;
- there is one individual who attends Lang Park regularly and continually feeds the rodents and pigeons;
- basic rodent control measures include the elimination of reliable food sources; and
- in an effort to address concerns of rodents at Lang Park, the City removed hedges where the rodents were nesting and placed bait stations throughout the park; this is not an adequate measure to control the rodents as the rodents continue to have a reliable food source.

In reply to queries from Committee, Mr. G. Cross advised that the individual who regularly attends Lang Park to feed the rodents and pigeons typically arrives in the afternoon. Mr. Cross noted that he has requested that multi-lingual signs be placed at Lang Park; however this has not been done.

Committee queried whether food vendors at the Richmond Public Market are perpetuating the rodent issues, and it was noted that since the rodents are eating in the park and have burrows in the park, their food source is located in the park, not at the Richmond Public Market.

Dalton Cross, Environmental Health Officer, Richmond Health Services, Vancouver Coastal Health, spoke of the rodent concerns at Lang Park and advised the following:

- health officers have attended Lang Park on several occasions and witnessed food on the ground and people feeding the pigeons;
- an investigation concluded that the rodents do indeed live in the park;
- bait stations have been placed throughout the park; however as there continues to be a reliable food source, the rodents do not ingest the bait;
- the rodents' food source must be eliminated so that they are encouraged to ingest the bait;
- bait stations are not a long-term solution; and
- the location of bait stations must be carefully determined in compliance with provincial regulations.

## **Community Safety Committee**

### **Tuesday, April 15, 2014**

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Mike Redpath, Senior Manager, Parks, stated that staff have removed open-basket garbage cans and increased litter patrol in an effort to address the rodent concerns. He advised that the City's signage practice is to provide pictogram signage as oppose to multi-lingual signage. Also, he noted that staff have been working with the City Centre Community Centre to advise patrons not to feed the rodents or pigeons at the park.

In reply to queries from the Chair, Edward Warzel, Manager, Community Bylaws, spoke of the individual who has been attending Lang Park regularly and continually feeds the rodents and pigeons, noting that a warning was issued to this individual.

Discussion ensued and Committee queried (i) the individual's state of mind, (ii) the Richmond Public Market's cleanliness, and (iii) the number of rodents at Lang Park.

In reply to concerns expressed by Committee, staff advised that (i) the open-basket garbage cans were not replaced as there are garbage cans along the area's sidewalks, and (ii) fines may not deter the individual from continuing to feed the rodents and pigeons. Also, Mr. D. Cross noted that, assuming that the rodents and pigeons' feces possess pathogens that make people sick, proper hand washing effectively addresses any health risks.

Mr. Warzel then commented on next steps and the Chair requested that Committee be updated on the matter in the near future.

## **PRESENTATION**

2. Lainie Goddard, Manager, RCMP Administration, acknowledged Greg Lindenbach, Manager, RCMP IT Support, and Elaine Pedersen, Records and Information Coordinator, Richmond RCMP, for their work on the development of Online Crime Reporting.

Ms. Goddard then provided background information and highlighted the following regarding Online Crime Reporting:

- currently, an individual wishing to report a crime that has occurred in Richmond can do so only by phone or in person at the Richmond detachment;
- the Online Crime Reporting initiative will facilitate a third manner in which an individual may report a crime that has occurred in Richmond – on the internet; and

## Community Safety Committee

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- crimes reported online must meet the following criteria: (i) the value of a stolen item must be less than \$5,000; (ii) the value of a lost item must be less than \$5,000; (iii) an unknown person has vandalized one's property or one's vehicle; (iv) an unknown person has broken into one's vehicle; and (v) one's vehicle has been in a hit and run accident.

*Mayor Brodie entered the meeting (4:36 p.m.).*

With the aid of a PowerPoint presentation (copy on file, City Clerk's Office), Ms. Goddard reviewed the Online Crime Reporting submission process.

In reply to queries from Committee, Superintendent Renny Nessel, Officer in Charge, Richmond RCMP and Ms. Goddard advised that (i) the *Freedom of Information and Protection of Privacy Act* protects individual information submitted, while allowing the RCMP to utilize other information for statistical purposes, (ii) watch commanders and station constables have received training on this initiative, (iii) the types of crimes permitted to be filed online typically do not require the attendance of a police officer, (iv) a vetting process will ensure that files that do require the attendance of a police officer are forwarded accordingly, and (v) Surrey RCMP and Richmond RCMP are the only police agencies in the Lower Mainland that utilize Online Crime Reporting.

Supt. Nessel stated that the Richmond RCMP anticipates that Online Crime Reporting will simply crime reporting for lesser crimes, thus providing a more accurate level of crime occurring in Richmond.

## LAW AND COMMUNITY SAFETY DEPARTMENT

### 3. **EMERGENCY INFORMATION PLAN**

(File Ref. No.) (REDMS No. 4166524 v. 5)

Ted Townsend, Senior Manager, Corporate Communications, provided background information and commented on extensive changes in communication best practises for emergencies. He stated that the prevalence of the Internet, and the advent of social media and mobile devices have heightened the importance of information during an emergency, noting that information is instantaneous.

In reply to queries from Committee, Mr. Townsend commented on public outreach initiatives such as the Get REaDY Summit, and spoke of the City's social media accounts.

It was moved and seconded

*That the Emergency Information Plan, as required under the British Columbia Emergency Program Act, be approved.*

**CARRIED**

**Community Safety Committee**  
**Tuesday, April 15, 2014**

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**4. THE CITY'S EMERGENCY PROGRAMS AND THE AUDITOR GENERAL REPORT: CATASTROPHIC EARTHQUAKE PREPAREDNESS IN BC**

(File Ref. No. 09-5125-01/2014) (REDMS No. 4194974 v. 5)

It was moved and seconded

*That the staff report titled The Auditor General Report: Catastrophic Earthquake Preparedness in BC and the City's Emergency Programs dated March 28, 2014 from the General Manager, Law and Community Safety be received for information.*

**CARRIED**

**5. BC AMBULANCE SERVICE – DISPATCH PROTOCOL CHANGES**

(File Ref. No.) (REDMS No. 4189980 v. 5)

Tim Wilkinson, Deputy Fire Chief, Richmond Fire-Rescue (RFR), provided background information and commented on the effects of changes to the BC Ambulance Service (BCAS) Medical Dispatch System.

In reply to queries from Committee, Deputy Fire Chief Wilkinson stated that, thus far, the city has not experienced any improvements as a result of the protocol changes; however he noted that BCAS has excellent response times for critical events in the city and therefore RFR does not anticipate significant improvements in this area. With that said, he noted that RFR is experiencing longer wait times for less critical events, and as such, RFR is continuing to closely monitor this area. Also, Deputy Fire Chief Wilkinson commented on advocacy from the Fire Chiefs Association of BC, noting that currently data is being studied to determine the true impact of BCAS's protocol changes. Also, Deputy Fire Chief Wilkinson stated that BCAS evaluates patients' outcomes, and therefore, RFR does not have access to such information; however, the Fire Chiefs Association of BC is trying to gain access to said information.

It was moved and seconded

*(1) That the Fire Chief continue to update Council on the impacts of the BC Ambulance Service dispatch protocol changes; and*

*(2) That staff continue to work collaboratively with BC Emergency Health Services, to further develop the emergency medical care system for the citizens of Richmond.*

**CARRIED**

**6. COMMUNITY IMPACTS OF THE PROPOSAL TO ELIMINATE HOME DELIVERY SERVICE BY THE CANADA POST CORPORATION**

(File Ref. No. 01-0140-20-CPOS1/2014) (REDMS No. 4206383)

## Community Safety Committee

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Amarjeet Rattan, Director, Intergovernmental Relations and Protocol Unit, provided background information and noted that staff are in discussions with Canada Post's Vice-President of Government Relations and Policy regarding impacts to the City.

Mr. Rattan reviewed Richmond's mail delivery service, noting that currently 41,000 addresses receive home mail delivery (representing 54% of mail throughout the city), 4,600 addresses are served by community mailboxes (representing six per cent of mail throughout the city), and the remaining 40% receive home mail delivery through other methods such as lobby mailboxes. Also, Mr. Rattan advised that business will not be impacted by the proposed changes.

In reply to queries from Committee regarding mail security impacts associated with community mailboxes, Mr. Rattan advised that staff have no new information regarding this matter; however, he stated that staff anticipate discussing this matter with Canada Post's Vice-President of Government Relations and Policy.

Discussion ensued and Committee expressed concern with regard to (i) the location of community mailboxes, particularly in established neighbourhoods, and (ii) lack of information regarding Canada Post's proposal to eliminate home delivery service.

Discussion further ensued and Committee commented on strengthening staff's recommendation. As a result of the discussion, the following **motion** was introduced:

It was moved and seconded

- (1) *That a letter be written to the Federal Government and the Canada Post Corporation, through the federal Minister of Transportation, to express City opposition with the current proposal to replace home mail delivery service with community mailboxes and request that Canada Post consult with the City to:*
  - (a) *ensure that any new mail delivery service proposal provides for the continued security of citizens' private information and property;*
  - (b) *ensure that all proposals related to home mail delivery provide for the necessary safety and protection of seniors and persons with mobility restrictions;*
  - (c) *address specific issues related to the impact of any proposed home mail delivery changes to existing federal, provincial and local government obligations related to the statutory notification of property owners and citizens;*

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- (d) remove the discretion of the Federal Government under the Canada Post Corporation Act to utilize City-owned property for any community mailbox program in urban centres, without the direct consultation and approval of local governments;*
- (2) That a copy of the letter to the federal Minister of Transportation be sent to:*
  - (a) Richmond MPs and MLAs;*
  - (b) the Honourable Coralee Oakes, Minister of Community, Sport and Cultural Development;*
  - (c) the BC Chief Electoral Officer – Mr. Keith Archer, Elections BC;*
  - (d) the Federation of Canadian Municipalities;*
  - (e) the Union of BC Municipalities; and*
  - (f) Metro Vancouver.*

**CARRIED**

**7. HAZARDOUS MATERIALS EQUIPMENT LOAN AGREEMENT – HER MAJESTY THE QUEEN**

(File Ref. No.) (REDMS No. 4167453 v. 5)

In reply to queries from Committee regarding the hazardous materials equipment, Deputy Fire Chief Wilkinson provided the following information:

- the hazardous materials equipment is sophisticated and can identify explosives, weapons, chemical agents, biohazards, nuclear and radioactive materials, and narcotics;
- the equipment is being offered to RFR as it is no longer useful to the federal government agency; and
- the equipment's lifecycle indicates that it will be of use for approximately ten years.

It was moved and seconded

*That the Chief Administrative Officer and General Manager of Law and Community Safety be authorized to execute a loan agreement on behalf of the City of Richmond and Her Majesty The Queen In Right of Canada for hazardous materials identification equipment to be used by Richmond Fire-Rescue, as outlined in the staff report dated March 28, 2014 from the Deputy Fire Chief.*

**CARRIED**

**Community Safety Committee**  
**Tuesday, April 15, 2014**

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**8. RICHMOND FIRE-RESCUE – FEBRUARY 2014 ACTIVITY REPORT**  
(File Ref. No. 09-5000-01/2014) (REDMS No. 4179697 v. 4)

Deputy Fire Chief Wilkinson commented on fires in February 2014, noting that the increase in total content loss is attributed to one incident; he advised that an estimated \$750,000 of damage was a result of water damage from the sprinkling system.

Committee thanked RFR for their community involvement, highlighting RFR's donations at the Night of Hope event.

It was moved and seconded

*That the staff report titled Richmond Fire-Rescue – February 2014 Activity Report dated March 28, 2014 from the Fire Chief, Richmond Fire-Rescue be received for information.*

**CARRIED**

**9. RCMP'S MONTHLY REPORT – FEBRUARY 2014 ACTIVITIES**  
(File Ref. No. 09-5000-01/2013) (REDMS No. 4172020 v. 2)

Inspector Sean Maloney, Richmond RCMP, reviewed RCMP activities for February 2014.

It was moved and seconded

*That the report titled RCMP's Monthly Report – February 2014 Activities (dated March 28, 2014, from the Officer in Charge, Richmond RCMP) be received for information.*

**CARRIED**

**10. COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – FEBRUARY 2014**  
(File Ref. No.) (REDMS No. 4171136 v. 7)

In reply to a query from Committee, Ed Warzel, Manager, Community Bylaws, commented on complaints regarding off-leash dogs, noting that staff are taking steps to address the matter.

It was moved and seconded

*That the staff report titled Community Bylaws Monthly Activity Report – February 2014, dated March 21, 2014, from the General Manager, Law & Community Safety, be received for information.*

**CARRIED**



## **Community Safety Committee**

### **Tuesday, April 15, 2014**

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#### **11. FIRE CHIEF BRIEFING**

(Verbal Report)

##### **(i) 911 Awards Dinner**

Deputy Fire Chief Wilkinson noted that the 911 Awards honour all members of the emergency services in Richmond, and highlighted that 30 RFR members were nominated for an award.

##### **(ii) Bike to Work Month**

Deputy Fire Chief Wilkinson spoke of RFR initiatives related to Bike To Work month, such as the importance of wearing a helmet and being visible while cycling.

##### **(iii) McHappy Day**

Deputy Fire Chief Wilkinson advised that, in support of McHappy Day – May 7, 2014, RFR crews will be providing safety information regarding cooking at home.

#### **12. RCMP/OIC BRIEFING**

(Verbal Report)

In reply to a query from Committee regarding Chinese driver's licences, Supt. Nessel provided the following information:

- violations are not categorized by an individual's race;
- Richmond RCMP have encounter fraudulent driver's licences as a result of stopping a vehicle for a traffic violation;
- the Officer in Charge of traffic services for BC has requested that the Province review related legislation to clarify any areas that may be confusing;
- tourists and students from foreign countries may use a driver's licence issued from another country for up to six months; however, such individuals must be able demonstrate that they are indeed a tourist or a student; and
- if an individual has permanently moved to BC, the individual must obtain a BC driver's licence within 90 days of becoming a permanent resident.

Supt. Nessel then demonstrated examples of fraudulent driver's licences the Richmond RCMP has encountered.

#### **13. MANAGER'S REPORT**

None.

**Community Safety Committee**  
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**ADJOURNMENT**

It was moved and seconded

*That the meeting adjourn (5:50 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  
15, 2014.

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Councillor Derek Dang  
Chair

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Hanieh Berg  
Committee Clerk




