



Community Safety Committee

Anderson Room, City Hall
6911 No. 3 Road

Tuesday, May 15, 2018
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 10, 2018.*



NEXT COMMITTEE MEETING DATE

June 12, 2018, (tentative date) at 4:00 p.m. in the Anderson Room

COMMUNITY SAFETY DIVISION

1. **BUSINESS LICENCES QUARTERLY REPORT – FIRST QUARTER 2018**

(File Ref. No. 12-8275-01) (REDMS No. 5804841)

CS-10

See Page CS-10 for full report

Designated Speaker: Carli Edwards

STAFF RECOMMENDATION

That the staff report titled “Business Licences Quarterly Report – First Quarter 2018”, dated April 19, 2018, from the General Manager Community Safety be received for information.



2. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT - MARCH 2018**

(File Ref. No. 12-8060-01) (REDMS No. 5800616 v. 2)

CS-14

See Page CS-14 for full report

Designated Speaker: Carli Edwards

STAFF RECOMMENDATION

That the staff report titled “Community Bylaws Monthly Activity Report - March 2018”, dated April 24, 2018, from the General Manager, Community Safety, be received for information.



3. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – MARCH 2018**

(File Ref. No. 09-5000-01) (REDMS No. 5796325 v. 3)

CS-20

See Page CS-20 for full report

Designated Speaker: Fire Chief Tim Wilkinson

STAFF RECOMMENDATION

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – March 2018”, dated April 23, 2018 from the Fire Chief, Richmond Fire-Rescue, be received for information.



4. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Fire Chief Tim Wilkinson

Items for discussion:

None.

5. **RCMP MONTHLY ACTIVITY REPORT – MARCH 2018**

(File Ref. No. 09-5000-01) (REDMS No. 5780750 v. 5)

CS-31

See Page CS-31 for full report

Designated Speaker: Supt. Will Ng

STAFF RECOMMENDATION

That the report titled “RCMP Monthly Activity Report – March 2018”, dated April 19, 2018, from the Officer in Charge, Richmond RCMP Detachment, be received for information.



6. **RCMP/OIC BRIEFING**

(Verbal Report)

Designated Speaker: Supt. Will Ng

Item for discussion:

Coffee with a Cop

7. **EMERGENCY PROGRAMS QUARTERLY ACTIVITY REPORT – FIRST QUARTER 2018**

(File Ref. No. 09-5126-01) (REDMS No. 5819209 v. 4)

CS-49

See Page CS-49 for full report

Designated Speaker: Norman Kotze

STAFF RECOMMENDATION

That the staff report titled “Emergency Programs Quarterly Activity Report – First Quarter 2018”, dated April 26, 2018, from the General Manager, Community Safety, be received for information.



8. **RICHMOND RESILIENT COMMUNITIES PROGRAMS UPDATE**

(File Ref. No. 09-5126-01) (REDMS No. 5820068 v. 5)

CS-54

See Page CS-54 for full report

Designated Speaker: Norman Kotze

STAFF RECOMMENDATION

That the staff report titled “Richmond Resilient Communities Programs Update”, dated April 26, 2018, from the General Manager, Community Safety, be received for information.



Pg. #

ITEM

9. **COMMITTEE STANDING ITEM**

E-Comm

10. **MANAGER'S REPORT**

ADJOURNMENT





Community Safety Committee

Date: Tuesday, April 10, 2018

Place: Anderson Room
Richmond City Hall

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

Also Present: Councillor Carol Day

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

MINUTES

It was moved and seconded

That the minutes of the meeting of the Community Safety Committee held on March 13, 2018, be adopted.

CARRIED

NEXT COMMITTEE MEETING DATE

May 15, 2018, (tentative date) at 4:00 p.m. in the Anderson Room

DELEGATION

1. With the aid of a PowerPoint presentation (copy on file, City Clerk's Office) David Poppell, Station Leader, Royal Canadian Marine Search and Rescue (RCMSAR), provided an update on RCMSAR activities and spoke of the following:
 - maritime services provided to the community;

Community Safety Committee

Tuesday, April 10, 2018

- RCMSAR locations: Middle Arm of the Fraser River and Steveston;
- participation in community outreach and community interaction events;
- statistics on the past 12 months in and out of the water;
- various vessels owned by the RCMSAR and potential new vessels;
- potential collaboration with the Canadian Coast Guard; and
- RCMSAR future goals.

In reply to queries from Committee, Mr. Poppell advised that a portion of the funds for the new vessel would be provided by the federal and provincial governments and RCMSAR would seek additional funding from local sponsorship. He then noted that RCMSAR is examining the potential to liaise with the City's emergency services departments for collaboration.

Discussion took place and it was noted that information on the role of the Canadian Coast Guard in emergency situations would be valuable.

COMMUNITY SAFETY DIVISION

2. COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT - FEBRUARY 2018

(File Ref. No. 12-8060-01) (REDMS No. 5763192 v.3)

In reply to queries from Committee, Fire Chief Tim Wilkinson, Richmond Fire-Rescue, advised that due to long processes for demolition permits, properties remain vacant for long periods of time; however RFR ensures that such properties are secure for safety reasons and to deter illegal activities.

Carli Edwards, Acting Senior Manager, Community Safety Policy and Program and Licencing, noted that Richmond has a successful program with regard to securing vacant lots and that RFR is very responsive if and when any issues arise. She advised that some properties remain vacant for long periods of time for various reasons; however staff are consistently inspecting said properties to ensure community safety.

In reply to queries, Ms. Edwards advised that short-term rental offences saw an increase in 2017 as a result of new regulations; however additional staff were retained to address the issue. Also, she noted that as the year progresses, grease related issues will likely also increase.

Cecilia Achiam, General Manager, Community Safety, advised that grease enforcement falls under the Engineering Department, and noted that staff have managed the residential grease issues and efforts are now focused on commercial buildings.

In reply to a further query from Committee, Ms. Edwards advised that a property may remain vacant indefinitely as long as it is safe and secure.

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It was moved and seconded

That the staff report titled "Community Bylaws Monthly Activity Report - February 2018", dated March 16, 2018, from the General Manager, Community Safety, be received for information.

CARRIED

3. TOUCHSTONE FAMILY ASSOCIATION RESTORATIVE JUSTICE ANNUAL PERFORMANCE OUTCOME EVALUATION REPORT

(File Ref. No. 03-1000-05-069) (REDMS No. 5766682 v.2)

In reply to queries from Committee, Ms. Achiam advised that the City currently funds the Restorative Justice Program as there is no provincial contribution; however various grants are being examined to help offset these costs.

In reply to queries from Committee, Superintendent Will Ng, OIC, Richmond RCMP, advised that the new standardized referral program has been positive, and noted that officers will be trained in the this new referral process.

Discussion took place on the Restorative Justice Program and in particular, on its social and economic benefits to the community. It was noted that it may be of value to other municipalities to learn of the Program and highlight successes the City and the community has experienced with it.

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

It was moved and seconded

- (1) That the staff report titled "Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report" dated March 12, 2018 from the Acting Senior Manager, Community Safety Policy & Programs and Licencing, be received for information;*
- (2) That a letter be written to the Minister of Public Safety and Solicitor General and the Attorney General highlighting successes of the Restorative Justice Program in Richmond; and*
- (3) That staff examine the possibility of promoting the Restorative Justice Program at the annual Union of British Columbia Municipalities convention and report back.*

CARRIED

4. RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – FEBRUARY 2018

(File Ref. No. 09-5000-01) (REDMS No. 5772255)

In reply to queries from Committee, Chief Wilkinson spoke of the Voluntary Building Access Program, highlighting that it has commenced, and considerable interest has been shown.

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It was moved and seconded

That the staff report titled "Richmond Fire-Rescue Monthly Activity Report – February 2018", dated March 12, 2018 from the Fire Chief, Richmond Fire-Rescue, be received for information.

CARRIED

5. FIRE CHIEF BRIEFING

(Verbal Report)

Item for discussion:

None.

6. RCMP MONTHLY ACTIVITY REPORT – FEBRUARY 2018

(File Ref. No. 09-5000-01) (REDMS No. 5750148 v.2)

Superintendent Ng advised that the increase in residential break and enters is related to theft from automobiles, whereby individuals are accessing homes by using garage door openers left in unsecured vehicles.

In reply to queries from Committee, Superintendent Ng advised that the Richmond RCMP have partnered with Canada Post with regard to mail thefts and that enhancing mailbox security features has proven successful. He then noted that the RCMP is working with Strata's and owners to educate them on mail theft and enhancing mailbox security in condominiums and apartment buildings. Superintendent Ng advised that staff can examine the potential to include condominiums and apartment buildings in the Voluntary Building Access Program. Also, Superintendent Ng spoke of an expert that was brought in to educate officers and provide resources on human sex trafficking.

Supt. Ng advised that (i) all individuals are encouraged and welcome to join the Block Watch Program, (ii) the Combined Special Forces Enforcement Unit is currently investigating two cases that occurred in Richmond and are regularly involved in activities within the city, and (iii) community partners will be consulted for future RCMP annual performance plans.

Committee requested that information regarding the involvement of integrated teams in Richmond be provided.

It was moved and seconded

That the report titled "RCMP Monthly Activity Report – February 2018", dated March 19, 2018, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

CARRIED

Community Safety Committee

Tuesday, April 10, 2018

7. **RCMP/OIC BRIEFING**

(Verbal Report)

Item for discussion:

None.

8. **COMMITTEE STANDING ITEM**

E-Comm

The Chair spoke of upcoming strategic planning sessions for E-Comm.

9. **MANAGER'S REPORT**

None.

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (4:50 p.m.).

CARRIED

Certified a true and correct copy of the Minutes of the meeting of the Community Safety Committee of the Council of the City of Richmond held on Tuesday, April 10, 2018.

Councillor Bill McNulty
Chair

Sarah Kurian
Legislative Services Coordinator



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 19, 2018
From: Cecilia Achiam, MCIP, BCSLA **File:** 12-8275-01/2018-Vol 01
General Manager, Community Safety
Re: **Business Licences Quarterly Report – First Quarter 2018**

Staff Recommendation

That the staff report titled “Business Licences Quarterly Report – First Quarter 2018”, dated April 19, 2018, from the General Manager Community Safety be received for information.

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

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

Staff Report

Origin

This report provides a quarterly summary of activities in support of the regulation of business licences in the City of Richmond and supports Council's 2014-2018 Term Goal #8 Supportive Economic Development Environment:

8.1. Richmond's policies, programs, and processes are business-friendly.

Analysis

Business Licence Revenue

Revenue from all businesses licences is on track to grow by two to four per cent as it has in previous years. The number of new businesses, those businesses not previously licenced, is also on track to exceed previous years. These statistics are illustrated in Table 1 below.

Table 1: Business Licence Revenue for 2015-2017

	2018 Q1	2017	2016	2015
New Businesses	504	1801	1704	1651
Revenue (from Licences)	\$ 1,823,470	\$ 3,884,271	\$ 3,716,597	\$ 3,647,645

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 ensure that inspections and permits are issued without delay so that businesses can open as soon as possible.

Table 2: Status and Number of Business Licences

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Valid Licences	13,242	13,912	14,062	13,870	13,940
Expired Licences	2,192	1,496	941	944	887
Suspended and Pending Applications	450	420	371	329	282
Total	15,884	15,828	15,374	15,143	15,109

The number of expired licences and suspended or pending applications have both decreased substantially from a combined high of over 2,600 at the beginning of 2017 to 1,169 at the present time (887 expired licenses plus 282 suspended or pending licenses). This is due to staffing changes and changes to the applications process. Staff will continue to reduce the number of outstanding applications and expired licence inspections throughout 2018.

Business Licence Enforcement

The revenue collected from bylaw fines and tickets related to licencing has continued to increase after a low in 2016 (shown below in Table 3). This increase is due to:

- Increasing the fine for operating a business without a licence from \$100 to \$1,000;
- Increasing number of staff available for inspections and enforcement; and
- Enforcement of illegal taxis and other targeted campaigns.

This revenue is projected to increase in 2018 as staff are planning targeted enforcement with other agencies such as the RCMP, BC Liquor Control and the Passenger Transportation Board.

