



Community Safety Committee

Anderson Room, City Hall
6911 No. 3 Road

Tuesday, May 14, 2019
4:00 p.m.

Pg. # ITEM

MINUTES

CS-5 *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on April 9, 2019.*



NEXT COMMITTEE MEETING DATE

June 11, 2019, (tentative date) at 4:00 p.m. in the Anderson Room

DELEGATIONS

CS-12 1. David Poppell, Station Leader, Royal Canadian Marine Search and Rescue (RCMSAR), and Aaron Harnden, RCMSAR to present an update on **RCMSAR activities**.

COMMUNITY SAFETY DIVISION

2. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – MARCH 2019**

(File Ref. No. 12-8060-01) (REDMS No. 6165081)

CS-25

See Page CS-25 for full report

Designated Speaker: Carli Williams

STAFF RECOMMENDATION

That the staff report titled “Community Bylaws Monthly Activity Report – March 2019”, dated April 18, 2019, from the General Manager, Community Safety, be received for information.

☐

3. **BUSINESS LICENCES QUARTERLY REPORT – FIRST QUARTER 2019**

(File Ref. No. 12-8275-01) (REDMS No. 6167688)

CS-32

See Page CS-32 for full report

Designated Speaker: Carli Williams

STAFF RECOMMENDATION

That the staff report titled “Business Licences Quarterly Report – First Quarter 2019”, dated April 12, 2019, from the General Manager Community Safety be received for information.

☐

4. **EMERGENCY PROGRAMS QUARTERLY ACTIVITY REPORT – FIRST QUARTER 2019**

(File Ref. No. 09-5126-01) (REDMS No. 6165079 v. 3)

CS-35

See Page CS-35 for full report

Designated Speaker: Norman Kotze

STAFF RECOMMENDATION

That the staff report titled “Emergency Programs Quarterly Activity Report – First Quarter 2019”, dated April 16, 2019, from the General Manager, Community Safety, be received for information.

☐

5. **POTENTIAL FOR RICHMOND FIRE-RESCUE PERSONNEL TO PERFORM BASIC PARAMEDIC DUTIES**

(File Ref. No.) (REDMS No. 6156213 v. 3)

CS-46

See Page CS-46 for full report

Designated Speaker: Fire Chief Tim Wilkinson

STAFF RECOMMENDATION

That the staff report titled “Potential for Richmond Fire-Rescue Personnel to Perform Basic Paramedic Duties” dated April 23, 2019 be received for information.



6. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – MARCH 2019**

(File Ref. No. 09-5000-01) (REDMS No. 6155502)

CS-50

See Page CS-50 for full report

Designated Speaker: Fire Chief Tim Wilkinson

STAFF RECOMMENDATION

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – March 2019”, dated April 8, 2019, from the Fire Chief, Richmond Fire-Rescue, be received for information.



7. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Fire Chief Tim Wilkinson

Items for discussion:

(i) *Public Works Open House (May 11)*

(ii) *Doors Open Richmond (June 1 & 2)*

8. **RCMP MONTHLY ACTIVITY REPORT – MARCH 2019**

(File Ref. No. 09-5000-01) (REDMS No. 6149871 v. 2)

CS-62

See Page CS-62 for full report

Designated Speaker: Supt. Will Ng

STAFF RECOMMENDATION

That the report titled “RCMP Monthly Activity Report – March 2019”, dated April 10, 2019, from the Officer in Charge, Richmond RCMP Detachment, be received for information.



9. **2019 – 2020 RICHMOND RCMP DETACHMENT ANNUAL PERFORMANCE PLAN – COMMUNITY PRIORITIES**

(File Ref. No. 09-5000-01) (REDMS No. 6154208 v. 3)

CS-84

See Page CS-84 for full report

Designated Speaker: Supt. Will Ng

STAFF RECOMMENDATION

That the priorities listed in the staff report titled “2019-2020 Richmond RCMP Detachment Annual Performance Plan – Community Priorities”, dated April 11, 2019, from the Officer in Charge, Richmond RCMP, be endorsed for inclusion in the Richmond Detachment Fiscal Year 2019-2020 (April 1, 2019 to March 31, 2020) RCMP Annual Performance Plan.



10. **RCMP/OIC BRIEFING**

(Verbal Report)

Designated Speaker: Supt. William Ng

Items for discussion:

- (i) *Forward deploying members out of Hamilton Fire Station*
- (ii) *Hamilton proactive patrols at homeless camps*
- (iii) *High visibility patrols at places of worship*

11. **MANAGER’S REPORT**

ADJOURNMENT





Community Safety Committee

Date: Tuesday, April 9, 2019

Place: Anderson Room
Richmond City Hall

Present: Councillor Bill McNulty, Chair
Councillor Alexa Loo
Councillor Carol Day
Councillor Kelly Greene
Councillor Harold Steves

Also Present: Councillor Linda McPhail
Councillor Michael Wolfe

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

AGENDA ADDITIONS

The Chair noted that “*Hamilton*”, “*Ackroyd and No. 3 Road*”, and “*Constable Gate at Steveston Highway*” be added to the Agenda as new items no. 7, 8, and 9 and the remaining items renumbered accordingly.

MINUTES

It was moved and seconded

That the minutes of the meeting of the Community Safety Committee held on March 12, 2019, be adopted as circulated.

CARRIED

NEXT COMMITTEE MEETING DATE

May 14, 2019, (tentative date) at 4:00 p.m. in the Anderson Room

Community Safety Committee
Tuesday, April 9, 2019

COMMUNITY SAFETY DIVISION

1. COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – FEBRUARY 2019

(File Ref. No. 12-8060-01) (REDMS No. 6141902)

In reply to queries from Committee, Carli Williams, Manager, Community Bylaws and Licencing provided the following information:

- calls for service regarding signs include any enforcement or inquiries of illegally placed signs or illegal sign types;
- staff have shutdown hundreds of illegal short term rental listings and staff continually review listings individually as there are licenced operations advertised on online listings along with illegal postings;
- animal control patrols can add the Steveston waterfront area to their rotation to ensure complaints regarding off leash dogs and waste are addressed on weekends;
- there is adequate staffing to address complaints and meet current service levels; and
- statistics regarding illegal rideshare activity is included in the quarterly business licence report and staff were active with court dates in March and enforcement is ongoing.

Discussion ensued regarding providing updates to the violations and complaints of Soil Bylaw violations court proceeding outcomes and a recent article regarding illegal short term rental listings and activity in Richmond.

In further response to questions from Committee, Cecilia Achiam, General Manager, Community Safety and Ms. Williams remarked that (i) there is an outstanding referral regarding the possibility of registering room and board facilities and a report is forthcoming on the matter and will include options for increasing levels of service, (ii) staff have found a few listings who advertise as Vancouver listings but operate in Richmond and continue to actively investigate listings, (iii) at the peak of illegal short term rentals there were approximately 1700 online listings and short term rentals without an operator living on site are not permitted, (iv) information regarding short term rentals is available on the City's website and staff can investigate inserting information cards with property tax notices, and (v) most individuals approached about illegal short term rental operations stop the activity when redirected.

It was moved and seconded

That the staff report titled "Community Bylaws Monthly Activity Report – February 2019", dated March 19, 2019, from the General Manager, Community Safety, be received for information.

CARRIED

2.

Community Safety Committee
Tuesday, April 9, 2019

2. IMPERIAL PARKING CANADA CORPORATION CONTRACT RENEWAL

(File Ref. No. 12-8060-01) (REDMS No. 6023553 v. 5; 4214152)

In response to questions from Committee, Susan Lloyd, Manager, Parking Enforcement, Animal Control and Administration – Community Bylaws, advised that (i) the meter program generated on average \$720,000 in revenue per year in 2016, 2017, and 2018 and were previously on average \$525,000 per year, (ii) staff anticipate an increase in revenue due to the installation of additional meters, (iii) a request for proposal for meter services will be issued in approximately five years, the last was in 2015, and (iv) approximately five additional meters will be installed.

It was moved and seconded

- (1) *That the City enter into a five year-renewal contract (2019-2023) with Imperial Parking Canada Corporation, as outlined in the staff report titled, "Imperial Parking Canada Corporation Contract Renewal", dated March 19, 2019, from the General Manager, Community Safety; and*
- (2) *That the General Manager of Community Safety be authorized to execute the contract with Imperial Parking Canada Corporation.*

CARRIED

3. RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – FEBRUARY 2019

(File Ref. No. 09-5000-01) (REDMS No. 6143460 v. 2)

Tim Wilkinson, Fire Chief, remarked that this month's activity report reflected an emphasis on contributing more stories to the significant events section and staff continue will to make improvements and adjustments to the reports.

In reply to queries from Committee, Chief Wilkinson commented that public awareness on dryer duct maintenance in relation to fire prevention can be highlighted by Richmond Fire-Rescue.

It was moved and seconded

That the staff report titled "Richmond Fire-Rescue Monthly Activity Report – February 2019", dated March 18, 2019, from the Fire Chief, Richmond Fire-Rescue, be received for information.

CARRIED

4. FIRE CHIEF BRIEFING

(Verbal Report)

- (i) *Recruitment Updates (Firefighter and Coordinator, Projects and Planning)*

3.

Community Safety Committee

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Chief Wilkinson remarked that there were 562 applicants for the firefighter positions and the posting has now closed. He further advised that the anticipated hire date would be October 8, 2019. Chief Wilkinson also noted that a coordinator role, which would focus on data analysis and assist with reports to Council, had 86 applicants and the position is expected to begin within a month.

(ii) *LUCAS 3 Automated CPR Machines*

Chief Wilkinson acknowledged and commended the support from Council on approving the automated CPR devices and noted that they are often utilized and lent to BC ambulance for use.

5. RCMP MONTHLY ACTIVITY REPORT – FEBRUARY 2019

(File Ref. No. 09-5000-01) (REDMS No. 6133294 v. 2)

Will Ng, Superintendent, Officer in Charge, provided an overview of the February 2019 statistics, noting in particular that (i) there has been a decrease in property crime, (ii) decrease over last month in serious assaults, (iii) decrease in mental health calls for service from January however there is still an increase from February 2018, (iv) a memorandum of understanding (MOU) has been agreed upon with Vancouver Coastal Health for the Car 67 Program, (v) there have been a record number of volunteers and they continue to be very active in community outreach including break and enter outreach and engaging business owners and residents on how to safe guard against break and enters, and (vi) 4848 notices for Lock-Out Auto Crime were distributed in February.

In response to queries from Committee regarding a Community Police Office in Hamilton, Ms. Achiam and Supt. Ng advised that:

- a report to the General Purposes Committee regarding possible locations and funding is forthcoming;
- officers passionate about patrolling the Hamilton Area and Richmond RCMP have an interest in seeking a pre-deployment location in the area;
- officers have been able to utilize the Hamilton Fire Hall as a temporary space and staff can inquire about posting signage regarding officer availability at any Hamilton office;
- an office in the Hamilton area would help reduce response times which are currently an average of over 11 minutes;
- officers have specific routes to patrol the homeless camp in the area to ensure compliance;
- staff can approach Peter German in regards to producing a report for the City;

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- in the future the Blockwatch newsletter can be added as an attachment to the staff report; and
- there are more active crime areas in the City, currently the City Centre area has higher rates of property crime, theft from autos, and auto theft however effort is made to combat any prolific offenders contributing to the higher statistics in the area.

Supt. Ng provided a briefing regarding the Richmond Mobile Enforcement team, and advised it has been very active with gang related intervention including pulling over high risk vehicles related to gang activity.

It was moved and seconded

That the report titled "RCMP Monthly Activity Report – February 2019", dated March 14, 2019, from the Officer in Charge, Richmond RCMP Detachment, be received for information

CARRIED

6. **RCMP/OIC BRIEFING**
(Verbal Report)

None.

7. **HAMILTON**
(File Ref. No.) (REDMS No.)

Angela Ellis, Hamilton area resident, expressed concern regarding the homeless camp site in the area noting that the number of tents has increased since they first appeared and there has been an increase in petty crime in the area. Ms. Ellis commented that assistance had been offered to the individuals on the site from local residents. She further expressed concern regarding the safety of residents and children in the neighbourhood, stating that she was of the opinion that the issue is not being adequately addressed.

Jonathan Chow, Hamilton area resident, expressed concern regarding the safety of the area residents and children, commenting that there have been issues with public defecation, property crime, and open drug use from individuals on the site. Mr. Chow further noted that residents may not be reporting minor theft issues.

Discussion ensued regarding the importance of reporting minor crimes in the area.

In reply to questions from Committee, Ms. Achiam advised the following:

- staff have been directed to prepare a fact sheet regarding the Hamilton homeless camp to provide to area residents;
- staff take all complaints regarding the matter seriously;

Community Safety Committee

Tuesday, April 9, 2019

- the City is managing the situation as much as possible in the interim and staff are developing a longer term solution;
- the temporary modular housing and temporary shelter are opening soon, however the individuals on the site may not be compelled to take any offered assistance;
- Bylaw staff and Richmond RCMP have stepped up patrols to at least three times a day to ensure the area is kept as safe as possible;
- staff continue to reach out to service providers in the area;
- the Director of Corporate Communications and Marketing has been the source of information to allow inquiries to be accurately tracked;
- the City is conducting regular garbage collection for the site and providing garbage bags for use;
- front line staff have adequate training for dealing with the situation and there is constant contact with Hamilton Community Centre staff to ensure any issues with individuals from the site are addressed; and
- there have been no official complaints from the school or daycare in the neighbourhood.

In response to queries regarding requiring registration of bicycles belonging to individuals at the site in the 529 Garage program to address theft issues, Supt. Ng remarked that RCMP officers are advised to check serial numbers for any observable property during patrols and noted that registration in the program could be added.

Discussion then took place on (i) the impact of removing the remaining brush on the site, (ii) potential to install signs in the area with relevant contact information, and (iii) conducting a public information meeting with area residents to address concerns.

As a result of the discussion, the following **motion** was introduced:

It was moved and seconded

That staff be directed to conduct a public meeting with Hamilton area residents regarding the homeless camp as soon as possible.

CARRIED

Discussion further took place on the creation of information sheets for the public on the matter and direction was given to staff to provide further details including relevant contact numbers and the City's actions.

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8. **ACKROYD AND NO. 3 ROAD**
(File Ref. No.) (REDMS No.)

Councillor Loo spoke to a delegation to the March 20, 2019 Public Works and Transportation Committee meeting who advised of concerns regarding pedestrian safety at the intersection of Ackroyd Road and No. 3 Road. Supt. Ng advised that Richmond RCMP had been in contact with the individual to discuss her concerns and that traffic enforcement is aware of that intersection and are addressing longer term solutions including ways to slow down drivers and make drivers aware of pedestrians.

9. **CONSTABLE GATE AT STEVESTON HIGHWAY**
(File Ref. No.) (REDMS No.)

Councillor Loo noted concern regarding speeding in the area and Supt. Ng advised that road safety and enforcement can be increased in the area and noted an record number of tickets for speeding had been issued this year with one officer citing over 300 distracted driver tickets since January.

10. **COMMITTEE STANDING ITEM**

E-Comm

None.

11. **MANAGER'S REPORT**

None.

ADJOURNMENT

It was moved and seconded
That the meeting adjourn (5:06 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 9, 2019.

Councillor Bill McNulty
Chair

Amanda Welby
Legislative Services Coordinator



**ROYAL CANADIAN MARINE
SEARCH & RESCUE**

Richmond – Station 10 2019 Update Safety Committee

May, 2019



Year in Review



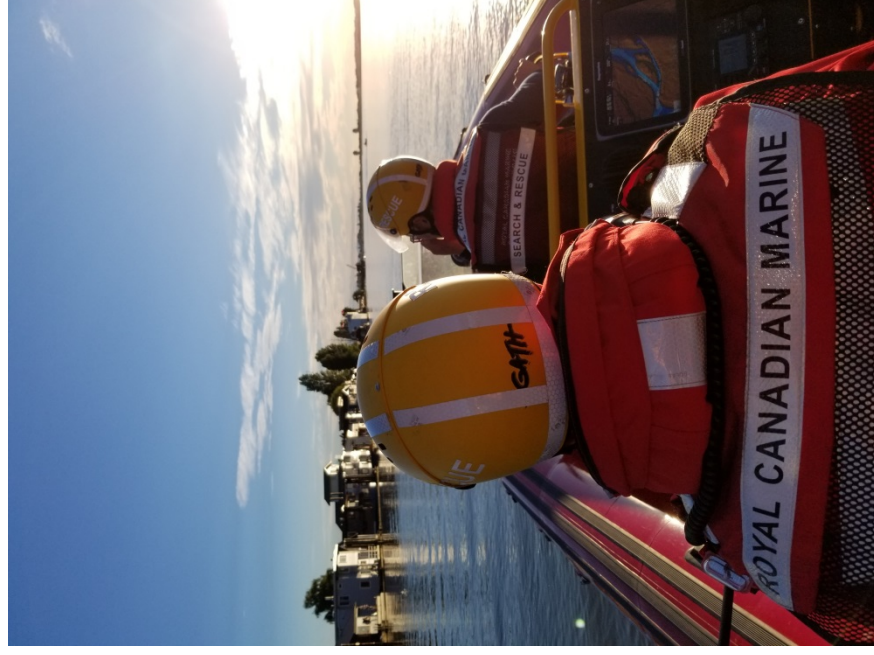
Year in Review



- Who we are
- Values
- How we fit
- Richmond - Locations
- SAR Prevention
- Past 12mo Status - on water, not on water
- Vessels
- Ahead

Who We Are

- **Maritime Services We Provide to our community:**
 - Search
 - Rescue
 - Situational Awareness
 - Quick Resolution to potential marine incidents
 - Safety Boat at community events



* **Training Standards:**

- * ROC-M
- * TC MBFA
- * TC FR
- * Coxswain Leadership Courses
- * CCG R.H.I.O.T. School
- * Int'l Coxswain Courses

Who We Are

Vision:

Excellence in community-based marine safety.

Values:

- Safety
- Volunteerism
- Professionalism
- Community
- Trust

Web: www.rcmsar.com |

www.rcmsar10.org

**New Strategic Plan on regional
website*



How We Fit

- CCG & RCAF - Primary SAR
- RCN & Other Gov't facilities - Secondary SAR
- CCGA / RCMSAR key delivery partners through cabinet directive (Ottawa) contribution agreement

- EMBC Memo of Understanding
 - Activation by provincial and municipal agencies
 - Restricted to certain activities.

- Distress or trouble situations:
 - Contact Cellular: ***16 or #727**
 - Contact **VHF: CH16**

- *GSAR is provincial

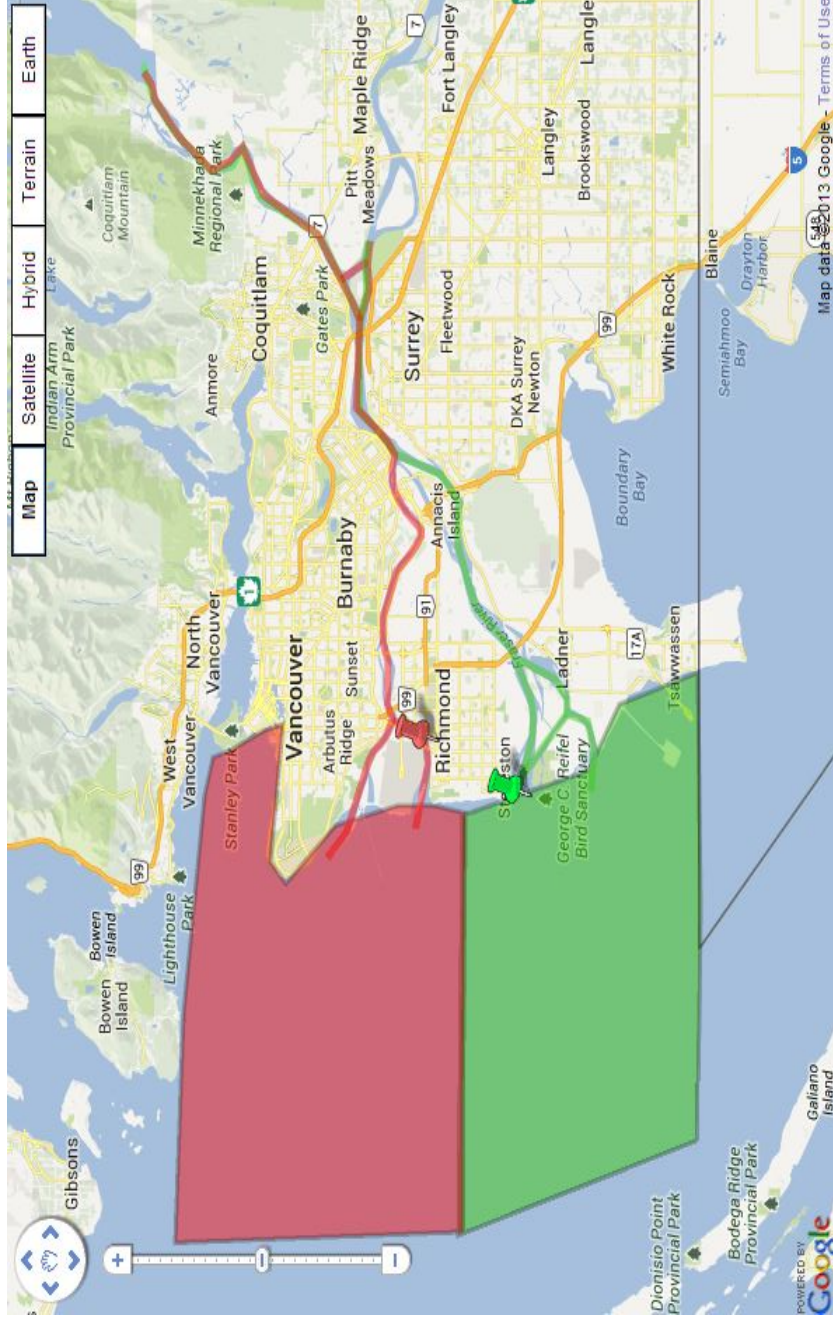


Richmond Locations

**North/Middle Arm
Fraser – Backup
Posture – Unit 6**



**Steveston / Main
Arm Fraser –
Primary Posture –
Unit 7**



SAR Prevention

Community Outreach

- Kids Don't Float – PFD Loaner Stations
- City of Richmond public events
- Pleasure Craft Courtesy Checks
- Ready Set Wear it!