# TRANSIT POLICE

CS - 15

**ON DUTY**  
THE METRO VANCOUVER TRANSIT POLICE





# SAFETY, SECURITY & COMFORT

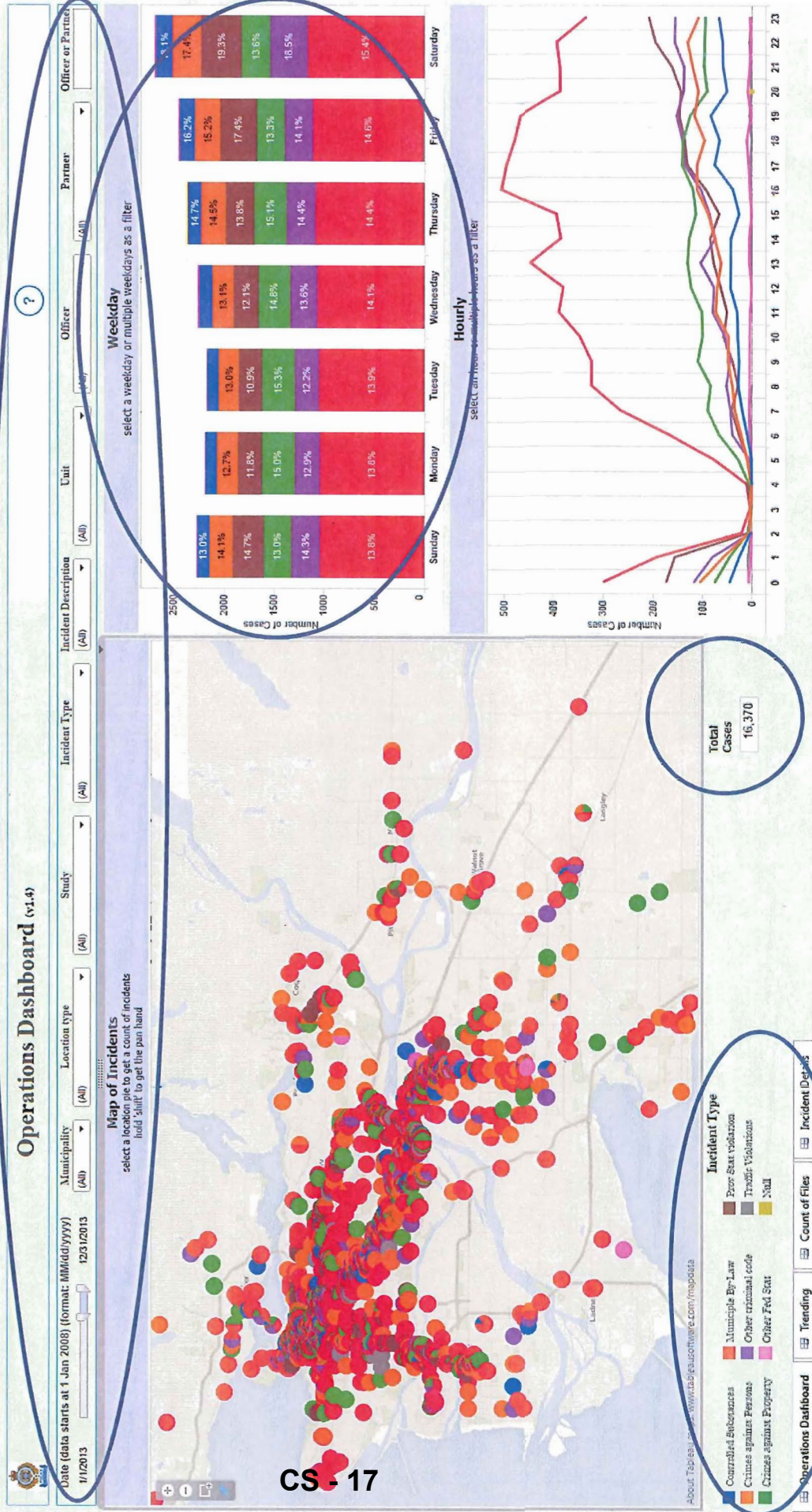
## Safety Continuum



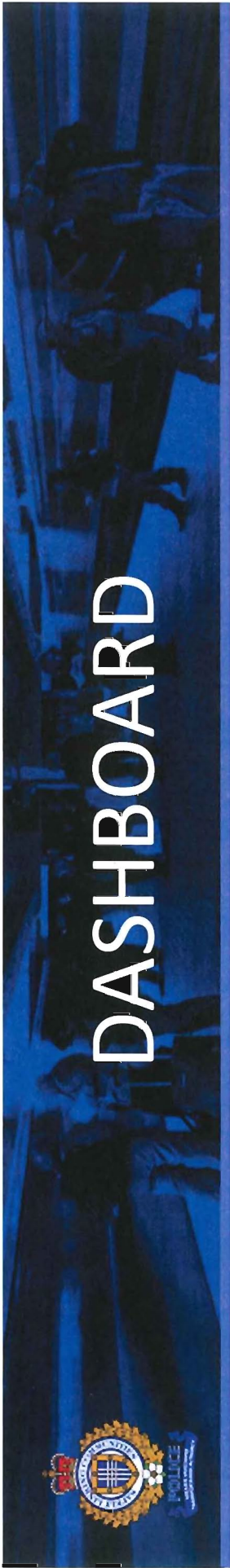




# DASHBOARD





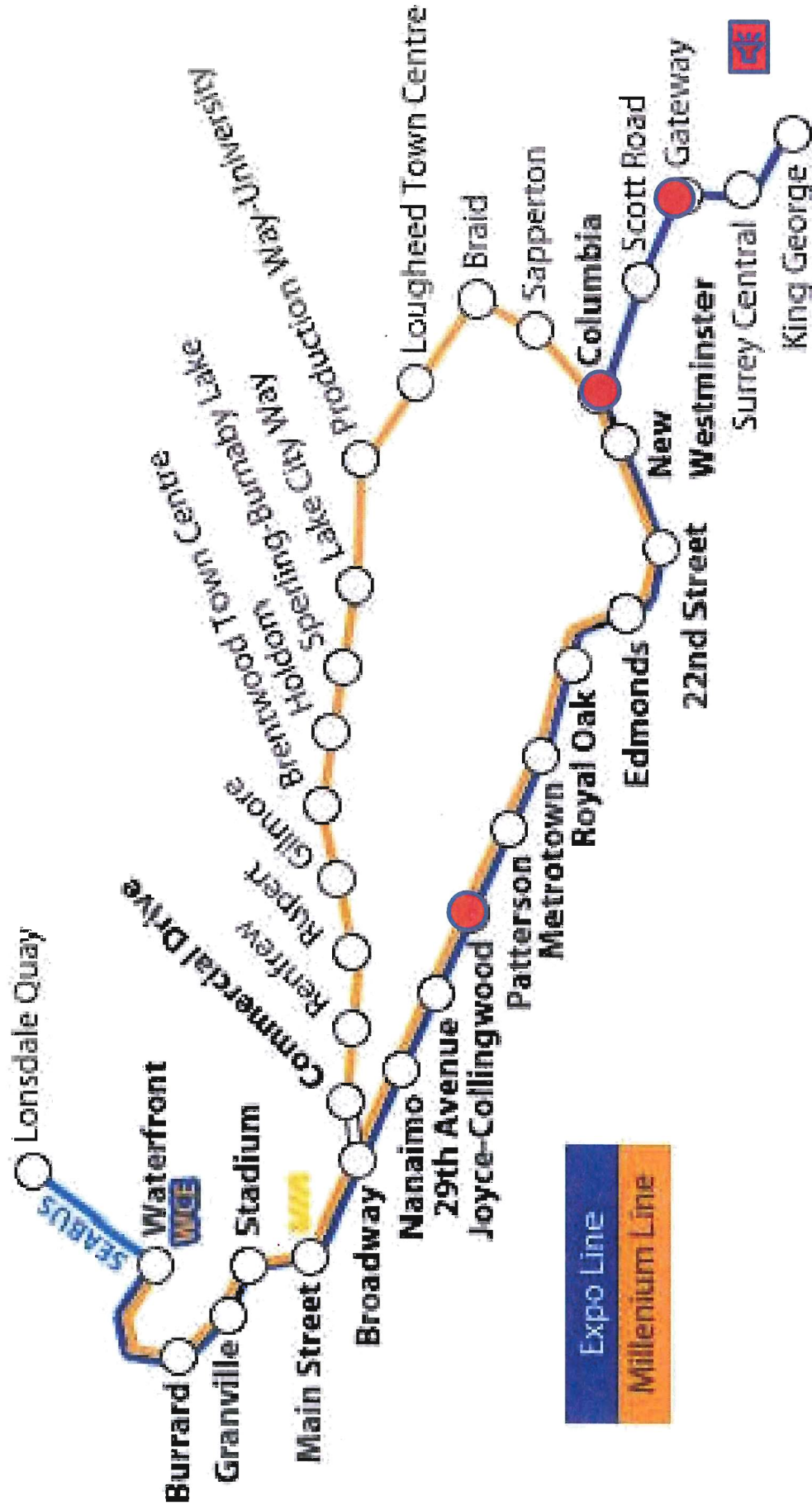


# DASHBOARD





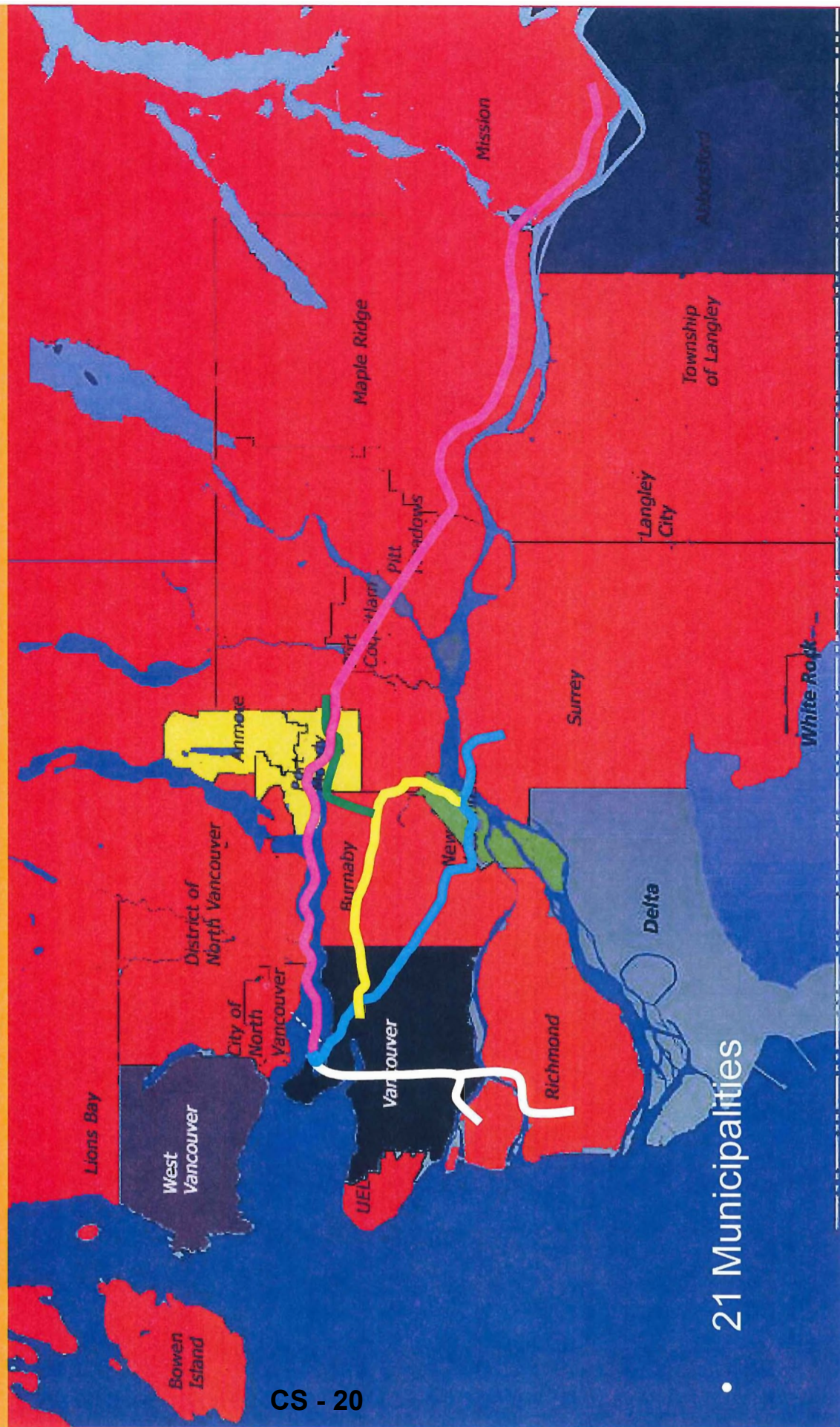
# MULTIPLE JURISDICTION







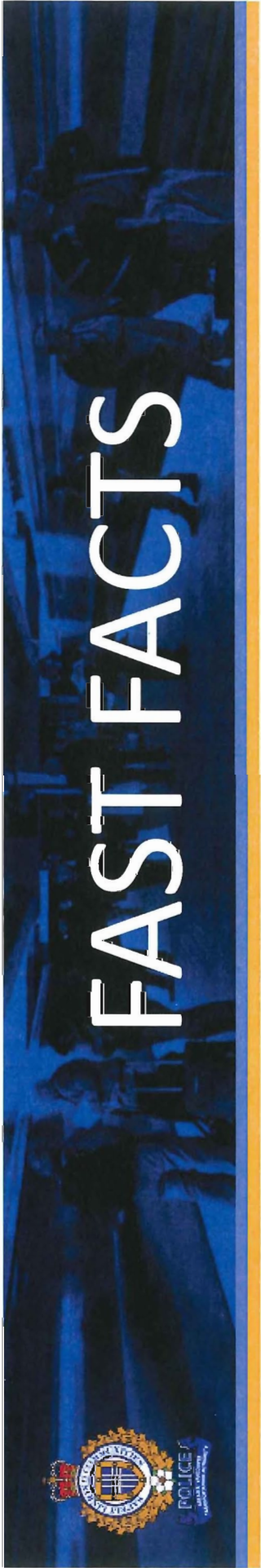
# REGIONAL TRANSPORTATION SYSTEM



CS - 20

- 21 Municipalities





167  
133.5  
49  
11  
6  
1800  
1400  
8



# PREDICTIVE POLICING

CS - 22

**Safely Linking  
Communities**

[www.transitpolice.bc.ca](http://www.transitpolice.bc.ca)

# Prediction of Places - Hotspots

Version 1.2

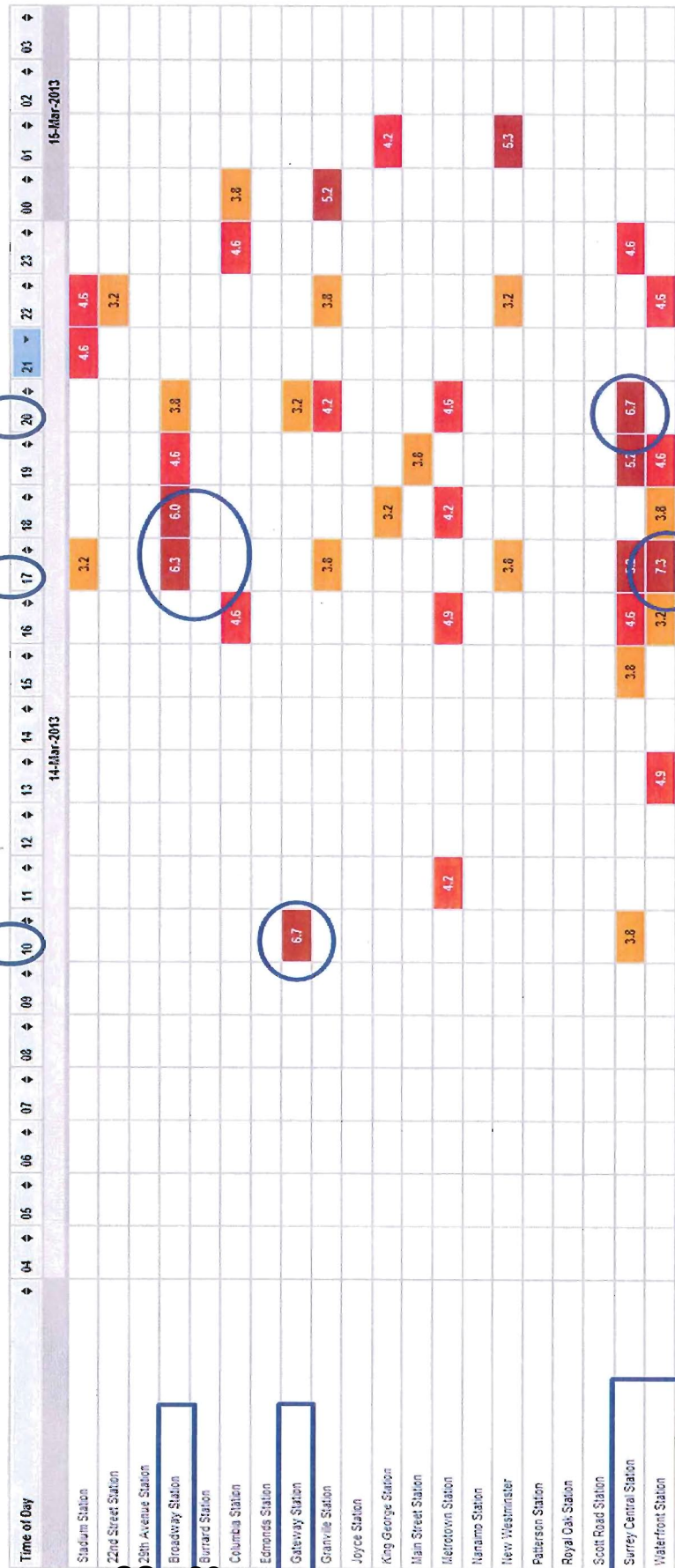
Generate crime forecast for: **14-Mar-2013** Available Deployment Hours: **40** Overall

The Daily Crime Forecast for Thursday March 14th, 2013 and Friday March 15th, 2013 Open Legend

Canada Line

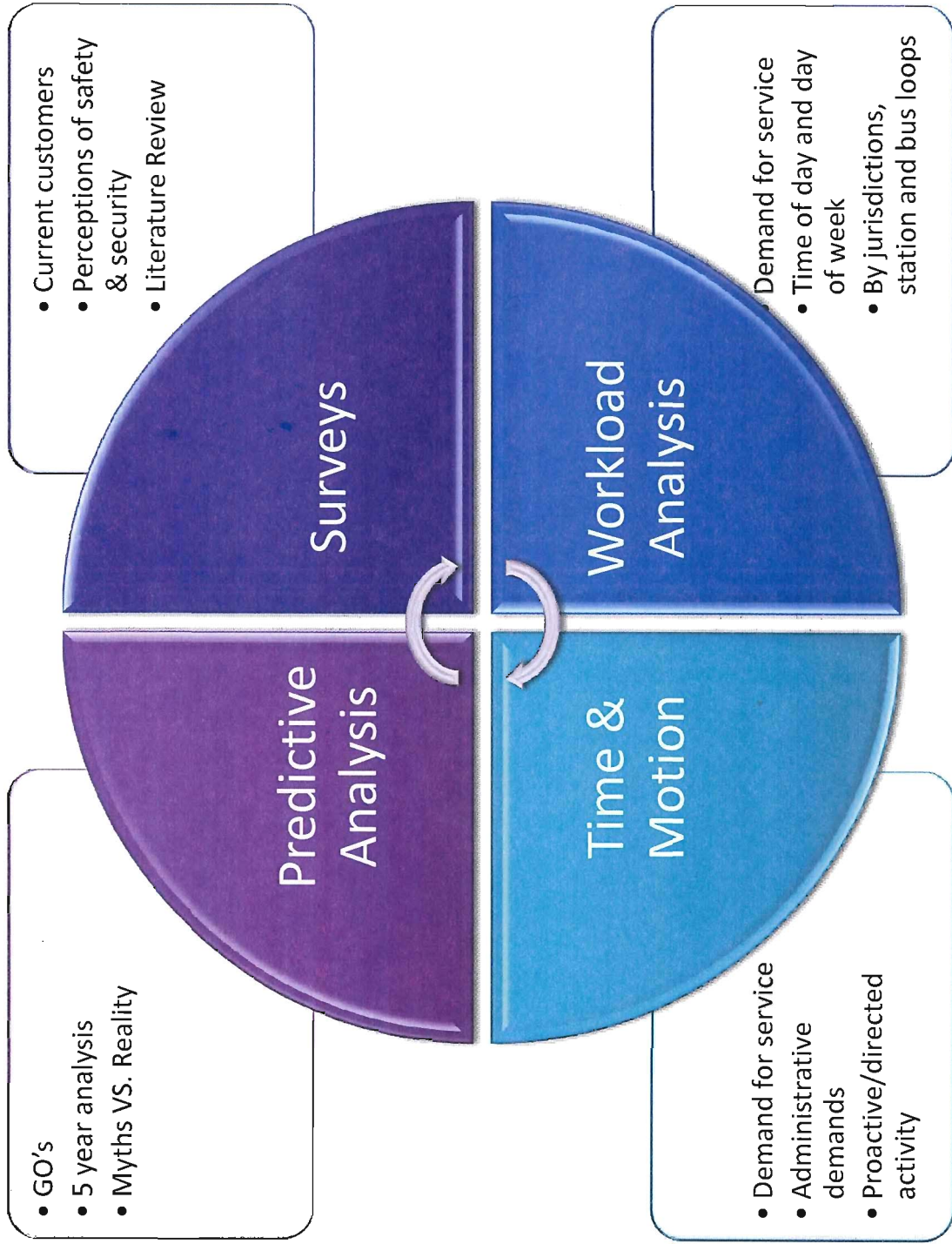
Expo Line

Probability	Meaning
5x	Extremely high probability: More than 5x the average.
4x	Very high probability: More than 4x the average.
3x	High probability: More than 3x the average.
2x	Medium probability: More than 2x the average.
1x	Low probability: Average.
-	Very low probability: Less than average.