Table 3: Revenue from Tickets

	2018 Q1	2017	2016	2015
Revenue from Tickets	\$ 8,100	\$ 16,350	\$ 1,700	\$ 8,951

Illegal Ride Hailing

Staff from Business Licences, the RCMP and the Passenger Transportation Board carried out three enforcement campaigns targeting illegal taxis. Nineteen drivers were stopped as a result of these actions, resulting in the issuance of 57 tickets issued for violations of municipal bylaws (three to each driver). Of those issued tickets, 10 drivers have registered to dispute their tickets in Provincial Court.

Bed and Breakfast Businesses

As of the end of first quarter of 2018, there were 53 licenced Bed and Breakfast businesses ("B&B's"). Staff are planning routine inspections of the licenced businesses to coincide with the start of the tourism season, which may result in some enforcement activity. In the event that bylaw violations are observed, businesses will be issued tickets and any repeat offenders will be forwarded to Council for consideration of a licence suspension or cancellation.

Upcoming Business Licence Hearing

Business Licencing staff were notified by the RCMP about a business that had been issued two warnings and a ticket for violations of the Public Health Protection Bylaw for smoking. Staff met with the business, Zodiac Karaoke, and are bringing forward a report later this month recommending the suspension of their business licence.

Financial Impact

None.

Conclusion

This report provides an update on 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.

A handwritten signature in black ink, appearing to read 'Carli Edwards', with a stylized, flowing script.

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



City of Richmond


Report to Committee

To: Community Safety Committee **Date:** April 24, 2018
From: Cecilia Achiam, MCIP, BCSLA **File:** 12-8060-01/20-Vol01
General Manager, Community Safety
Re: **Community Bylaws Monthly Activity Report - March 2018**

Staff Recommendation

That the staff report titled "Community Bylaws Monthly Activity Report - March 2018", dated April 24, 2018, from the General Manager, Community Safety, be received for information.

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

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: CS
APPROVED BY CAO 	

Staff Report

Origin

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

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

Analysis

Grease

The Grease Officer remains focused on education and voluntary compliance. During the month of March, the bylaw officer undertook 55 grease-trap inspections, which resulted in the issuance of one warning for contravention of Drainage, Dyke and Sanitary Sewer System Bylaw No. 7551.

Soils

The Soil Officer continues to liaise with various department and agencies for the purpose of monitoring properties that are engaged in the removal or deposit of soils and other fill material. Currently 86 files remain under active investigation, which includes 22 stop-work-orders, 20 fill removal orders and two active fill sites. The City has received 25 complaints associated with soil matters to date.

During the month of March, the bylaw officer undertook 45 site inspections, which resulted in the issuance of seven tickets (\$3,500 in fines) for contravention of Soil Removal & Fill Deposit Regulation Bylaw No. 8094.

Property Use

Property Use Officers continue to investigate property matters based on public complaints, as well as conduct proactive enforcement for self-evident infractions like boulevard obstructions and unsightly properties. Excluding grease, soils and short-term rentals, during the month of March the bylaw officers administered 190 files, which were largely associated with noise, signs, unsightly premises, recycling and zoning matters.

The Short-Term Rental Officer continues to investigate occupancy issues based on website listings and public complaints. During the month of March, the bylaw officer undertook 66 site visits, with no resulting violations for contravention of Zoning Bylaw No. 8500.

The following tables reflect year-to-date *investigative activity* categorized by property use file type.

Figure 1a: Grease, Soils, Short-Term Rentals & Property-Use Service Demand

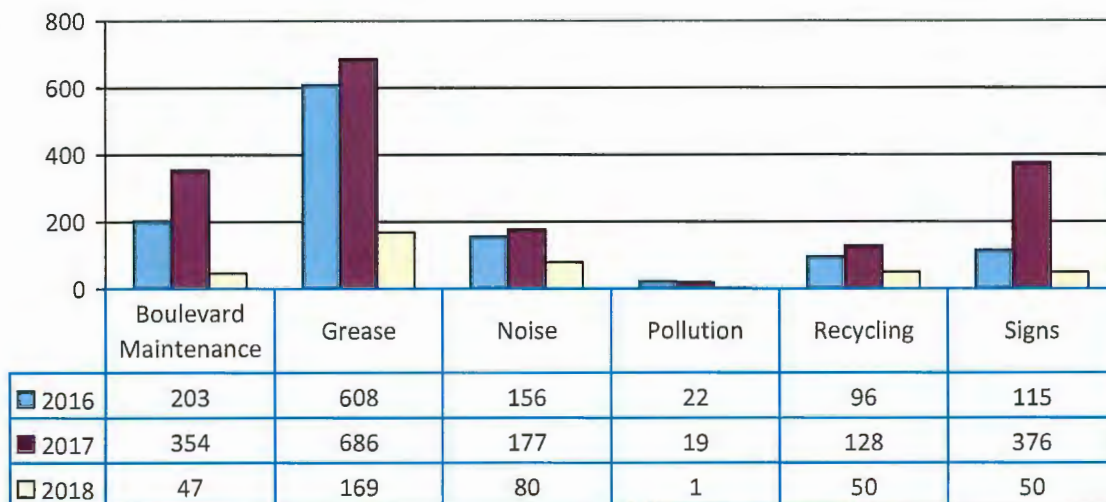
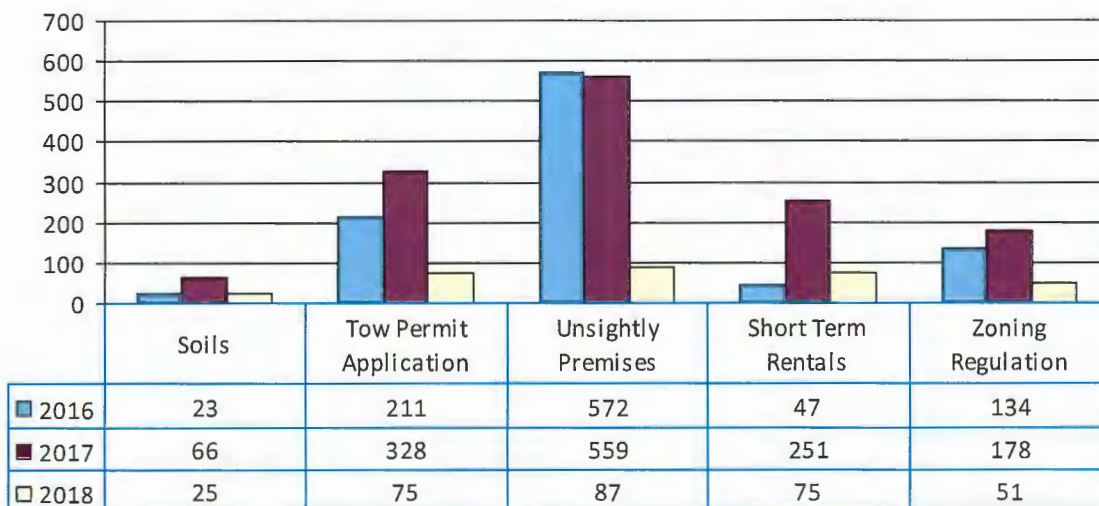


Figure 1b: Grease, Soils, Short-Term Rentals & Property-Use Service Demand

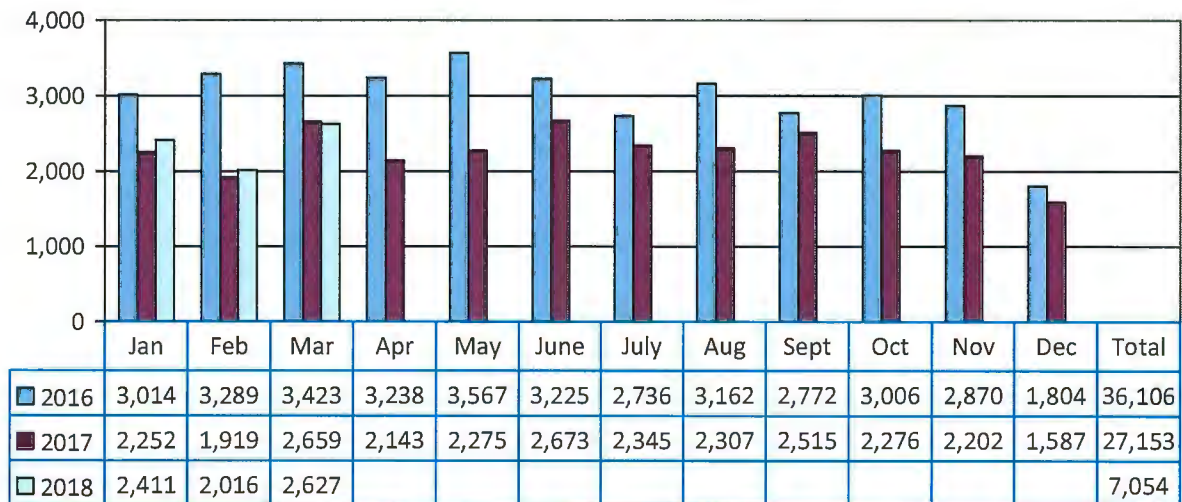


Parking and Animal Control

Parking and Animal Control Officers continue to focus on safety issues (fire hydrants, yellow curbs and animal control offences), as well as pay parking matters (parking meter and permit offences). During the month of March, bylaw officers issued 2,620 violations associated with various parking and stopping offences.

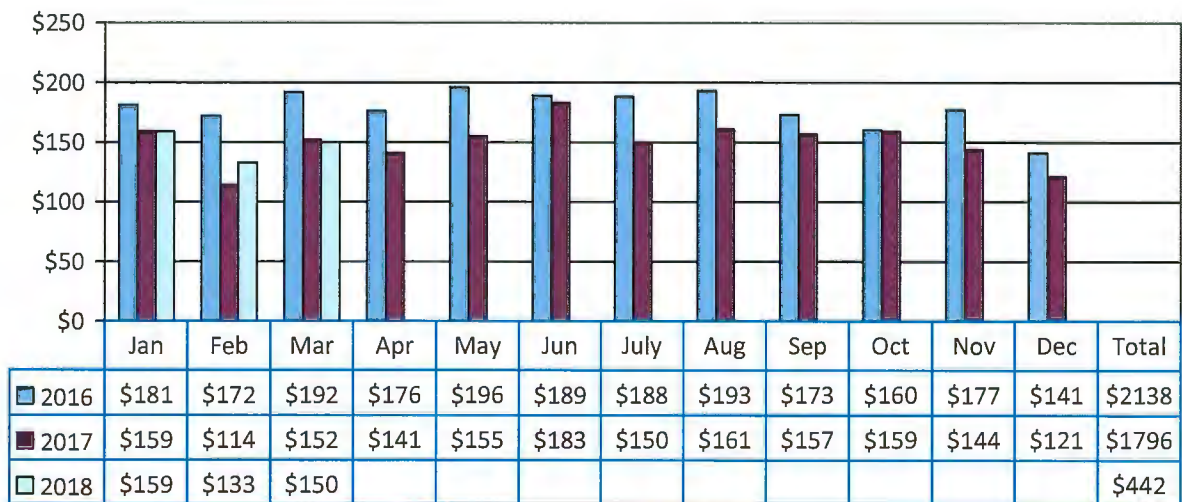
The following table reflects *parking enforcement activity* measured by violation issuance for the calendar month and year-to-date.

Figure 2a: Parking Violation Issuance



The following table reflects *pay parking activity* measured by consolidated revenue (meters, permits & violations) for the calendar month and year-to-date.

Figure 2b: Consolidated Parking Program Revenue Comparison (000's)



Dog Licencing

The 2018 dog licencing season began on November 9, 2017. As a result, 2,424 dog licences were processed during the remainder of 2017 while another 3,818 dogs were processed during March 2018. A total of 6,242 dogs have been licenced to date.

Education and Awareness

RCMP and City Bylaw Officers coordinated resources to focus on commercial vehicle enforcement. This joint operation resulted in 21 violations being issued to non-permitted and overweight commercial vehicles.

Customer Service Activity

The following table reflects department *calls-for-service* listed by file type for the month of March.

Figure 3a: Community Bylaw Calls-for-Service

Calls for Service (Tempest & Amanda)	March	YTD
Property Use Files	190	457
Short Term Rental Files	17	75
Soil Removal & Fill Deposit Files	11	25
Grease Trap Files	29	169
Towing Permit Applications	19	75
Parking & Stopping Files	160	554
Animal Control Files **	167	414
Totals	593	1,769

Enforcement Activity

The following table reflects monthly and year-to-date *violation issuance* listed by file type.