Community Interaction

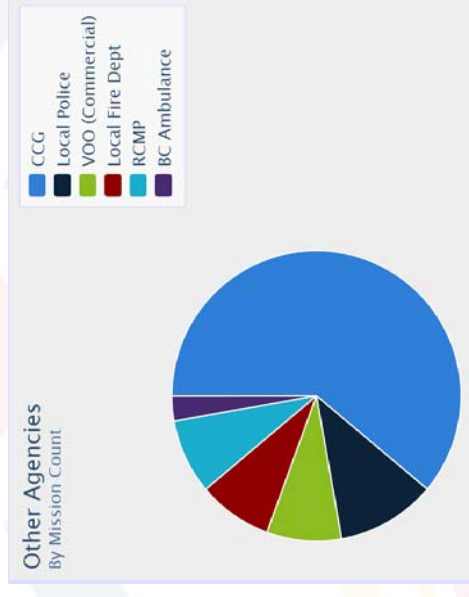
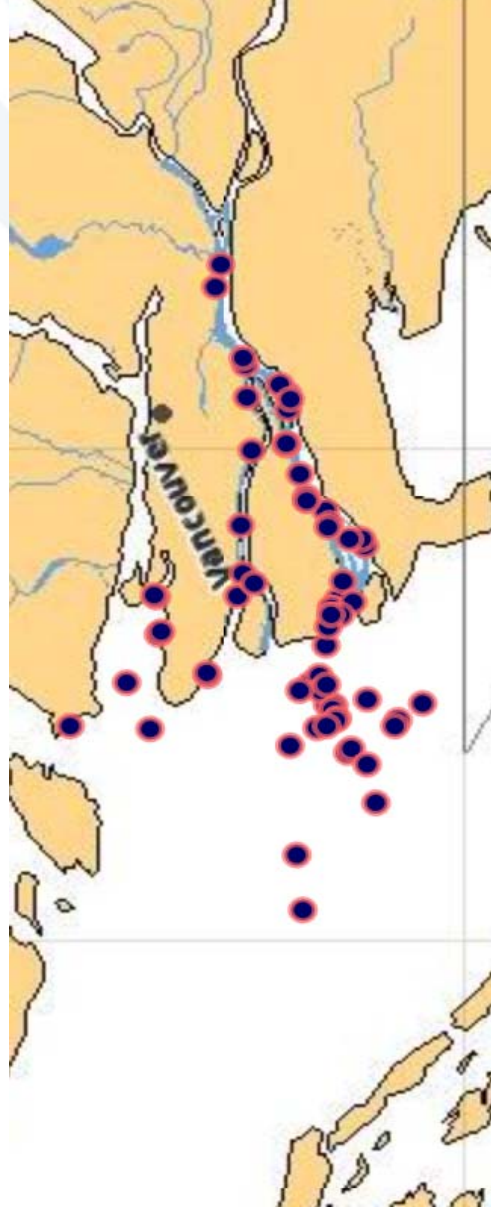
- Maritime Fest.
- Fisherman's Memorial
- Richmond Yacht Club Sailpasts
- Shelter Island Marine Day



Recent Statistics

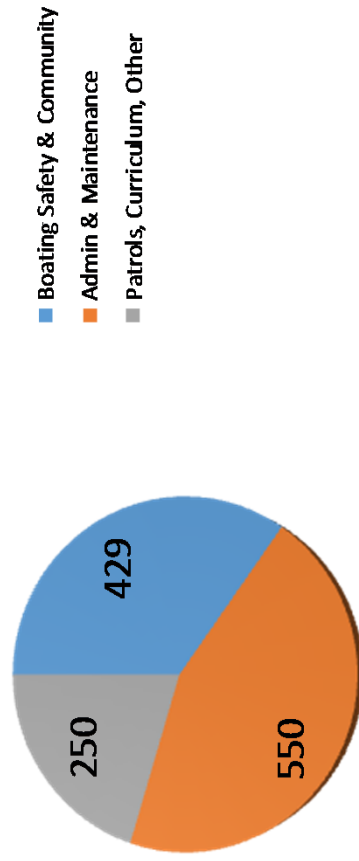
- 50 SAR crew volunteers provide 24/7 pager response (30min)
- 5 crew rotations, one eve., each week (M-Th) & one weekend each mo (Fri-Sun) + Day crew
- 16 min avg response time
- 50% missions working with other agencies

	2016	2017	2018
Training Count	134	141	127
Hours	293	306	254
Tasking Count	54	93	43
Hours	103	171	84



Past 12mo Stats (Not on water)

Total Person Hours



- More than 1000 hours each year
- 50 SAR Crew Members
- 8 Supporting members
- Total: 58 Members

CS - 21



ROYAL CANADIAN MARINE
SEARCH & RESCUE

Vessels



CS - 22

10.5Metre Cabin RHIB
Unit 7 – B.R. Hastings



8.1Metre Delta RHIB
Unit 6 – The Jimmy Ng



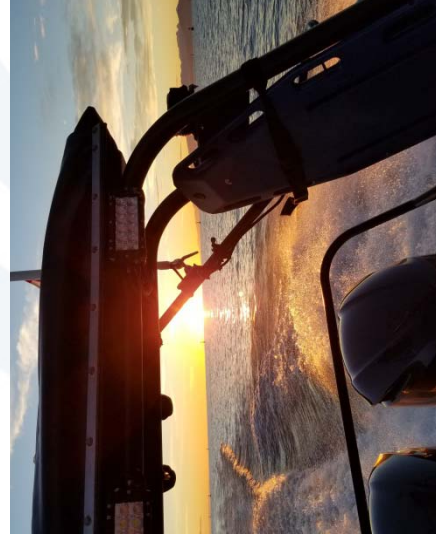
FUTURE VESSEL
FALKINS TYPE 2

WHAT WE PLAN TO DO

- Expansion of Kids Don't Float Program at McDonald Beach boat launch
- Begin a new relationship with EMBC in conjunction with CCG Sea Island
- Foster a better relationship with local media to provide greater visibility to incidents on the water.

ROYAL CANADIAN MARINE SEARCH & RESCUE

TRAINING CRITERIA



Thank
you!





City of Richmond

Report to Committee

To: Community Safety Committee
From: Cecilia Achiam
General Manager, Community Safety

Date: April 18, 2019
File: 12-8060-01/20-Vol01

Re: Community Bylaws Monthly Activity Report – March 2019

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – March 2019”, dated April 18, 2019, from the General Manager, Community Safety, be received for information.

Cecilia Achiam
General Manager, Community Safety
(4122)

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

Staff Report

Origin

This monthly report for the Community Bylaws department provides information on Grease, Soils, Property Use, Short-Term Rentals, Pay Parking, Parking Enforcement, Animal Control, Dog Licencing and Public Awareness Initiatives.

Analysis

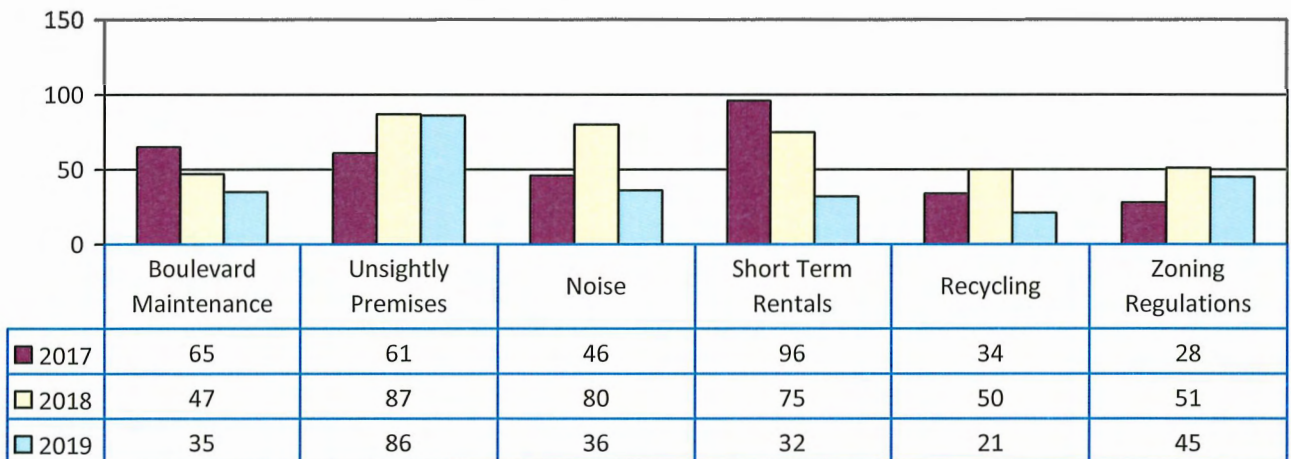
Property Use enforcement matters are divided among several groups in Community Bylaws, Engineering, Business Licencing and Vancouver Coastal Health. Figure 1 shows the calls for service (files opened) by Property Use Inspectors in the Community Bylaws department. Figure 2 shows all other property related enforcement.

Property Use

Property Use Officers investigate property matters based on public complaints as well as conduct proactive enforcement for self-evident infractions such as boulevard obstructions, unsightly properties and short term rentals. This group also responds to complaints and investigates concerns relating to vacant homes and homeless camps.

During the month of March, bylaw officers were deployed to provide daily patrols of homeless camps in the Hamilton area and helped in having two locations cleaned up. Staff were also busy this month attending Provincial court on a number of disputes related to illegal short-term rentals and other zoning violations.

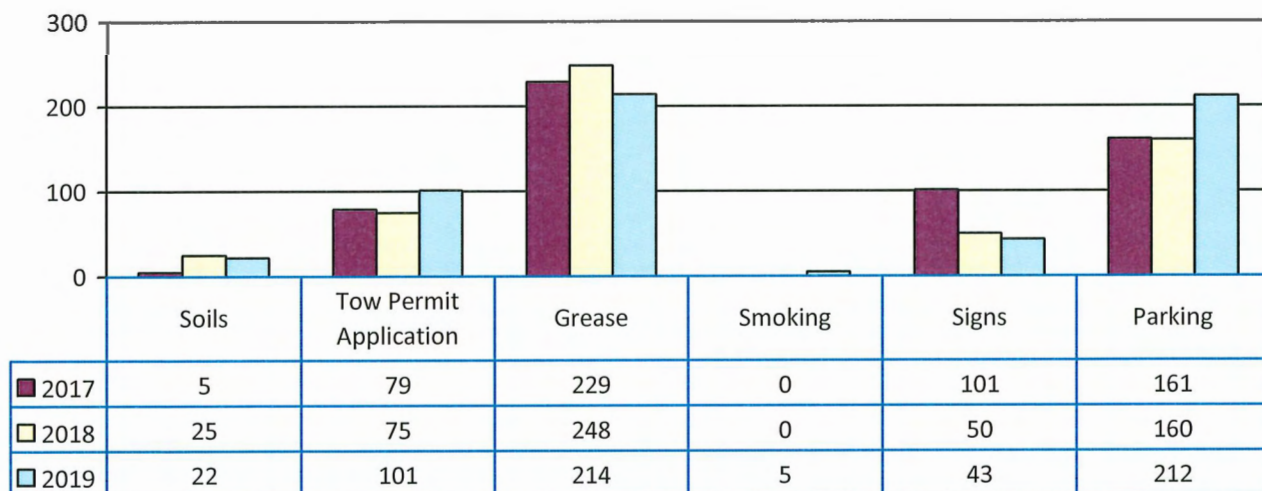
Figure 1: Property Use Calls For Service - March Year-To-Date Comparison



Grease

The Grease Officer remains focused on education and voluntary compliance. During the month of March, the Grease Officer undertook 52 grease-trap inspections which are reflected in the cumulative total shown in Figure 2. Two violation notices were issued for contravention of the Drainage, Dyke and Sanitary Sewer System Bylaw No. 7551.

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



Soils

The Soil Bylaw Officer continues to respond to complaints and issues of non-compliance with Soil Removal & Fill Deposit Regulation Bylaw No. 8094. Eight soil files were opened in March. The Officer continues to address issues of non-compliance on 40 properties in addition to monitoring 14 approved sites. There are 17 soil deposit proposals under various stages of review by City staff and/or the ALC. During the month of March, the Soil Bylaw Officer conducted 45 site inspections.

Dog Licencing and Patrols

During the month of March, 615 dogs were licenced. The total amount of dogs licenced to date is 6,207.

Regional Animal Protection Society (RAPS) Officers, conduct monthly rotational patrols of the dykes, parks and school grounds within the City. The following were patrolled during the month of March which resulted in no contraventions of the Animal Control Regulation Bylaw No. 7932 or the Dog Licencing Bylaw No. 7138.

- Steveston Village
- Terra Nova Park
- Hamilton School
- No. 3 Road Off leash Park
- Brighthouse Park
- Minoru Park
- Garden City Park
- Garry Point
- McLean Park
- Steveston Community Park
- West Dyke
- McDonald Beach

Parking

Parking Officers continue to focus on safety and gain compliance through education and ticketing, while conducting their daily scheduled school patrols. For the month of March, Parking Officers attended 45 schools and issued 44 tickets for violations of the Traffic Bylaw No. 5870.

For the month of March, Parking Officers issued 2,645 violations associated with various parking and stopping offences.

Figure 3 reflects monthly and year-to-date parking enforcement activity measured by violation issuance. The corresponding revenue is reflected in Figure 4.

Figure 3: Parking Violations Issuance Comparison

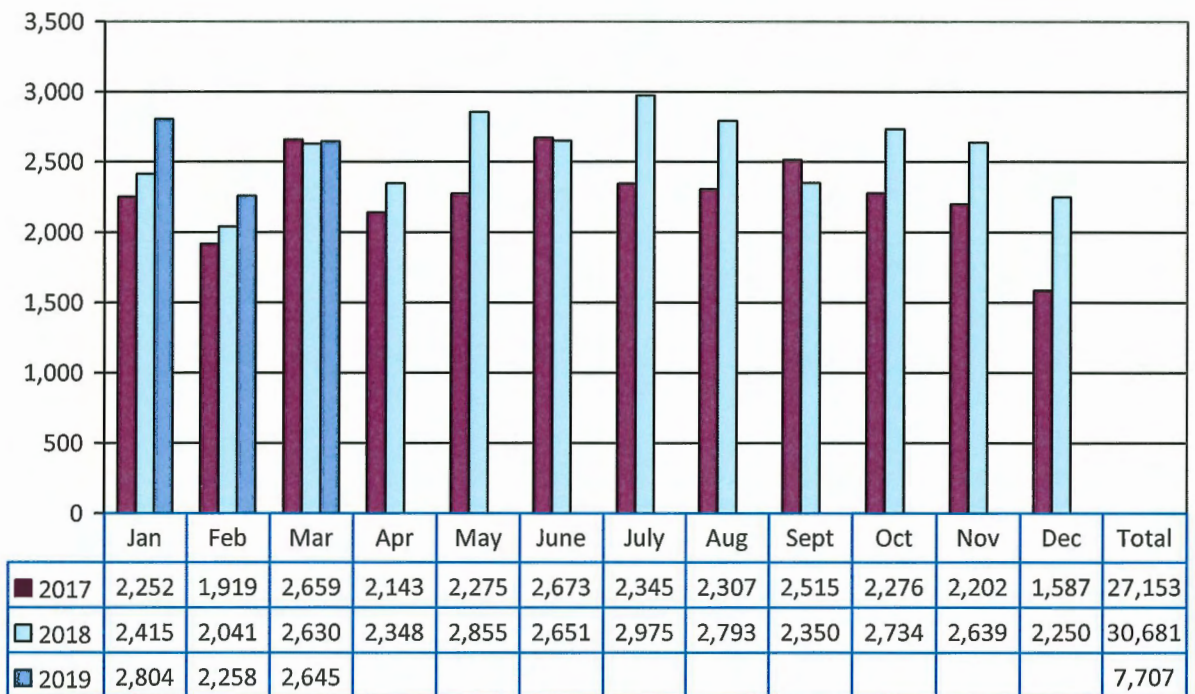
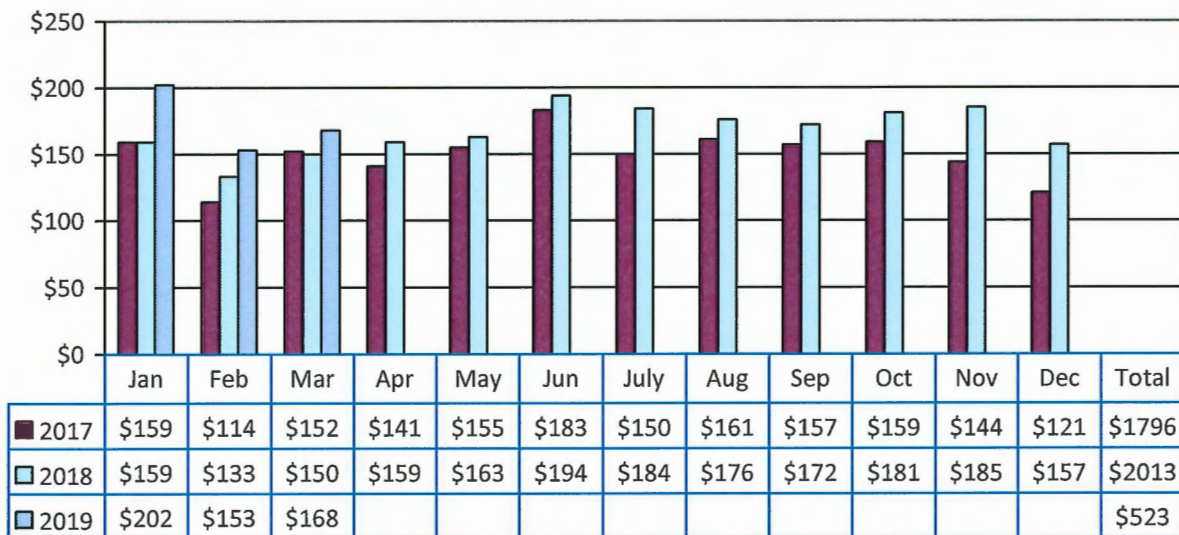


Figure 4: Consolidated Parking Program Revenue Comparison (000's)



All Enforcement Activity

While parking violations make up the majority of tickets issued by City of Richmond bylaw enforcement staff, there are a number of other categories which are of interest to the public. Table 1 shows the number of violations in parking plus those in other categories. The number of tickets issued, in areas other than parking, is not necessarily an indication of staff effort as staff are instructed to pursue compliance as the main goal which sometimes is better served with a warning instead of a ticket.

Table 1: Community Bylaw Violations

Ticket Issuance (BVN's & MTI's)	March	YTD
Short-Term Rental Offences	0	11
Soil Removal & Fill Deposit Offences	1	1
Grease Trap Offences	2	4
Parking & Stopping Offences	2645	7707
Animal Control Offences	6	27
Totals	2654	7750

Adjudication

The adjudication session was held on March 20, 2019, and consisted of five violations in contravention of the Traffic Bylaw No. 5870. The breakdown is as follows:

Table 2: Adjudication Results

City of Richmond Bylaw	Tickets Upheld	Tickets Dismissed
Traffic Bylaw No. 5870	4	1
Totals	4	1

The next adjudication session, scheduled for June 11, 2019, will consist of five violations in contravention of City of Richmond Bylaws.

Revenue

The Community Bylaws Department derives most of its revenue from parking meters, parking permits and parking violations with the remainder of revenue generated from dog licences, false alarm incidents (which are reported at year end only), tow permits and other permits and bylaw fines. These figures are shown in Table 3.