# Creation of a Service Delivery Model



# Search and Rescue in Richmond

## 2013 Year in Review

**Royal Canadian Marine Search and Rescue  
(RCMSAR)**

**Station 10 Richmond**

***"Volunteers Saving Lives on the Water"***

**RCM • SAR**





**RCMSAR Vessel**

**Jimmy Ng**

CS - 26



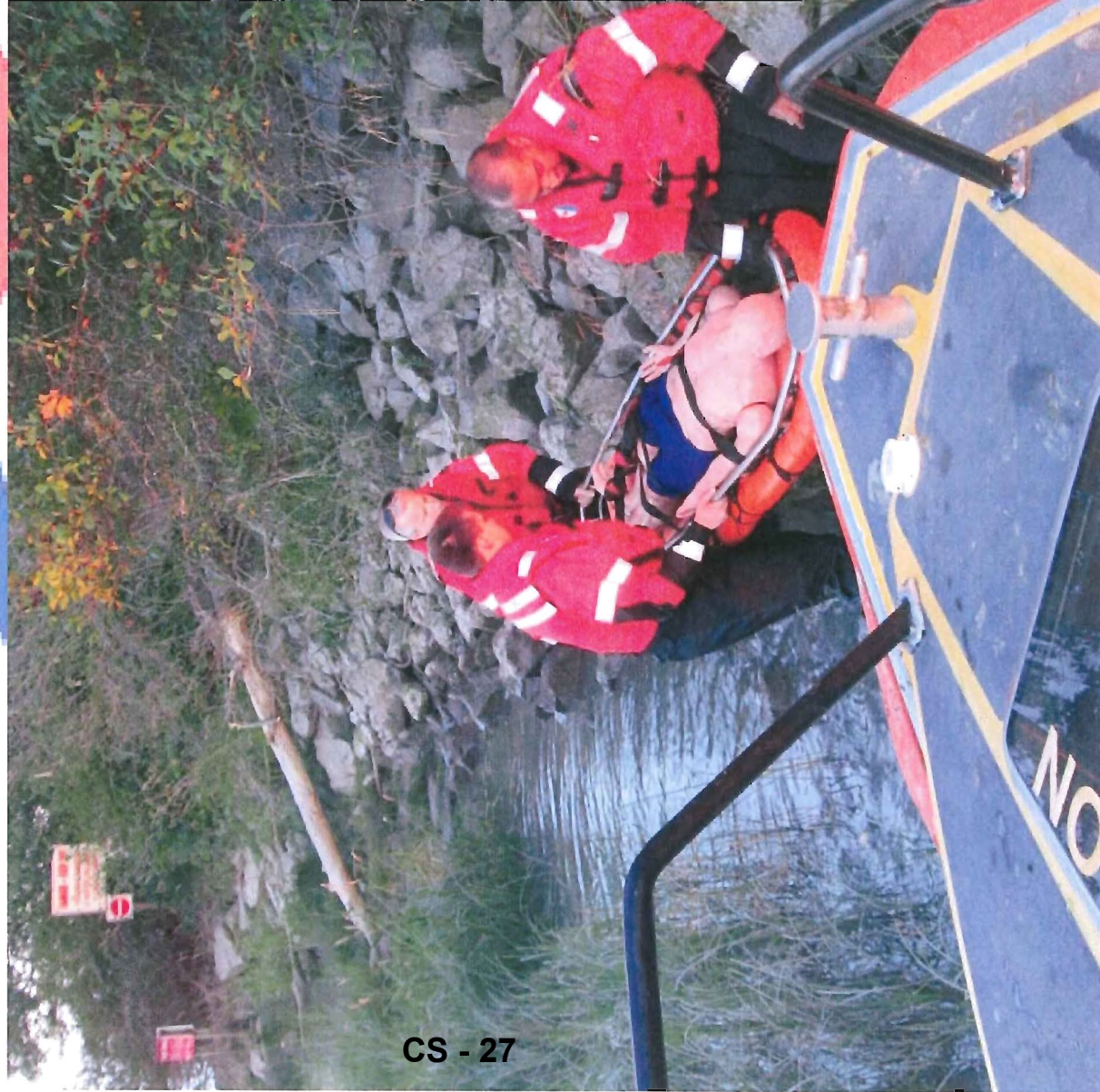
**RCMSAR Vessel**

**B. R. Hastings**





# 2013 Missions/Training



CS - 27

## General Stats

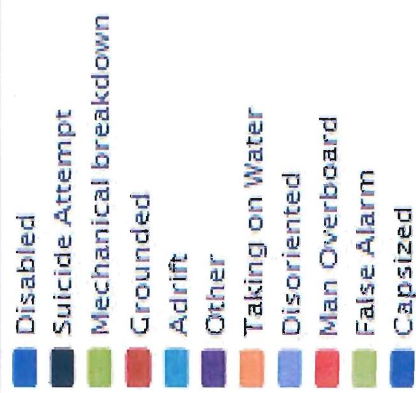
Total Missions	39
Total Cases	38
Total Stand Downs	6
Total Hours	59.70 h
Total Stood Down Time	3.77 h
Person-Hours	224.79 h
Average Total Person-Hours	24.49 h
Average POB	4
Average Duration	1.53 h
Average Response	14.49 min
Average Stand Down Time	0.63 h
People Saved	0
People Assisted	35
Property Value	\$520,500.00



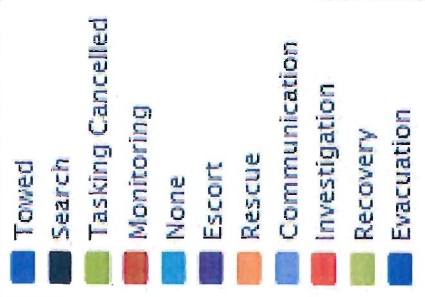
SAR Missions  
By Classification



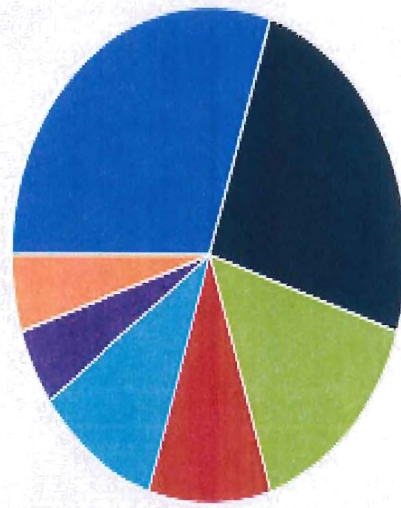
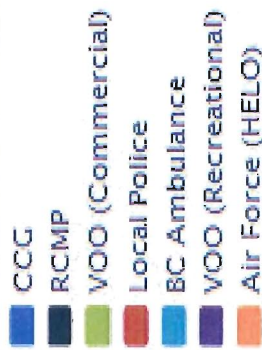
SAR Missions  
By Type



SAR Missions  
By Action

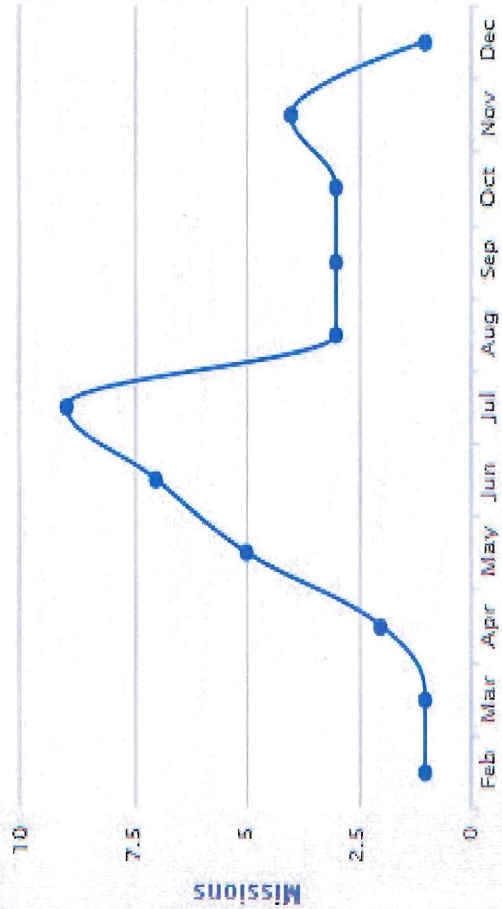


Other Agencies  
By Mission Count





Missions  
By Month



—●— Missions

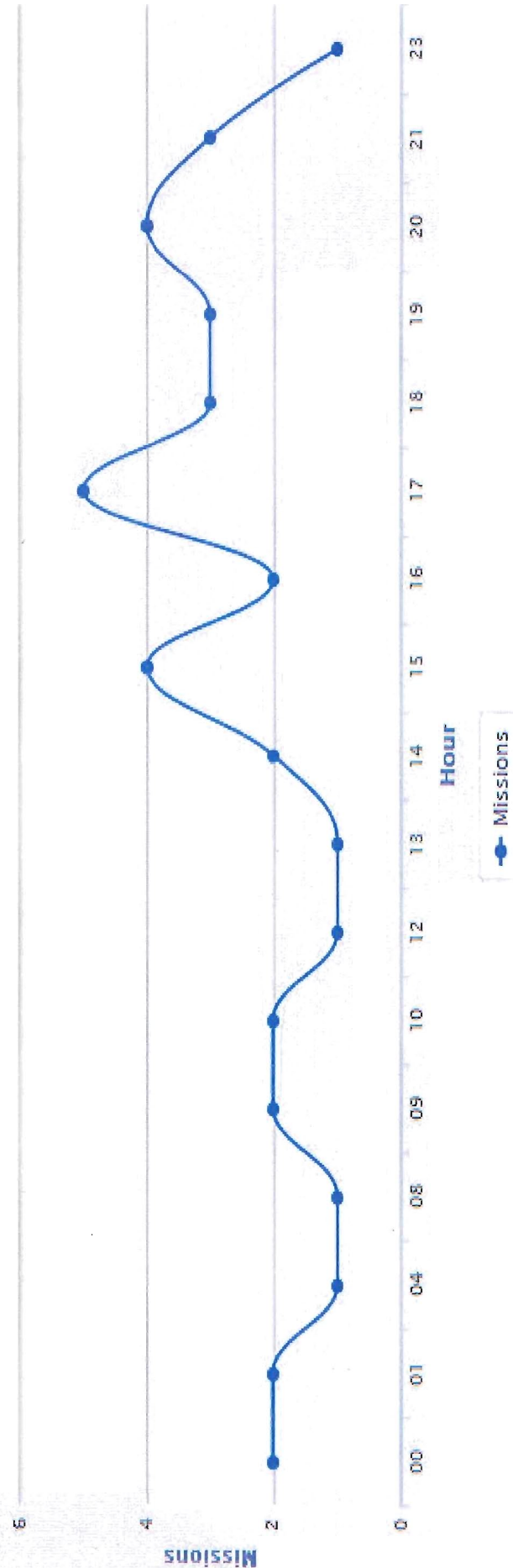
Missions  
By Day Of Week



—●— Missions

CS 429

Missions  
By Hour of the Day



—●— Missions

Type	Count	Hours	Avg. Hours	Person Hours	Avg. Duration
Special Event	6	28.25	4.11	113.0000	4.71
Boating Safety Event	4	11.25	5.84	37.7500	2.81
Vessel Maintenance	50	98.25	43.94	193.5000	1.97
Community Event	21	68.25	13.55	282.2500	3.25
Fundraising	2	3	7.66	10.2500	1.50
Administration	68	158	58.86	466.0000	2.32
Training/Curriculum Development	7	27.5	5.22	27.5000	3.93
SAR Patrol	7	35	4.21	171.7500	5.00
<b>Totals</b>	<b>165</b>	<b>429.5</b>	<b>143.39</b>	<b>1302</b>	<b>2.60</b>









# Future of SAR in Richmond



## PRESENTATION TO COMMUNITY SAFETY COMMITTEE

The City of Richmond's Mission is . . . □To protect and enhance the City's livability and economic well-being for current and future generations.

\* \* \* \* \*

Mr. Chairman, and Community Safety Committee members - - -

With the above in mind, I believe it is time to follow-up on the letter I submitted on to Council - May 23, 2013 - - - one year ago. A letter that was not made public by the City, although it was in response to an item on the public agenda. That letter is attached - -

One risk factor omission in my letter of May, 2013, was the fact that an average of 35 or more tanker trucks carrying jet fuel travel through Richmond via the highway and Bridgeport Road on their way to the airport every day - - - - adding yet another hazard to our daily lives.

At the time of my letter, the City was purchasing equipment to **replace** aging, fire trucks - - Since that meeting, the City announced that it would be going forward with the construction of two "**replacement**" Fire Halls. . . . No. 1 and No. 3 which serve the hub of the city, as well as YVR, two high-traffic freeways, areas of the Fraser River, and provide backup to most of the other Halls within Richmond's geographical area.

Please focus on the words "replace – and – replacement". This is what the city has been focusing on - - - despite the dynamic increase in our population. . . . not providing additional resources . . .

My presentation to the Community Safety Committee will focus on this fact - - - - and indicate to you and the public at large just how serious this issue is - - -

**THE CITY OF RICHMOND HAS NOT INCREASED THE NUMBER OF "FIRST RESPONDERS" - - - - FIREFIGHTERS - - - - SINCE 1990. . . . that is 24 years ago.**

As a comparison, I will focus on how nearby communities are addressing their emergency resource needs - -

++Please refer to the information that is attached regarding two such communities, Burnaby and Delta, to see how high a priority community safety is to them. \*\* attached

The city of Richmond has indicated to the public that it is focusing on "prevention" - - - a term that has been used at numerous meetings I have attended while working on the Official Community Plan. However, if you compare us to the two communities I use as examples, they too have a focus on "Prevention" & "Public Education" **BUT**, They are not neglecting their Emergency Response Capabilities, and neither has the high number of "risk" factors that Richmond has, though Burnaby has a significant number.

Nor are we doing well on the other "comparison" charts - - - - insurance rates (we appear to be at the highest level of any community – which must impact the City's bottom line, as well as the Business Community), first responders per capita (we appear to be at the bottom of that chart on that, with the lowest per capita).

Something has to be done before we are faced with serious incidents - - - a major airliner failing to make it to the airport runway, (coming in too low & too slow) as was the case in San Francisco, A fire in a high-rise, hotel or business complex or in one of the all-wood 6 story condominiums currently under construction. The list is endless.

I will respond to how the financial impact of addressing our needs can and will be minimized, without taking away from other community priorities.

Community safety must be one of the priority responsibilities of our City Council - - - - it is part and parcel of being responsible for the health and wellbeing of your community.

With an election on the horizon, we need to learn who agrees . . . . who will step up to the plate and help bring about the change we need.

## **FIRE RESCUE SERVICE COMPARISONS**

The following information dates back to January of 2013 from a colleague of mine who works for Burnaby Fire. He stated the following minimum staffing:

1 Hall has 12 ff

2ff= dispatchers

2ff=Rescue 1

2ff=Rescue 2

2ff= Command 1

4ff= Engine 1

2 Hall has 7 ff

4ff= Engine 2

3ff= Ladder 2

3 Hall has 11 ff

4ff= Engine 31

4ff= Engine 32

3ff= Ladder 3

4 Hall has 4 ff

4ff= Engine 4

5 Hall has 7 ff

4ff= Engine 5

3ff= Ladder 5

6 Hall has 7 ff

4ff= Engine 6

3ff= Ladder 6

7 Hall has 4 ff

4 ff= Engine 7

So, if you subtract the 2 dispatchers (we have Ecomm), that gives them a minimum **on-duty staffing level of 50 in 7 Fire Halls.**

As you know Burnaby is only slightly larger in population (approx 225,000), their website indicates a total staff of 289 for Fire-Rescue

Info regarding Delta Fire - January 2013 information indicates that their minimum on-duty staffing is 31 members in 6 fire stations.