Figure 3b: Community Bylaw Violations

Ticket Issuance (BVN's & MTI's)	March	YTD
Short-Term Rental Offences	0	6
Soil Removal & Fill Deposit Offences	7	35
Grease Trap Offences	1	4
Parking & Stopping Offences	2,627	7,054
Animal Control Offences	11	46
Totals	2,646	7,145

Adjudication

Eight cases were heard during the last adjudication session which was held on April 24, 2018. Outcomes from this session were as follows;

- Six bylaw violations upheld;
- One bylaw violation dismissed due to lack of evidence; and
- One bylaw violation adjourned till next adjudication.

The next adjudication session is scheduled for July 24, 2018.

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 the following sources: Dog Licences, False Alarm Incidents, Animal Control Violations, Newspaper Box Permits (annual renewal), Towing Permits (biennial renewal) and Film Crew Occupancy.

In Figure 4, the variance for "False Alarms" is inordinately high because of a billing transfer to property taxes and the variance for "Other Permits" can be attributed to straight-line financial projections.

The following table reflects monthly and year-to-date *department revenue* based on source.

Figure 4: Budget vs. Actual Revenue by Source

Program Revenue	March Budget	March Actual	YTD Budget	YTD Actual	YTD (\$) Variance	YTD (%) Variance
Filming Revenue	0	425	0	714	714	0.0%
False Alarms	4,350	44,065	13,050	45,225	32,175	246.6%
Dog Licences	22,032	28,621	115,130	128,176	13,046	11.3%
Towing Permits	1,487	2,476	5,753	4,712	(1,041)	(18.1)%
Other Permits	3,547	0	13,725	36,085	22,360	162.9%
Other Fines	4,441	4,000	18,489	19,475	986	5.3%
Parking Revenue	156,134	150,224	475,625	442,106	(33,519)	(7.0)%
Total Revenue	191,991	229,811	641,772	676,493	34,721	5.4%

Financial Impact

None.

Conclusion

Community Bylaw 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 Edwards
Manager, Community Bylaws
And Licencing
(604-276-4136)



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

CE:stl



City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 23, 2018

From: Tim Wilkinson
Fire Chief, Richmond Fire-Rescue

File: 09-5000-01/2018-Vol 01

Re: Richmond Fire-Rescue Monthly Activity Report – March 2018

Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – March 2018”, dated April 23, 2018 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:

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

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

Analysis

Community Involvement

RFR advances public awareness, education and community bridge building by participating in training events, community activities and social media.

Safety presentations provided during March 2018, included the Metro Vancouver Housing Corporation for seniors and for new immigrants at the S.U.C.C.E.S.S Richmond Service Centre.

A tour of the Cambie Fire Hall No. 3 and Richmond North Ambulance Station was provided to the 12th Richmond Scout Group.

Staff engaged with over 123 children and adults during March, continuing to develop effective interagency relationships and partnerships within the community.

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 2018 there were a total 897 incidents, representing a 6.4 per cent reduction in calls from March 2017 (Attachment 1). The average time on scene for RFR crews was 26.33 minutes, a decrease of one per cent from 2017. This is due to the nature and severity of each call and the duration on scene.

In March 2018 there were 27 reportable fires to the office of the Fire Commissioner; representing a 17.4 per cent increase from March 2017. The average figure for fires reported in March, over the last five years, is 23.8, thus reportable fires in the month of March remains consistent with year over year trends. In March 2018, 87 apparatus were used and 275 fire personnel attended fire related incidents.

Fire damage and property losses during March 2018 are estimated at \$102,165. This total includes \$1,200 for building/asset loss and \$100,965 for content loss. The total building/asset and content value at risk was estimated to be \$50,750,230 and the total value preserved from damage was \$50,648,065. These numbers translate to 99 per cent of value protected (Table 1), this is the same per cent protected value observed in 2017.

Table 1: Fire Calls By Type and Loss Estimates – March 2018						
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	3,822,100	-	156,110	800	3,977,410
Multi family	4	1,204,000	-	165,110	-	1,369,100
Commercial / Industrial	9	22,935,000	-	20,252,500	100,015	43,087,485
Outdoor	11	1,846,350	1,200	369,070	150	2,214,070
Vehicle / Vessel	-	-	-	-	-	-
Totals*	27	29,807,450	1,200	20,942,780	100,965	50,648,065

*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).

Incident Response Times

The following table shows the total emergency response time per fire hall for incidents during March 2017 and 2018.

RFR tracks and reports average emergency response time. However, this does not reflect the concerns and gaps. Response time is impacted by a number of factors including the time to put on personal protective equipment (PPE), when PPE is required. The industry standard allows for an additional 20 seconds for the donning of PPE.

There is significant work that needs to be undertaken to do further analysis (e.g. validate statistics) and reduce turnout time to don PPE to incrementally reduce the emergency response time.

Table 2: Average Incident Response Times (in minutes) Per Hall – March 2018				
	March 2017		March 2018	
	PPE	Non PPE	PPE	Non PPE
Hall 1 - City Centre	5:05	5:21	4:38	4:56
Hall 2 - Steveston	5:29	5:08	5:39	4:42
Hall 3 - Cambie	5:25	8:25	4:40	5:04
Hall 4 - Sea Island	6:40	7:33	5:59	6:08
Hall 5 - Hamilton	6:19	5:35	7:02	7:04
Hall 6 - Shellmont	5:49	5:34	6:38	5:57
Hall 7 - Crestwood	8:11	6:16	7:54	6:45

* Times shown are for events where Personal Protective Equipment (PPE) was used. PPE figures equal fire incidents while Non PPE shows medical or other types of incident response times. Impacts to response times may include: distance to scene, weather, and the time of day.

Significant Events

Fire crews minimized loss and limited fires to the place of origin in these notable March 2018 incidents:

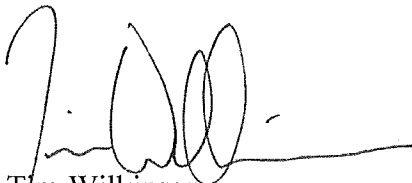
- Commercial property fire on Mitchell Road. Crews arrived on scene to a large amount of smoke showing from the south east side of the building. Crews used a Thermal Imaging Camera to locate the source of the smoke and use facility hoses on the second and third floors to extinguish spot fires and cool the onsite equipment. The fires were extinguished quickly and there were no injuries reported. A Fire Investigator was requested to attend.
- Commercial property fire on Chatham Street. Arriving crews saw smoke coming out of a commercial property. The fire was located and extinguished quickly with no injuries reported. Neighbouring apartments were also assessed by crews for damage. Emergency Social Services, BC Hydro and Gas, Health Department and a Fire Investigator were also requested to attend.
- Motor vehicle incident with injuries. Crews responded to a motor vehicle incident on Williams Road. A motorcyclist had been struck by a vehicle and had suffered serious injuries to the lower body. Crews proceeded to secure the scene and provided first aid to the motorcyclist. The patient was transported to Vancouver General Hospital by onsite BC Ambulance Service crews. Once the patient was transported to hospital RFR crews cleared the scene, leaving it in the care of RCMP. After the event attending crews were provided a Critical Incident Stress Management debriefing.

Financial Impact

None.

Conclusion

During March 2018, calls for service decreased by 6.4 per cent from March 2017. RFR will continue to monitor these activities to identify trends and ensure potential solutions.



Tim Wilkinson
Fire Chief
(604-303-2701)

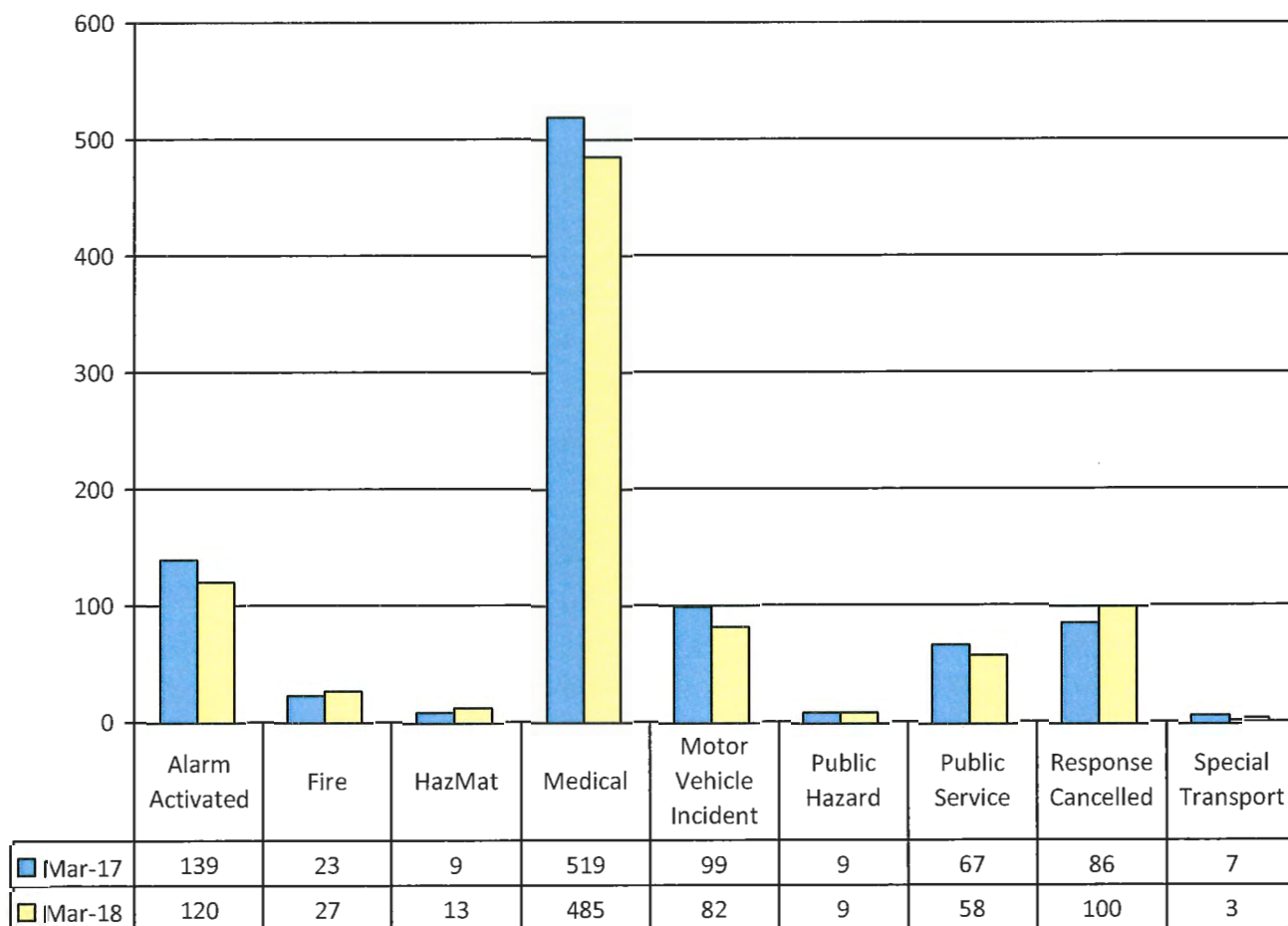
TW:js

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 2017 and 2018. In March 2018, there were a total of 897 incidents, compared to 958. This represents a decrease of 6.4 per cent.

Table 3: March 2017 & 2018 Calls for Service Volumes



Call Type Legend:

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

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

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

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

First Responder Totals

Medical first responder incidents comprised 54.1 per cent of the total emergency responses for RFR during the month of March 2018. A detailed breakdown of the medical incidents for March 2018 and 2017 is set out in the following table by sub-type. There were a total of 485 medical incidents in March 2018 compared to 519 in March 2017, a decrease of 6.6 per cent.