Table 3: Department Revenue by Source

Program Revenue	Budget Mar 2019	Actual Mar 2019	YTD Budget Mar 2019	YTD Actual Mar 2019
Contract Revenue ¹	0	5,000	0	15,000
Filming Revenue	0	6,584	0	10,037
Dog Licences	25,796	28,649	121,851	141,259
Towing Permits	2,316	1,946	6,378	5,228
Other Permits ²	5,502	3,916	15,153	36,407
Other Bylaw Fines ³	6,486	16,050	20,032	24,025
Parking Revenue ⁴	144,957	168,323	415,635	523,355
Total Revenue	\$185,057	\$230,468	\$579,049	\$755,311

¹ Towing Contract with Rusty's

² Newspaper Box and Soil Permit Applications

³ Property Use and Animal Control Violations

⁴ Parking Revenue consists of Parking Meters, Monthly Parking Permits and Parking Enforcement

Financial Impact

None.

Conclusion

Community Bylaws staff strive to maintain the quality of life and the safety of residents through coordinated efforts with other City departments and community partners. Further, all department personnel remain committed to educating the public and promoting a culture of voluntary compliance.



Carli Williams
Manager, Community Bylaws
And Licencing
(604-276-4136)



Susan Lloyd
Manager, Parking Enforcement,
Animal Control And Administration,
Community Bylaws
(604-247-4467)



City of Richmond



Report to Committee

To: Community Safety Committee **Date:** April 12, 2019
From: Cecilia Achiam **File:** 12-8275-01/2019-Vol 01
General Manager, Community Safety
Re: **Business Licences Quarterly Report – First Quarter 2019**

Staff Recommendation

That the staff report titled “Business Licences Quarterly Report – First Quarter 2019”, dated April 12, 2019, from the General Manager Community Safety be received for information.

Cecilia Achiam,
General Manager, Community Safety
(604-276-4122)

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

Staff Report

Origin

This report provides a quarterly summary of activities in support of the regulation of business licences in the City of Richmond.

Analysis

Business Licence Revenue

Revenue from business licences continues its steady growth year over year. Sales of licences in the first quarter of the year are proportionally higher than other quarters due to the high number of licence renewals that occur in January. The first quarter of 2019 has seen a proportionally lower number of new businesses registered in Richmond. This is due to seasonal fluctuations and will be monitored as the year progresses.

Table 1: Business Licence Revenue for 2015-2018

	2016	2017	2018	2019 YTD
New Businesses	1704	1801	1745	458
Revenue (from Licences)	\$ 3,716,597	\$ 3,884,271	\$ 4,082,745	\$ 1,915,497

Application Processing

The licencing process ensures that businesses have received all required approvals from those organizations that regulate health and safety as well as any other municipal, provincial or federal requirements. This process should be both timely and thorough. Table 2 shows the measures that staff use to assess the current process and compare progress against three measures of performance. These statistics are measured quarterly as the numbers fluctuate throughout the year (new applications arrive daily and businesses close down) and are not annual totals.

Table 2: Status and Number of Business Licences

	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2019 Q1
Valid Licences	13,940	14,368	14,285	14,267	14,276
Expired Licences	887	646	688	723	847
Suspended and Pending Applications	282	279	286	274	334
Total	15,109	15,293	15,259	15,264	15,457

There was drop in overall performance in the first quarter of 2019, as shown by an increase in both expired licences and suspended and pending applications. This is due to vacancies in the department for the first quarter in two key positions in the group. However, the vacancies were both filled in April and staff expect to continue the progress made throughout 2018.

Business Licence Enforcement

The revenue collected from bylaw fines and tickets related to licencing is continuing to increase. Tickets issued in the last quarter are mostly related to operating businesses without licences. Businesses operating without valid licences, or contrary to their approvals, are given a warning and time to comply before tickets are issued. Table 3 provides the revenue collected to date in 2019, compared to totals from previous years.

Table 3: Revenue from Tickets

	2016	2017	2018	2019 YTD
Revenue from Tickets	\$ 1,700	\$ 16,350	\$ 37,250	\$ 21,400

Illegal Taxi Enforcement

Many of the operators issued tickets for illegal taxis in 2018 chose to dispute the tickets in Provincial Court. These disputes have been moving through the court process and finally wrapped up in the first quarter of 2019. The City's procedures, bylaws and method of enforcement were tested in court as four of the 17 defendants chose to go through with full trials. In all cases, the defendants were found guilty of all charges. Subsequent to the result from the trials, other defendants pleaded guilty or chose not to attend their court dates (and were deemed convicted). In total, the City secured convictions of all 17 defendants and the court ordered payment of \$19,200 in fines. Staff are proceeding with planning future operations to target illegal taxis in the same manner as has now been proven in court.

Financial Impact

None.

Conclusion

This report provides an update on 2019 first quarter statistics to the Community Safety Committee from the Business Licences department. The statistics and commentary provided in this report will inform discussions related to policy, staffing and resources for licences and permits related to businesses.



Carli Williams, P.Eng.
Manager, Community Bylaws and Licencing
(604-276-4136)



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 16, 2019
From: Cecilia Achiam **File:** 09-5126-01/2019-Vol 01
General Manager, Community Safety
Re: Emergency Programs Quarterly Activity Report – First Quarter 2019

Staff Recommendation

That the staff report titled “Emergency Programs Quarterly Activity Report – First Quarter 2019”, dated April 16, 2019, from the General Manager, Community Safety, be received for information.

Cecilia Achiam
General Manager, Community Safety
(604-276-4122)

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

Staff Report

Origin

This report provides Council with an update on Emergency Programs (EP) activities. EP is reporting on its activities in support of its mandate to maximize the protection of life, public infrastructure, private property and the environment in the event of a major emergency or disaster.

This activity report for EP provides information on each of the following areas:

1. Community Resilience
2. Emergency Management Plans
3. City of Richmond Resilience
4. Emergency Social Services (ESS) Response

Analysis

Community Resilience

Richmond Resilient Communities Program (RRCP)

The RRCP program is designed to provide residents with the tools and knowledge to prepare themselves, their families and their communities to be resilient during an emergency of any size.

- The first quarter of 2019 saw the rollout of the two-hour, single session workshop. In total, three workshops were facilitated in the communities of Cambie, West Richmond and Steveston; and three workshops (in Cambie and Hamilton) were cancelled due to low or no registration.
- Two additional sessions were conducted by request. The first session was presented to a Strata Association in Steveston and the second session was done in collaboration with Richmond Fire-Rescue to a seniors housing complex in West Richmond. A total of 84 residents attended the RRCP workshops in the first quarter of 2019.
- Multiple meetings have been facilitated with Area Coordinator's and community groups such as the Broadmoor Neighbourhood Association (BNA), to discuss ways to increase attendance and engagement at workshops. Common themes discussed included the potential language barrier and the need for increased promotion and marketing. In response, concerted efforts have been put forth to complete a Mandarin translation of the RRCP workshop and to pilot it in the second quarter of 2019. Staff are currently exploring additional ways to attract attendees to workshops.

Council is invited to attend any of the following upcoming workshops:

- Facility: Hugh McRoberts Secondary School
Dates & time: May 22, from 6:30-8:30pm

- Facility: Richmond Secondary School
Dates & time: May 30, from 6:30-8:30pm
- Facility: City Centre Community Centre
Dates & time: June 5, from 6:30-8:30pm
- Facility: South Arm Community Centre
Dates & time: June 27, from 6:30-8:30pm

The 'Beyond the Workshop' series enables residents to attend courses to gain additional knowledge/skills in emergency preparedness. These skills can be used in everyday life to improve the overall perception of safety and preparedness in the community. Staff coordinated the delivery of:

- Emergency First Aid course on February 23, 2019; and
- Rapid Damage Assessment course on March 30, 2019.

Kwantlen Polytechnic University (KPU) Partnership

In collaboration with KPU, staff developed questionnaires to conduct an in-depth analysis of the effectiveness of workshop content and to understand public perceptions as it relates to disaster readiness and emergency preparedness. Preliminary results from the RRCP workshops evaluation have been summarized in attachment 1.

RichmondBCAlert

Emergency Programs staff and volunteers continue to promote registration for the City's Emergency Notification System, RichmondBCAlert, at public events. Table 4 outlines the quarterly signups.

Table 4: RichmondBCAlert Signups

	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
Owner	135	153	54	60	431	87	134	98	45
Tenant	56	49	13	38	269	48	40	72	25
Total	191	202	67	98	700*	135	174	170	70

*Close to 50% of the total registrations received following EMBC notification of the large earthquake and tsunami warning near Kodiak Alaska on January 23, 2018.

- Promotion of RichmondBCAlert signups for the first quarter included digital transit ads in March and a 1-person emergency kit draw through ongoing social media posts.

Public Events

Best practice has shown that residents that are informed and prepared are more resilient to the effects of an emergency and able to contribute to response and recovery. Emergency Programs staff and volunteers build a culture of preparedness by engaging with the public regularly to share emergency preparedness information.

- On February 6, 2019, Emergency Programs staff hosted a community engagement event in collaboration with London Drugs, Richmond Fire-Rescue and the Smart Cities Challenge Project Office. The focus of the event was to highlight how resilient communities are built through collaboration and partnerships.

Emergency Management Plans

Emergency Programs staff regularly review emergency plans with their operational stakeholders to ensure the plans are relevant in the event of an emergency or disaster. Staff are reviewing:

- Hazard Risk & Vulnerability Analysis (HRVA): Staff reviewed numerous consultant proposals to complete an update to the City's HRVA. A consultant has been selected and is in the procurement process. It is anticipated that the HRVA will be completed in the fourth quarter of 2019.
- Evacuation Plan: an update to the Evacuation Plan was completed in 2018. An orientation for key stakeholders of the plan has been scheduled for the second quarter of 2019. During this orientation, an overview of the plan, its purpose, scope and recent changes will be presented to relevant stakeholders.

City of Richmond Resilience

Staff Training

All staff play a role in emergency management. Working with the operational City departments, Emergency Programs will continue to facilitate training and exercises to provide Staff with the necessary skills and experiences to effectively support the City and its residents during events and emergencies of any size.

- On January 15, 2019, EP delivered a Risk Management Officer orientation session for all Emergency Operations Centre staff that may be called on to perform risk assessments in an emergency. This included many new members of the Law Department.
- Through the remainder of the first quarter, EP staff planned and scheduled Emergency Operations Centre, Incident Management System, and Emergency Social Services training to be delivered to City Staff that may play a role during an emergency. This training is scheduled to be delivered early in the second quarter of 2019.
- After staff training, a tabletop exercise simulating a downed aircraft and the evacuation of a city neighbourhood has been scheduled. This will allow recently trained staff to work with key response partners to discuss how they would approach a crash, including the

activation and utilization of the recently updated Evacuation Plan. This exercise is scheduled to take place immediately following the above staff training and Evacuation Plan orientation.

Partner Management

Throughout the first quarter of 2019 Emergency Programs coordinated with numerous response partner agencies to create and maintain effective working relationships and engagement procedures.

- On January 22, 2019, EP Staff participated in a review of the second version of the Greater Vancouver Incident Response Plan. This plan is a key regional response plan outlining the roles, responsibilities, and procedures for response in the event of a significant marine emergency. This plan was activated during the Ledcor Capsized Tug incident in 2018, and lessons learned from that incident were incorporated into the second version update.
- EP Staff liaised with operational leaders at ProTrans (Canada Line), Metro Vancouver Transit Police (MVTP), and BC Sheriffs to identify opportunities to improve communications and protocols for a response.

Emergency Social Services Response

Emergency Programs responded to one emergency where four individuals were evacuated and services were provided.

The four residents were provided with services on behalf of the Province which included temporary accommodations, meals, clothing and basic incidentals, while the evacuees worked to identify and secure alternate accommodations or while they waited for their residences to be cleared of harmful smoke.

Financial Impact

None.

Conclusion

Emergency Programs staff and volunteers continue to engage with the Richmond community to deliver personal and community preparedness, and resiliency information while continuing to promote the RichmondBCAlert System.



Norman Kotze
Manager, Emergency Programs
(604-244-1211)

Att 1: KPU Richmond Resilient Communities Program Evaluation - Preliminary result

Richmond Resilient Communities Program Evaluation

PROGRESS REPORT MARCH 30, 2019

Prepared by Andrea Mah & Dr. Kyle Matsuba



PROGRESS REPORT: MARCH 30, 2019

Introduction

This progress report presents findings from the ongoing evaluation of the Richmond Resilient Communities Workshops. These workshops are held in community centers, schools, and other public spaces and are intended to help people become informed about and prepared for emergencies of all sizes. The purpose of the evaluation is to see whether the workshop is able to help people become more knowledgeable about and behaviorally prepared for emergencies.

This report presents findings from workshops held from January 17th 2019 – March 25th, 2019. Including:

- East Richmond Community Hall (Jan 17)
- Copper Sky East (Feb 19)
- Hugh Boyd (March 6)
- McMath (March 13)

Methods

Data was collected using paper-and-pencil questionnaires handed out to participants immediately before and immediately after participating in the workshop. REMO volunteers and staff facilitated this. Then, Andrea collected the physical forms and entered the data into spreadsheets. Additionally, a 1-month follow-up survey is sent to participants via email, and is completed using Qualtrics, an online survey platform.

The surveys include measures of participants' perceptions of risk likelihood and severity, feelings of self-efficacy (i.e. confidence in ability to respond to emergencies), degree of responsibility they feel for preparing, their knowledge of emergency preparedness, and their current levels of preparedness.

Results

SUMMARY:

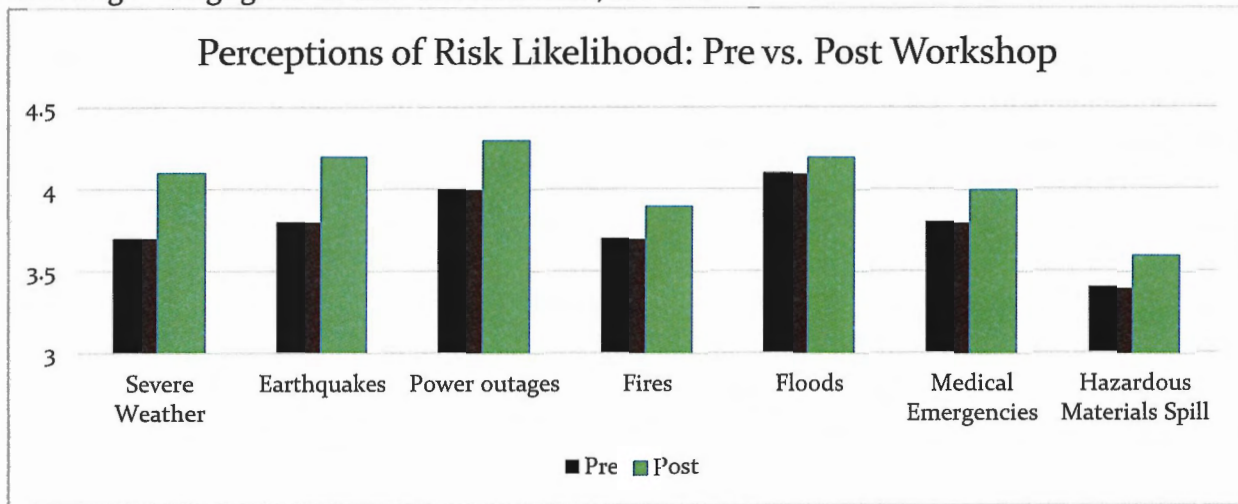
Following the workshop, we see non-significant increases overall in perceptions of risk likelihood and risk severity. Perceptions of risk severity and likelihood are generally high. There are some significant increases in knowledge of how to prepare for an emergency, and in knowing one's role in an emergency. Although the majority of participants enter the workshop with the feeling that they have the knowledge they need to prepare, we see increases in knowledge immediately following the workshop.

The majority of participants report a desire to "learn more" and to "get prepared" as the main reason they attended the workshop. Participants learned about the workshop from a variety of sources, including

online (Facebook, city of Richmond website), the Richmond leisure booklet, friends/family, school, and bus stop advertising.

RISK & EFFICACY PERCEPTIONS

Participants were asked to report how likely they were to experience certain risks, each of which they rated 1 (not at all likely) to 5 (very likely). Statistically significant increases in perceptions of the likelihood of severe weather were observed. All other differences between the pre- and post-test were non-significant. Overall, participants thought it was likely that these risks would occur. For full summary of average ratings given to each individual risk, see table 1 below.



Participants were asked to report how severe the impact would be to them if certain risks were to occur. Each risk was rated from 1(not severe at all) to 5(very severe). There was a statistically significant increase in the perceived severity of power outages, all other changes in risk severity perceptions were not significant. Overall, participants believe these risks to be fairly severe.

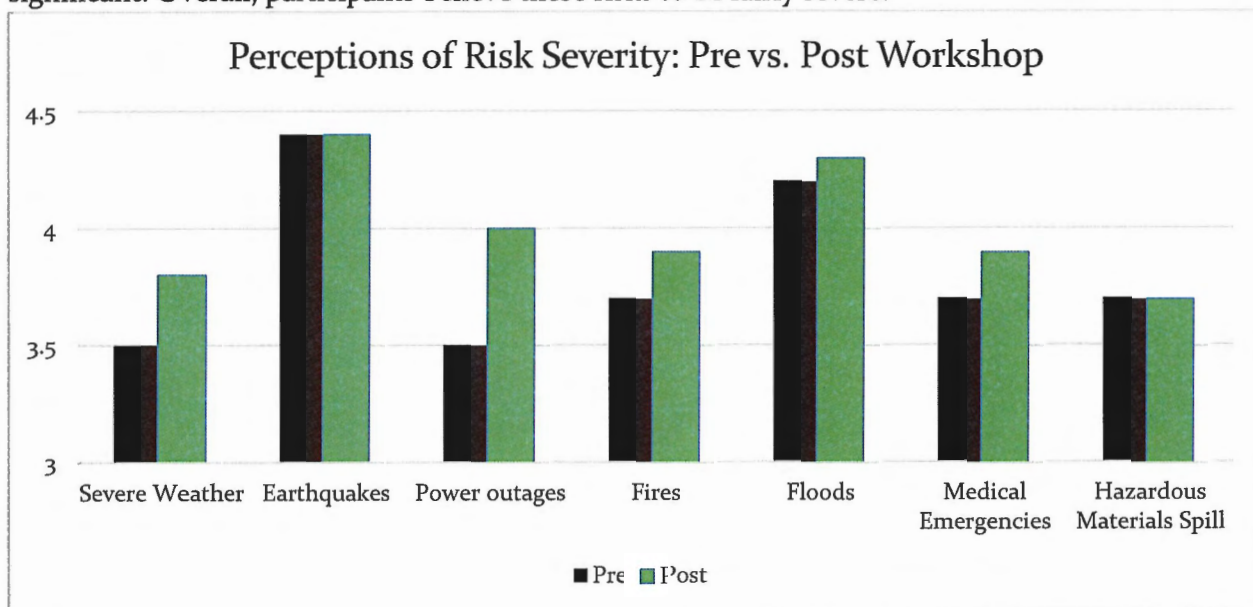


Table 1. Perceptions of Risk Severity, Risk Likelihood, and Self-Efficacy Before and After the Workshop

		Severe Weather	Earthquakes	Power Outages	Fires	Floods	Medical Emergencies	Hazardous Materials Spill	TOTAL (Average)
Risk Likelihood	Pre	3.7*	3.8	4.0	3.7	4.1	3.8	3.4	3.78
	Post	4.1*	4.2	4.3	3.9	4.2	4.0	3.6	4.0
Risk Severity	Pre	3.5	4.4	3.5*	3.7	4.2	3.7	3.7	3.8
	Post	3.8	4.4	4.0*	3.9	4.3	3.9	3.7	4.0
Self-Efficacy	Pre	3.2	2.8	3.5	3.2	2.8	3.2	2.7	3.0
	Post	NA	NA	NA	NA	NA	NA	NA	NA

*Mean ratings of risk likelihood, risk severity, and ability to respond to risks before and after the workshop. Scales ranged from 1-5. Total sample included 53 participants. Post measures were collected immediately after workshop participation. *Difference was statistically significant at $p < .05$.*

RELiance, RESPONSIBILITY, & KNOWLEDGE:

Participants were asked how much they expected to rely on various groups after emergencies. People expect to rely most on First Responders, followed by the City of Richmond and neighbours. People generally felt that they were personally responsible for preparing for an emergency, and that the City of Richmond was also responsible for preparing them for an emergency. After participating in the workshop, participants felt significantly more knowledgeable in terms of being able to prepare themselves for an emergency, and felt more knowledgeable about their own role in an emergency. See table 2 for full summary of results.