However, Delta has just announced that they are building a fully staffed 7th fire hall. If that is the case, it may be that their minimum **on-duty staffing should rise to 35 members**, surpassing us for a community half the size in population, with no high rises, no tank farms or pipelines, no international airport and no elevated transit system.

**Richmond, with a population of in the area of 210,000 has a minimum on-duty staffing of 33 suppression members with the following distribution:**

- 1 Hall has 7 ff
  - 1ff= Command 1
  - 2ff= Rescue 1
  - 4ff= Quint 1
- 2 Hall has 4 ff
  - 4ff= Engine 2
- 3 Hall has 4 ff
  - 4ff= Engine 3
- 4 Hall has 4 ff
  - 4ff= Engine 4
- 5 Hall has 4 ff
  - 4ff= Engine 5
- 6 Hall has 4 ff
  - 4ff= Quint 6
- 7 Hall has 6 ff
  - 4ff= Quint 7
  - 2ff= Rescue 7



8160 Railway Ave.  
Richmond, B.C.  
V7C 3K2  
May 23, 2013

Mayor and members of Council,  
City of Richmond

While I am pleased to see the report from the Community Safety Committee recommending the purchase of two new fire trucks, it should be recognized by the public that these are not “**in addition to**” existing equipment, but are intended to “**replace**” vehicles that are well passed retirement age. Nothing new is being added, other than that one is a ladder truck, capable to reach the 6-story level of a high rise.

That the new ladder truck will reach the height of 6 stories, potentially enabling fire-fighters to rescue people who may take to their balconies in the event of a fire in their high-rise, should not lull people into feeling safer. The fire truck can only serve one side of the building at a time, and may not be able to move to provide the same access on the second side of the building, at all.

While the average lifespan of a fire truck is supposed to be 20 years, these new trucks appear to be replacing vehicles that have provided 22 years of service to the city.

What is the likelihood of this leading to a serious problem?

Well, keeping in mind that Council has already approved the construction of six-story all-wood frame, over parking, condominiums in the City Centre area - - - this should concern everyone. The first project of this type became an inferno – part way through the construction phase, before any sprinkler systems could be installed.

This decision to purchase new equipment is not dealing with the real emergency response issues facing this city, and it makes me ask - - when is the city going to look at the big picture - - the impact of population growth, project developments, highway traffic, YVR growth & air traffic increases. All of which impact emergency response needs in this city. How much longer is the city going to play Russian Roulette?

When will the city address the need to replace two aging (very old) fire halls, both of which serve the highest population and highest risk areas of our growing city? We continue to learn about discussions / plans for Museums, and other facilities - - - but no final decisions seem to be being made about our community safety buildings. Nor, have there been any decisions, to my knowledge, to increase our “person-power” of first responders to address major community needs relating to growth.

Not since 1990 has a **new** Fire Hall been built to serve this community, and that hall only increased our “person-power” by one-half for that Hall as the city moved one existing

crew over from Gilbert Rd. to the new hall on No. 6 Rd., hiring only a second crew to “almost” but not quite cover the staffing needs created by the new No. 7 Hall. That was considered sufficient to increase our response team to the level the city required (???). This decision was questioned at the time, but stood. Old halls have been updated or replaced, but that hasn’t changed the dynamics. Our first responder level remains about the same.

It has been more than 20 years since that new hall was added, when our population was approaching 150,000 - - distributed across a greater area of the community. Today, our population is about 205,000 and the medium-range plan is to add another 40,000 – concentrated in the City Centre area - - - - where a large number of new high-rise condominiums are already under construction.

One of the reasons I am amazed by the apparent reluctance of the city to even finalize plans to replace the two Emergency Response Buildings (No.1 and No. 3 Fire Halls) that serve our City Centre area is that so many years have passed since they were deemed to be potentially unusable in the event of an earthquake, or similar disaster. I say this, after having spent several years in the mid- 90’s as a volunteer on the Emergency Social Services Response team under Don McIvor. At that time No 1 Hall was designated to be the Emergency Response Command Post (this has since changed) - - - but it was well known to our Committee that in the event of an earthquake, unless the emergency vehicles were outside the building, they would be trapped within it because the building was expected to collapse on top of them. No. 3 Hall wasn’t considered to be any better.

Has Council considered the impact of the increased development in the city center area, the population growth over the past 23 years (since the last “new” fire hall was built) - - or the impact of the expanding YVR, which records an average growth of 5000 takeoffs and landings per year - -and the potential to reach 581,000 by 2027, according to their long-range plan. A total of 581,000 takeoffs and landings, the bulk of which will potentially pass over the high population areas of this city, particularly when weather conditions do not allow an approach from, or takeoff towards the west. A large number of landings at this time are from the East, thus they are over the populated areas of the city.

We have experienced several “in Richmond” plane crashes in recent years, most of which involved medium to small planes and most resulted in fatalities. Some of these events were said to have been the caused by “air turbulence from a plane that had landed just ahead of the one that crashed”. So, when planning for emergency response, please remember, the greater the number of planes landing and taking off from YVR, the greater the “risk” this is - - - particularly to people under the flight paths.

Large planes are not immune to “air turbulence” interfering with flight - - - including during takeoffs and landings, so the increased air traffic only adds another area of concern to our community safety issues.

The insurance rate for Richmond, as reported in the Fire Chief's last long-term plan, is higher than most other communities in this area. I am surprised that the Business Community is not complaining about the impact of this on their overhead costs? I assume that the rate is based on the City's perceived level of preparedness.

I can't help wondering, does Richmond Council really know the potential risks relating to how low our number of first responders is? As compared to our population, our first responder numbers, indicated in recently reviewed reports, is among the lowest of any city or municipality in this area. Another red flag.

Not since the construction of the No. 7 Fire Hall, has there been a minimal increase in our person-power - - - the number of "First Responders". We have added to the Fire Prevention side, and a few Management individuals, but the number of people who put their lives on the line every day for this community as "First Responders" has not increased to meet the needs of our City, the changes in our population, commercial and industrial growth, the changes and future growth plans of YVR, nor the increased number of incidents on the two highways that cross through our city. All add to the demands for emergency services from this City. Please, rethink your position on this.

Assuming we can get enough additional support from neighboring communities, such as Vancouver, when our first responders have more incidents than they can handle, ignores the fact that we are an Island community, with bridges, etc., to be navigated - - - often during rush-hour traffic that doesn't move. We cannot rely on someone else. As well, in a serious crisis, we cannot expect to fill the need by calling in off-duty fire-rescue members, as so few of them can afford to live in Richmond today that their travel time from up the valley, or etc., makes this idea a non-starter for the most part.

Your decision to purchase two new replacement emergency response vehicles should be supported, but - - -but, significant decisions need to be made **now** - - -regarding,

- The Replacement of No 1 and No 3 Fire Halls & Equipment
- Another New Hall to deal with population growth, etc. requirements
- Significant increases to the number of first responders to meet our needs
- Improvements in Fire-Rescue and Ambulance response coordination.

Everyone must also realize that Emergency Preparedness is also the responsibility of the general public. They need to ensure they have 72 hours worth of emergency supplies on hand - - - but the City or Richmond must show a stronger commitment, stronger leadership in this area, too. Let's not wait until it is too late.

Respectfully submitted by,

Frances Clark.  
(604) 277-3158



# City of Richmond

## Report to Committee

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**To:** Community Safety Committee **Date:** April 17, 2014  
**From:** John McGowan **File:** 09-5000-01/2014-Vol  
Fire Chief, Richmond Fire-Rescue 01  
**Re:** **Richmond Fire-Rescue – March 2014 Activity Report**

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### Staff Recommendation

That the staff report titled "Richmond Fire-Rescue – March 2014 Activity Report" dated April 17, 2014 from the Fire Chief, Richmond Fire-Rescue be received for information.

John McGowan  
Fire Chief  
(604-303-2734)

Att. 2

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



## Staff Report

### Origin

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

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

This report supports Council Term Goal #1:

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

### Analysis

#### Training Office Update

The final portion of orientation training for RFR's thirteen new recruits included live fire training with the pool officers at the Township of Langley Training Centre. The training finished the recruits' training before they transferred to their respective suppression shifts. The recruits were able to apply the skills they learned over their 7-week orientation period including fire ground survival and fire ground task functions.

RFR participated in a "Train the Trainers" program for technical lifting using rigging. Richmond is the first Lower Mainland Department to participate in this training. A two day training session for is scheduled for the end of April. BC Ambulance Service (BCAS) has accepted an invitation to attend the training.

Certification was finalized for five instructors in the Red Cross Emergency Care Instructor Trainer (ECIT) program. This allows RFR to teach and certify new instructors for the First Responder Program transfer class in May.

#### Education

With a goal to reduce the loss of life, injuries and property through education and prevention, RFR conducts annual educational and awareness campaigns based on community risk. The education messaging associated with Richmond's fire types was as follows:

- March was Smoke Alarm Month and RFR conducted a media campaign educating the public on the importance of replacing batteries and regular maintenance of smoke alarms. A news release, a Facebook post and fire hall sign messages were used to remind the public to mark the occasion as the semi-annual time to replace smoke alarm batteries that are more than six months old, and that smoke alarms maintenance and replacement significantly increases the chances of surviving a deadly home fire.

### Community Involvement

RFR participates in events and activities advancing public education and community bridge building. During March 2014 the following took place:

- On two days, 22 car seat inspections were conducted to keep children safe while travelling in motor vehicles.
- Pumper visits were made to the *Gilmour Community Read Day* and *Sunshine Preschool Steveston Community Centre*. Fire crews participated in *Gilmour Community Reading Day* reaching over 350 children in a non emergency environment. Fire crews were also able provided the children at both events with safety messages in Stop, Drop and Roll and 9-1-1 How to Use the Telephone.
- Hall tours were provided to *Girl Guides Brownie Unit*, *Richmond Society for Community Living*, *City of Richmond Diversity Services* and the *Excel Education Centre for Community Awareness*. The tours provided fire safety information, truck and equipment familiarization to over 24 children and 55 adults.
- Educational workshops were provided for children at the *James Gilmore Elementary School* and *Richmond Pony Club Barn Safety Badge*, and adults at the *Pathways Clubhouse*. The training provides an opportunity for the Community Relations Officer and Fire & Life Safety Educator to provide first-hand knowledge, education and training to groups of adults and children in fire safety messages. Over 97 adults and children attended the workshops.

### Emergency Response

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

There were 17 fires in March 2014. Fire losses during the month are estimated at \$204,200. This total includes \$131,150 for building loss and \$73,050 for content loss. The total building and content value at risk was estimated to be \$91,162,500, and the total value preserved was \$90,958,300. These numbers translate to 99% of value protected (see Figure 1 below).

**Figure 1: Fire Calls By Type and Loss Estimates – March**

<b>Incident Type Breakdown</b>	<b>Call Volume</b>	<b>Estimated Building Value (\$)</b>	<b>Estimated Building Loss (\$)</b>	<b>Estimated Content Value (\$)</b>	<b>Estimated Content Loss (\$)</b>	<b>Estimated Total Value Preserved (\$)</b>
Residential: Single family	1	850,000	20,000	175,000	10,000	995,000
Residential: Multi family	3	18,000,000	1,000	7,500,000	1,000	25,498,000
Commercial/Industrial	5	28,500,000	100,000	36,080,000	61,550	64,418,450
Fire – Outdoor	6	-	-	-	-	-
Vehicle	2	57,000	10,150	500	500	46,850
<b>Totals*</b>	<b>17</b>	<b>47,407,000</b>	<b>131,150</b>	<b>43,755,500</b>	<b>73,050</b>	<b>90,958,300</b>

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

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

- Crews responded to a fire incident on No 3 Road. Surveillance footage revealed a person using a form of accelerant to light wood pallets and then fleeing the scene. Prompt action by arriving crews and support from second alarm units limited the damage to the suite of concern.
- A suspicious fire in the boy's bathroom of McNair Secondary School on No 4 Road. Moderate smoke in the rear interior of the school activated several sprinklers. Additional crews were called in as first reports were simply alarm calls. The fire was quickly extinguished and efforts were made to minimize further damage by shutting down the water flow and establishing a ventilation plan to isolate and remove the toxic smoke. All staff and students had evacuated successfully, and there were no reported injuries. Partial occupancy of the school was permitted and the scene was turned over to RCMP for investigation.
- Other fire incidents during March included: a fire in a bedroom on Woodhead Road, a cardboard recycling box burning freely in a dumpster on Park Road, a cigarette in a waste basket on Andrew Road and a pot on stove fire on Lindsay Road, in which the resident had extinguished the fire by using a hallway mounted fire extinguisher.

During March RFR crews responded to a number of heart related calls, including:

- A pulse was regained using CPR protocols on a cardiac on No 5 Road; and
- RFR crews set up an AED and used CPR protocols for a male who had suffered a cardiac arrest on Dixon Avenue. The patient was unable to be resuscitated.

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

- A female patient had been struck by vehicle at Cooney Road. The patient found lying by the roadside being attended to by bystanders. RFR crews assisted BCAS with patient care, spinal immobilization and transport to hospital.
- Crews attended a MVI on No 3 Road, the patient required extrication. RFR crews used the Jaws of Life to recover the patient.
- RFR crews attended an incident on Nelson Road. A man had been seriously injured and required removal from a barge. RFR crews assisted BCAS with patient stabilization before removal was made by the RFR High Angle Team, using an onside crane and a basket stretcher was lowered onto the barge. The High Angle Team secured the patient into the stretcher and safely removed them to the river bank where BCAS drove to the waiting Air Ambulance.

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

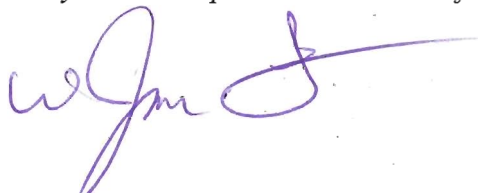


### **Financial Impact**

None.

### **Conclusion**

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



John McGowan  
Fire Chief  
(604-303-2734)

JM:js

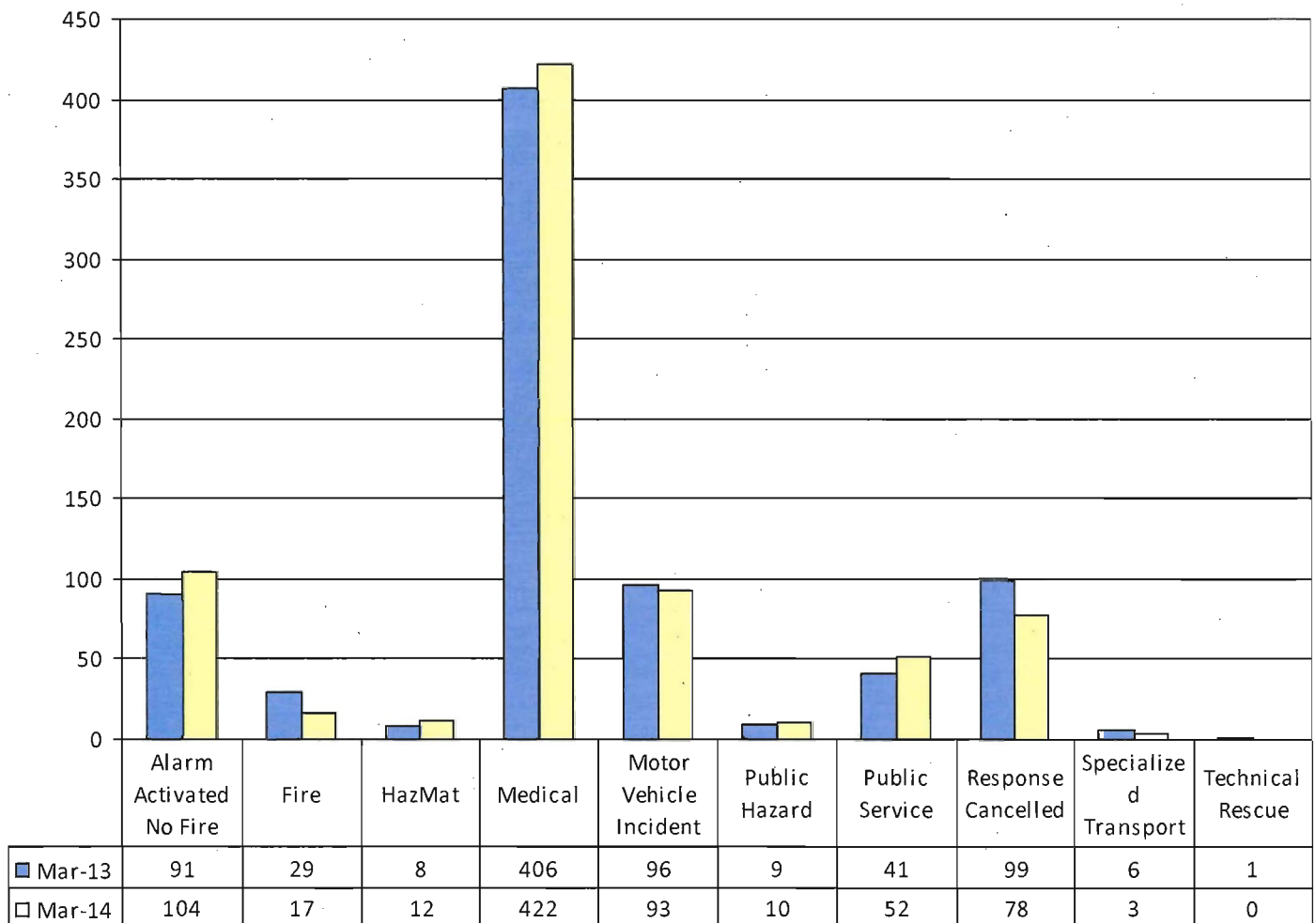
Att. 1: Suppression Activity

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

## Suppression Activity

The following chart provides a month to month comparison regarding incidents occurring in March 2013 and 2014. In March 2014, there were a total of 791 incidents, compared to 786 in March 2013. This represents an increase of 0.6%. The majority of the increases were attributed to alarm activated/no fire and medical calls.