Table 4a: March 2017 & 2018 Medical Calls by Type

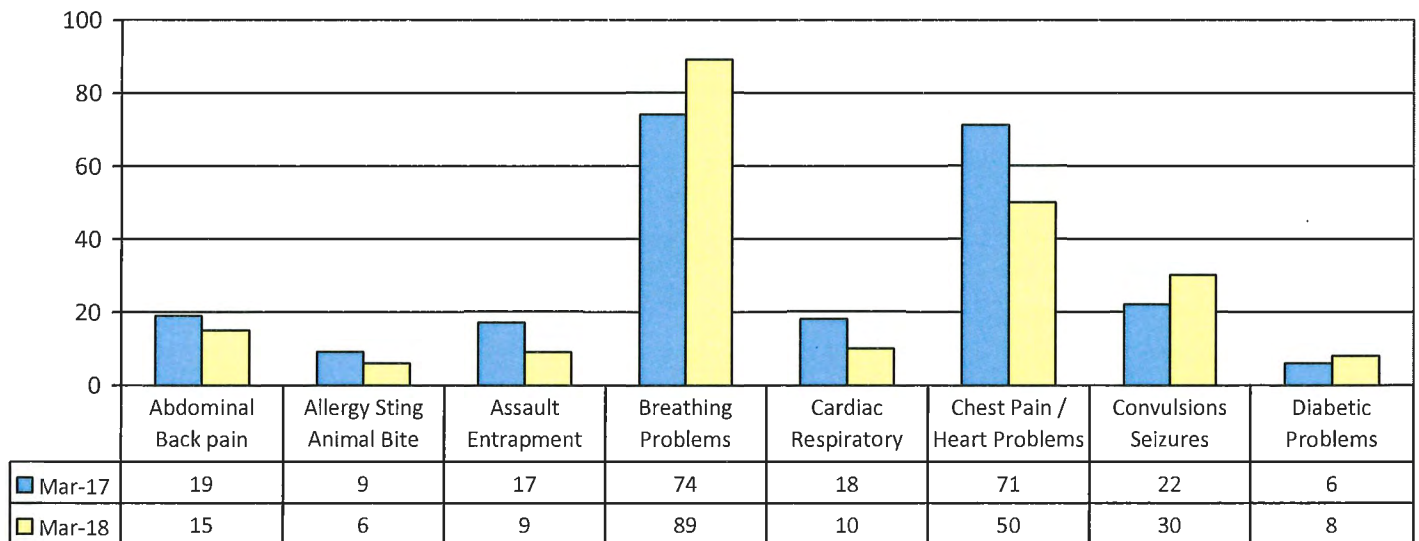
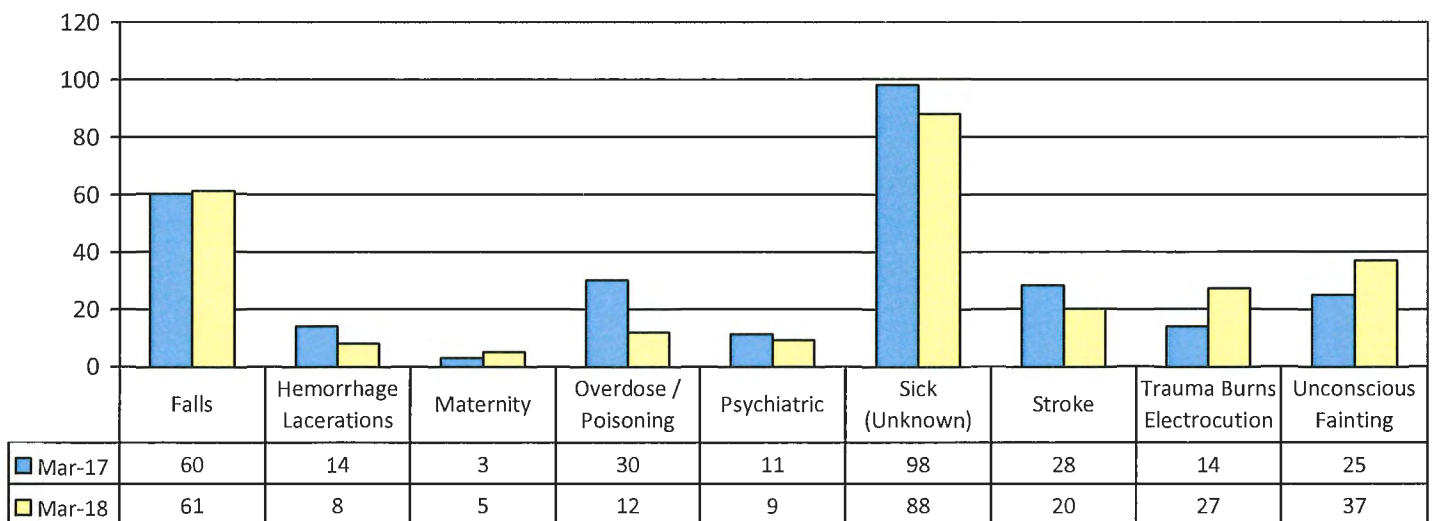


Table 4b: March 2017 & 2018 Medical Calls by Type



Fire Investigations

The fire investigation statistics for March 2018 are listed below:

Table 5: Total Fire Investigation Statistics – March			
	Suspicious	Accidental	Undetermined
Residential - Single-family	-	2	1
Residential - Multi-family	-	4	-
Commercial/Industrial	1	7	1
Outdoor	4	4	3
Vehicle	-	-	-
Totals	5	17	5

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	
	Details
Flammable / Combustible Liquids	2
Natural Gas / Propane Leaks (small)	8
Toxic / Infectious Substances	1
Unclassified	2
Totals	13

Figure 1: Location of reportable fires attended in March (total 27)

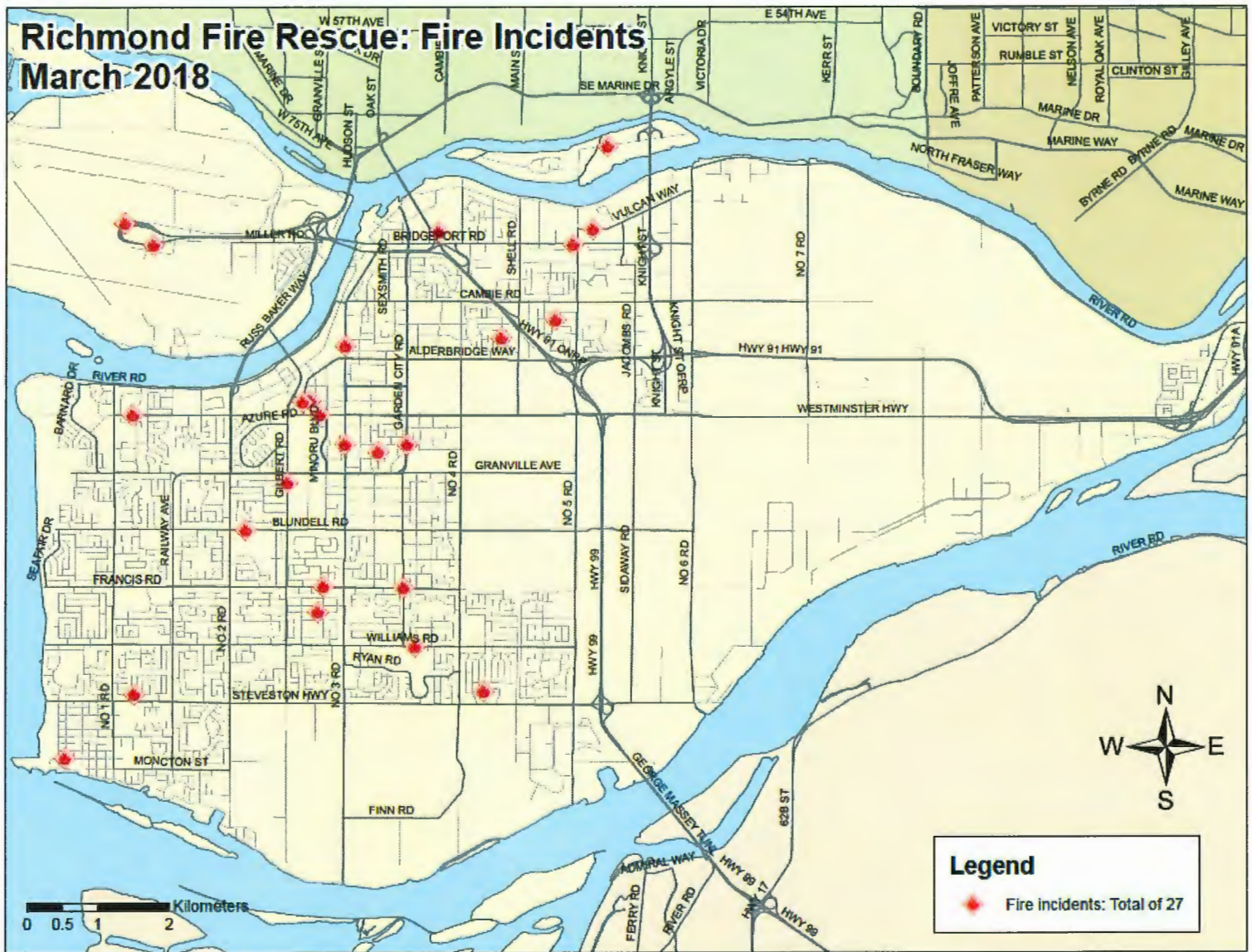


Figure 2: Location of medical calls in March (total 485)