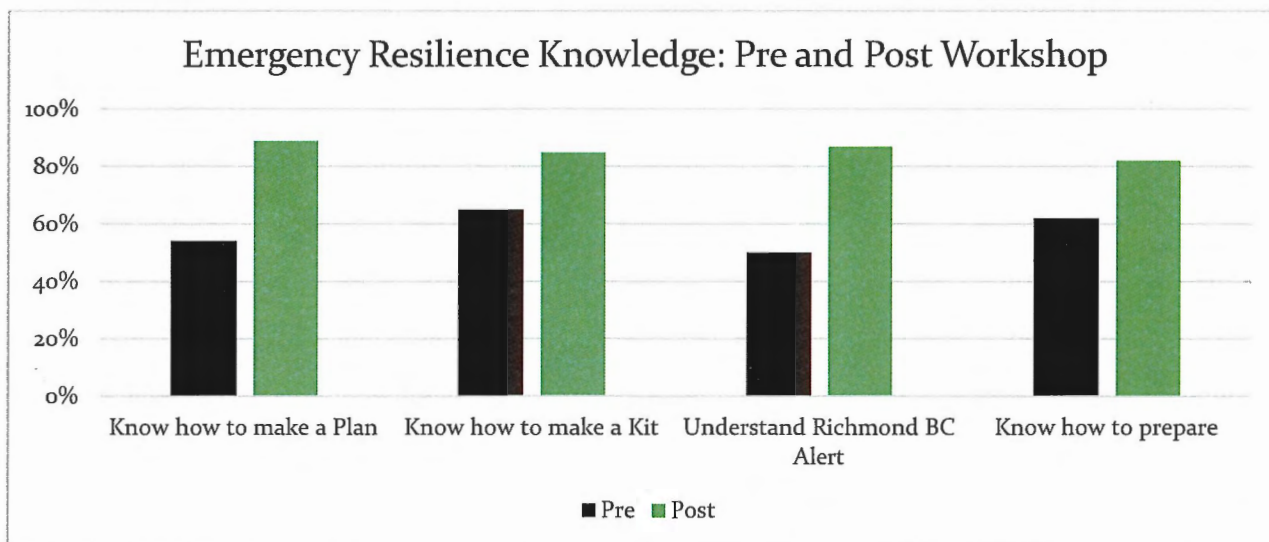
Table 2. Reliance, Responsibility, and Knowledge Before and After the Workshop

	Pre-test	Post-test
Reliance on Neighbours	3.0	NA
Reliance on First Responders	3.6	NA
Reliance on City of Richmond	3.4	NA
Personal Responsibility	4.6	NA
City Responsibility	3.3	NA
Know How to Prepare	3.8*	4.4*
Know Role in Emergency	3.6*	4.4*

*Mean ratings of reliance, responsibility, and knowledge before and after the workshop. Scales ranged from 1-5. Total sample included 53 participants. Post measures were collected immediately after workshop participation. *Differences were significant at $p < .05$*

KNOWLEDGE ABOUT PREPAREDNESS

There are statistically significant increases in knowledge of how to make a plan, in understanding of Richmond BC Alert, and in knowledge of how to prepare. Changes in knowledge of how to make a kit are non-significant. See table 3 for summary of results.



Percentage of participants who report some level of agreement (4 or 5 on a scale of 1-5) that they have knowledge about how to prepare, how to make a plan, how to make a kit and of RBCA.

	Pre-test	Post-test
Know how to make a Plan	54%*	89%*
Know how to make a Kit	65%	85%
Know of Richmond BC Alert	50%*	87%*
Subscribe to RBCA	35%	NA
Know how to prepare	62%*	82%*

*differences are significant at the $p < .05$ level.

FEEDBACK ON THE WORKSHOP

94% of people would recommend the workshop to family and friends.

When asked: *Is there anything that was not covered? Or can you suggest a way to make the workshop more effective?* There were a variety of responses:

- doing community emergency mapping through google maps and making it accessible to public
- Need more focus on how we are alerted to an emergency and then how we receive updates. Need to emphasize need to have access to a battery/radio
- Great! Wonderful session. Likely less time with intro as we are all here because we recognize the need. Gives time for other

- long term lifelong resilience plan, for long slow emergency such as climate change. Well-presented and organized. Offer online community for participants to share ideas afterwards and connect with neighbors who took this training
- Help us visualize what an emergency shelter would look like & example for layout of CR facility
- Play some videos to make it fun
- Services in community other than city (nonprofit etc.) to be familiar with in case of emerg/disaster? (food banks, etc.)



City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 23, 2019

From: Tim Wilkinson
Fire Chief

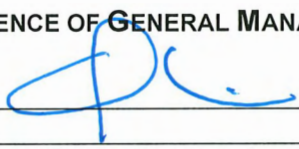

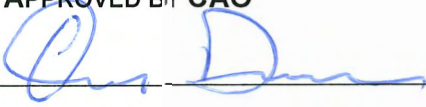
File: 99-Fire Rescue/2019-
Vol 01

Re: **Potential for Richmond Fire-Rescue Personnel to Perform Basic Paramedic Duties**

Staff Recommendation

That the staff report titled "Potential for Richmond Fire-Rescue Personnel to Perform Basic Paramedic Duties" dated April 23, 2019 be received for information.

Tim Wilkinson
Fire Chief
(604-303-2701)

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

Staff Report

Origin

The purpose of this memo is to provide pertinent information to Mayor and Council regarding the resolution of Council, adopted on February 25, 2019 stating:

“That a letter be written to the Minister of Health enquiring about the potential to grant Fire-Rescue personnel the ability to perform basic paramedic duties to support BC Ambulance Service, and to seek funding from the provincial government to train Richmond Fire-Rescue personnel and for the City’s additional operating costs, with copies to the Premier of BC and the Federal Minister of Health.”

A letter was sent as described in the February 25, 2019, resolution of Council on March 18, 2019, from Mayor and Council.

This report speaks to the current state within the Province of BC for fire departments to provide paramedic duties and, further, the ability of Richmond Fire-Rescue to perform basic paramedic duties.

Analysis

The legislation that governs pre-hospital care in British Columbia is as follows:

- Emergency Health Service Act (RSBC 1996) Chapter 182;
- Emergency Medical Assistants Regulation.

The legislation establishes BC Emergency Health Services (BCEHS) as having jurisdiction over ambulance and emergency health services as such RFR staff are designated as Emergency Medical Assistants (EMA) “First Responder”.

The legislation allows BCEHS to collaborate with municipalities in the planning and coordination of the provision of integrated ambulance services, emergency health services, and urgent health services along with the training of emergency medical assistants.

Richmond Fire-Rescue (RFR) can bridge the current First Responder certification to Emergency Medical Responder (basic paramedic duties) for approximately \$850.00 per student through the Canadian Red Cross. This bridging course is five days in duration. RFR employs two hundred and one front line firefighters who would all need to have their training upgraded. The estimated cost of enhanced training is approximately \$170,000 in tuition and a further \$426,000 in staff time to complete the training. Currently there is no structure to fund municipalities.

While staff can be trained to higher levels of medical training without a written agreement with the BCEHS, the fire department would not be allowed to practice the enhanced skills, nor would RFR be dispatched to additional medical events over the current First Responder event types.

Only one fire department (Kitimat Fire Department) within British Columbia operates an ambulance service and three fire departments (Prince George, Delta and West Vancouver) whose staff is trained to Emergency Medical Responder levels.

In February 2019, the provincial Auditor General, Ms. Carol Bellinger, completed an audit regarding “Access to Emergency Health Services within the Province of British Columbia” (Executive Summary Attachment 2). Through this audit, four recommendations were made to improve access to Emergency Health Services:¹

1. BC Emergency Health Services (BCEHS) review its performance management framework to identify additional indicators for timeliness and clinical quality.
2. BCEHS determine an appropriate level of pre-hospital advanced care coverage that considers patient need, and implementation strategies to achieve that level.
3. BCEHS improve transparency and accountability by publicly reporting on its targets and performance.
4. The Ministry of Health work with local governments and BCEHS to ensure that BCEHS can implement a co-ordinated approach to pre-hospital care that results in:
 - Medical oversight, to the extent appropriate, across agencies to ensure that patient care meets acceptable medical standards.
 - Data sharing between agencies to better understand whether patients are getting the right medical interventions at the right time.
 - Signed agreements outlining the roles and responsibilities of fire department, including the level of care provided.
 - Confirmation that first responders are being notified of events where they can best contribute to patient care.

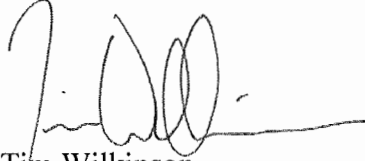
Financial Impact

None.

¹ www.bcauditor.com/sites/default/files/publications/reports/OAGBC_EHS_RPT.pdf

Conclusion

It is staff's opinion that the Auditor General's audit and recommendations may enhance the environment in regards to fire departments providing higher levels of medical care and that a letter could be sent to BC Emergency Health Services requesting Richmond Fire-Rescue be able to upgrade their medical skills and further that the Province fund the training and operating budget impacts.

A handwritten signature in black ink, appearing to read 'Tim Wilkinson', with a long horizontal line extending to the right.

Tim Wilkinson
Fire Chief
(604-303-2701)

TW:js



City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 8, 2019

From: Tim Wilkinson
Fire Chief, Richmond Fire-Rescue

File: 09-5000-01/2019-Vol 01




Re: Richmond Fire-Rescue Monthly Activity Report – March 2019

Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – March 2019”, dated April 8, 2019, from the Fire Chief, Richmond Fire-Rescue, be received for information.

Tim Wilkinson
Fire Chief
(604-303-2701)

Att. 2

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

Staff Report

Origin

This report provides Council with an update on Richmond Fire-Rescue (RFR) activities. RFR is reporting on its activities in support of its mission:

We act as an effective team to proactively protect and enhance the City's livability by serving and educating our community, preventing harm and responding to emergencies.

Analysis

Community Involvement

RFR advances public safety awareness, education and community connections by providing valuable training activities, participation in community events and social media updates.

During March staff engaged with approximately 824 children and adults, while continuing to develop effective interagency relationships and partnerships within the community.

March 2019 events included:

- Safety presentations and hall tours with the following groups: SUCCESS, Cedarwood Place Senior's Residence, Hugh Boyd Secondary School, Richmond Beaver/Cub Scout Group, 9th Richmond Scout Troop and Cub Pack, Royal Canadian Air Cadets 692, BCIT Aerospace Squadron, CHIMO, Multicultural Helping Home, and Metro Vancouver Housing.
- Recruits Family Day event including a presentation of the newly passed probation recruits with their friends and families.
- Staff attended the British Columbia Professional Fire Fighters Association (BCPFFA) Fallen Firefighters memorial was held at the British Columbia Parliament Building memorial site on March 4th, in Victoria. This year four Richmond Firefighters were recognized; Captain Mel Armstrong, Captain Robert Martens, Captain Karl Bessler and Captain Bryan Kongus.
- Staff participated with the lower mainland district RCMP Emergency Response Team in an active-shooter exercise at the MacArthur Glen Mall. RFR staff participated in the briefing and support casualty collection with BC Emergency Health Services (BCEHS).
- The Fire Chief and the Community Relations Officer made a presentation to the residents of The Maple Residences Seniors Living facility.

Prevention

Richmond Fire-Rescue Prevention Team provides service in the following areas:

- Building plan review;
- Safety inspections;
- Fire investigation;
- Code enforcement;
- Complaint investigation; and
- Appeal management.

Major Prevention Initiatives

Persons inhabiting City Property, 23560 Westminster Highway (Hamilton)

The Community Safety Committee asked staff to provide more detailed information on the services provided for the homeless encampment in Hamilton. The actions taken to date by Fire personnel are as follows:

- Twice weekly inspections, inspections are photographed and recorded into the Fire Department Records Management System;
- Creation of pre-fire plan;
- Provision of safety briefings and documents to inhabitants;
- Provision of smoke/CO detectors for each tent;
- Provision of fire extinguishers; and
- Provision of First Aid equipment including:
 - First Aid gloves;
 - Naloxone kits; and
 - A sharps container.

Steveston Harbour Authority

Over the past few years there have been a number of serious fires and safety breakdowns on the lands controlled by the Steveston Harbour Authority.

Staff have taken the following corrective actions:

- Created a strategic partnership with Small Harbours, Canada and Steveston Harbour Authority where twice yearly strategic planning meetings will be conducted;
- Inspected all properties and docks;
- Forwarded recommendations for improvements;
- Installed temporary fire protection systems with permanent upgrades in the near future; and
- Created a joint inspection plan where Steveston Harbour Authority will enforce fire code compliance with their tenants.

Emergency Response

RFR's goal is to respond to events in a manner where loss of life, reduction of property damage and protection of the environment is mitigated. In March 2019 there were a total 810 incidents, representing a nine per cent reduction in calls from March 2018 (Attachment 1).

The average time on scene for RFR crews was 29 minutes; this is an increase over the 26 minutes in 2018. This is due to the nature and severity of each call.

In March 2019 there were 41 reportable fires to the Office of the Fire Commissioner; representing a 51 per cent increase from March 2018. The average figure for fires reported in March over the last five years, is 28. RFR continues to monitor fire activities to identify and create programs to respond to emerging trends.

RFR's emergency fire response goal is to maintain fire to the room of origin. The room of origin standard is especially important in terms of fire loss increases some ten-fold once the fire leaves the room of origin. Fire damage and property losses during March 2019 are estimated at \$278,090. This total includes \$248,050 for building/asset loss and \$30,040 for content loss. The total building/asset and content value at risk was estimated to be \$149,860,600 and the total value preserved from damage was \$149,582,510. These numbers translate to 99 per cent of value protected (Table 1); this is the same as the 99 per cent protected value observed in 2018.

Table 1: Fire Calls By Type and Loss Estimates – March 2019						
Incident Type Breakdown	Call Volume	Estimated Building / Asset Value (\$)	Estimated Building / Asset Loss (\$)	Estimated Content Value (\$)	Estimated Content Loss (\$)	Estimated Total Value Preserved (\$)
Residential:						
Single family	3	3,245,900	50	359,200	40	3,604,010
Multi family	8	146,184,000	245,500	51,000	30,000	145,959,500
Commercial / Industrial	4	-	-	-	-	-
Outdoor	20	-	-	-	-	-
Vehicle/Vessel	6	20,500	2,500	-	-	18,000
Totals*	41	149,450,400	248,050	410,200	30,040	149,582,510

*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).

Significant Events

Fire crews minimized harm and limited fires to the place of origin in these notable March 2019 incidents:

- March 17, 2019 – Medical event on Maple Road. RFR crew responded to a medical call where an adult pregnant female was experiencing convulsions. The RFR crew arrived prior to BCEHS staff and provided first responder care to the patient. A short time after BCAS staff entered the residence their personal Carbon Monoxide detectors activated and indicated high levels of Carbon Monoxide gas present. All occupants were immediately removed from the residence. All four occupants living in the home were transported to hospital for treatment for exposure to high levels of Carbon Monoxide gas. RFR crews also reported to Richmond General Hospital for assessment and treatment. After a number of hours on O2, RFR crews blood levels returned to normal levels and they returned to active duty.
- March 19, 2019 – Motorhome fire on Nanika Crescent. On arrival crews quickly set up and extinguished the fire using the Class A wetting agent, Cold Fire. A Thermal Imaging Camera was used to check for hot spots and scene overhaul. There were no injuries reported. A Fire Investigator attended; at this time fire cause determination has not been finalized and the investigation continues.
- March 19, 2019 – Mechanical fire on Burrows Road. The fire was located in a dust cyclone. The fire crew ensured that there were no ongoing hot spots and/or fire extension. There were no injuries reported. A Fire Investigator attended; at this time fire cause determination has not been finalized and the investigation continues.
- March 27, 2019 – Fire at commercial property involving three vehicles and a portable office structure on Nelson Road. The fire caused a number of diesel tanks to rupture and approximately 900 litres of diesel fuel leaked out of the tanks. RFR crews successfully extinguished the fire and were able to dyke the spilled fuel into one area. The fire was managed such that the fire impingement on the office structure was minimized with salvage and overhaul ensuring extinguishment of hot spots. One person had suffered smoke inhalation and was treated on scene by RFR and BCEHS crews. RFR Fire Investigator, WorkSafe BC and Richmond RCMP attended. The site management staff was left to coordinate site cleanup and the BC Ministry of the Environment were contacted. The fire cause is still under investigation with RFR working closely with RCMP.
- March 28, 2019 – Fire at residential property on Brown Road. This fire occurred within the kitchen area of an apartment situated on the 7th floor. The sprinkler system had activated in the residence containing the fire at the point of origin. The water from the sprinkler activation migrated from the seventh floor down to the main lobby area. Crews used fans to evacuate the smoke from the building. There were no reports of any injuries, though one resident was evaluated and treated by BCEHS staff for smoke inhalation. A Fire Investigator attended and determined the fire to be accidental due to human failing.

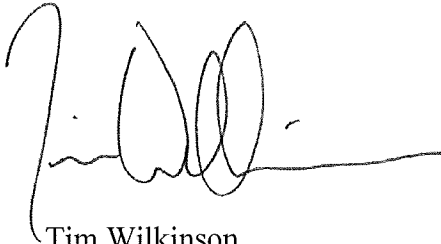
- March 30, 2019 – Fire at a commercial property on Capstan Way. Staff responded to a structure fire located within an auto body shop. This was a second alarm fire. The fire conditions were difficult in that there were dark smoke conditions, difficulty accessing areas within the structure and multiple car fires inside of the building. Multiple RFR crews attacked and extinguished the fire using water and Cold Fire. A Fire Investigator attended due to the suspicious nature of the fire and as such RFR and RCMP are jointly investigating the cause and origin. The investigation is ongoing.

Financial Impact

None.

Conclusion

RFR monitor activities to identify and create programs to respond to emerging trends.

A handwritten signature in black ink, appearing to read 'Tim Wilkinson', with a long horizontal line extending to the right.

Tim Wilkinson
Fire Chief
(604-303-2701)

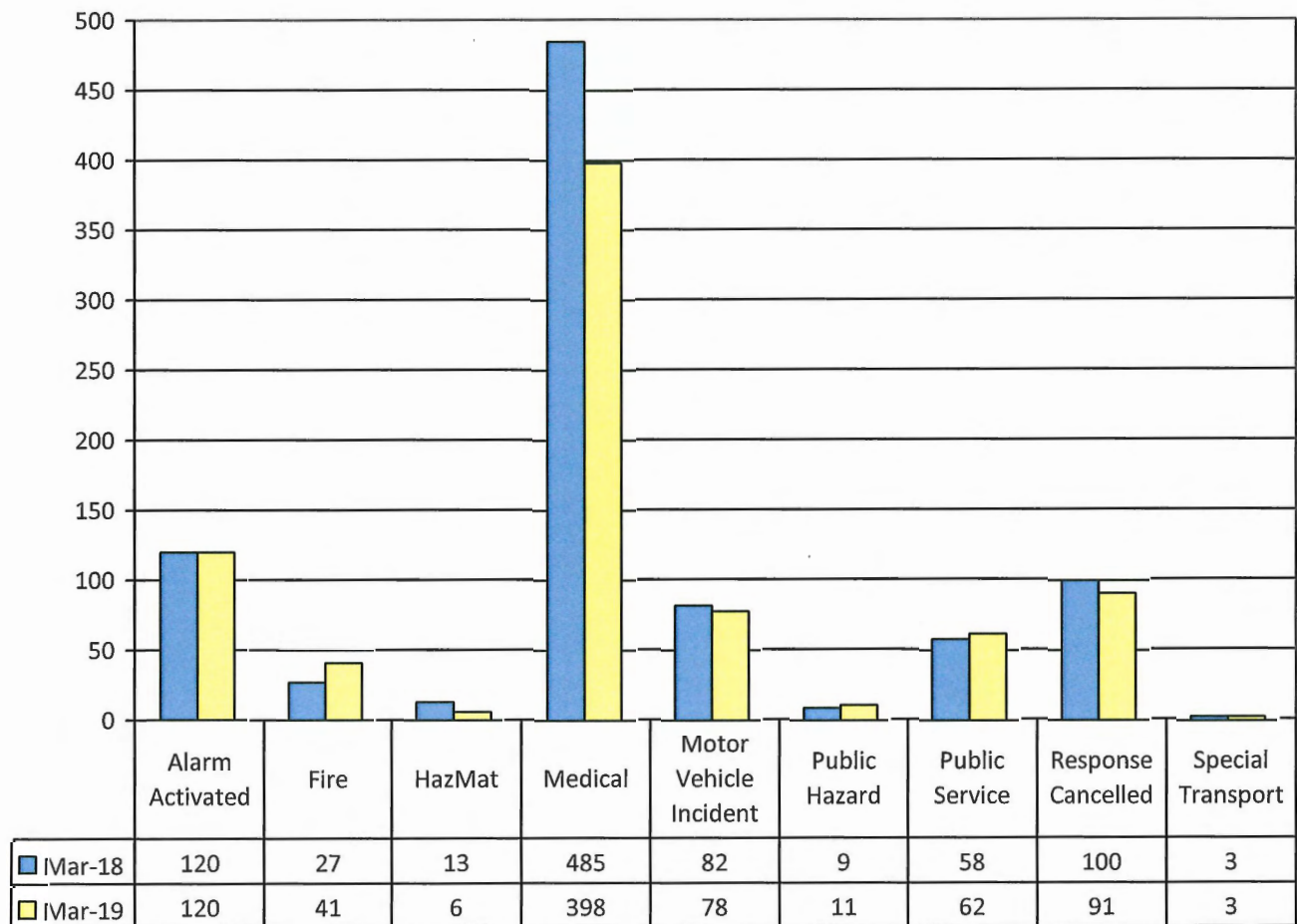
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Att. 1: Suppression Activity
2: Location of March's Fire, Medical and MVIs

Calls for Service Volumes

The following chart provides a month to month comparison regarding incidents occurring in March 2018 and 2019. In March 2019, there were a total of 810 incidents, compared to 897 in March 2018. This represents a decrease of nine per cent.