**Table 1: March 2013 & 2014 Calls for Service Volumes**



**Call Type Legend:**

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

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

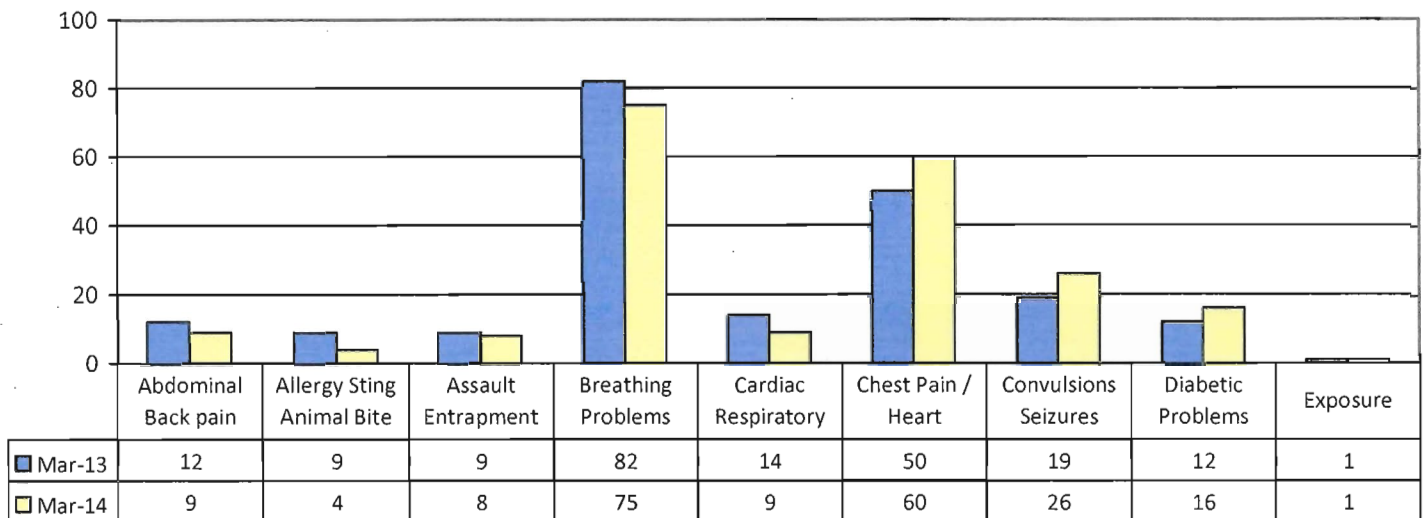
**Public Hazard:** includes: aircraft emergency, bomb removal standby, object removal, or power lines down

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

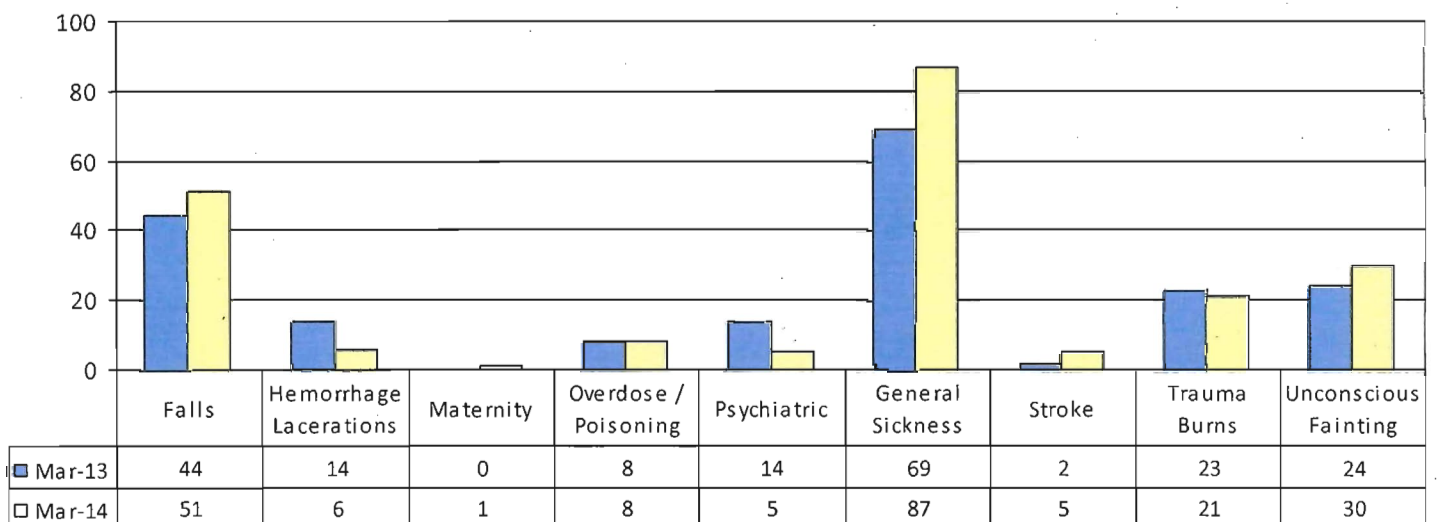
### First Responder Totals

Medical First Responder incidents comprised 53% of the total emergency responses for RFR during the month of March. A detailed breakdown of the medical incidents for March 2013 and 2014 is set out in the following table by sub-type. There were a total of 422 medical incidents in March 2014 compared to 406 March 2013 an increase of 3.9%.

**Table 2a: March 2013 & 2014 Medical Calls by Type**



**Table 2b: March 2013 & 2014 Medical Calls by Type**





### Fire Investigations

The fire investigation statistics for March 2014 are listed below:

<b>Table 3: Total Fire Investigation Statistics – March</b>			
	<b>Suspicious</b>	<b>Accidental</b>	<b>Undetermined</b>
Residential - Single-family	0	0	1
Residential - Multi-family	0	3	0
Commercial/Industrial	2	2	1
Fire – Outdoor	2	1	3
Vehicle	1	1	0
<b>Totals</b>	<b>5</b>	<b>7</b>	<b>5</b>

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

### HazMat

<b>Table 4: HazMat Calls By Type – March</b>	
	<b>Details</b>
Standby / Support for other agency	1
Flammable / Combustible Liquids	1
Natural Gas / Propane Leaks (small)	4
Misc. (empty containers to unknown powder)	6
<b>Totals</b>	<b>12</b>



Figure 1. Location of March's fires (total 17)

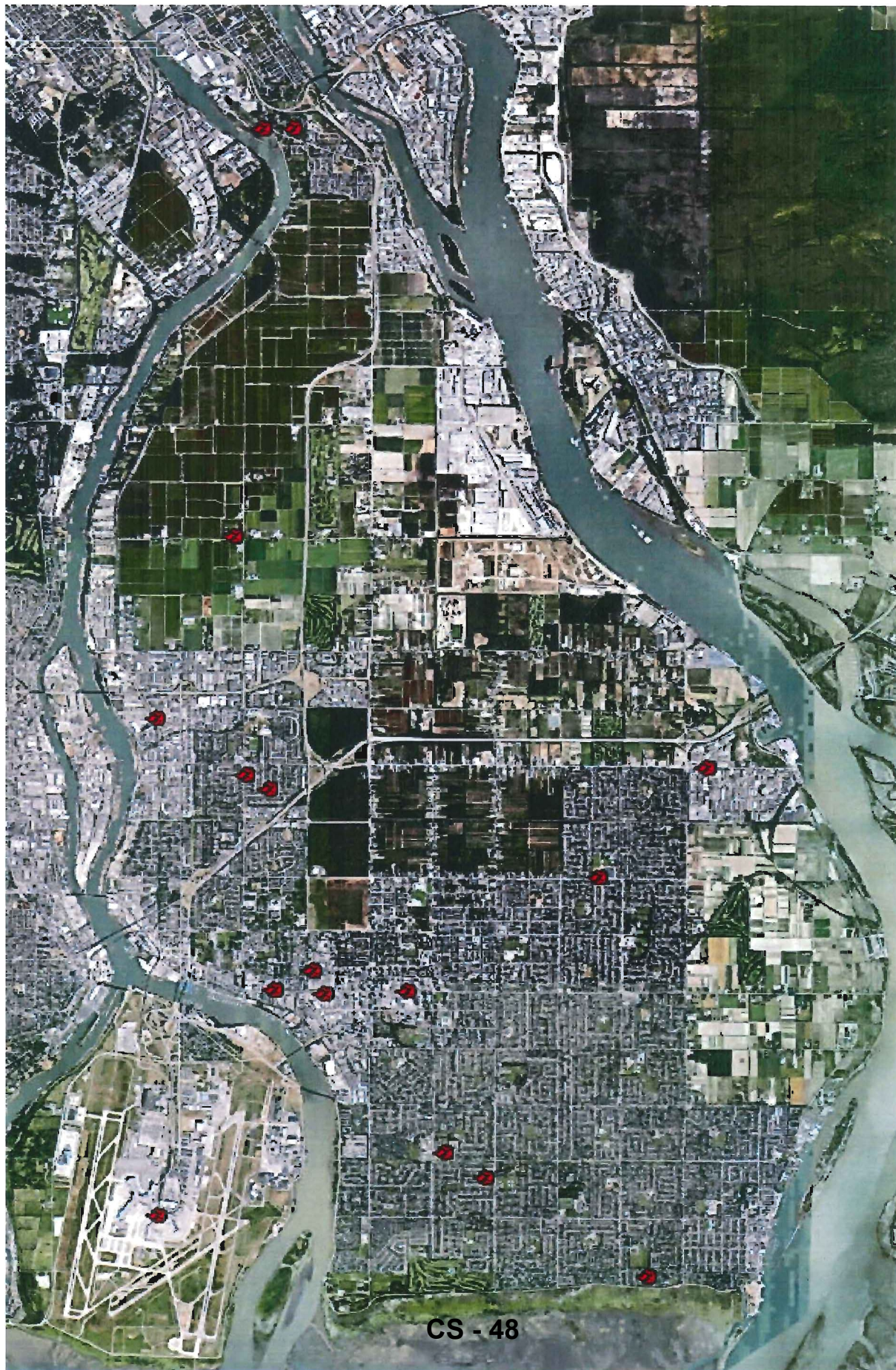




Figure 2. Location of March's medical calls (total 422)

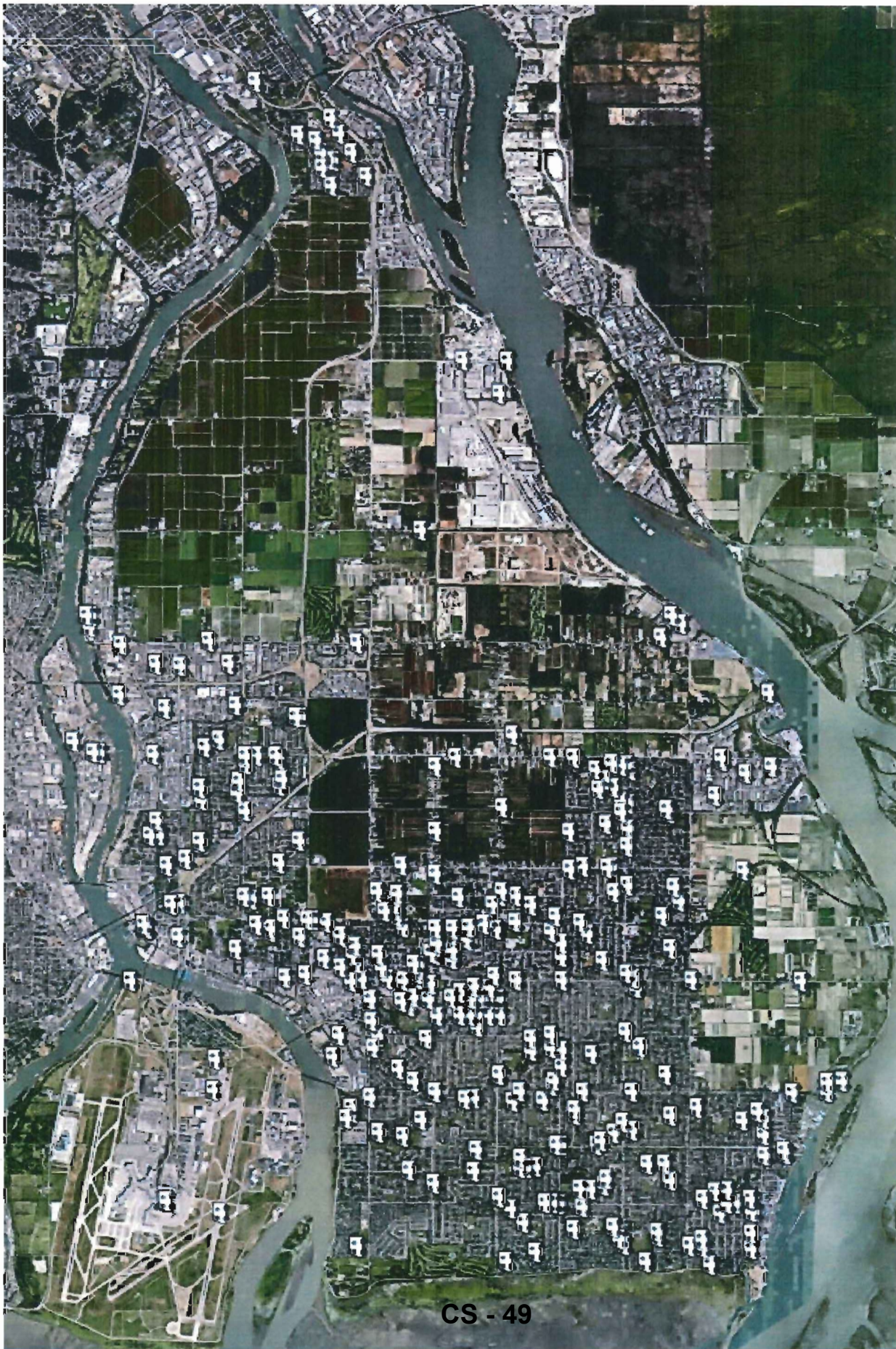




Figure 3: Location of March's MVI calls (total 93)







# City of Richmond

## Report to Committee

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**To:** Community Safety Committee **Date:** April 28, 2014  
**From:** Phyllis L. Carlyle **File:**  
General Manager, Law and Community Safety  
**Re:** **Community Bylaws Monthly Activity Report - March 2014**

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### Staff Recommendation

That the staff report titled "Community Bylaws Monthly Activity Report – March 2014", dated April 28, 2014, from the General Manager, Law & Community Safety, be received for information.