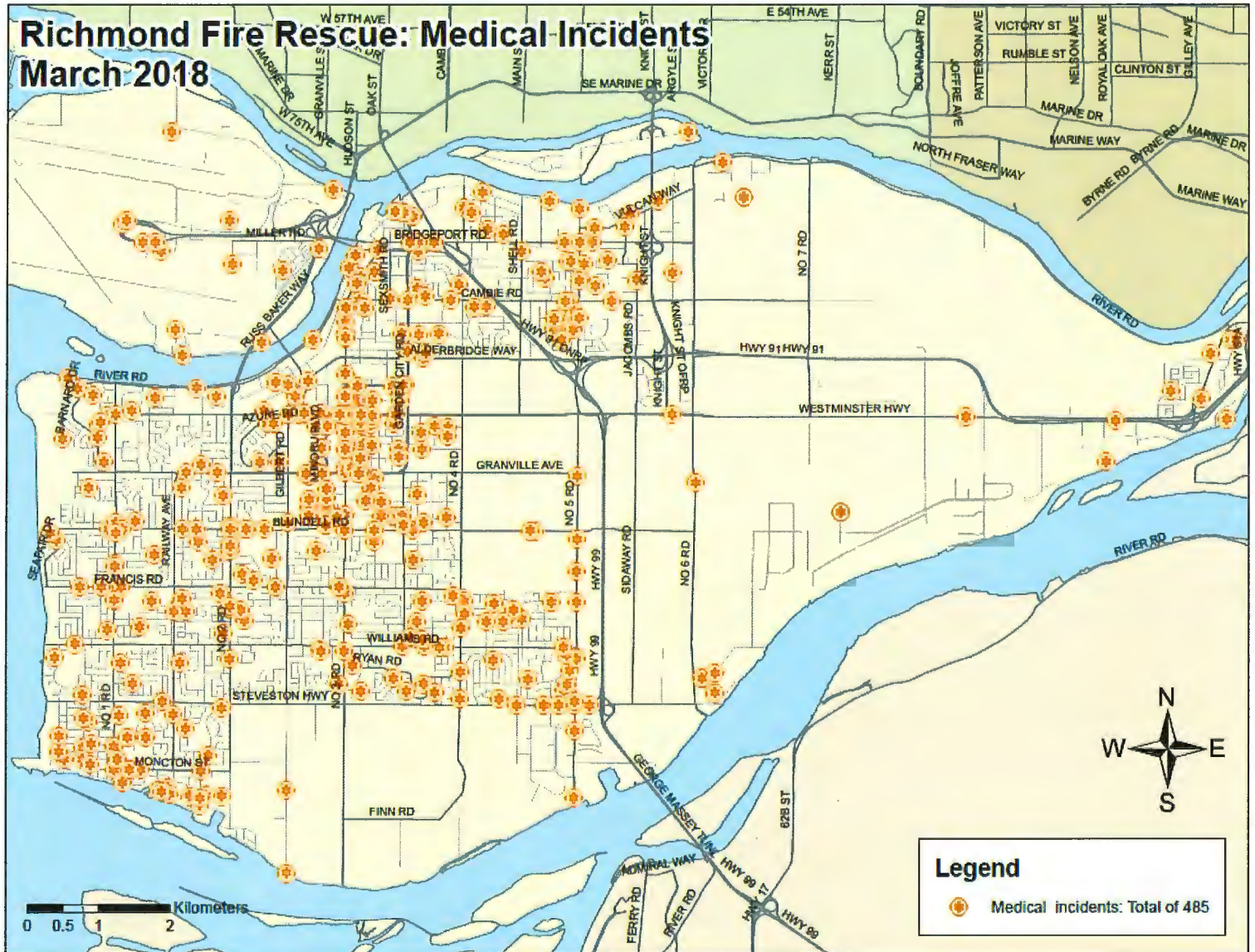
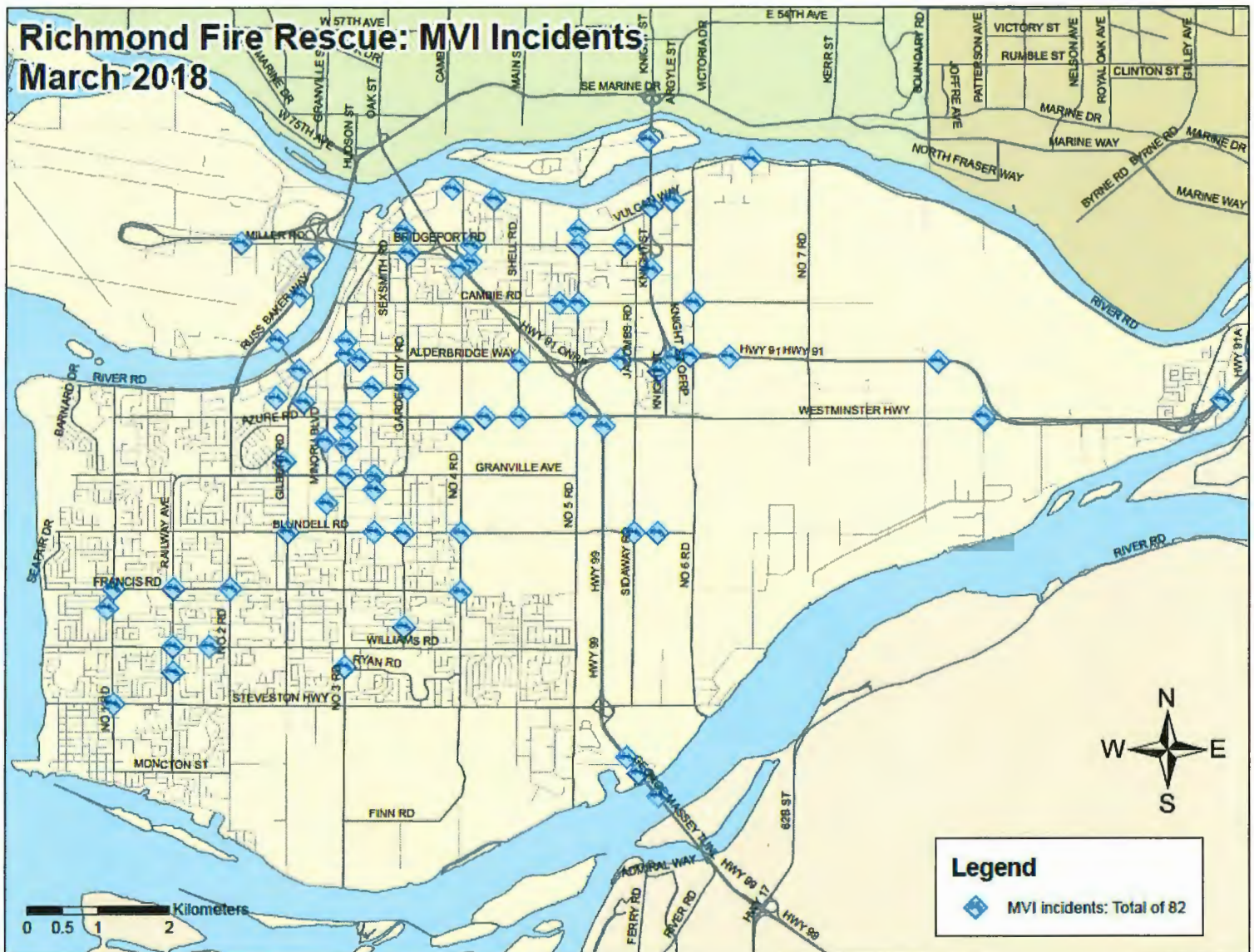


Figure 3: Location of MVI calls in March (total 82)





City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 19, 2018

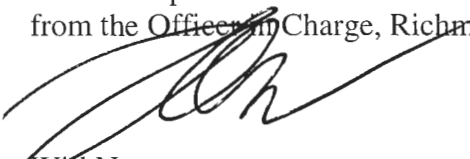
From: Will Ng, Superintendent
Officer in Charge, Richmond RCMP Detachment

File: 09-5000-01/2018-Vol
01

Re: RCMP Monthly Activity Report – March 2018

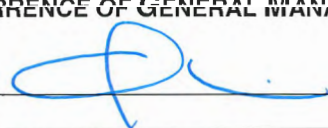


Staff Recommendation

That the report titled “RCMP Monthly Activity Report – March 2018”, dated April 19, 2018, from the Officer in Charge, Richmond RCMP Detachment, be received for information.



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

Att. 3

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 Crime Statistics
3. Crime Trends Across Jurisdictions
4. Auxiliary Constable Program
5. Block Watch
6. Community Police Stations and Programs
7. Crime Prevention Unit
8. Road Safety Unit
9. Victim Services
10. Youth Section

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

Analysis

Activities and Noteworthy Files

Found Body

On March 10, 2018, RCMP officers responded to the 7000 block of Dyke Road for a report of a man in the water. The victim, a Richmond resident, was identified as a male in his early seventies. He was transported to hospital where he was later pronounced deceased. While the death was initially deemed suspicious, a thorough investigation by the Richmond Serious Crime Unit determined that the death was not the result of foul play.

Retail Theft

On March 14 and 15, 2018, RCMP members from the Crime Reduction Unit partnered with local Loss Prevention Officers (LPOs) to target crime at multiple retail locations in central Richmond.¹ Twenty-six suspects were arrested over two days, including an arrest which occurred as a result of a "bait bike" activation. Other arrests were initiated for outstanding warrants, theft, commission of fraud and breach of undertaking. The suspects arrested represent a variety of municipalities including Richmond, Vancouver, Burnaby, Surrey, Coquitlam and Edmonton.

¹ Crime Reduction Unit includes Property Crime Unit, Prolific Offender Suppression Team and Bike Squad.

Firearm Incident

On March 21, 2018, an LPO at a large retail business attempted to arrest a suspect for shoplifting. The suspect, a 26-year-old male, is alleged to have produced a firearm when confronted by the LPO. The suspect fled to a vehicle in the parking lot, which was being driven by a 60-year-old male. RCMP members located the suspect vehicle shortly thereafter and were able to take both suspects into custody without incident. The 26-year-old male has been charged with three offences, including robbery. The driver of the vehicle was released without charge.

Community Diversity

On March 21, 2018, in honour of the United Nations International Day for the Elimination of Racial Discrimination Richmond Detachment partnered with Kwantlen Polytechnic University to present the “Shared Challenges, Shared Opportunities Forum”. This event, which serves to celebrate community diversity, included guest speakers from RCMP National Security and RCMP BC Hate Crimes Team. This forum brought together people of different faiths sharing the mutual desire to move in the direction of increased respect, understanding, harmony and equality.

Attempted Murder Sentencing

On March 23, 2018, the Combined Forces Special Enforcement Unit – British Columbia (CFSEU-BC) issued a media release advising that a 12-year sentence had been handed down to a known gang associate for Attempted Murder and Discharging a Firearm with Intent. The man had been a Richmond resident up until his arrest. This sentence was in relation to a shooting that took place on August 21, 2015 at Dover Park in Richmond. Richmond RCMP undertook the initial four month investigation before transitioning the matter to CFSEU-BC.

Analysis of Crime Statistics*Arson*

In March 2018, there were three incidents of arson, which is up two from the previous month and is two more than recorded in March 2017. This number remains within the five-year statistical average range.

Assault Serious (Assault with a Weapon)

There were 17 assault serious events in March, which is up 13 from February 2018. Last month, the number of assault serious files was statistically low and below the five-year average range. The current number represents an 89 per cent increase from March 2017 and is outside the five-year average range.

There were no alarming patterns observed in the files recorded, which ranged from family disputes to road rage. However, a trend which emerged was the use of pepper spray against LPOs during robberies and shoplifting incidents.

Auto Theft

There were 24 auto theft incidents this month, which is up 50 per cent from the February 2018. After two consecutive months of low numbers of auto theft, this month the number has returned to the five-year average range. The number of auto thefts this month is 13 per cent lower than the total from March 2017.

Drugs

In March 2018, there were 49 drug incidents, which is a 48 per cent increase from February 2018. This number is 17 per cent lower than March 2017 and is within the five-year expected range.

Mental Health

This month 110 mental health incidents were recorded, which represents a two per cent increase from the previous month and is a 17 per cent increase from March 2017. Mental health incidents are within the five-year average range.

Residential Break and Enter

There were 56 break and enters to residences in March 2018. This is a 36 per cent decrease from the previous month, during which the number of residential break and enters was above the five-year average. The total number of residential break and enters this month has returned to within the five-year average range. This represents a 12 per cent increase from March 2017.

Commercial Break and Enter

In March 2018, there were 23 break and enters to businesses, which represents no change from the previous month's total. This number represents a 48 per cent reduction over March 2017 and is below the five-year expected range.

Robbery

There were nine robbery incidents in March 2018, which is three times the number from the previous month when three robbery incidents were recorded and 50 per cent higher than the total in March 2017. Although this number is above the five-year expected range, an analysis of the files has not found any areas of specific concern.

Sexual Assault

There were nine sexual offence files recorded in March 2018, which is up two from the previous month. The total number of sexual assault files this month is 80 per cent higher than recorded in March 2017. However, this number remains within the expected range and represents a marked reduction from the number of files generated in late 2017 and January 2018.

Shoplifting

There were 86 shoplifting thefts in March 2018, which is a 34 per cent increase from the previous month and a 54 per cent increase from March 2017.

While this number is outside the five-year average range, this increase is largely attributed to the LPO project undertaken by the Crime Reduction Unit, which was discussed in the Activities and Noteworthy Files section of this report.

Theft from Auto

There were 225 theft from auto incidents this month, which is a 17 per cent increase from February 2018 and a 15 per cent increase from March 2017. This number is within the five year average range.

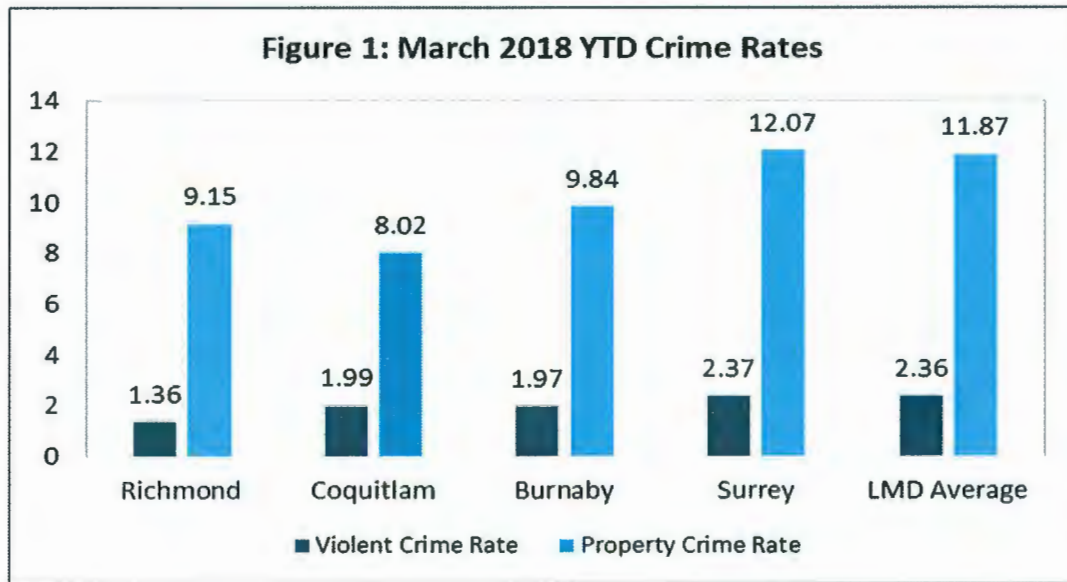
Crime Trends across Jurisdictions

A series of harassing communications against women has been occurring across the Lower Mainland District (LMD). An unknown male has phoned women stating he knows their names and addresses and alleges he has installed cameras in their residences. He threatens to harm them if they do not engage in sexually explicit conversations. To date, there have been 78 files in 2018 occurring across the LMD, including one report in Richmond. The majority of files have been in Surrey, Langley and Delta. On February 28, 2018, the LMD Media Relations Officer issued a news release warning women of the threatening phone calls and offered safety tips. To date, there have been no reported incidents of violence stemming from these threats and the investigation is ongoing.²

In order to facilitate a meaningful comparison of crime types across jurisdictions, data on crime rates is presented on the following page (Figure 1).³ Out of the four largest RCMP Detachments in the Lower Mainland, Richmond had the lowest violent crime rate in March. Richmond's violent crime rate in 2018 has decreased from 2017, while across the LMD, including Coquitlam, Burnaby and Surrey, the violent crime rate has increased. This low crime rate is also observed in the property crime rate, where Richmond ranks second lowest.