Table 3: March 2018 & 2019 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 49 per cent of the total emergency responses for RFR during the month of March 2019. A detailed breakdown of the medical incidents for March 2018 and 2019 is set out in the following table by sub-type. There were a total of 398 medical incidents in March 2019 compared to 485 in March 2018, a decrease of 17 per cent.

Table 4a: March 2018 & 2019 Medical Calls by Type

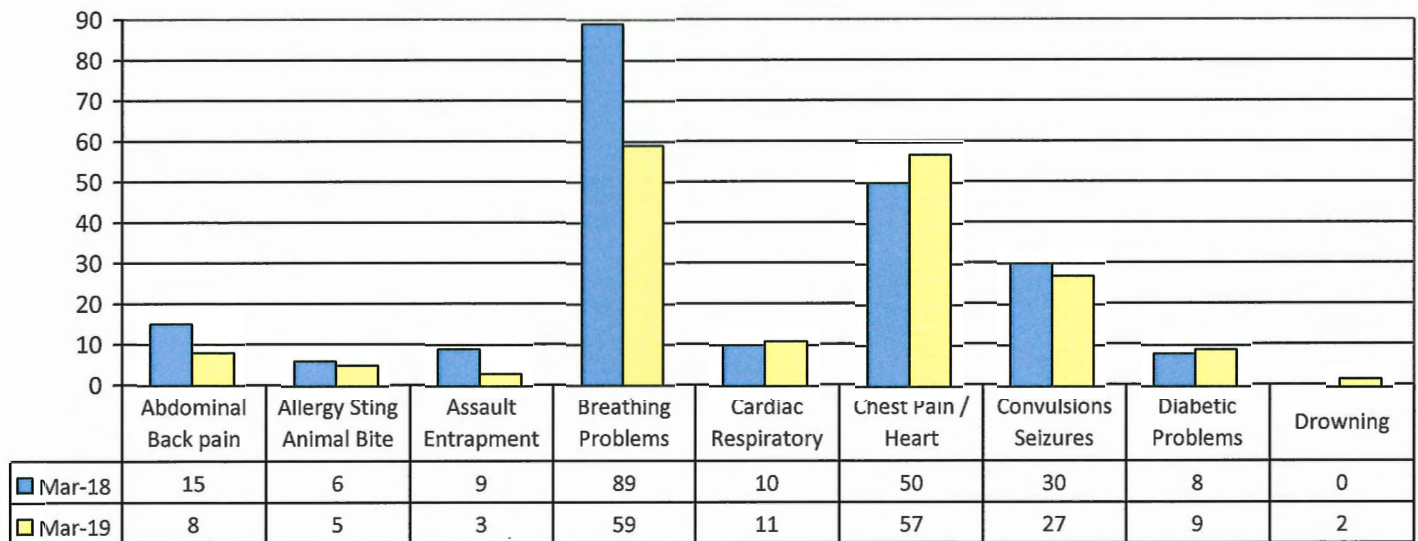
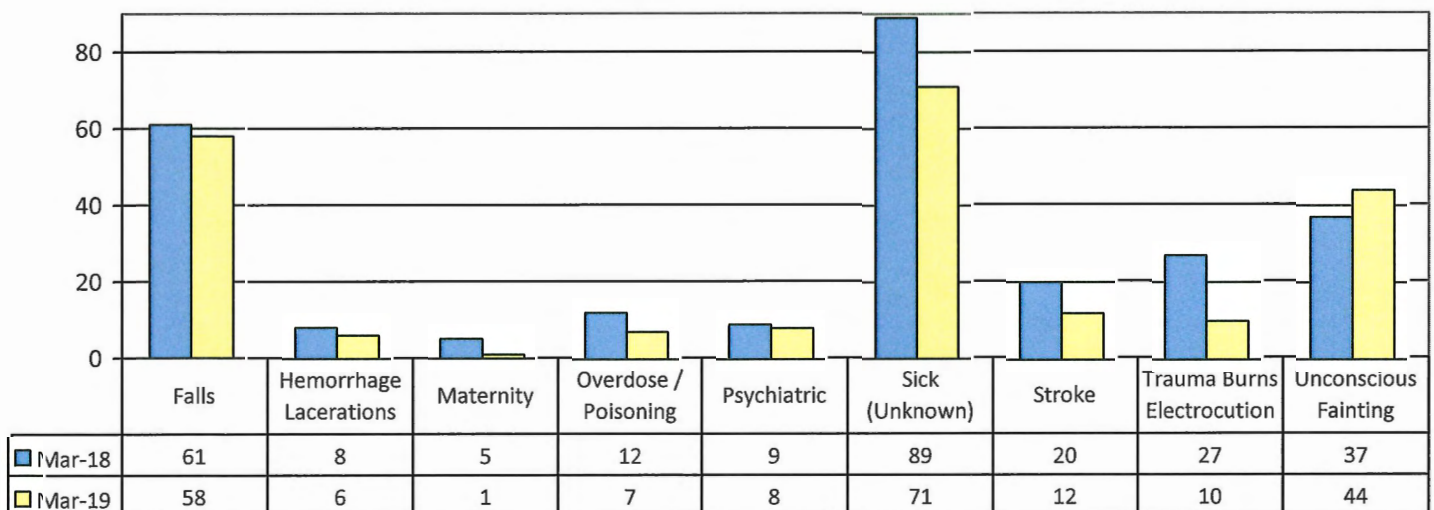


Table 4b: March 2018 & 2019 Medical Calls by Type



Fire Investigations

The fire investigation statistics for March 2019 are listed below:

Table 5: Total Fire Investigation Statistics – March 2019			
	Suspicious	Accidental	Undetermined
Residential - Single-family	-	3	-
Residential - Multi-family	1	7	-
Commercial/Industrial	-	3	1
Outdoor	3	15	2
Vehicle	1	2	3
Totals	5	30	6

RFR investigators report all suspicious fires to the RCMP, while working alongside RCMP staff to address potential risks to the community.

Hazardous Materials

Table 6: HazMat Calls By Type – March 2019	
	Details
Natural Gas / Propane Leaks (small)	1
Flammable / Combustible Liquids	3
Unclassified	2
Totals	6

Figure 1: Location of reportable fires attended in March 2019 (total 41)

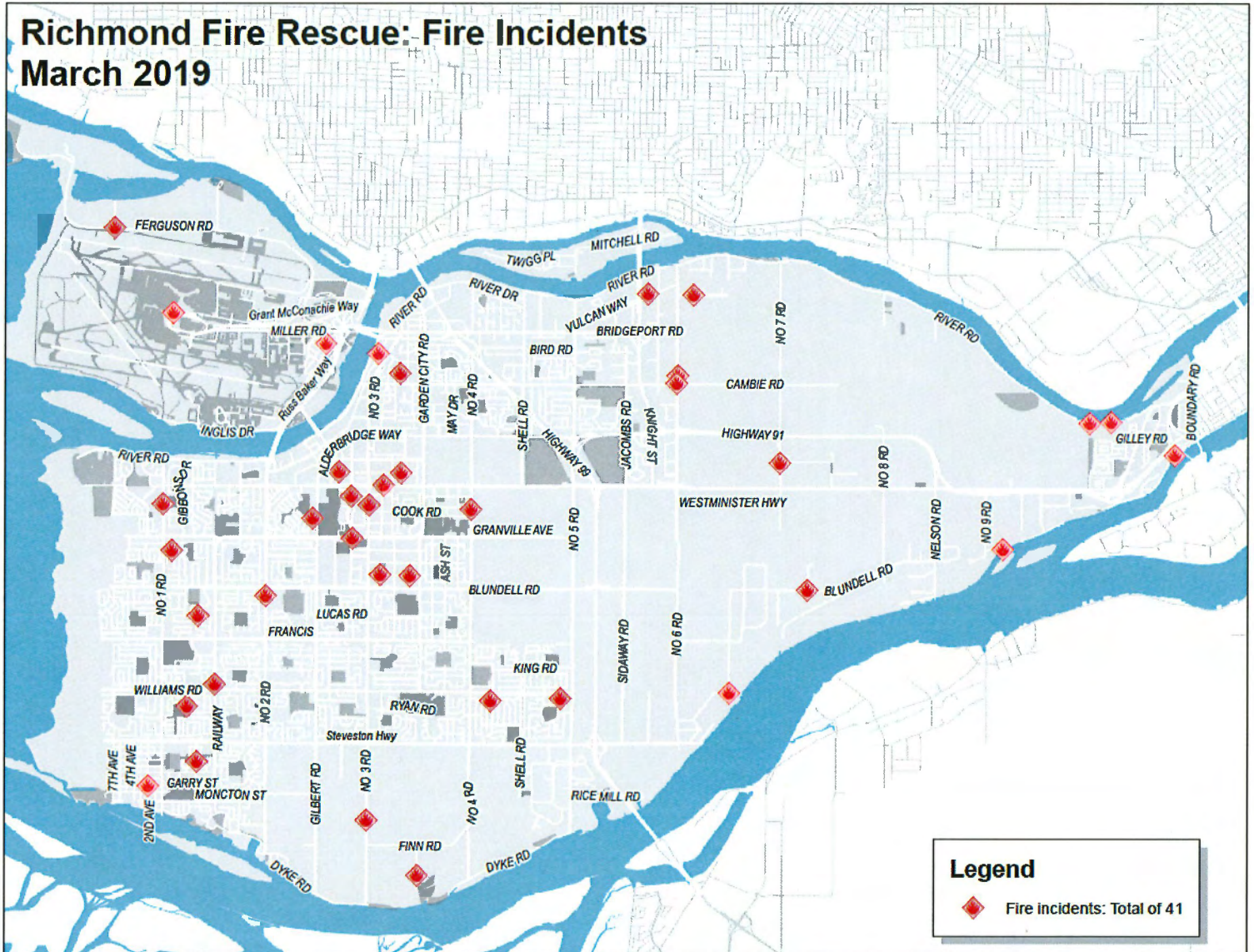


Figure 2: Location of medical calls in March 2019 (total 398)

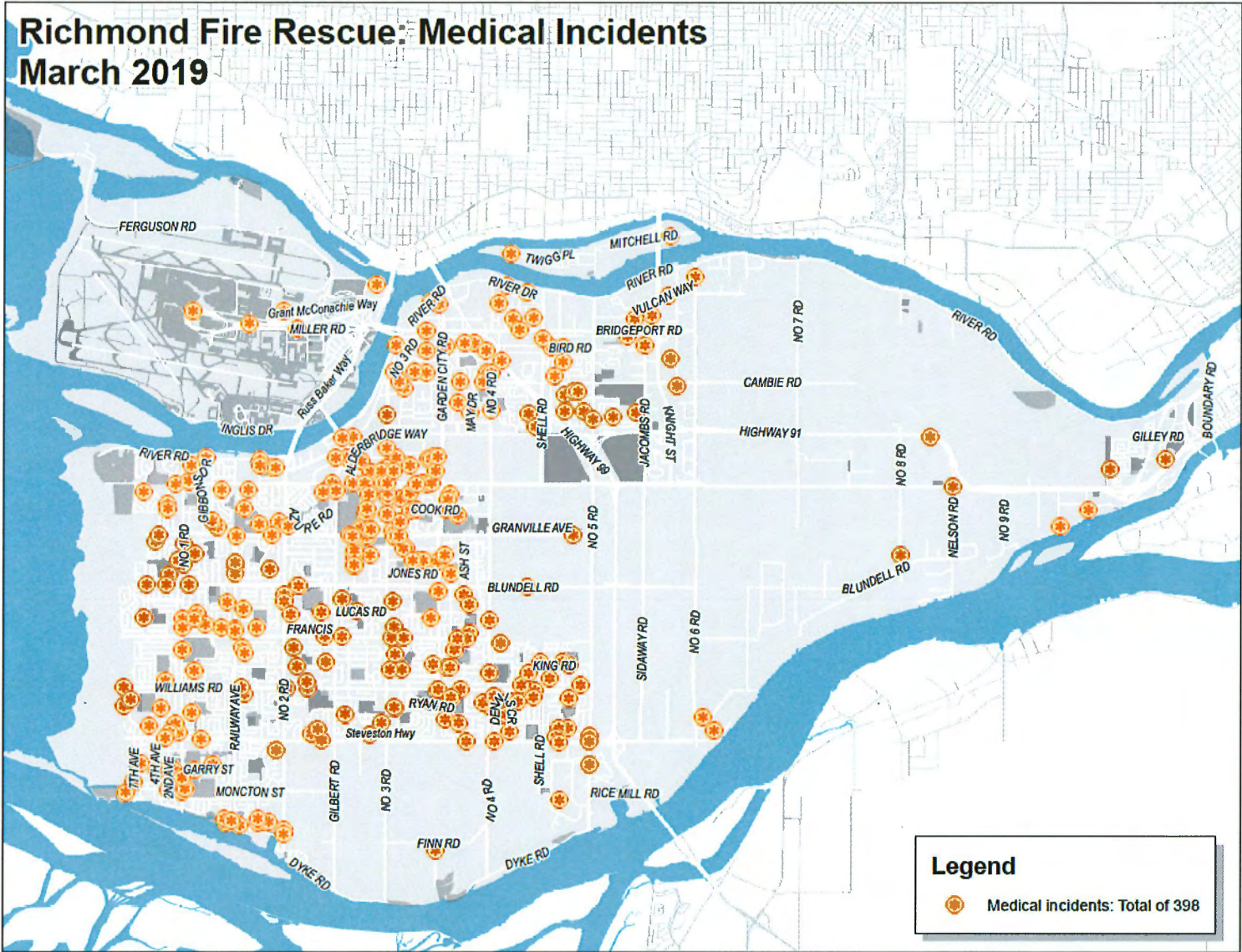
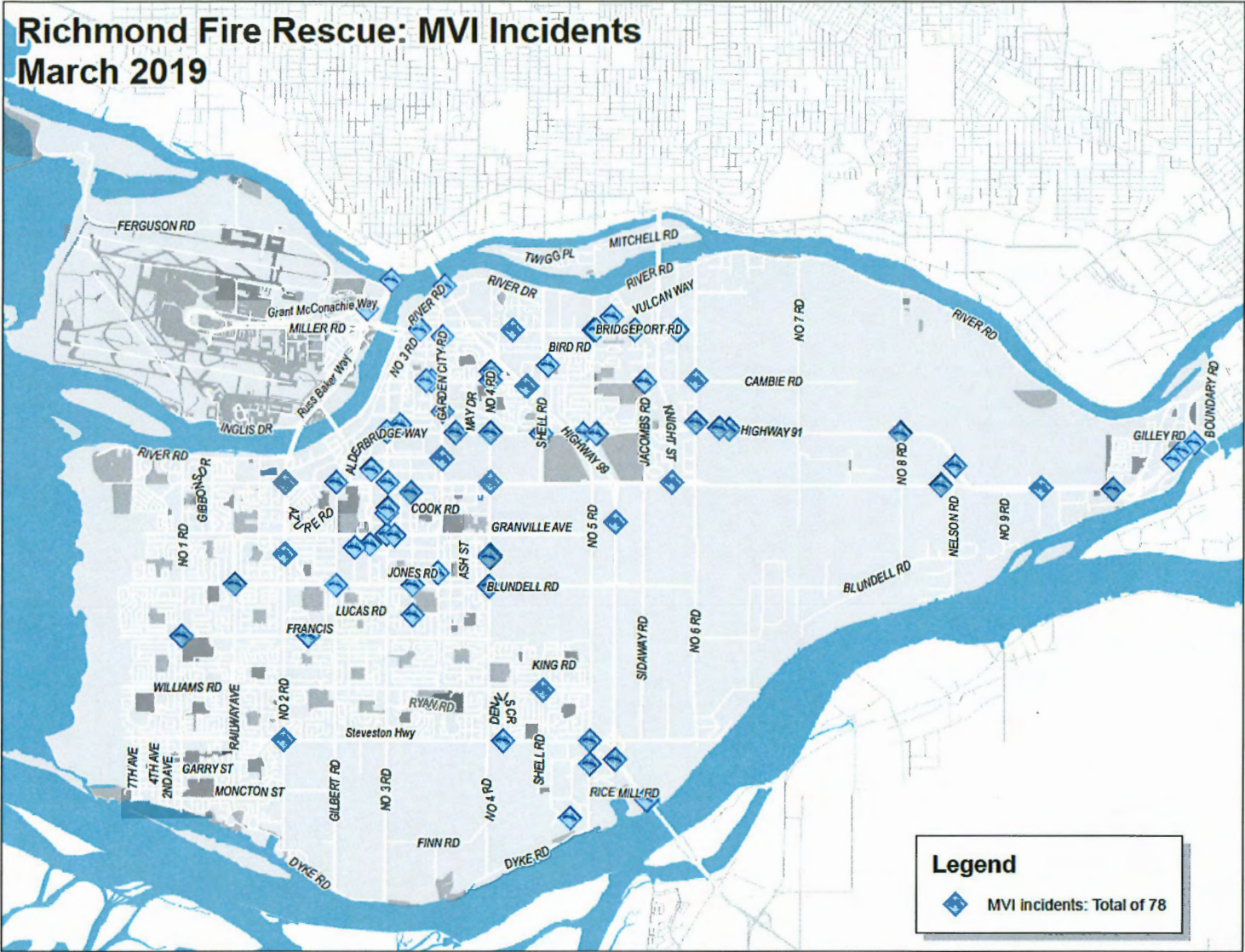


Figure 3: Location of MVI calls in March 2019 (total 78)





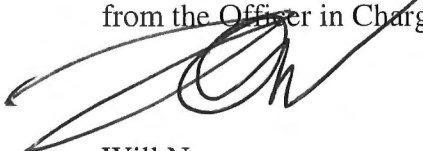
City of Richmond

Report to Committee

To: Community Safety Committee
From: Will Ng, Superintendent
Officer in Charge, Richmond RCMP Detachment
Date: April 10, 2019
File: 09-5000-01/2019-Vol
01
Re: RCMP Monthly Activity Report - March 2019

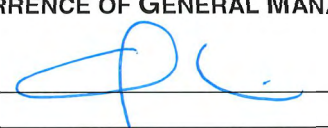

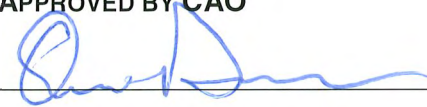
Staff Recommendation

That the report titled "RCMP Monthly Activity Report – March 2019", dated April 10, 2019, from the Officer in Charge, Richmond RCMP Detachment, be received for information.



Will Ng
Superintendent, Officer in Charge
(604-278-1212)

Att. 4

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

Staff Report

Origin

At the request of the Community Safety Committee, the Officer in Charge will keep Council informed on matters pertaining to policing in the Richmond community. This 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. Auxiliary Program
5. Block Watch
6. Community Police Station Programs
7. Crime Prevention Unit
8. Road Safety Unit
9. Victim Services
10. Youth Section

Analysis

Activities and Noteworthy Files

Theft from Auto

On March 6, 2019, Richmond RCMP issued a media release alerting the public of an increase in theft from automobiles in areas such as Aberdeen Mall and locations along Alexandra Road. The most prominent items stolen were purses, bags and backpacks. The community was urged to secure valuables out of sight.

Shooting

On March 12, 2019, Richmond RCMP officers responded to a training facility on Mitchell Island after receiving reports that a man had been shot. Upon arrival, police located a 25-year old male with serious injuries in what is suspected to be targeted incident. The victim was transported to hospital for treatment. A short time later police received a report of a vehicle fire in the 5600 block of No. 7 Road. The incidents may be related. The Richmond RCMP Serious Crime Unit is investigating.

Money Laundering

On March 13, 2019, Richmond RCMP Members in the Organized Crime Unit arrested an individual in relation to a money laundering investigation. In the previous month, police had identified a number of suspicious cash transactions at the River Rock Casino, prompting the investigation. A search warrant was executed on March 22, 2019, and the investigation continues.

Fraud Awareness

On March 27, 2019, Richmond RCMP issued a media release alerting the public of recent fraud crimes. The release also provided adoptable measures in order to prevent victimization. The Richmond RCMP Crime Prevention Unit has an outreach program for local seniors and community groups as seniors are particularly vulnerable to these types of crimes. Most frauds today occur over the phone or through other electronic platforms.