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

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

## Staff Report

### Origin

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

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

This report supports Council's Term Goal #1:

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

### Analysis

#### 1. Property Use

##### Customer Service Response

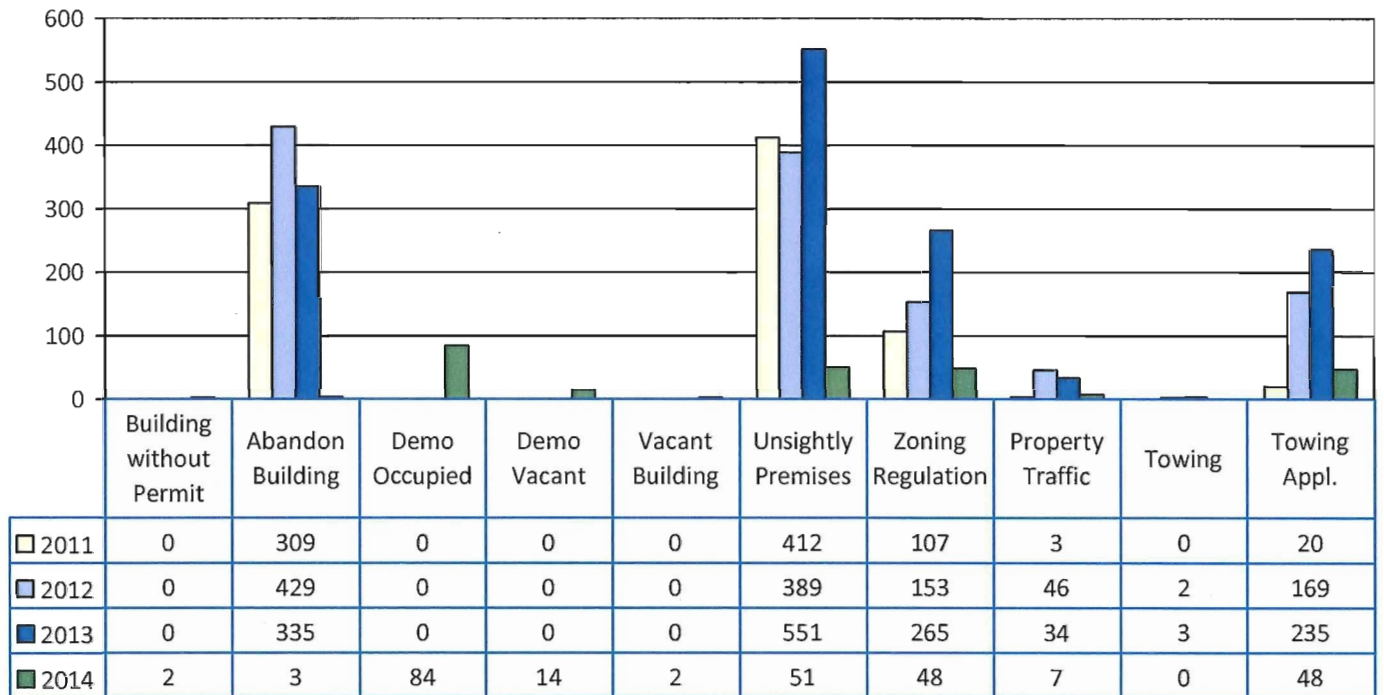
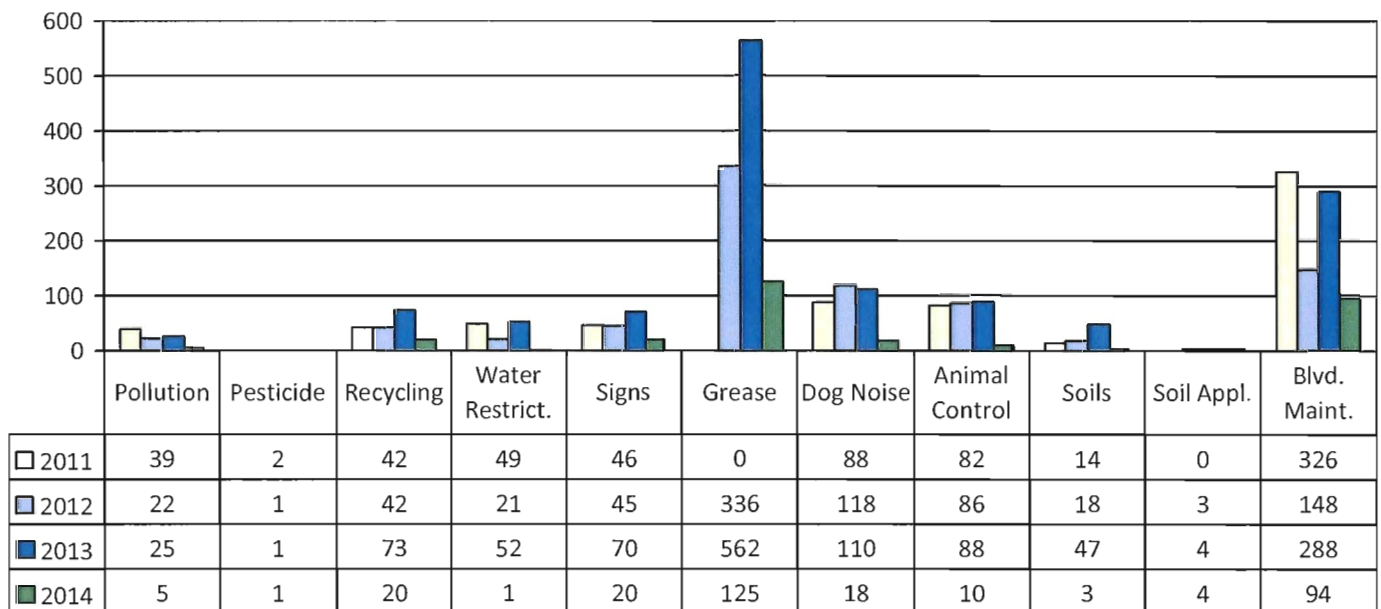
An average of 12 daily calls for service was fielded by administration staff in March 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 8% compared to the number of calls fielded in February 2014 and is a decrease of 29% when compared to the number of calls reported in March 2013.

##### Enforcement Activity

Property use officers managed 156 new investigational files during the month of March 2014 which is a decrease of approximately 11.86% when compared to March 2013. This decrease is primarily attributed to a reduction in the number of abandoned building, unsightly premise and sign regulation contraventions, as reported in March 2014. In aggregate, there were 22 incidents of this nature reported during the month, as compared to 62 incidents reported in March 2013.

Community Bylaws continues to monitor and reduce the number of abandoned and/or vacant homes in the City of Richmond. The City currently has 31 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a and 1b provide a comparison of Property Use service demand by type during March 2014 and the same period during previous years.

**Figure 1a: Service Demand Comparison****Figure 1b: Service Demand Comparison**

## 2. Grease Management Program

The Grease Management inspector conducted 67 regulatory visits to 31 food sector establishments during March 2014, resulting in 11 bylaw violations of which 3 were amended to warnings.

## 3. Parking Program

### Customer Service Response

An average of 19 daily calls for service was fielded by administration staff in March 2014. This activity represents a decrease of 5% compared to February 2014, and a decrease of 59% when compared to the number of calls reported in March 2013.

### Enforcement Activity

A total of 3,115 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of March 2014. This is a decrease of approximately 10% compared to the number of violations issued in March 2013.

During the month of March 2014, 251 violations were changed to a warning, which represents approximately 8% of the tickets issued during March 2014. The following list provides a breakdown of the common reasons for the cancellation of bylaw violation notices pursuant to Council's Grounds for Cancellation Policy No. 1100 under specific sections:

Section 2.1 (a)	Identity issues	22	8.76 %
Section 2.1 (b)	Exception in Bylaw	0	0.00%
Section 2.1 (c)	Poor likelihood of success at adjudication	0	0.00%
Section 2.1(d)	Contravention necessary / health related	0	0.00%
Section 2.1 (e)	Multiple violations issued for one incident	14	5.58%
Section 2.1 (f)	Not in the public interest	20	7.97%
Section 2.1 (g)	Proven effort to comply	154	61.35%
—	Administrative Entries	41	16.34%
—	Warnings	0	0.00%

### Program Highlights

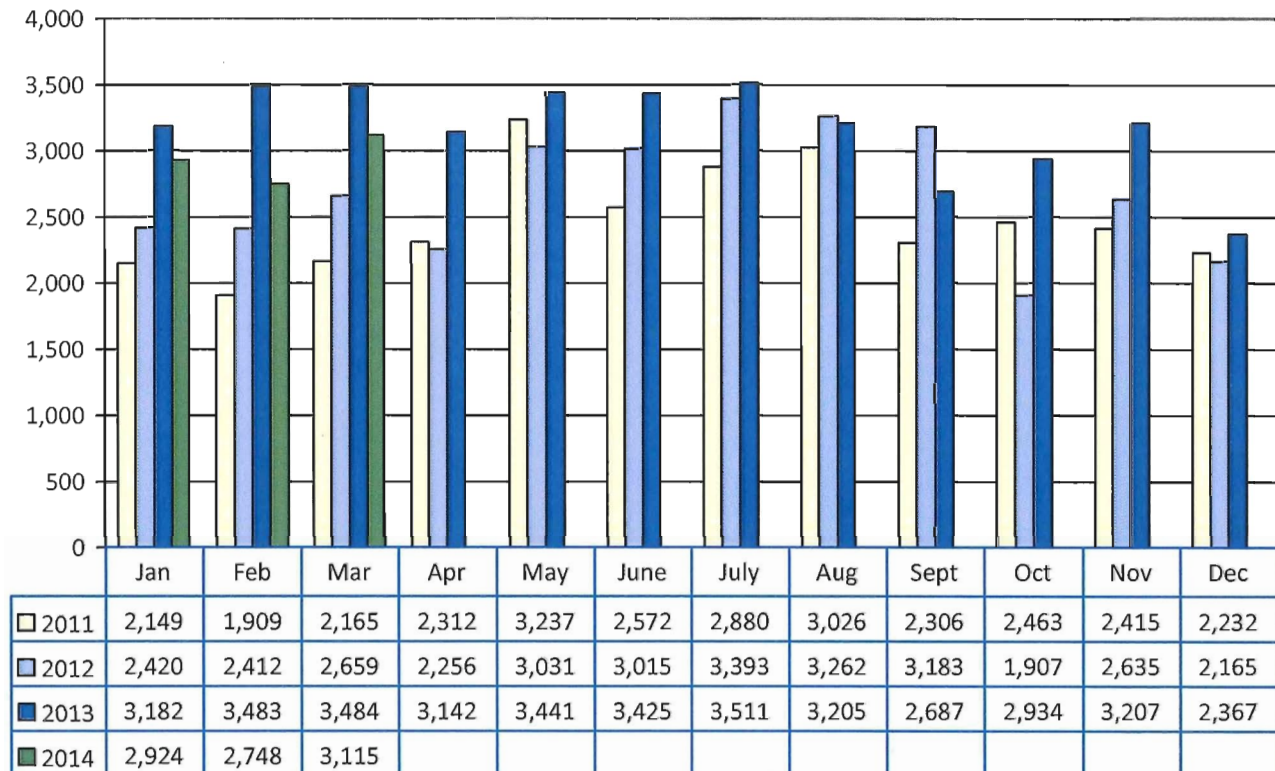
Ticketing activity for March 2014 was down in comparison to March 2013 however ticketing activity and enforcement revenue continue to exceed that of all years prior to 2013. Further, enforcement revenue continues to trend above budget Year-to-Date. Officer procedure and deployment changes implemented during January 2013 were largely responsible for a significant increase in violation issuance over the course of last year. Consequently, public compliance has risen significantly in 2014 and this has resulted in a drop and subsequent plateau of illegal traffic



activity. In conjunction, vehicle congestion, space availability and public sentiment have improved markedly in 2014 to the benefit of all residents.

Figure 2 is a month-to-month comparison reflecting the number of violations issued for the years 2011, 2012, 2013 and 2014:

**Figure 2: 2011 - 2014 Comparison for Parking Violations Issued**



#### 4. Adjudication Program

A total of eight adjudication cases were scheduled for January 28, 2014, resulting in four violations upheld and four violations dismissed. The next Adjudication Hearing is scheduled for April 29, 2014.

#### 5. Animal Control

Community Bylaws issued 91 new dog licences during March 2014, representing an increase of 15% when compared to the number of new dog licences issued in March 2013. As of the end of March 2014, there were 5,018 dogs licensed in Richmond. This total includes 67 dangerous dog license registrations.

Animal Control officers responded to five dog bite incidents during March 2014, all resulting in dangerous dog investigations with three violation tickets being issued.

## Financial Impact

### 6. Revenue and Expenses

The following information is a month by month analysis of March 2014 compared to March 2013.

#### Consolidated Parking Program Revenue

The total of meter, monthly permit and enforcement revenue increased by 4% over the same period last year to \$169,005 in March 2014 from \$162,380 in March 2013.

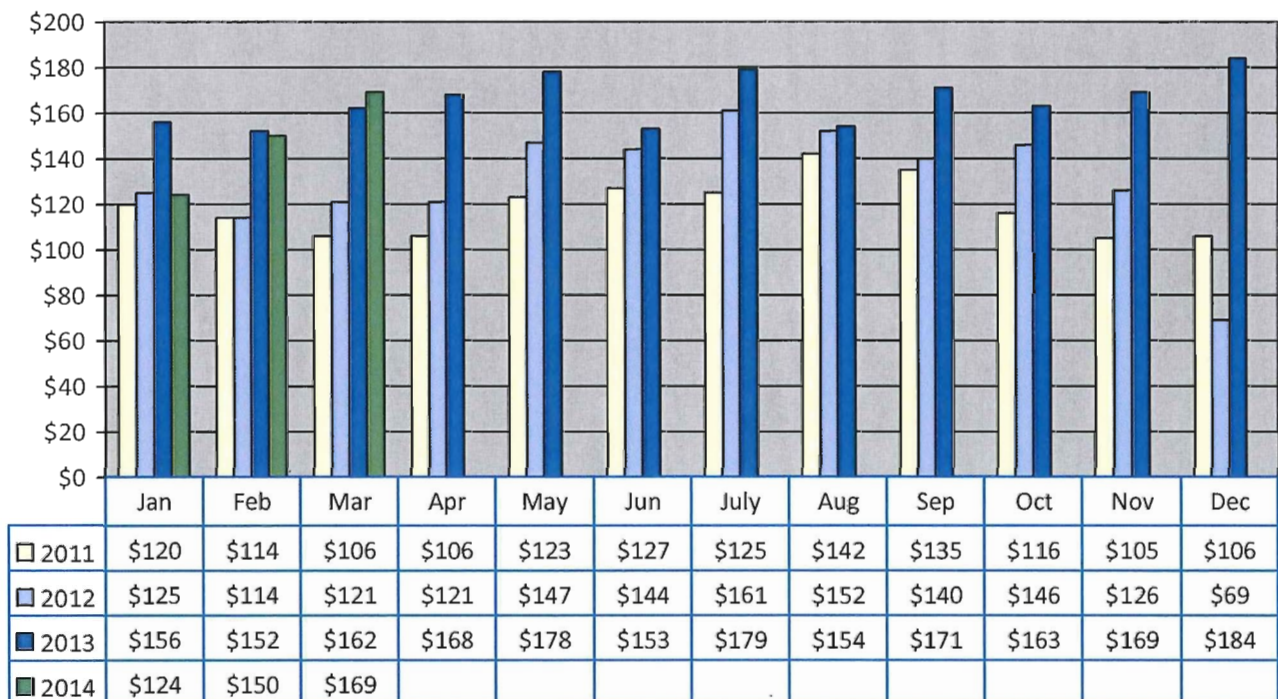
Meter revenue increased by 7% over the same period last year to \$41,982 in March 2014 from \$39,149 in March 2013.

Permit revenue increased by 44% over the same period last year to \$15,955 in March 2014 from \$11,016 in March 2013.

Enforcement Revenue decreased by 1% over the same period last year to \$111,068 in March 2014 from \$112,216 in March 2013.

Figure 3 provides a consolidated revenue comparison with prior years:

**Figure 3: Consolidated Parking Revenue (000's)**

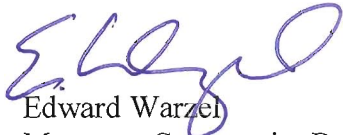


April 28, 2014

- 7 -

## **Conclusion**

Community Bylaw staff strive to maintain the quality of life and safety of residents, through a team approach and the coordination of City services and our many community partners, collectively these resources effectively promote a culture of compliance.



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

EW:ct



# City of Richmond

## Report to Committee

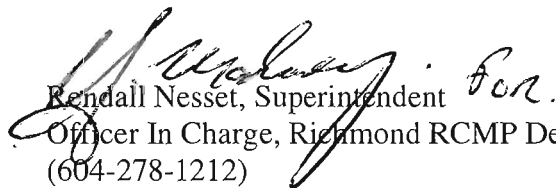
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<b>To:</b>	Community Safety Committee	<b>Date:</b>	April 28, 2014
<b>From:</b>	Rendall Nessel Officer In Charge, Richmond RCMP Detachment	<b>File:</b>	09-5000-01/2013-Vol 01 (14.9)
<b>Re:</b>	<b>RCMP's Monthly Report – March 2014 Activities</b>		

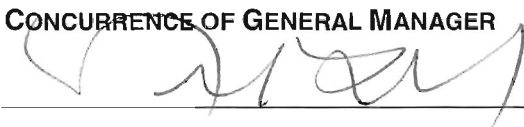

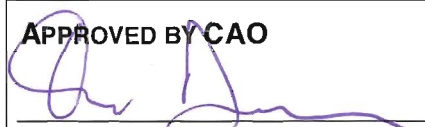
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### Staff Recommendation

That the report titled "RCMP's Monthly Report – March 2014 Activities" dated April 28, 2014, from the Officer in Charge, Richmond RCMP be received for information.

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

Att: 2

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



## **Staff Report**

### **Origin**

At the request of the Community Safety Committee, the Officer in Charge will keep Council informed on matters pertaining to policing in the community of Richmond.

This report supports Council's Term Goal #1:

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

### **Analysis**

Below is the RCMP's Monthly Report regarding March 2014 activities.

#### Noteworthy Files and Activities:

##### ***Robbery at Chinese Herbal Store***

On March 9, 2014 Richmond RCMP were called after a witness reported seeing what appeared to be a robbery taking place at a Chinese Herbal store inside the mall. When the police arrived they found three employees inside. Two of the employees had minor injuries but did not require hospitalization. Suspects were reported as wearing hoodies, robbing the business and breaking glass jars in the store. It was reported that the suspects escaped in an unknown vehicle after the robbery.

This incident is still under investigation but the Richmond RCMP is hopeful that more witnesses will come forward as the mall was extremely busy at the time of the robbery.

##### ***Serious Motor Vehicle Crash***

The Richmond RCMP is seeking the public's assistance regarding a four vehicle crash that occurred in the 7000 block of No. 4 Road on March 16, 2014. Three people were transported to the hospital. One of the drivers sustained life-threatening head injuries and had to be extricated from her vehicle by firefighters, and is still in critical condition. The other victims were released from the hospital later that day.

The Richmond RCMP Road Safety Unit is continuing its investigation into this crash and are seeking witnesses, including those who may have observed events leading up to the crash.

##### ***Arrest Made in Sexual Offence Series***

Richmond RCMP has made an arrest after an extensive investigation involving several sex related offences dating back to 2008. The 28 year old male, who appeared in court on March 20, 2014, has been charged with 11 criminal code offences relating to sexual assault, break and enter, theft and fraud. The crimes are alleged to have occurred over a six year period, spanning over four RCMP jurisdictions including Richmond, North Vancouver, Surrey and Burnaby.