² Information current as of March 20, 2018

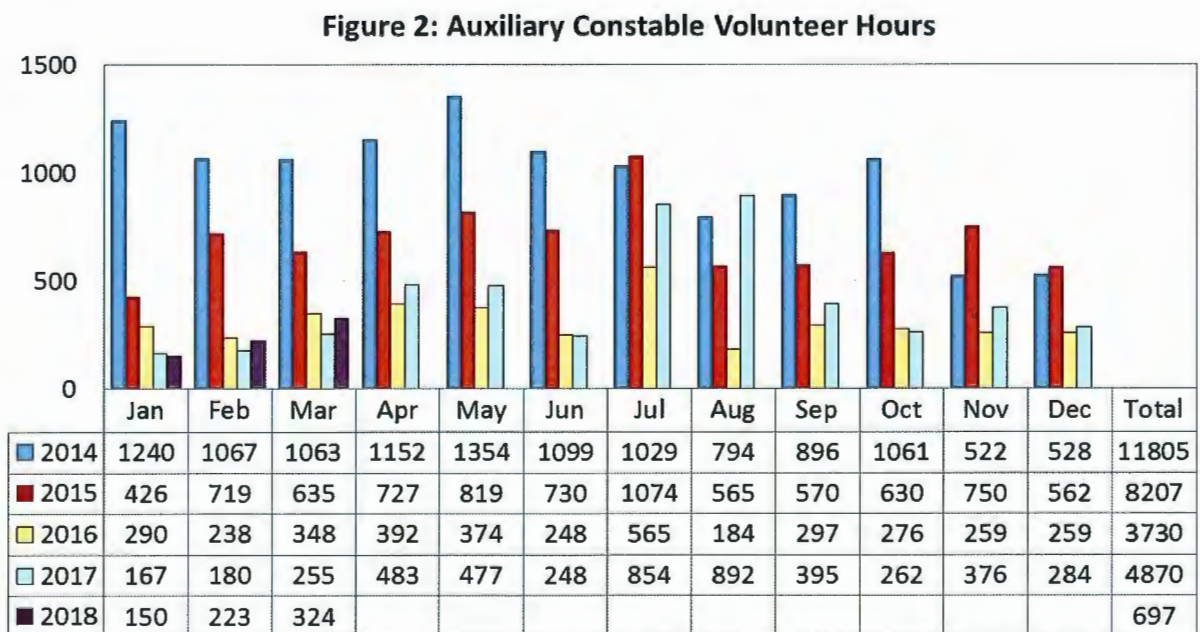
³ Crime rate is calculated per 1,000 people (using 2017 populations)



Auxiliary Constable Program

In March 2018, Richmond Detachment had a complement of 35 Auxiliary Constables, who provided a total of 324 volunteer hours. Year to date, the volunteer hours have increased by 16 per cent over the same period last year, despite an eight per cent drop in membership. The Auxiliary Constable Coordinator continues to plan the recruitment of a new troop of Auxiliary Constables to start training in the fall of 2018.

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



Auxiliary Constable Activities

Auxiliary Constables 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 Auxiliary Constables participated in:

- Crime Watch
- Distracted Driving Blitz
- Mental Health Initiative (Pathways)
- School Sports
- Youth Academy

Block Watch

At the end of March 2018, the Block Watch program had 453 groups totaling 10,322 participants. Currently, the program includes 601 captains and co-captains.

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 the volunteers.

During the month of March volunteer highlights included:

- The deployment of 41 foot/van patrols totalling 306.5 hours and five bike patrols totalling 50 hours.
- 32 Fail to Stop deployments, which resulted in 884 warning letters.
- Speed Watch was conducted on 2,572 vehicles at various locations.
- Lock Out Auto Crime notices were issued on 2,466 vehicles at various locations.
- March 8 – An all-day Distracted Driver's Blitz was deployed from the main Detachment, which included the participation of 19 volunteers.
- March 15 – Volunteers participated in a School Sports event at Dixon Elementary School.
- March 21 – Six volunteers provided assistance to the Crime Prevention Unit as they co-hosted the "Shared Challenges, Shared Opportunities Forum" at Kwantlen Polytechnic University.
- March 27 – A Distracted Driver's Blitz was deployed out of City Centre CPO and targeted seven locations in central Richmond. Sixty letters were sent to vehicle owners.
- March 6, 14, 23, 24 and 28 – Volunteer Speed Watch deployments occurred on River Road. These deployments resulted in 102 letters being sent out to registered vehicle owners.

Distracted Drivers

Figure 3 provides a yearly comparison of the number of letters sent to registered vehicle owners.⁴

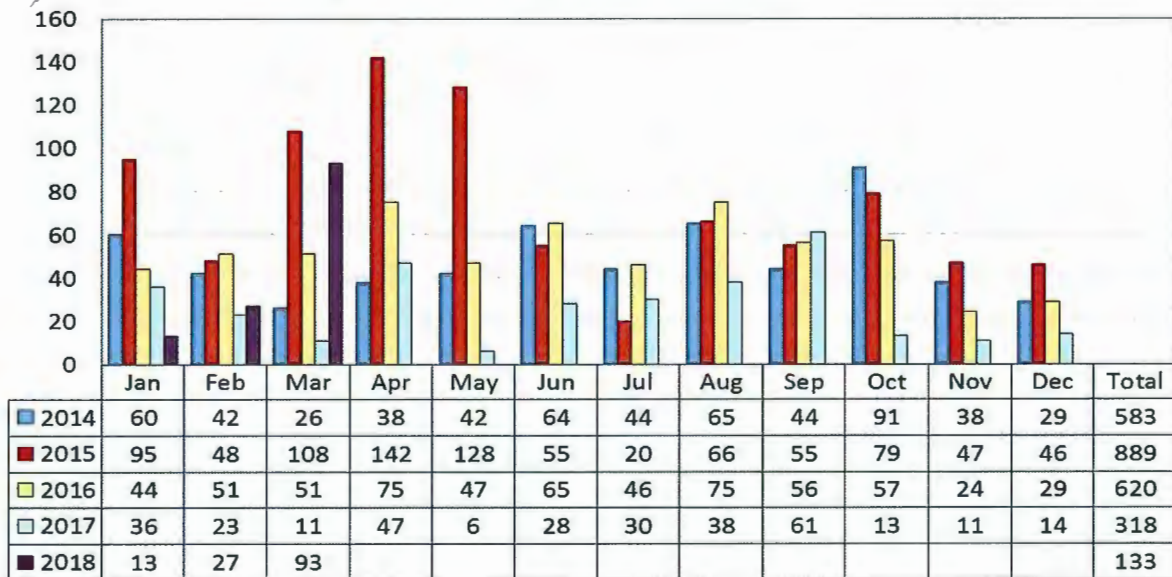
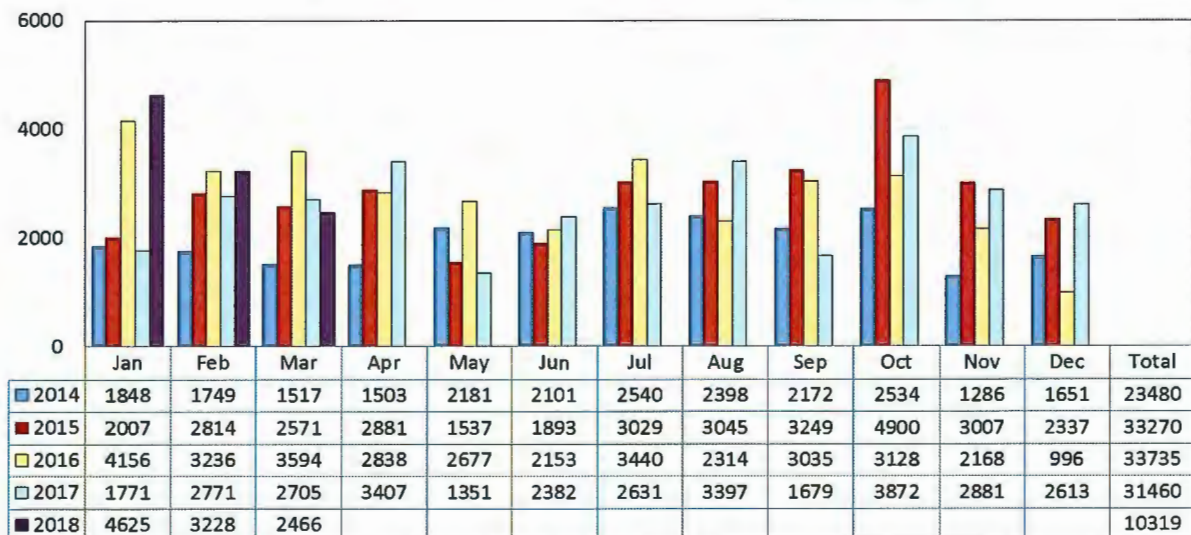
Figure 3: Distracted Driver Letters Sent*Lock-Out Auto Crime*

Figure 4 provides a comparison by year of the number of vehicle notices issued.

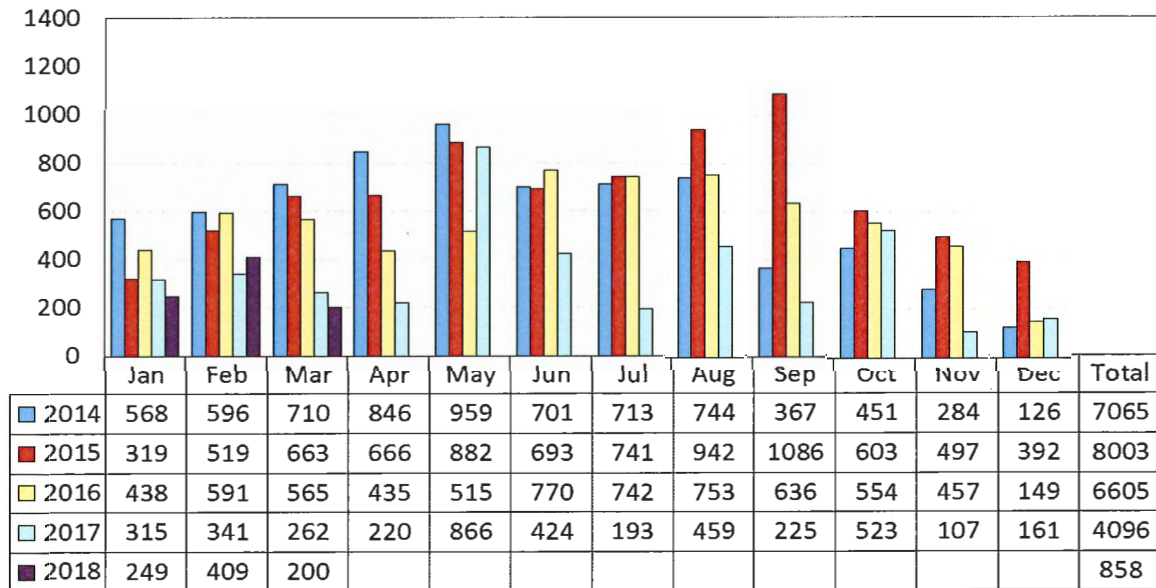
Figure 4: Lock Out Auto Crime Vehicles Issued a Notice

⁴ The total for March 2018 includes 92 warning letters sent as a result of the multiple Distracted Driving Campaign Blitzes this month.