In March the most common fraudulent deceptions were:

- Text Message Scam
- Pets for Sale Scam
- Apartment Rental Scam
- Currency Exchange Scam
- Virtual Ransom Scam
- Grandparent Scam

Analysis of Police Statistics

In January 2019, important changes were implemented regarding the collection of Uniform Crime Reporting Survey data.¹ As a result of significant media attention in February 2017 regarding sexual assault reporting, the Canadian Centre for Justice Statistics (CCJS) and the Police Information and Statistics Committee of the Canadian Association of Chiefs of Police worked to develop recommendations for changes to police records methodology, with particular attention on classifying founded and unfounded cases. These changes will impact police statistics across Canada with effects on all crime types, not only sexual offences. The new standards will classify a case as founded unless there is evidence that the offence did not occur. As a result, there will likely be an increase in many police/crime statistics and clearance rates will conversely decline. This creates numerous challenges when conducting comparisons with previous years' data. The information presented in this section must be evaluated within the context of this limitation. Further analysis will be provided throughout the year.

Arson

In March 2019, there were two reported incidents of arson. This is an increase of two incidents from the previous month and one less than was reported in March 2018. The number of arsons this month is within the five-year statistical average range.

Assault Serious (Assault with a Weapon)

There were 12 assault serious events in March 2019, which is an increase of seven incidents from February 2019. The number of serious assaults this month represents a 29 per cent reduction from March 2018, during which a statistically high number of assaults were reported. The number of serious assaults this month is within the five-year average range.

¹ Statistics Canada, <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54973-eng.htm>

Auto Theft

There were 25 auto theft incidents this month, which is a 47 per cent increase from February 2019 and a four per cent increase from March 2018. The number of auto thefts this month is within the five-year average range.

Drugs

In March 2019, there were 27 drug incidents, which is a 37 per cent decrease from the previous month and a 45 per cent decrease from March 2018. The number of drug offences this month is significantly below the five-year average range.

Mental Health

There were 186 mental health incidents in March 2019, which is a 16 per cent increase from February 2019 and a 69 per cent increase from March 2018. For a fourth consecutive month, the number of mental health incidents is significantly above the five-year average range.

The elevated number of files this month is primarily explained by non-operational reasons. No patterns or trends have been identified. An ongoing, high volume client is responsible for 57 of these incidents (approximately 31 per cent). These calls did not require police resources. Further analysis indicates that the number of police apprehensions has remained steady, as has the average hospital wait time, indicating that the increase in files has not resulted in a significant change in police workload.

Residential Break and Enter

There were 35 break and enters to residences in March 2019, which is a 49 per cent decrease from the previous month and a 38 per cent decrease from March 2018. The number of residential break and enters this month is below the five-year average range and is the lowest it has been since June 2018.

This decrease can be largely attributed to a combination of proactive and investigational crime reduction efforts. This includes key arrests of a number of residential break and enter offenders, who remain in custody.

Commercial Break and Enter

In March 2019, there were 29 break and enters to businesses. This number represents a six per cent decrease from February 2019 and 26 per cent increase from March 2018. Commercial break and enters remain within the expected range.

Robbery

There were seven robbery incidents in March 2019, which is up seven incidents from the previous month and down two incidents from March 2018. This number is within the five-year average range.

Sexual Offences

There were 14 sexual offence files in March 2019, which represents a 40 per cent increase from the previous month and a 56 per cent increase from March 2018. This month's total is above the five-year average range.

The offences this month included seven sexual assaults, including a number of incidents involving individuals who were known to each other or who had met through a dating service. The increased number of sexual offences this month is partially attributed to the CCJS scoring changes. No patterns or trends have been identified.

Shoplifting

There were 87 shoplifting thefts in March 2019, which is a 45 per cent increase from the previous month but only a one per cent increase from March 2018. This month, reported shoplifting thefts are above the five-year expected range.

Theft from Auto

There were 187 theft from auto incidents in March 2019, which represents a 13 per cent increase from the previous month and a 17 per cent decrease from March 2018.

After an increase in late February, hot spot areas were identified in early March, prompting a media release alerting the public of an increase in this crime type. The number of thefts from automobiles declined in the second half of the month and is below the five-year average range.

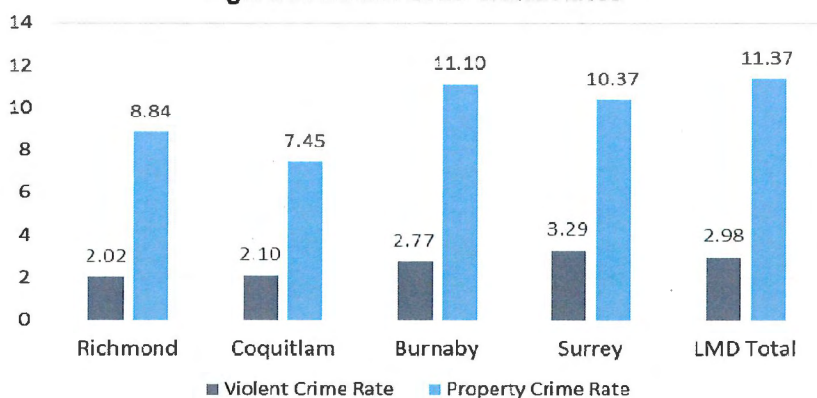
Crime Trends across Jurisdictions

Lower Mainland municipalities experienced a number of distraction-style thefts in February and March.² This month, both Vancouver and Abbotsford Police Departments issued warnings about a series of distraction thefts. The modus operandi is similar and usually involves an elderly victim being approached by a thief who engages in physical contact with the victim. Through this contact thieves are able to remove the victim's expensive jewellery and exchange it with an inexpensive piece of jewellery. Year to date, Richmond has not experienced any such incidents.

Data on crime rates is presented below (Figure 1).³ Out of the four largest municipalities policed by the RCMP in the Lower Mainland District (LMD), Richmond has the lowest violent crime rate as well as the second lowest property crime rate. Many municipalities are experiencing crime types which are significantly above the five-year averages. There is a strong likelihood that these increases are a result of the CCJS scoring changes.

² <https://bc.ctvnews.ca/distraction-thefts-in-vancouver-abbotsford-prompt-warnings-from-police-1.4348411>

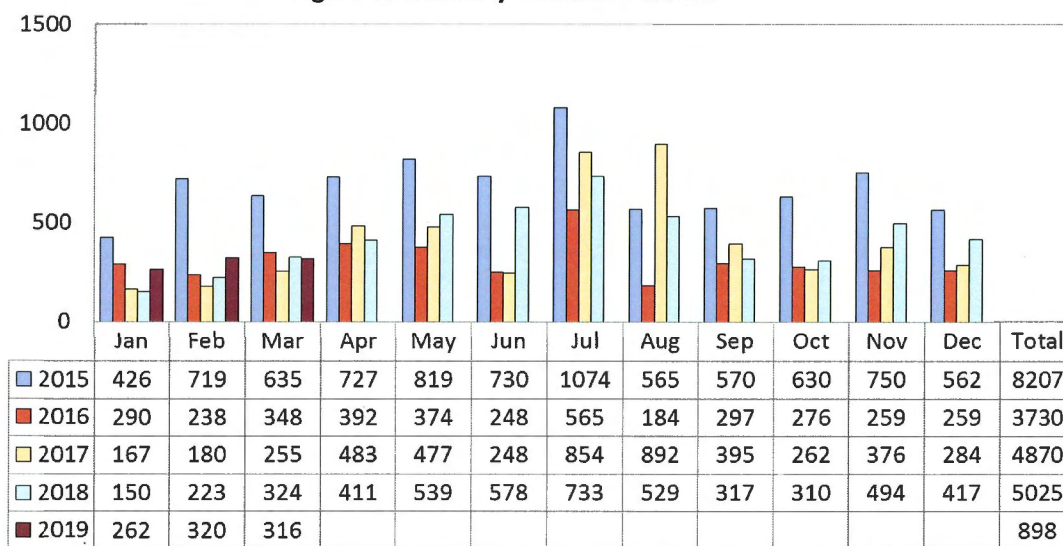
³ Crime rate is calculated per 1,000 people (using 2019 population projections)

Figure 1: March 2019 Crime Rates

Auxiliary Program

In March 2019, Richmond Detachment had a complement of 37 Auxiliaries.⁴ Auxiliaries provided a total of 316 volunteer hours during the month of March. In the coming months, the Province of BC and RCMP “E” Division are expected to announce the training standards for the Tier 3 Auxiliary program.⁵ Once these details are known, the Detachment will commence recruitment of a new troop of Auxiliaries. In December 2018, the RCMP announced that for the immediate future there will be no changes to the current Auxiliary uniform.

Figure 2 compares the monthly hours of service provided by month from 2014 to 2018.

Figure 2: Auxiliary Volunteer Hours

⁴ Previously referred to as Auxiliary Constables.

⁵ <http://www.rcmp-grc.gc.ca/en/auxiliary-program-tiers>

Auxiliary Program Activities

Auxiliaries attend events in the community to promote a positive police presence, support RCMP members and provide traffic and crowd control. During the month of March, Auxiliaries participated in:

- Break and Enter Outreach
- Coffee with a Cop
- Crime Watch
- Distracted Driving Campaign
- Home Security Checks
- School Sports Events

Block Watch

At the end of March 2019, the Block Watch program had 454 groups totaling 8,481 participants. Currently, the program includes 549 captains and co-captains⁶ (Attachment 4).

Community Police Station Programs

Community police stations continue to enhance the Detachment's policing services by providing an array of crime prevention resources and community safety initiatives. City staff and volunteers pursue safety initiatives to enhance crime prevention program awareness, community engagement and police accessibility. These initiatives help to reduce anxiety and fear related to crime. The program activities vary from month to month reflective of weather conditions, seasonal initiatives, events and the availability of volunteers.

During the month of March volunteer highlights included:

- The deployment of 33 volunteer foot/van patrols totalling 268 hours and one bike patrol, totalling four hours.
- 36 Fail to Stop deployments took place, which resulted in 966 warning letters.
- Speed Watch was conducted on 1,697 vehicles at various locations.
- March 5 and 12 – Five volunteers participated in crime prevention outreach in residential break and enter hot spot areas. Accompanied by an RCMP Reserve Constable, the volunteers spoke to 83 residents.
- March 6 – Ten volunteers participated in a Distracted Driving Blitz in central Richmond and checked a total of 6,248 vehicles. Two drivers were observed talking on their phones and five were observed texting. Seven Distracted Driving letters were sent to the registered owners of these vehicles.⁷
- March 8 – Four volunteers participated in break and enter outreach to local businesses in the Steveston area. Accompanied by an RCMP member, the volunteers visited 40 businesses.
- March 17 – Four volunteers conducted a van patrol deployment and located a stolen vehicle.

⁶ The variance from previous months' data is due to an ongoing database upgrade. Revised numbers will continue to reflect more accurate participation data.

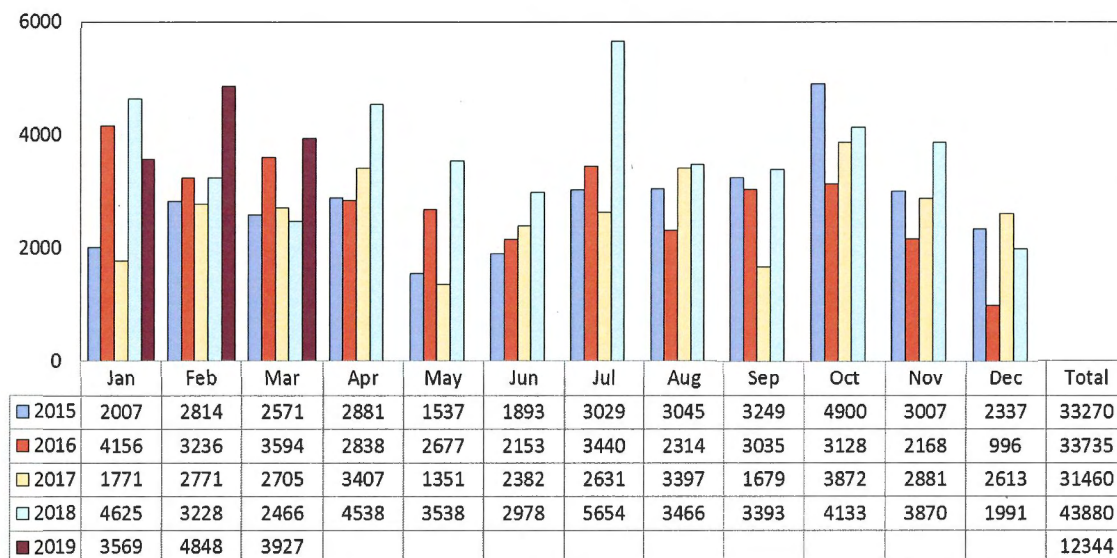
⁷ Traffic enforcement during Distracted Driving blitzes is conducted by the Road Safety Unit and included in their corresponding stats.

- March 19 – Seven volunteers participated in a Distracted Driving Blitz in central Richmond and checked a total of 6,999 vehicles. Three drivers were observed talking on their phones, 35 were observed texting and two were using other devices. A total of 37 Distracted Driving letters will be sent to the registered owners of these vehicles.
- March 25 and 29 – Volunteers conducted Fail to Stop deployments in Steveston, resulting in 190 letters sent to the registered owners of these vehicles.
- March 28 – Five volunteers participated in crime prevention outreach in residential break and enter hot spot areas. Accompanied by an RCMP Member, the volunteers spoke to 52 residents.

Lock Out Auto Crime

Figure 3 provides a comparison by year of the number of vehicle notices issued.

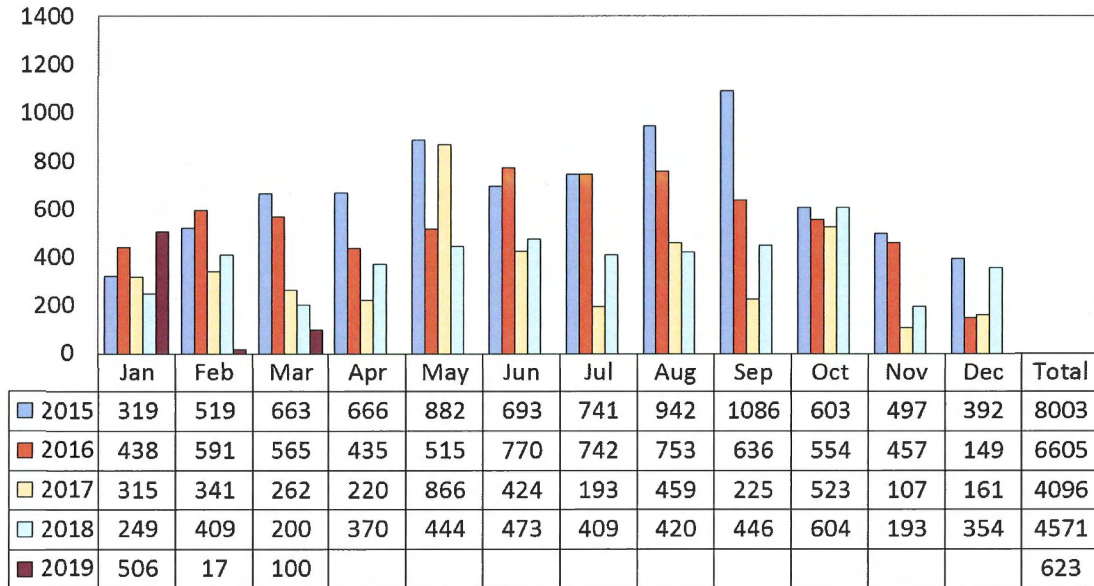
Figure 3: Lock Out Auto Crime Vehicles Issued a Notice



Speed Watch

Figure 4 provides a yearly comparison of the number of letters sent to registered vehicle owners.

Figure 4: Speed Watch Letters Sent



Crime Prevention Unit

The Crime Prevention Unit reduces crime and enhances community engagement through public awareness and dialogue initiatives. During the month of March, the Crime Prevention Unit participated in the following events/activities:

- Break and Enter Outreach
- Broadmoor Patrols
- Distracted Driving Campaign
- Elementary School Visits
- School Sports Events
- Vulnerable Institution Patrols

Road Safety Unit

The Road Safety Unit makes Richmond's roads safer through evidence-based traffic enforcement, investigation of serious vehicle collisions and public education programs. The following statistics compare March 2019 data to both January 2019 and February 2019.

Violation Tickets were issued for the following infractions: Table 1: Violation Tickets Issued

Infraction	January 2019	February 2019	March 2019
Distracted Driving	116	172	207
Driver License	232	200	261
Impaired	23	26	28
Intersection offences	98	88	97
Moving Violations ⁸	245	139	145
Speeding	379	308	314
Seatbelts	9	6	16
Vehicle Related ⁹	63	61	66
Other ¹⁰	12	24	11
Total	1,177	1,024	1,145

Victim Services

In March 2019, Richmond RCMP Victim Services attended to 31 new clients and attended 12 crime/trauma scenes after hours. The unit currently maintains an active caseload of 163 ongoing files. Victim Services responded to a number of cases involving property crime, medical related and overdose sudden deaths and family conflict.

Youth Section

The Detachment's Youth Section focuses on strategies that contribute to safe and healthy behaviours essential to the development of productive and civic-minded adults. During the month of March, Youth Section highlights include:

- RCMP Members from the Youth Section presented two internet safety talks in local elementary schools discussing the benefits and dangers associated to various electronic devices and social media platforms, cyberbullying and criminal offences related to the internet. Presenters cautioned students regarding posting too much personal information online and encouraged the safe use of platforms and devices.
- The second term of DARE classes concluded in the second week in March. RCMP officers from the Youth Section in Red Serge attended 12 DARE graduation ceremonies.

Financial Impact

None.

⁸ Moving violations refers to unsafe lane change and unsafe passing.

⁹ Vehicle related refers to vehicle defects, for example no lights and no insurance.

¹⁰ Other refers to miscellaneous charges including fail to remain at the scene of an accident and failing to stop for police.

Conclusion

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

A handwritten signature in black ink, appearing to read "E. Warzel".

Edward Warzel
Manager, RCMP Administration
(604-207-4767)

EW: mf

- Att. 1: Community Policing Programs
- 2: Crime Statistics
- 3: Crime Maps
- 4: Crime Prevention Block Watch Newsletter - First Quarter 2019

Auxiliary Constables

- The primary mandate of Richmond's Auxiliary Constables is to support community policing activities related to public safety and crime prevention.
- For more information, visit www.richmond.ca/safety/police/prevention/auxiliary.htm

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

Difference Maker Project

- The Difference Maker Project is an off-shoot of the School Sports Programs. Elementary school students are mentored by teachers, police officers and community ambassadors. This activity aims to encourage social and civic responsibility amongst elementary and secondary school aged youth through community projects.

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.

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 2019 STATISTICS

RICHMOND RCMP

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. Individual UCR codes are indicated below the specific crime type.

In 2019, changes were implemented regarding the collection of UCR data. The new standards provide much more stringent criteria to classify a file as unfounded. As a result, there will be an increase in many crime statistics, and clearance rates will conversely decline. This creates numerous challenges when comparing previous years' data. Full details on the Uniform Crime Reporting Survey are available at Statistics Canada: <https://www150.statcan.gc.ca/n1/pub/85-002-x/2018001/article/54973-eng.htm>. For more information, contact Richmond Crime Analysts.