The male is alleged to have used social media to befriend his victims by identifying himself online as a modeling agent. The male convinced his victims to meet with him for a photo shoot in exchange for money and gifts. Richmond RCMP investigators are aware that other victims

may have come into contact with the male and have not yet spoken with police. A tip line has been set up for those individuals.

### ***Credit Card Fraud***

On March 21, 2014, Richmond RCMP Economic Crime Unit members executed a Search Warrant at the 8000 block of Lansdowne Road. Members located a credit card factory inside the unoccupied apartment. The primary suspect was arrested earlier that day. The suspect is an immigrant from Taipei, Taiwan and has been living illegally in Canada since 2005. The suspect remains in custody and is currently awaiting sentencing at Surrey Pre-Trial. Following criminal proceedings, the suspect faces deportation from Canada.

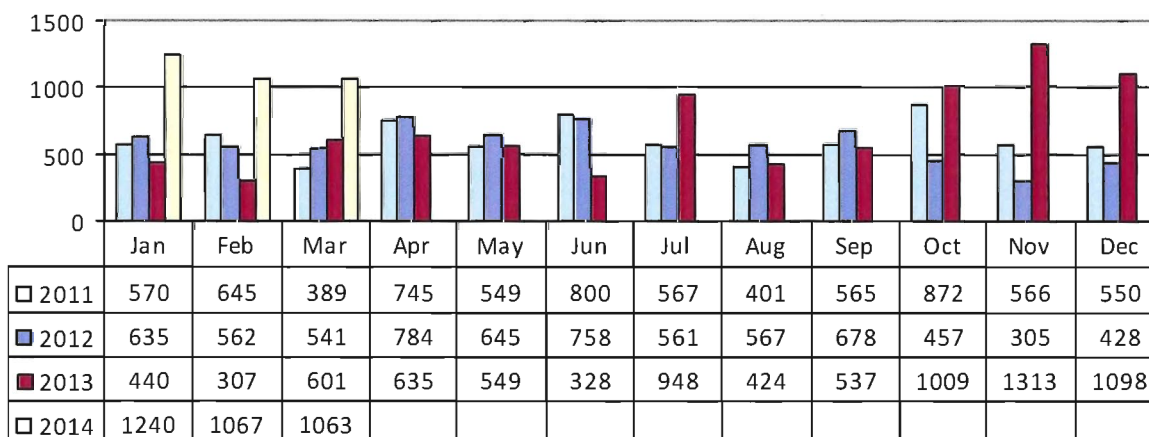
### **Auxiliary Constables**

The primary mandate of Richmond's Auxiliary Constables is to support community police activities relating to public safety and crime prevention, including support of community and special events, as well as participating in a variety of crime prevention programs within the City of Richmond.

**Total Volunteer Hours** (includes community policing activities, as well as hours spent in training, court, and on ride-alongs and call-outs):

- As of March 2014, Richmond Detachment has 27 active Auxiliary Constables, 17 new cadets in training, and 6 members currently on extended leaves of absence.
- Richmond's Auxiliary Constables have volunteered 3,370 hours to date in 2014. Figure 1 compares the monthly hours of service for the years since 2011.

**Figure 1: Auxiliary Constable Volunteer Hours**



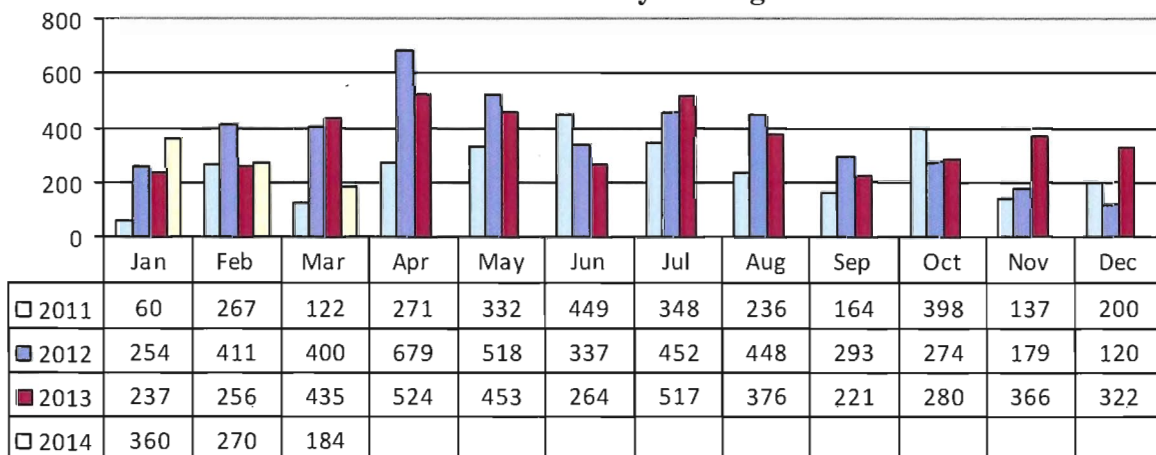
The significant increase in total hours since October 2013 is primarily due to the hours of training of the new Troop of 17 A/Cst Cadets, who recently graduated.

### Community Policing Hours (includes all Crime Prevention Programs and Community Events):

The primary mandate of Richmond's Auxiliary Constables is to support community police activities relating to public safety and crime prevention, including support of community and special events, and participation in a variety of crime prevention programs.

As of March, Richmond's Auxiliary Constables have contributed 814 hours to Community Policing duties in 2014. Figure 2 compares the monthly hours of service for the years since 2011. The total is lower than the previous months due to many of the auxiliaries putting their focus on assisting getting the new troop ready for graduation.

**Figure 2: Auxiliary Constable Volunteer Hours  
Community Policing**



### Community Policing activities for March 2014 included:

- Memorial Service for Ted Lorenz, former Fire Chief of Richmond and long-time Steveston volunteer - attended event to provide traffic direction and parking control
- Safety Patrols - provide a police presence in off-road areas, such as parks, trails & dykes with patrols on ATV's
- YVR Foot Patrols - assisted travellers, and provided an enhanced police presence in and around the terminals
- Property Crime Reduction programs - assisted Property Crime Unit with ongoing programs to reduce theft occurrences in Richmond
- School Sports events - members participated in sports events held at Elementary schools to increase communications between youth and police

Auxiliary Constables also continue to provide assistance to Regular Members with Traffic and General Duty shifts, primarily on Friday and Saturday nights.

## Community Policing

### ***Highlights***

The City Center Community Police Station received requests to do Speed Watch from the City of Richmond's Transportation Department for the 23000 Block of Westminster Hwy, 12000 Block of Jack Bell Drive and at the intersection of Alder and Alberta Road which were all completed this month. Also, a local resident at No. 6 Road and Westminster Highway put in a request which was completed this month.

The community police stations put a focus on pedestrian safety this month. On March 10, 2014, a Pedestrian Safety presentation was given at Beth Tikvah Synagogue, and another for the Punjabi Women's Group at the South Arm Community Centre on March 17, 2014.

### ***Block Watch***

There were 91 letters sent to victims and their neighbours, informing them that a residential break and enter had occurred in their neighbourhood, and encouraging residents to start a Block Watch group. Similarly, 7 Business Link letters were sent to Richmond businesses that experienced a break and enter during this period. Both residential and Business Link break and enter letters offer crime prevention tips and direct Richmond residents and business owners to the crime prevention web pages and encourage them to register for the email alerts.

There were 63 residential and 8 business break and enter email alerts sent this period to registered Richmond residents and businesses respectively. These emails inform home and business owners that a break and enter has occurred, provide crime prevention information and direct residents and business owners to the crime prevention web pages.

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

Notices supplied by ICBC are issued by a community volunteer, and left on every car in a local parking lot. The notice has the Community Police Station name, crime prevention tips, location and date, written on it as well as a list of questions that have been checked "yes" or "no". These notices indicate to the reader what issues need to be addressed in order to keep his or her vehicle safe.

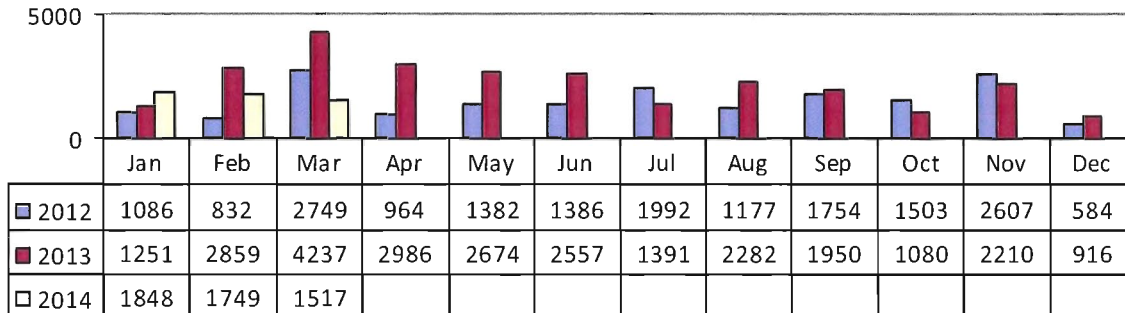
Example questions:

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

Figure 3 provides a comparison by year for vehicles viewed or issued a notice.



**Figure 3: Richmond Detachment Stolen Auto Recovery/Lock Out Auto Crime Vehicles Viewed/Issued a Notice**

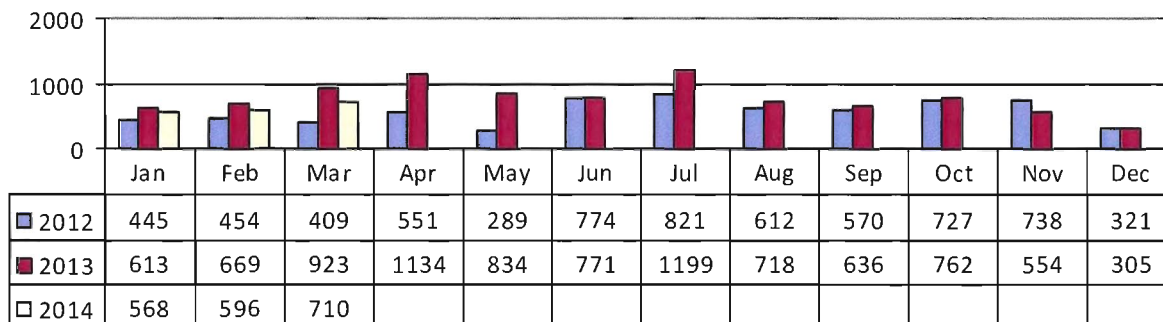


#### ***Richmond Detachment Speed Watch Statistics***

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

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

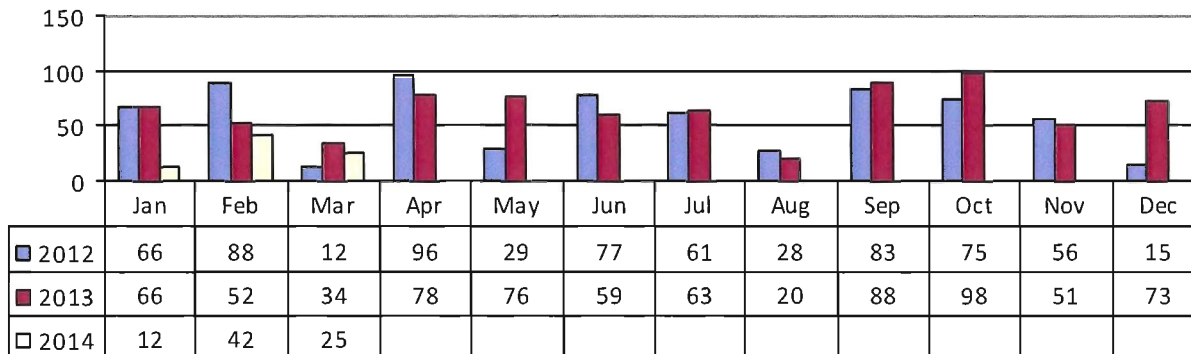
**Figure 4: Richmond Detachment Speed Watch Vehicles Viewed with Letters Sent**



#### ***Richmond Detachment Distracted Drivers Statistics***

While volunteers are doing bike/foot patrols or on Speed Watch duty, they note drivers that are on their cell phones; talking or texting, using other electronic devices, reading a newspaper or putting on makeup. The registered owner of the vehicle is sent a letter with the date, time and location. Also included in the letter is the type of driving infraction and amount the fine would be had the driver received a violation ticket. Figure 5 provides a comparison by year for the number of letters sent.

**Figure 5: Richmond Detachment Distracted Drivers  
Number of Letters Sent**



### ***Community Police Volunteer Bike and Foot Patrol Program***

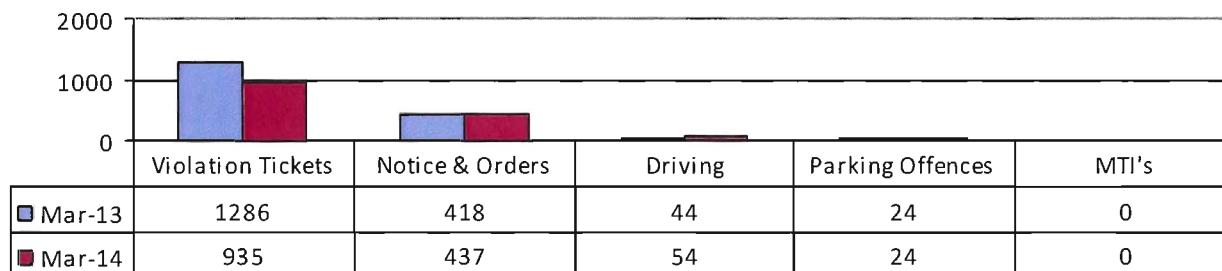
In March 2014, there were 10 bike patrols totalling 62 hours as well as 15 foot/van patrols totalling 151 hours. The volunteers assisted the public with directions and general questions, witnessed minor vehicle collisions and offered assistance, reminded jaywalkers to use the crosswalks, noted any distracted drivers, and used palm pilots to run licence plates to see if any vehicles were stolen. They visited local parks and schools, to make sure that everything was secure and looked for possible grow ops and abandoned houses.

### **Road Safety Unit**

#### ***Road Safety Unit Service Demand – Month to Month Comparison***

Figure 6 compares the Road Safety Unit tickets, categorized by type, for March 2013 and March 2014. In March 2013 there were a total of 1,772 tickets compared to March 2014 which had a total of 1,450, a decrease of 16.7%. This decrease is due to members in the traffic section focusing attention on MVI's (motor vehicle incidents) which occurred in March.

**Figure 6: Service Demand Month-to-Month Comparison**



### **Victim Services**

From March 1, 2014 to March 31, 2014, Richmond RCMP Victim Services provided services to 43 new clients and attended 9 crime and trauma scenes, in addition to maintaining an active caseload of 135 ongoing files. Victim Services responded to a number of complicated files this month involving issues of mental health and substance abuse, as well as a number of medical related sudden deaths.

April 28, 2014

- 8 -

Crime Statistics

Crime Stats – see Attachment 1

Crime Maps – see Attachment 2

**Financial Impact**

None

**Conclusion**

For the month of March 2014, policing in Richmond has been relatively steady but quiet, with nothing serious to note. The Richmond RCMP continues to ensure Richmond remains a safe and desirable community.



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

Attachment 1: Crime Stats

Attachment 2: Crime Maps



## MARCH 2014 STATISTICS

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

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

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

	CURRENT MONTH	5-YR AVERAGE	5-YR AVERAGE RANGE	YEAR-TO-DATE TOTALS			
	Mar-14	March		2013	2014	% Change	Change in # of Incidents
<b>VIOLENT CRIME</b> (UCR 1000-Series Offences)	<b>110</b>	<b>105</b>	<b>86-124</b>	<b>275</b>	<b>306</b>	<b>11.3%</b>	<b>31</b>
<i>Robbery</i>	7	7	4-11	21	22	4.8%	1
<i>Assault</i>	37	39	35-43	107	105	-1.9%	-2
<i>Assault w/ Weapon</i>	13	10	7-13	27	31	14.8%	4
<i>Sexual Offences</i>	<b>13</b>	5	3-7	15	18	20.0%	3
<b>PROPERTY CRIME</b> (UCR 2000-Series Offences)	<b>691</b>	<b>617</b>	<b>572-661</b>	<b>1792</b>	<b>2032</b>	<b>13.4%</b>	<b>240</b>
<i>Business B&amp;E</i>	<b>25</b>	36	27-46	140	95	-32.1%	-45
<i>Residential B&amp;E</i>	<b>74</b>	48	33-62	212	237	11.8%	25
<i>MV Theft</i>	<b>22</b>	30	23-37	65	77	18.5%	12
<i>Theft From MV</i>	<b>214</b>	160	137-183	399	657	64.7%	258
<i>Theft</i>	98	97	91-102	301	298	-1.0%	-3
<i>Shoplifting</i>	<b>58</b>	71	66-76	227	164	-27.8%	-63
<i>Fraud</i>	61	51	41-62	136	150	10.3%	14
<b>OTHER CRIMINAL CODE</b> (UCR 3000-Series Offences)	<b>153</b>	<b>154</b>	<b>137-171</b>	<b>419</b>	<b>495</b>	<b>18.1%</b>	<b>76</b>
<i>Arson - Property</i>	5	4	1-8	3	13	333.3%	10
<b>SUBTOTAL</b> (UCR 1000- to 3000-Series)	<b>954</b>	<b>876</b>	<b>795-956</b>	<b>2486</b>	<b>2833</b>	<b>14.0%</b>	<b>347</b>
<b>DRUGS</b> (UCR 4000-Series Offences)	<b>45</b>	<b>73</b>	<b>63-83</b>	<b>169</b>	<b>143</b>	<b>-15.4%</b>	<b>-26</b>

Prepared by Richmond RCMP.