Speed Watch

Figure 5 provides a yearly comparison of the number of letters sent to registered vehicle owners.

Figure 5: 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:

- Crime Prevention Through Environmental Design
- “Coffee with a Cop”
- Distracted Driving Blitz
- School Sports
- Shared Challenges, Shared Opportunities Forum
- 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 2018 data to both January 2018 and February 2018. The Moving Violations category refers to violations such as unsafe lane change and unsafe passing. The Vehicle category refers to motor vehicle regulation defects such as no insurance and no lights. The Other category refers to other motor vehicle infractions such as miscellaneous charges including fail to remain at the scene of accident and failing to stop for police.

In March 2018, the unit had four successful campaigns targeting speeding drivers, particularly along River Road, which resulted in a higher than average number of Violation Tickets.

Violation Tickets were issued for the following infractions:

Infraction	January 2018	February 2018	March 2018
Distracted Driving	49	42	65
Driver License	108	130	170
Impaired	17	21	23
Intersection offences	79	72	99
Moving Violations	113	100	76
Speeding	70	127	225
Seatbelts	1	15	11
Vehicle Related	42	45	46
Other	11	8	16
Total	490	561	731

In March 2018, the Road Safety Unit changed the recording of Notice and Orders to no longer include Written Warnings, which will now be recorded separately. As such, the number of Notice and Orders has significantly diminished. This information will not be included in future reports.

Notice and Orders issued for the following infractions:

Infraction	January 2018	February 2018	March 2018
Distracted Driving	10	6	0
Driver License	18	39	1
Intersection	37	35	0
Moving Violations	45	31	0
Speeding	54	53	0
Seatbelts	0	0	0
Vehicle Related	93	78	54
Other	3	3	0
Total	260	244	55

Parking Tickets:

Name	Act	Example	Jan 2018	Feb 2018	Mar 2018
Parking	Municipal Bylaw	Municipal parking offences	42	25	31

Victim Services

In March 2018 Richmond RCMP Victim Services attended to 63 new clients and attended 11 crime/trauma scenes. The unit currently maintains an active caseload of 172 ongoing files. Victim Services responded to a number of cases involving suicide, family conflict, a fatal car accident and property crime.

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:

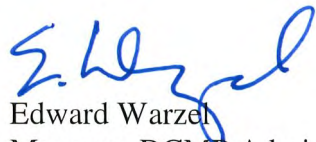
- The graduation of 676 students from the DARE program. RCMP members from the Youth Section, including the program instructor, attended 18 graduations this month. The next group of DARE classes will begin in April.
- Youth Academy commenced on March 28, 2018. This nine day program, offered to Grade 11 and 12 students, provides candidates an opportunity to experience police training and to participate in police work simulations. Nine youth from Richmond attended the program this month.

Financial Impact

None.

Conclusion

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



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

EW: mf

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

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 2018 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. For 2017, some inclusion criteria have been modified to improve accuracy and accommodate RCMP scoring regulations. For more information, contact Richmond Crime Analysts.

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

Year-to-Date percentage increases of more than 10% are marked in **red**, while decreases of more than 10% are **blue**.

	Month	5-Yr Avg	5-Yr Range	Year to Date Totals			
	Mar-18	March		2017	2018	% Change	# Change
VIOLENT CRIME (UCR 1000-Series Offences)	111	101.6	89-114	317	299	-6%	-18
Robbery UCR 1510 (1-3)	9	5.8	4-8	15	17	13%	2
Assault Common UCR 1430	36	39.2	36-43	112	109	-3%	-3
Assault Serious UCR 1410, 1420	17	10.2	9-12	29	30	3%	1
Sexual Offences UCR 1345, 1310, 1355, 1310	9	10.0	7-13	22	40	82%	18
PROPERTY CRIME (UCR 2000-Series Offences)	689	691.8	622-761	2116	1993	-6%	-123
Business B&E UCR 2120-1	23	34.6	26-44	146	116	-21%	-30
Residential B&E UCR 2120-2	56	55.6	45-66	205	219	7%	14
Auto Theft UCR 2135 (1-10), 2178	24	26.0	20-32	86	56	-35%	-30
Theft from Auto UCR 2132, 2142	225	204.2	160-248	621	635	2%	14
Theft UCR 2130, 2140	87	107.2	90-124	324	277	-15%	-47
Shoplifting UCR 2133, 2143	86	65.6	50-82	153	212	39%	59
Fraud UCR 2160 (1-10), 2165, 2166	81	74.8	58-92	256	207	-19%	-49
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	179	174.2	147-201	483	518	7%	35
Arson UCR 1520, 2110	3	3.4	1-6	7	6	-14%	-1
SUBTOTAL CC OFFENCES (UCR 1000 to 3000 Series)	979	967.6	865-1070	2916	2810	-4%	-106
DRUGS (UCR 4000-Series Offences)	49	53.4	48-59	167	126	-25%	-41
MHA RELATED CALLS (MHA files or Mental Health flag)	110	101.2	83-119	364	329	-10%	-35

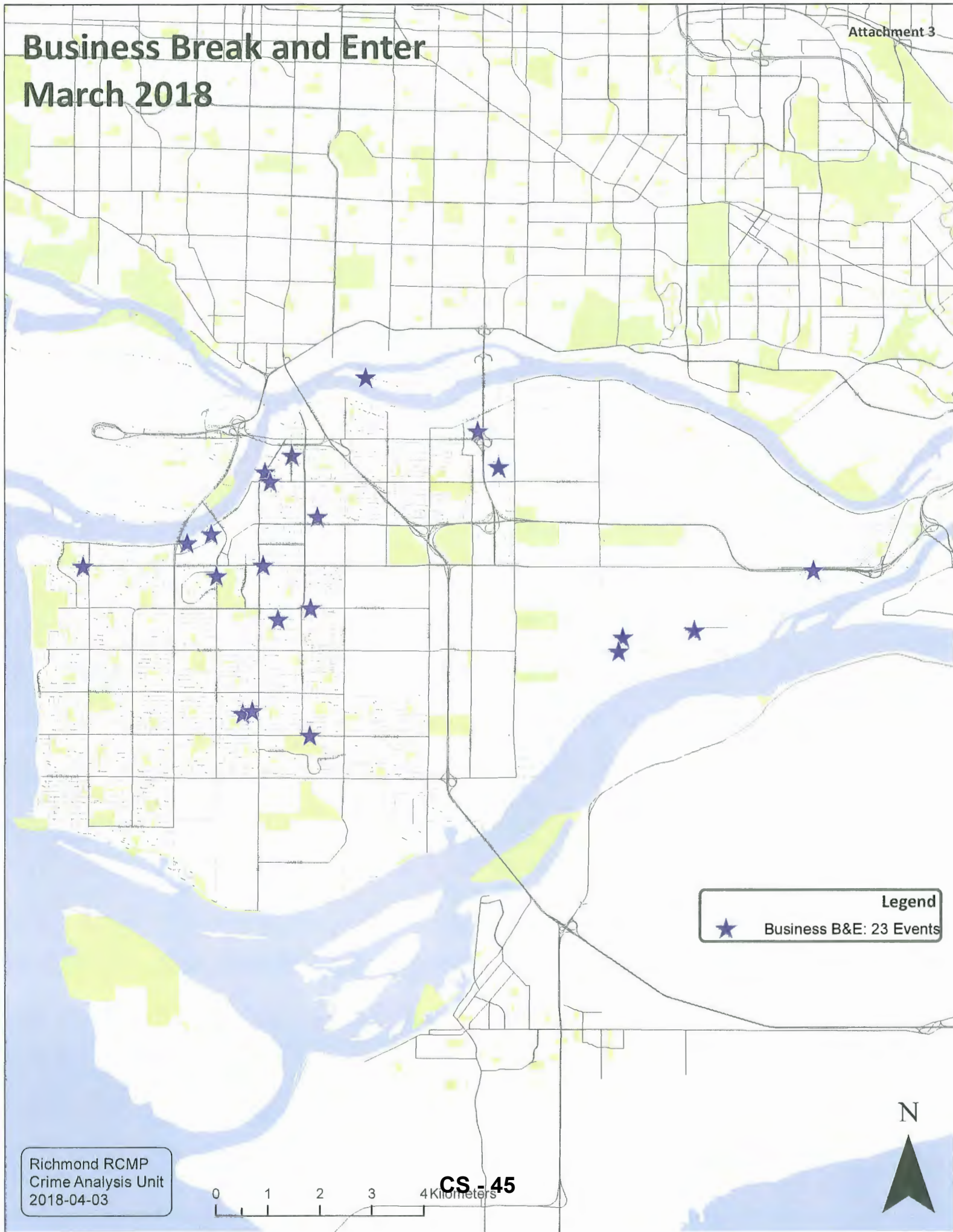
Prepared by Richmond RCMP Crime Analysts.

Data collected from PRIME on 2018-04-03. Published 2018-04-03.

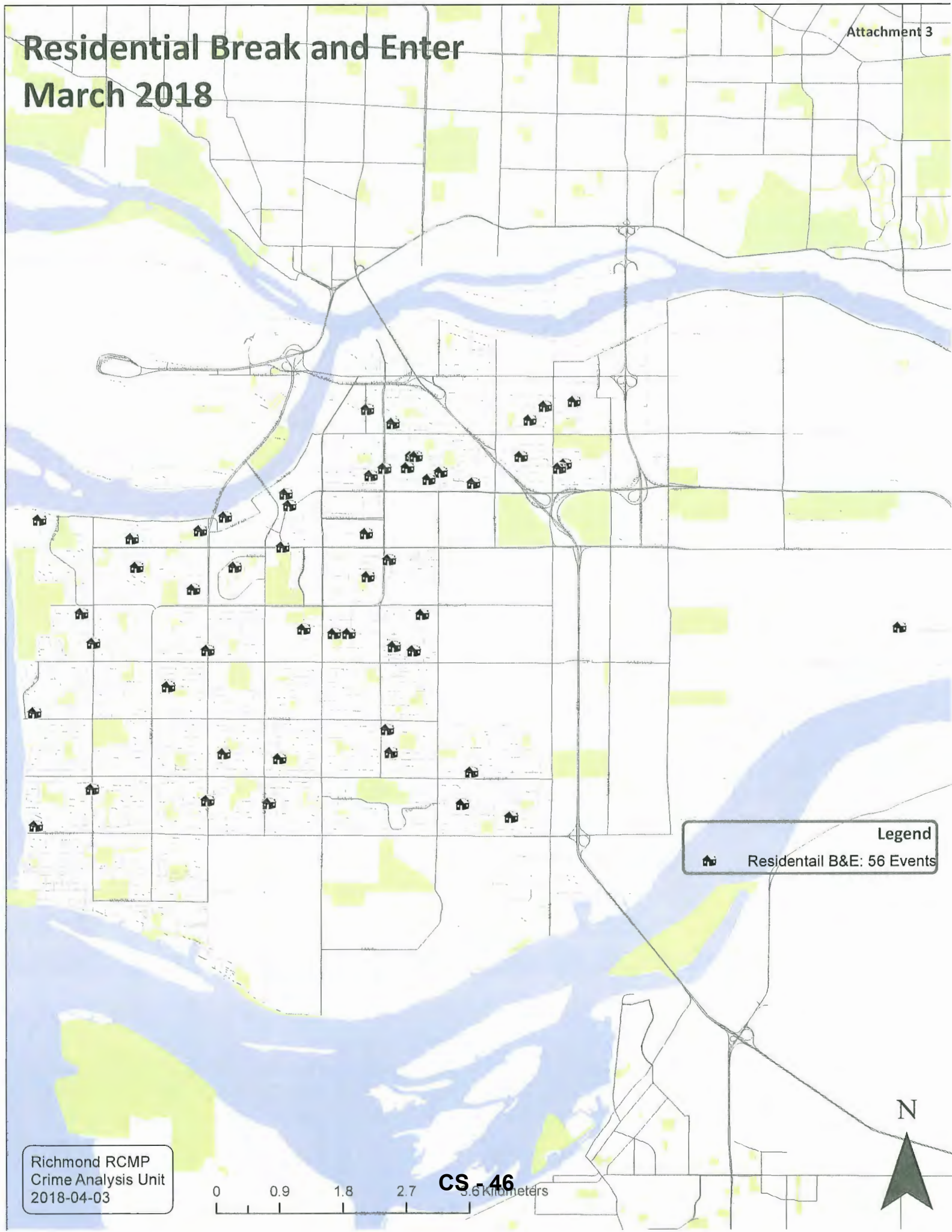
These data are operational and subject to change. This document is not to be copied, reproduced, used in whole or part or disseminated to any other person or agency without the consent of the originator(s).