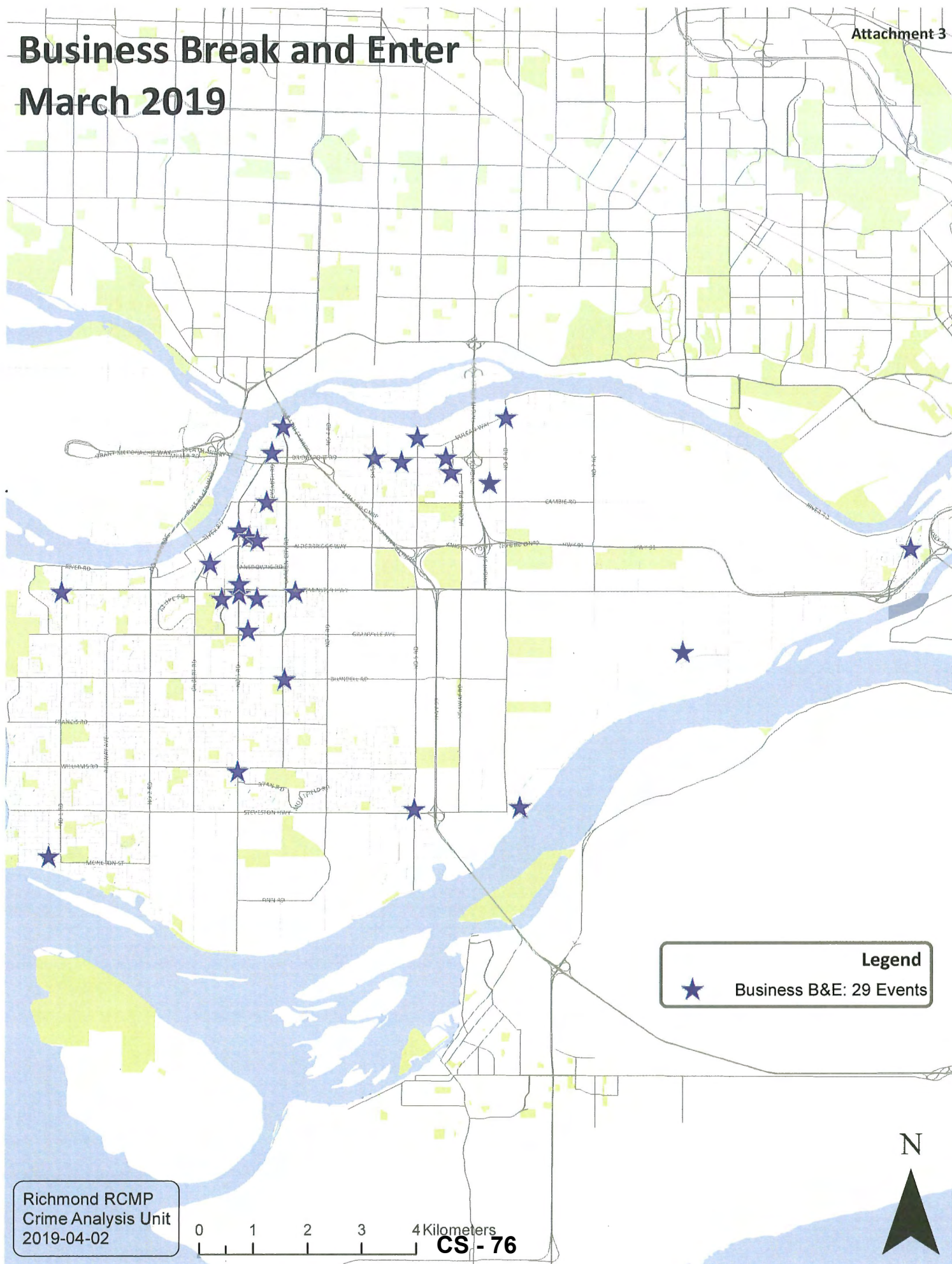
The 5 year average range data is based on activity within a single month over the past 5 years. If the current monthly total for an offence is above the expected average range (using one standard deviation) due to crime trends, patterns, or spikes, it will be noted in **red**. If the current monthly total for an offence is above the expected average range due to primarily non-operational reasons such as the new UCR standards or other scoring issues, the total will be noted in **purple**. Below expected numbers will be noted in **blue**.

Year-to-Date percentage change is used to numbers from the prior year, but the new CCJS/UCR standards reduce the utility of this metric. 2019 YTD numbers will be biased to increase from the 2018 totals, despite any positive police action.

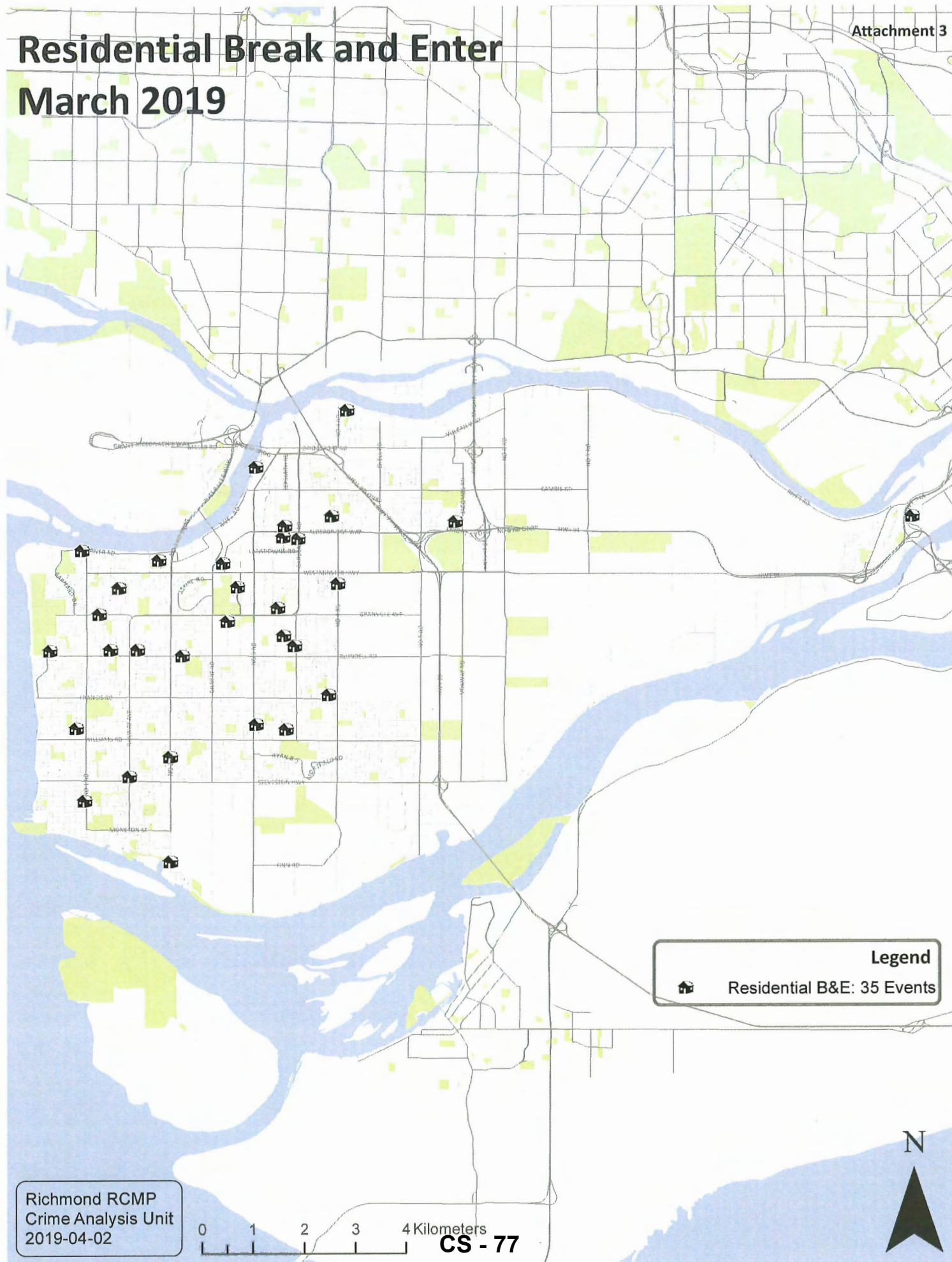
	Month	5-Yr Avg	5-Yr Range	Year to Date Totals			
	Mar-19	March		2018	2019	% Change	# Change
VIOLENT CRIME (UCR 1000-Series Offences)	167	108.2	104-113	299	459	54%	160
Robbery <small>UCR 1610 (1-3)</small>	7	6.8	5-9	17	17	0%	0
Assault Common <small>UCR 1430</small>	48	38.6	35-42	109	148	36%	39
Assault Serious <small>UCR 1410 1420</small>	12	11.8	9-15	30	31	3%	1
Sexual Offences <small>UCR 1345, 1330, 1356, 1310, 3450-55/56</small>	14	10.2	8-13	40	50	25%	10
PROPERTY CRIME (UCR 2000-Series Offences)	646	716.4	684-749	1993	1995	0%	2
Business B&E <small>UCR 2120-1</small>	29	29.8	22-37	116	104	-10%	-12
Residential B&E <small>UCR 2120-2</small>	35	58.2	49-67	219	207	-5%	-12
Auto Theft <small>UCR 2135 (1-10), 2178</small>	25	26.8	21-33	56	75	34%	19
Theft from Auto <small>UCR 2132 2142</small>	187	224.0	204-244	635	535	-16%	-100
Theft <small>UCR 2130, 2140</small>	97	105.6	87-124	277	295	6%	18
Shoplifting <small>UCR 2133 2143</small>	87	67.2	50-85	212	225	6%	13
Fraud <small>UCR 2160 (all), 2165 2166</small>	71	80.0	66-94	207	220	6%	13
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	162	182.4	162-202	518	474	-8%	-44
Arson <small>UCR 1629 2110</small>	2	3.6	1-6	6	5	-17%	-1
SUBTOTAL CC OFFENCES (UCR 1000 to 3000 Series)	955	1007.0	961-1053	2810	2908	3%	98
DRUGS (UCR 4000-Series Offences)	27	51.4	47-56	126	115	-9%	-11
MHA RELATED CALLS (MHA files or Mental Health flag)	186	102.0	84-120	329	536	63%	207

Prepared by Richmond RCMP Crime Analysts. Data collected from PRIME on 2019-04-01. Published 2019-04-02. These data are 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).

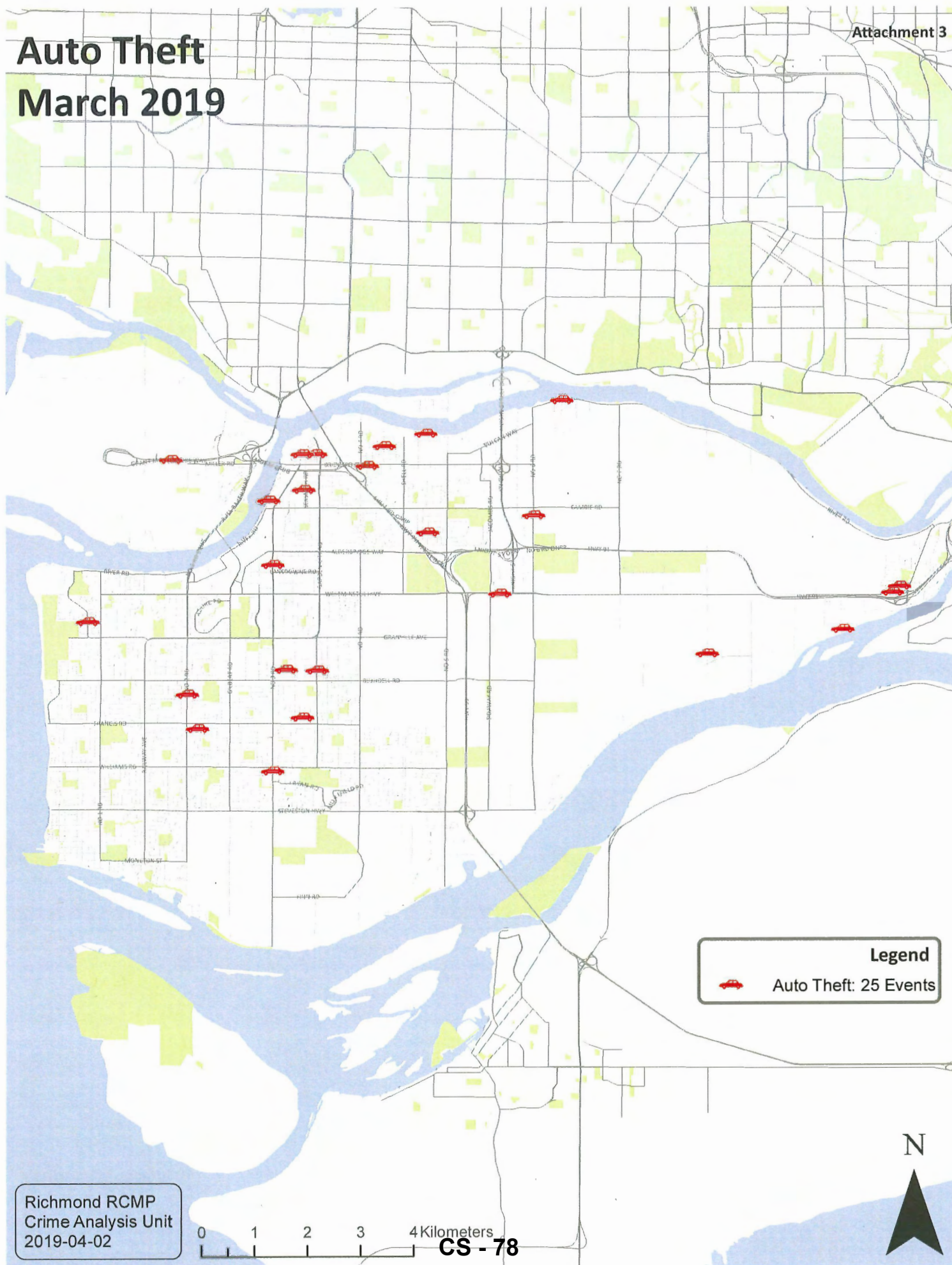
Business Break and Enter March 2019



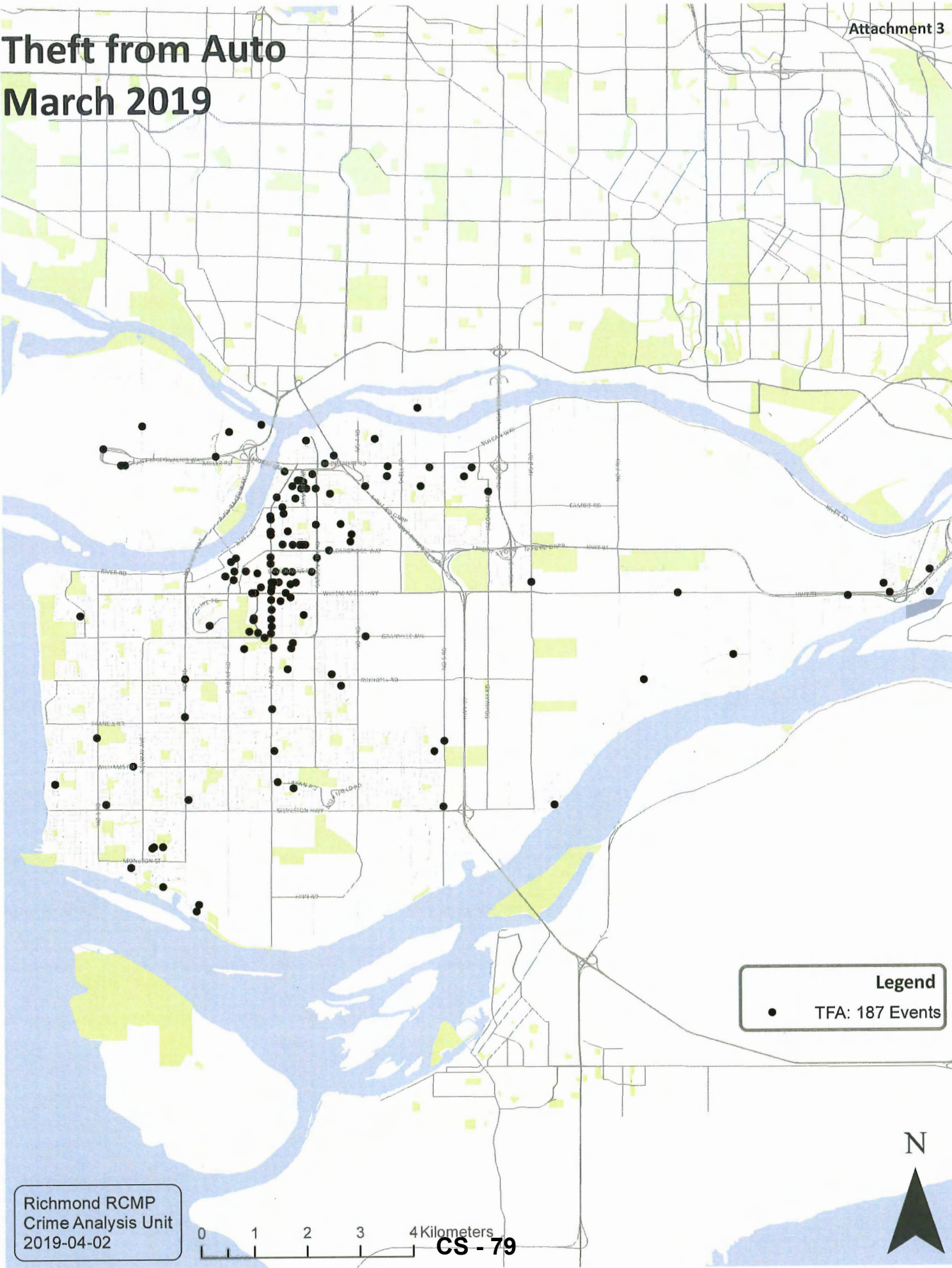
Residential Break and Enter March 2019



Auto Theft March 2019



Theft from Auto March 2019



CRIME PREVENTION

Help PREVENT crime by working together **NEWSLETTER**

New **Changes** to Block Watch

With a new year starting we have made changes to improve the Block Watch program. Please make note of which zone you currently reside in so that you may contact the appropriate coordinator.

Zones 1, 2 and 3

Contact Block Watch Assistant Coordinator **Mandy Lee**

Location: #140-5671 No.3 Road, Richmond, BC V6X 2C7

Phone: 604-207-4820

Email: BlockWatch@richmond.ca

Zones 4 & 5

Contact Block Watch Coordinator **Rita Leung**

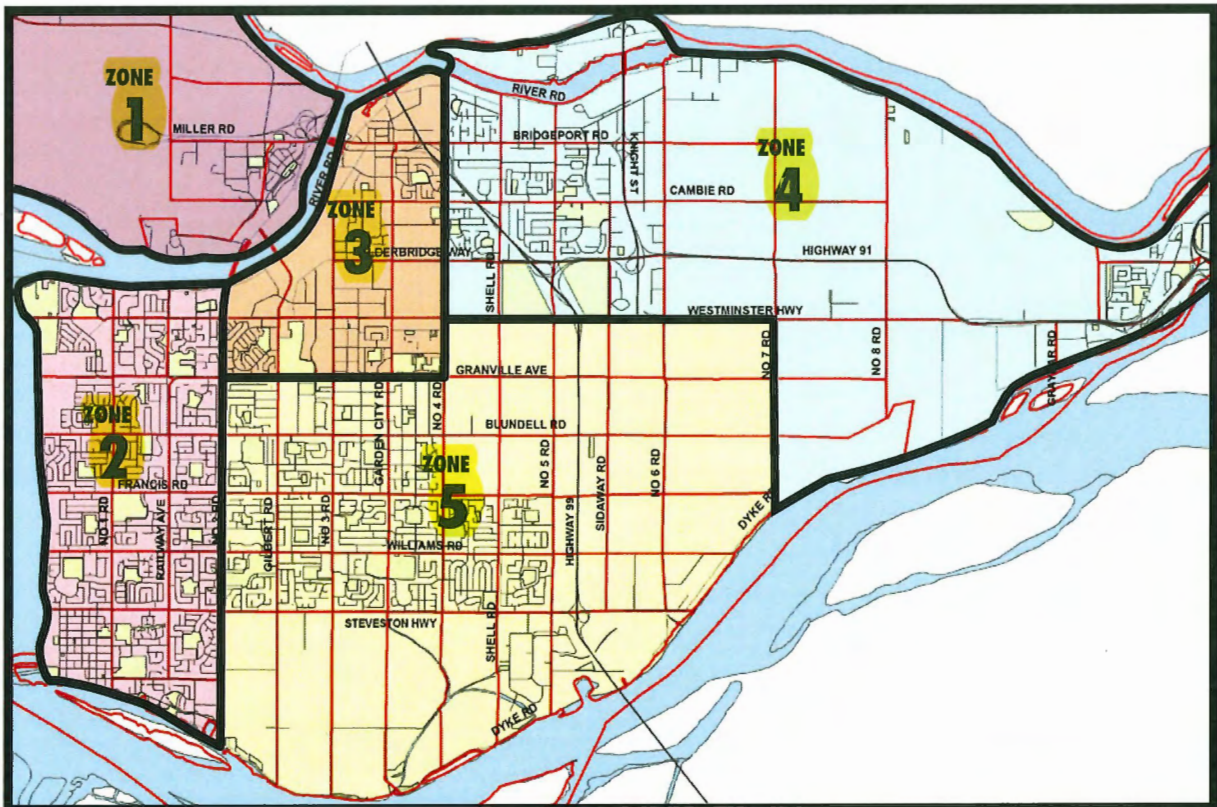
Location: 11411 No. 5 Road, Richmond, BC V7A 4E8

Phone: 604-207-4829

Email: BlockWatch@richmond.ca

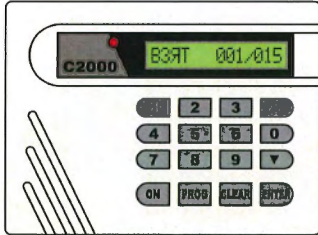
All general email enquiries: BlockWatch@richmond.ca

**** Please write your zone number in the subject line ****



Going out of town? Here's what you should do prior:

- Have someone you trust look after the house
- Set up an alarm system and security camera



- Have someone pick up your mail daily to prevent mail theft
- Ensure all doors and windows are locked
- Leave a generic message on your voice mail and social media - never say you are away on vacation
- Close and lock the garage door
- Put away ladders if not using
- Have someone pick up the newspaper or suspend them until you return



Image: Motion sensor smart lights connected to your device

- Install motion sensor lighting in the exterior and interior
- Use timer to turn lights, TV or radio on/off during the day/night



Help Stop Parcel Theft:

Online shopping can be great! But you can also be a target to thieves who are watching. Parcels can be delivered anytime and it is important to stay vigilant. Here are some tips to keep your parcels out of the hands of thieves.