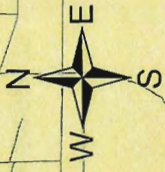
Data collected from PRIME on 2014-04-17. Published 2014-04-17.

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




# Residential Break & Enters March 1st - March 31st, 2014

Attachment 2

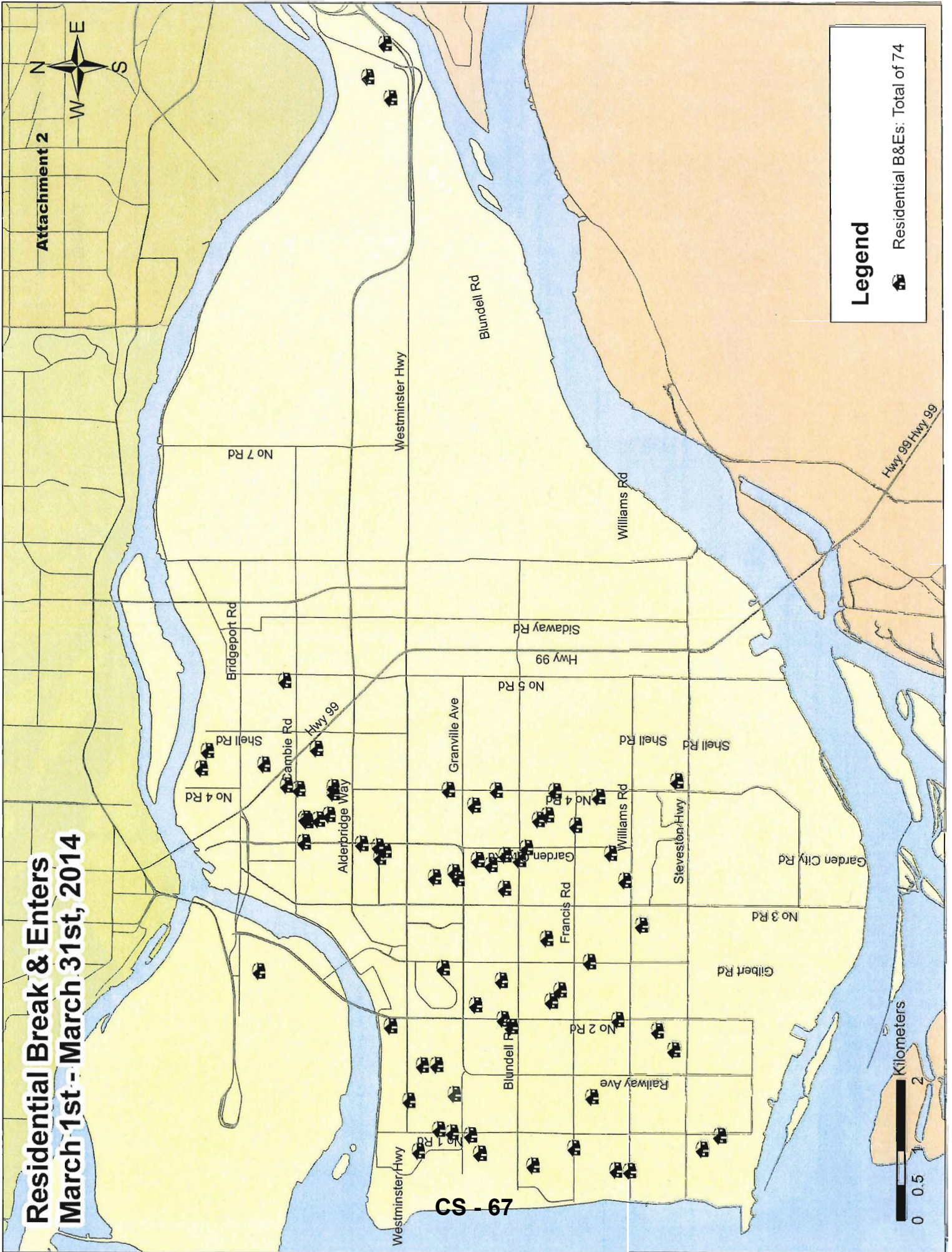


CS - 67

## Legend

 Residential B&Es: Total of 74

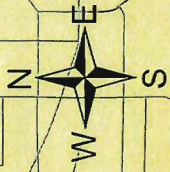
 Kilometers  
0 0.5 1 2





# Business Break & Enters March 1st - March 31st, 2014

Attachment 2

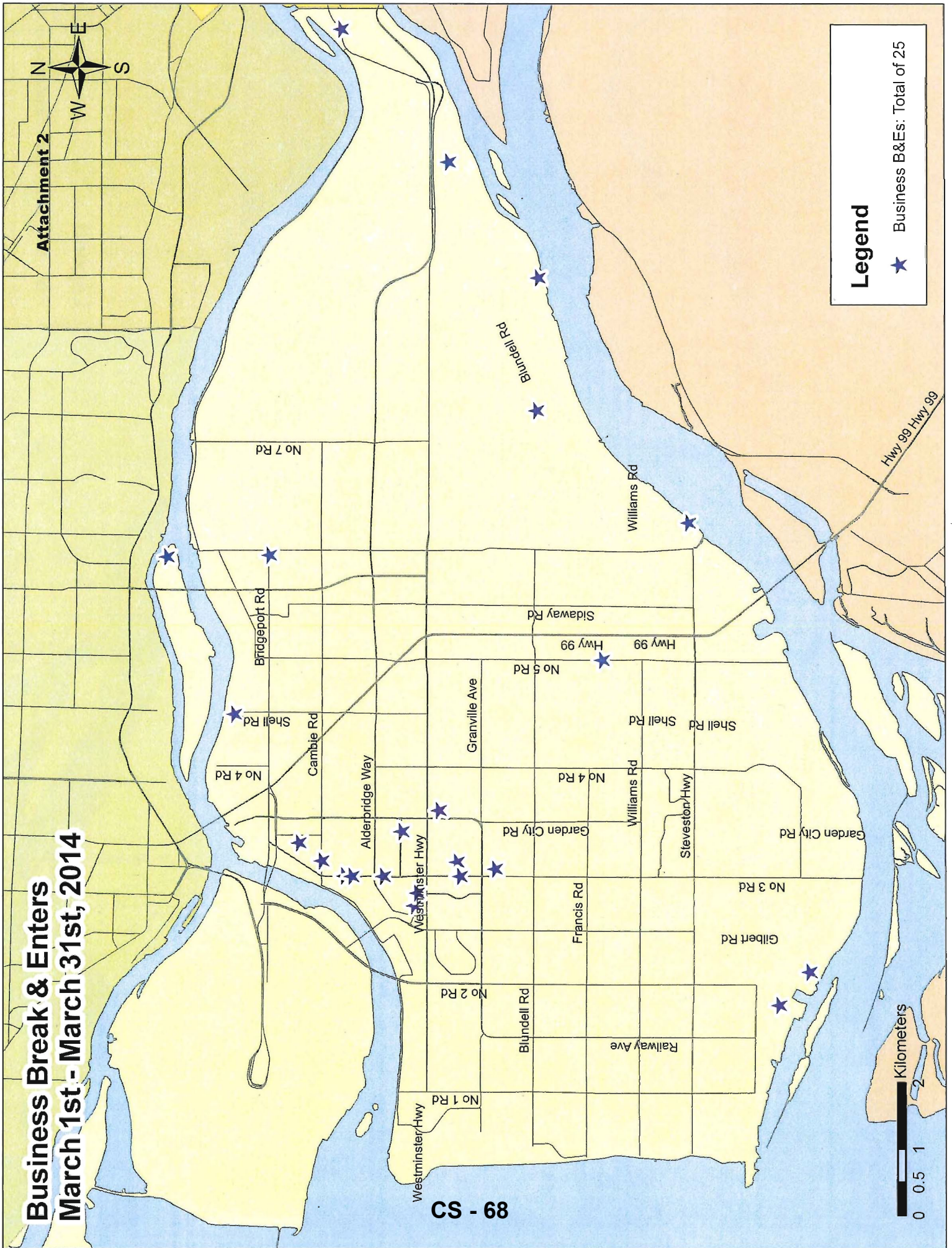


CS - 68

## Legend

- ★ Business B&Es: Total of 25

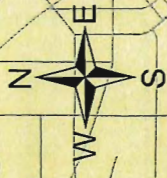
0 0.5 1 2 Kilometers





# Thefts From Vehicles February 1st - February 28th, 2014

Attachment 2

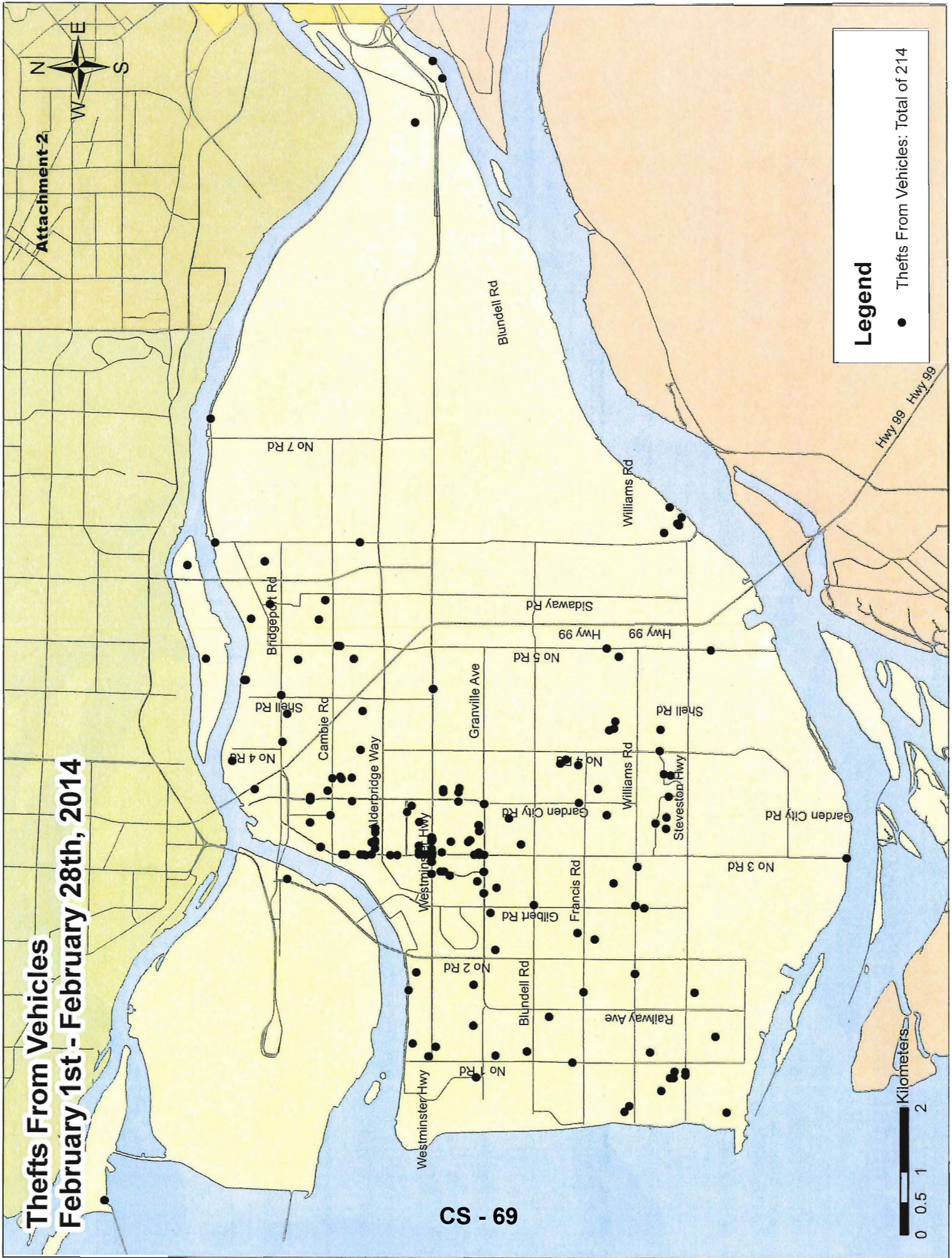


CS - 69

## Legend

- Thefts From Vehicles: Total of 214

Kilometers  
0 0.5 1 2





## Attachment 2







# City of Richmond

## Report to Committee

**To:** Community Safety Committee  
**From:** Phyllis L. Carlyle  
General Manager, Law & Community Safety  
**Re:** **Summer Dog Programs**

**Date:** April 28, 2014  
**File:** 12-8060-01/2014-Vol 01

### Staff Recommendation

That the staff report titled Summer Dog Programs (dated April 28, 2014 from the General Manager, Law & Community Safety) be received for information.

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

REPORT CONCURRENCE	
<b>ROUTED To:</b> Engineering & Public Works Parks Services RCMP	<b>CONCURRENCE</b> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> 
<b>APPROVED BY CAO</b> 	

## Staff Report

### Origin

This report supports Council's Term Goal #1:

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

In the past few years there have been increased levels of dog complaints and a growing demand from residents for more animal control enforcement services. As the population in the area increases in density, these demands are expected to escalate and put additional pressure on fixed municipal resources. Innovative programs related to animal services are one way to address present and future demands to service delivery levels.

### Analysis

#### Background

Community Bylaws enforces the Animal Control Regulation Bylaw No. 7932, as does RAPS during normal business hours. Thus far in 2014, the Bylaw department has received 56 complaints of dogs off leash with many of the complaints originating from the City's dyke areas.

A preliminary analysis of complaint data indicated that a majority of the complaints (33 of 56) were received from a single resident. In reviewing the location of the complaints most were located on the dyke between Garry Point Park (North) and Terra Nova Park.

In order to define the scope of the problem, staff from both Parks and Community Bylaws departments agreed to conduct a census of the area. During the month of March, non-uniformed staff was deployed on 8 separate occasions to conduct patrols. Patrols were conducted during the hours of 7 am to 11 am, 10 am to 2 pm, and 3 pm to 7 pm. In order minimize influence on owner and dog behaviours, staff were directed not to interact with the public, but to observe activities from a distance and take appropriate notes.

#### Census Results

An analysis of the results indicated that a total of 231 dogs were observed during the census period, for an average of 29 dogs per patrol. Of the 231 dogs observed, 52 dogs were observed to be "off-leash" (23%) and 17 dogs were clearly without a dog license (7%). The number of dogs without dog licenses may be significantly higher as the 7% represents only those instances where a missing license was verified through staff observations.

#### Risks of Off-leash and Unlicensed Dogs

The increase in Richmond's human and canine populations over the past few years has resulted in higher levels of pedestrian and dog traffic in public areas. Dog attacks, bites and

aggressiveness result in some serious injuries to residents and other animals in the community. In 2013, the City had 55 dog bite incidents.

To address these types of incidents responsible pet ownership should be promoted. Two key factors that are accepted “best practices,” and standard in most municipalities, involve dog owners ensuring that the pet is wearing a valid dog license and ensuring that their pet is on a leash, except when the dog is in a designated off leash area.

The City’s Animal Control Regulation Bylaw No. 7932 requires that dogs remain leashed and in control while in public. An unleashed dog is not only at risk, but may pose a risk to other dogs and to the public.

Proper identification is an essential factor that contributes to responsible dog ownership. An important piece of dog identification is a dog license. A license indicates that a lost or stray dog has an owner and that the pet should be returned to a shelter. Animal Control officers use dog licenses to quickly access information which helps reunite the missing pet with their rightful owner.

#### Dog Licensing Programs and Enforcement

To ensure that Richmond remains a safe community, the Bylaws division intends to launch two programs this spring which will encourage responsible dog ownership.

The Dog License Canvassing program, will involve collaboration with Community Bylaws and the Engineering and Public Works-Environmental Sustainability department. Leveraging the synergies of combined efforts, dog license canvassers will be deployed “door to door” to promote responsible dog ownership. Residents will receive information on responsible dog ownership and the requirements of the City’s Animal Control Regulation Bylaw. Canvassers, as a convenience to residents, will have the ability to facilitate contact with the City’s dog license registry by phone, take credit card payments on site, and issue a dog licenses. In addition, canvassers will be able to answer questions and distribute pamphlets in relation to the City’s Pesticide Use Control Bylaw No. 8514.

An Enhanced Dog Enforcement program will focus on high pedestrian and dog traffic areas. Community Bylaws officers with RCMP auxiliaries, and the support of the Parks department, will dedicate resources to City’s public areas such as beaches, dykes, playgrounds, and trails. Officers will provide a visible presence and enforce dog regulations where appropriate. The focus of this program will be to educate the public regarding responsible pet ownership, increase dog leash awareness, and encourage dog licensing. The Community Bylaws and the Parks department will be preparing an information pamphlet to provide educational material on safe and responsible dog behaviour while in Richmond parks.

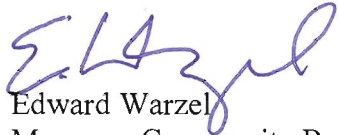
#### **Financial Impact**

It is expected that program costs will be covered by surplus funding due to vacancies and potential off setting revenues.



## **Conclusion**

Both the proposed Dog license Canvassing program and the Enhanced Dog Enforcement program will provide effective public safety services that will target community concerns while enhancing the safety and the desirability of our community.



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

EW:ew