1. Have the package delivered to a trusted neighbour, family member, friend or workplace.
2. Request a signature on delivery or hold parcel for pick up.
3. Install security cameras.
4. Make a phone call to the delivery company and reschedule your package date.
5. Insure your upcoming package.



The most-often stolen items during burglaries:

1. Jewellery
2. Cash
3. Electronics
4. Car keys and vehicle
5. Designer handbags
6. Tools
7. Personal documents
8. Bicycles

Stay CONNECTED!

Email your name and street address to blockwatch@richmond.ca to receive break and enter alerts that occur in your neighbourhood.

Visit our facebook page at www.facebook.com/richmondblockwatch



Contact Numbers

RCMP (emergency)**9-1-1**

RCMP (non-emergency)..**604-278-1212**

Visit www.richmond.ca/crime for neighbourhood crime information and www.richmond.ca/homesafety for home security tips.

If your home has been broken into, **do not** touch anything and call the Police non-emergency line at **604-278-1212**. If a suspect is present, call **9-1-1**.

Report all suspicious or criminal activity to the police.

Residential Break and Enter by Zones

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Nov, 2018	0	39	17	7	42
Dec 1-27, 2018	0	27	19	8	42

Most Common Point of Entry From November to December 2018

1. Door
2. Window
3. Garage
4. Side garage door
5. Patio and balcony door

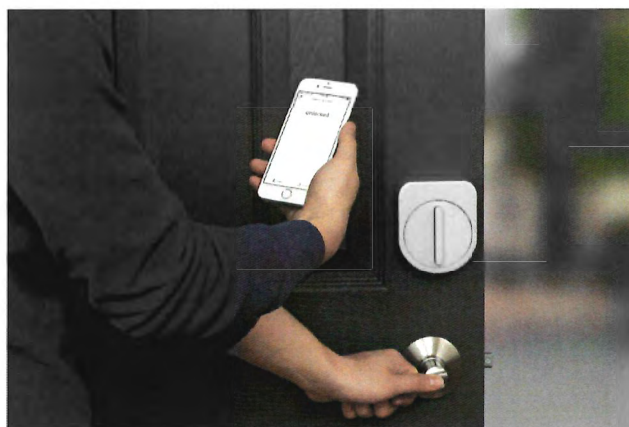


Image: Install a smart lock

Door Safety Tip:

- Install a 180 degree view peephole
- Don't open the door to strangers
- Always let the person(s) outside know that someone is home to avoid a possible attempted break and enter.
- Purchase a smart lock that sends an alert to your smart phone



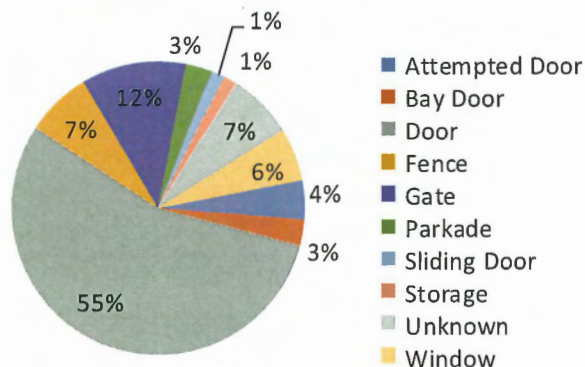
BUSINESS LINK

NEWSLETTER

Commercial Break and Enters

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5
Nov-18	0	2	9	11	3
Dec 1-18, 2018	1	6	17	14	7

Point of Entry



Point of Entry Breakdown (Nov-Dec 18, 2018)

ZONE 1	1	Break and enters:	Point of Entry:	Door	1
ZONE 2	8	Break and enters:	Point of Entry:	Door	7
				Gate	1
				Attempted door	1
				Door	13
				Gate	3
ZONE 3	26	Break and enters:	Point of Entry:	Parkade	2
				sliding door	1
				Unknown	3
				Window	3
ZONE 4	25	Break and enters:	Point of Entry:	Attempted door	2
				Bay door	2
				Door	9
				Fence	4
				Gate	4
				Storage	1
				Unknown	2
				Window	1
ZONE 5	10	Break and enters:	Point of Entry:	Door	9
				Fence	1

Stay CONNECTED!

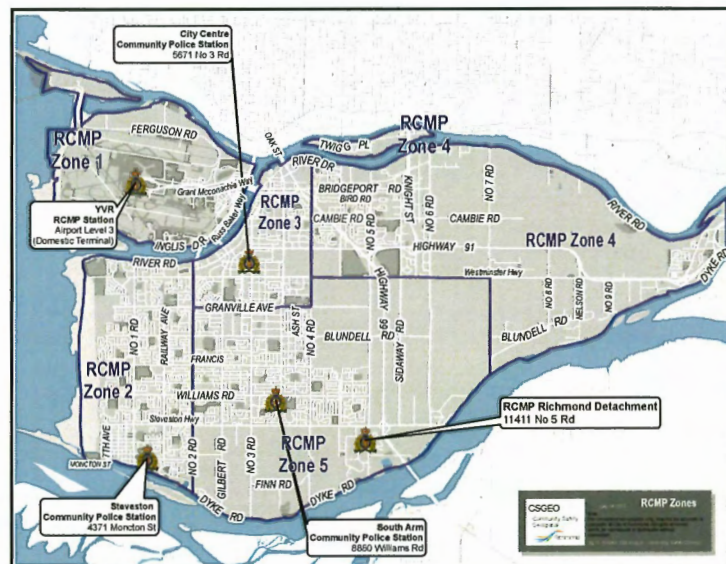
To receive email alerts of neighbourhood commercial break and enters, register your business name and street address at: RCMP_Business_Link@richmond.ca



Commercial Break and Enter Prevention

Burglars are usually most active at night as they seek for dark and easy-to-enter stores. To prevent becoming the next victim of burglary, here are some precautionary measures to protect your business:

- ◆ Be sure to use commercial grade locks.
- ◆ Avoid the danger of key duplication. Make sure keys are returned whenever an employee leaves. If not returned, re-key all locks to your business.
- ◆ Install an alarm system.
- ◆ Make sure to have adequate indoor and outdoor lighting.
- ◆ Replace standard windows with security glass—thicker and shatter resistant
- ◆ Consider hiring private security— night time patrols can discourage burglars from targeting your business
- ◆ Train your employees on opening and closing routines on how to properly close down the business at the end of the night to prevent break-ins, as well as how to identify if and when a break-in or an attempt break-in has taken place.
- ◆ Empty the cash register often. Do not leave cash overnight.
- ◆ Re-evaluate security level of your business regularly.



The map outlines the five zones in Richmond. The chart to the left provides details on the number of Commercial break and enters that have occurred in each zone.



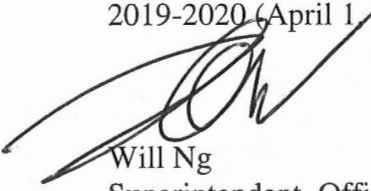
City of Richmond

Report to Committee

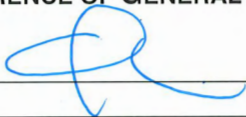

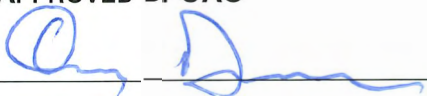
To: Community Safety Committee
From: Will Ng, Superintendent
Officer in Charge, Richmond RCMP Detachment
Date: April 11, 2019
File: 09-5000-01/2019-Vol 01
Re: 2019-2020 Richmond RCMP Detachment Annual Performance Plan – Community Priorities

Staff Recommendation

That the priorities listed in the staff report titled “2019-2020 Richmond RCMP Detachment Annual Performance Plan – Community Priorities”, dated April 11, 2019, from the Officer in Charge, Richmond RCMP, be endorsed for inclusion in the Richmond Detachment Fiscal Year 2019-2020 (April 1, 2019 to March 31, 2020) RCMP Annual Performance Plan.



Will Ng
Superintendent, Officer in Charge
(604-278-1212)

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

Staff Report

Origin

The Officer in Charge (OIC) of the Richmond RCMP Detachment (Richmond Detachment) is committed to aligning the RCMP's strategic goals with the City of Richmond's vision "to be the most appealing, livable and well-managed community in Canada", and the RCMP's vision to promote safe communities¹. This report presents Richmond Detachment's Annual Performance Plan (APP) for the 2019-2020 fiscal year (April 1, 2019 to March 31, 2020).

Findings of Fact

Background

The APP delivers planning and performance management to Richmond Detachment and ensures policing initiatives are aligned with City of Richmond and RCMP strategic priorities. The APP allows the OIC to systematically plan, evaluate and manage police resources and operations. It also provides a valuable consultation and reporting mechanism for the City of Richmond, the Commanding Officer of RCMP "E" Division and Detachment staff. At its core, the APP ensures community service delivery as a priority.

Planning

Richmond Detachment annually consults with Council and City staff to identify opportunities for improved service delivery in the community. These consultations assist in providing the framework for a strategically developed plan, which allows for the coordination of policing objectives with the unique needs of the City of Richmond, as well as the RCMP's national, provincial and district initiatives. Measurements, targets and integrated risk assessments for policing initiatives are also created annually to monitor performance and manage opportunities and risks.

Quarterly Performance Review

Every 90 days, Council is updated on the status of the APP. The quarterly report highlights the progress of objectives and policing initiatives, as well as communicates whether planned targets are on-track or off-track. For those targets which are not on-track, an assessment is conducted to determine whether alternative responses are required.

Annual Performance Plan System Features

The Annual Performance Plan is designed to facilitate the best management and administrative practices for Richmond Detachment and provides the foundation for the following strategic planning activities:

- Contract and Aboriginal Policing Community Plans;
- Integrated Risk Management;

¹ [RCMP Mission, Vision and Values](#)

- Unit Level Quality Assurance;
- Performance Management; and
- Performance Improvement.

Analysis

Community Priorities

The community priorities set out in the APP assist the OIC in addressing the objectives identified through the strategic planning process and provide an opportunity to demonstrate accountability to the community. This year involved the engagement of various layers of consultation.

Members of the Richmond RCMP Senior Management Team met with members of Council and community stakeholders to identify current policing priorities. For the 2019-2020 APP, the OIC identified community consultation would be conducted through Town Halls. The Town Halls were held on February 20 and February 21, 2019.

The objectives identified in this document draw from and align with the Richmond Detachment's 2018-2020 Strategic Plan, which was the result of on-going dialogue with Richmond City Council, Detachment employees and community safety stakeholders.²

For the previous year's Annual Performance Plan (April 1, 2018 to March 31, 2019), Council endorsed the following three priorities:

1. Property Crime;
2. Organized Crime – Drug Offences; and
3. Vulnerable Persons Unit (Mental Health, High Risk Missing Persons, Domestic Violence)

After assessing current policing priorities, including emerging community safety issues, and considering the priorities identified through the consultation process, Richmond Detachment is proposing to maintain the previous year's objectives.

This focus will carry forward the Detachment's commitment to these strategic priorities and develop initiatives that promote these objectives. In addition, Richmond Detachment has added Road Safety as a community priority, which will be reported on throughout the 2019-2020 year.

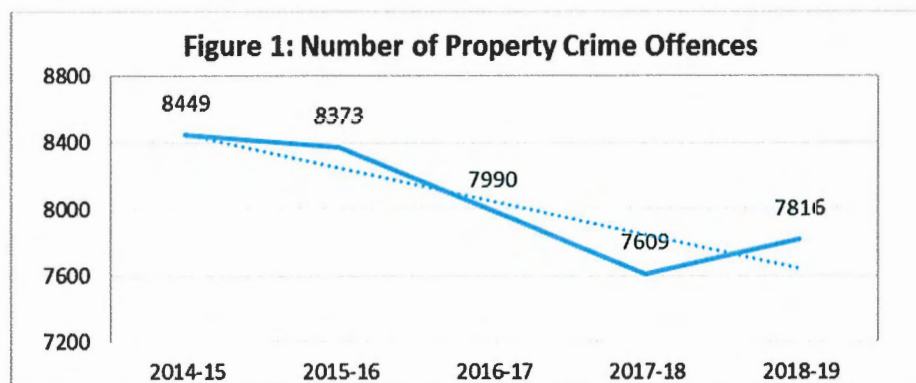
For this year's Annual Performance Plan (April 1, 2019 to March 31, 2019), the OIC is proposing the following four priorities:

1. Property Crime;
2. Organized Crime – Drug Offences;
3. Vulnerable Persons Unit (Mental Health, High Risk Missing Persons, Domestic Violence); and
4. Road Safety.

² Endorsed, Community Safety Committee, December 13, 2018.

1.) Property Crime

Property crime offences have been trending downwards since 2014 (Figure 1). In order to maintain these reductions and effectively target this priority, several elements will be employed. These measures include a crime reduction strategy built on intelligence led criminal analysis, the management of prolific offenders and proactive policing initiatives. Richmond Detachment will continue to promote collaborations with stakeholders such as Crown Counsel, local businesses and partner policing agencies, which are instrumental in identifying and targeting multi-jurisdictional offenders. There will also be a strong focus on promoting crime prevention initiatives in the community, including Block Watch.



Richmond Detachment remains committed to applying an inclusive focus on reducing overall property crime offences in the city. In the 2018-2019 year, there was a statistically high number of residential break and enters. Numerous initiatives were implemented, including targeted surveillance and enforcement, which resulted in significant arrests. In order to continue to develop these strategies, Richmond Detachment has chosen to reduce the number of residential break and enters as its target objective.

For the fiscal year 2019-2020 (April 1, 2019 to March 31, 2020), the Richmond Detachment will focus on:

- i. A five per cent reduction in the number of residential break and enters, using 2018-2019 as the baseline year.

2.) Organized Crime

A strong correlation exists between property crime and drug abuse as persons who suffer from drug addiction will often commit property crimes in order to fund their addictions. By addressing each of these community priorities, Richmond Detachment aims to have a multi-faceted approach to crime reduction. Drugs pose a serious threat to community safety and the drug crisis, which has been affecting British Columbia in recent years, puts drug users, first responders and the public at risk.

In 2018, the issue of money laundering in Lower Mainland casinos received significant media and political attention, with organized crime being at the centre of these discussions.⁴ Although the scope of money laundering investigations is somewhat outside that of local detachments, Richmond Detachment is committed to disrupting organized crime by targeting drug trafficking. Drug trafficking remains a significant source of revenue for local and transnational organized crime groups. Richmond Detachment aims to combat organized crime in the community by focusing on drug seizures, drug trafficking investigations, proactive gang patrols and education programs, such as the widely supported DARE program (Drug Abuse Resistance Education).

Richmond Detachment remains committed to the policing initiatives which are in place to target organized crime. This fiscal year Richmond Detachment will explore additional opportunities to expand on these initiatives.

For the fiscal year 2019-2020 (April 1, 2019 to March 31, 2020), Richmond Detachment will focus on:

- i. Establishing new programs to combat organized crime and money laundering.

3.) Vulnerable Persons

Richmond Detachment continues to experience significant numbers of mental health related calls for service, which have been trending upwards for the last five years. There were 1,847 mental health related calls for service in the 2018-2019 fiscal year, marking a 31 per cent increase from the previous year. Police officers continue to devote considerable time to finding both immediate and long-term solutions for those who, as a result of a mental health and/or addiction, commit crimes and/or generate calls for service.

The BC Non Profit Housing Association indicated in a report titled *2017 Homeless Count in Metro Vancouver* that the population of individuals experiencing homelessness in Richmond between 2014 (38) and 2017 (70) showed an 84 per cent increase. This report also noted that 53 per cent of overall respondents identified having a problem with addiction, while 38 per cent had a mental illness.⁵

Richmond Detachment has taken on a leadership role in enhancing the collaboration of support services by bringing stakeholders together to find viable solutions to assist vulnerable clients. There is continued participation in collaborative working groups addressing vulnerable clients such as those with mental health and/or addiction issues, dementia and other complex challenges, including homelessness. The ultimate goal of these initiatives is to provide assistance and intervention programs to clients with the long term goal of stability and safety in the community. These collaborative approaches provide a multi-faceted response to a complex social problem.

⁴ The issue received significant public attention after the release of "Dirty Money: An independent Review of Money Laundering in BC Casinos conducted for the Attorney General of British Columbia" by Peter German

⁵ B.C. Non-Profit Housing Association and M. Thomson Consulting. (2017). *2017 Homeless Count in Metro Vancouver*. Prepared for the Metro Vancouver Homelessness Partnering Strategy Community Entity. Burnaby, BC: Metro Vancouver.

<http://www.metrovancouver.org/services/regional-planning/homelessness/resources/Pages/default.aspx>

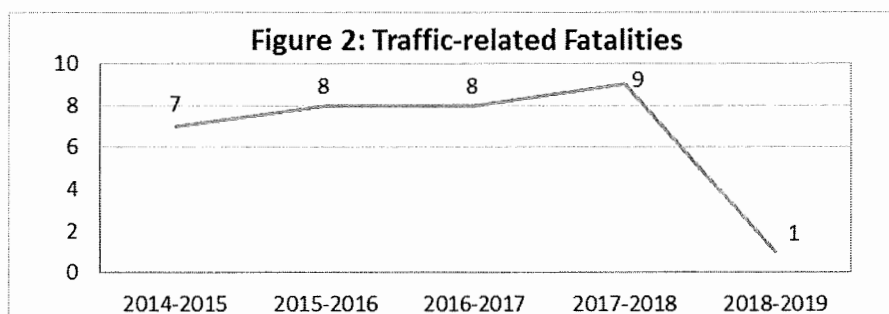
In 2019, the opportunities for this approach will grow significantly as Richmond Detachment is working collaboratively with Vancouver Coastal Health to implement a Mental Health Action Team, which will be named Foxtrot 80. This initiative will facilitate a joint response to police calls in Richmond involving a mental health component and will be comprised of a mental health nurse and an RCMP officer. Richmond Detachment has identified this enhanced service delivery model as a key priority to address vulnerable persons in the community and is committed to deploying this program operationally within this fiscal year.

For the fiscal year 2019-2020 (April 1, 2019 to March 31, 2020), the Richmond Detachment will focus on:

- i. Full implementation of a frontline Mental Health car.

4.) Road Safety

The 2018-2019 fiscal year marked a safer year on Richmond roads than the previous year. There were notable reductions in traffic-related fatalities (89 per cent see Figure 2), pedestrian injuries (29 per cent) and total traffic collisions (eight per cent).⁶



Richmond Detachment is committed to maintaining this trend through the development of a comprehensive road safety strategy built on intelligence-led analysis, engagement of community policing volunteers, public education campaigns and proactive enforcement. Richmond Detachment will continue to promote collaborations with stakeholders including ICBC. There will also be a strong focus on community policing initiatives, such as Speed Watch, by increasing public awareness and including the use of social media.

A number of measures have been implemented over the last year to promote safe roads and improve service delivery. These initiatives include the creation of a dedicated traffic enforcement team within the Road Safety Unit (RSU), which has contributed to a significant increase in the number of enforcement actions. RSU's mandate is to provide strategic, intelligence-led enforcement of traffic related statutes, focussing on harm reduction to reduce fatal and serious injury collisions. Data analysis has indicated that speed is a significant causal factor in motor vehicle accidents in Richmond and increases injury and fatality rates. RSU will maintain a strong focus on speed enforcement.

⁶ Projections used for current fiscal year.

injury collisions. Data analysis has indicated that speed is a significant causal factor in motor vehicle accidents in Richmond and increases injury and fatality rates. RSU will maintain a strong focus on speed enforcement.

Richmond Detachment aims to target road safety enforcement for the fiscal year 2019-2020 (April 1, 2019 to March 31, 2020) and will focus on:

- i. A two per cent increase in road safety enforcement.⁷

Financial Impact

None.

Conclusion

Richmond Detachment has identified the following Community Priorities for the 2019-2020 APP (April 1, 2019 to March 31, 2020):

1. Property Crime;
2. Organized Crime;
3. Vulnerable Persons; and
4. Road Safety.

The targeted activities as described in this Plan will include offender management, proactive policing initiatives, enhanced officer visibility and crime reduction initiatives through community education, engagement and partnerships as well as intervention, prevention and intelligence-led policing.



Edward Warzel
Manager, RCMP Administration
(604-207-4767)

EW: mf

⁷ Road safety enforcement includes Violation Tickets, Notice and Orders and Written Warnings. Comparison using the average of the last three fiscal years.