Business Break and Enter March 2018


Attachment 3



Residential Break and Enter March 2018



Legend

 Residential B&E: 56 Events

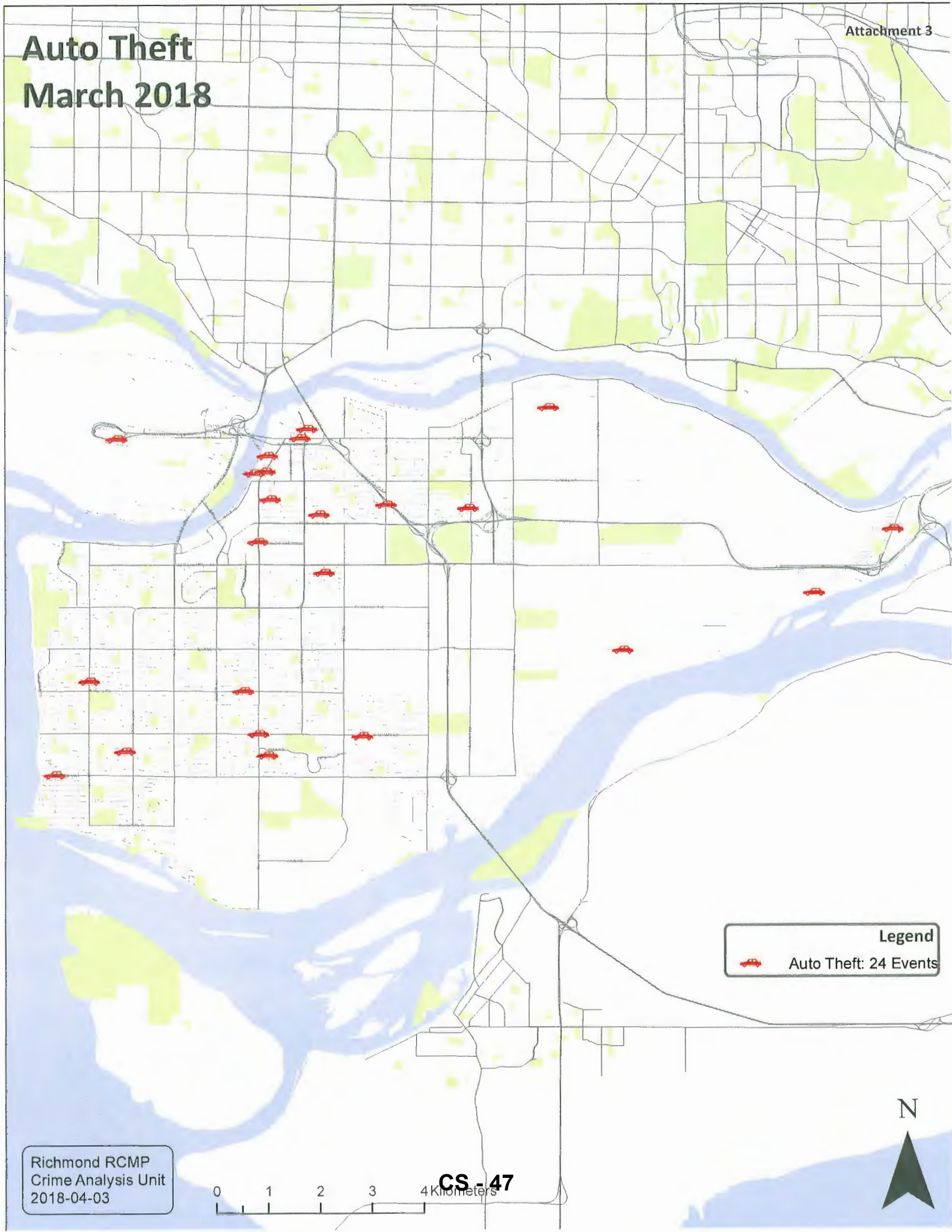
Richmond RCMP
Crime Analysis Unit
2018-04-03

0 0.9 1.8 2.7 3.6 kilometers

CS - 46



Auto Theft March 2018

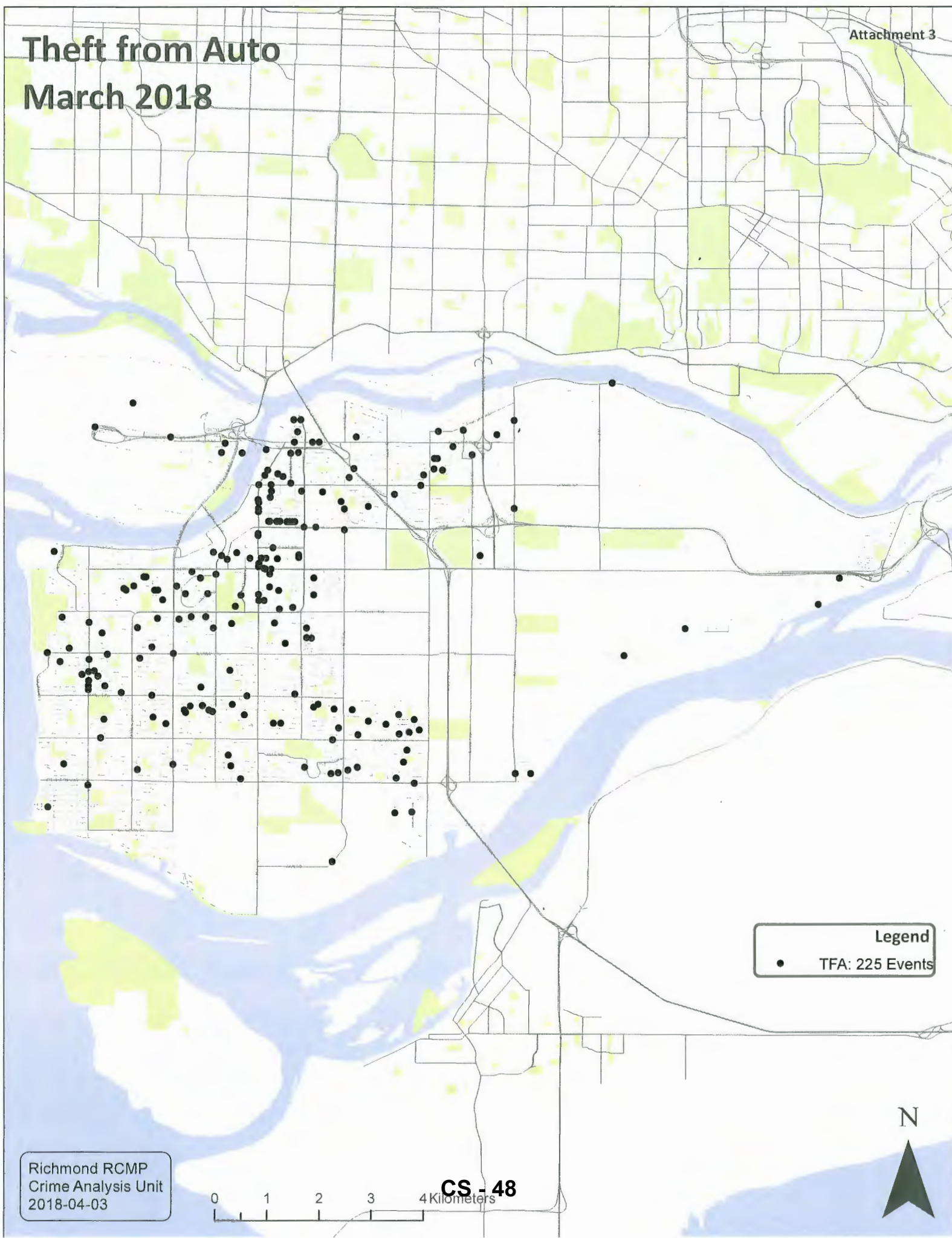


Richmond RCMP
Crime Analysis Unit
2018-04-03

CS - 47

Theft from Auto March 2018

Attachment 3



Legend
• TFA: 225 Events

Richmond RCMP
Crime Analysis Unit
2018-04-03

0 1 2 3 4 Kilometers

CS - 48





City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 26, 2018
From: Cecilia Achiam, MCIP, BCSLA **File:** 09-5126-01/2018-Vol
General Manager, Community Safety 01
Re: **Emergency Programs Quarterly Activity Report – First Quarter 2018**

Staff Recommendation

That the staff report titled “Emergency Programs Quarterly Activity Report – First Quarter 2018”, dated April 26, 2018, from the General Manager, Community Safety, be received for information.

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

REPORT CONCURRENCE	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: CJ
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 maximise 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

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

1.2. Program and service enhancements that improve community safety services in the City.

1.3. Improved perception of Richmond as a safe community.

This report supports Council's 2014-2018 Term Goal #9 A Well-Informed Citizenry:

Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged on City business and decision making.

9.2. Effective engagement strategies and tools.

Analysis

Community Resilience

Richmond Resilient Communities Program (RRCP)

RRCP is a program 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. Building on the skills learned in the RRCP workshop, Emergency Programs offers elective courses to provide additional skills in emergency preparedness. These skills can be employed in everyday life and improve the overall perception of safety and preparedness in the community.

In the first quarter of 2018 staff delivered seven RRCP workshops to Thompson, West Richmond and Steveston. In addition staff delivered the following Emergency Skills Program course:

- Food Safe Level 1

The next RRCP workshops are scheduled for:

- May 19, 2018 from 1:00 pm to 5:00 pm at Cambie Community Centre
- May 26, 2018 from 1:00 pm to 5:00 pm at Cambie Community Centre

Measuring Resilience Program

Resilience is not a one-time act, but rather an ongoing practice this is difficult to measure. Aspects of resilience are identified as leading indicators of resilience to which the Measuring Resilience Program is a strategy for ongoing measurement for incorporation into the public education program.

Throughout the first quarter of 2018 staff collect data through the Measuring Resilience program. While much of this data is still being analyzed, preliminary results have indicated:

- Only 45 per cent of residents have indicated they have 72 hours of emergency supplies at home. This data has also indicated that a significant number of residents are unsure what emergency supplies are required, where to get them and what a reasonable cost would be.
- 48 per cent of residents indicated that they had some evacuation plan in place for their home and office.
- 57 per cent of residents indicated that they understood how to get help from the city, building, utility and emergency services during an emergency.

As a result of this data collection, the RRCP workshop content has been updated to include more information on emergency supplies and how to get help during an emergency. Also, Emergency Programs is working with emergency supply providers to reduce the barrier (perceived and real) for residents to acquire the necessary emergency supplies.

Staff will continue to analyse data to ensure the RRCP workshop provides relevant and useful information to Richmond's residents.

Kwantlen Polytechnic University – Program Analysis

On November 15, 2017 at the Community Safety Committee, Council passed a motion “*that staff liaise with professor Kyle Matsuba, Kwantlen Polytechnic University, to examine the nature of study on earthquake preparedness and offer any assistance*”. Staff have reached out to Dr. Matsuba and have begun collaborating on research around Emergency Programs’ workshop series. This analysis will seek to better understand the effectiveness of presenting emergency preparedness information and seeks to improve resident’s response to emergency resilience.

At the conclusion of the first quarter of 2018 the program design is nearing completion and is expected to launch in the second quarter of 2018. Results from this research may be used to update the workshop series to increase its effectiveness.

RichmondBCAlerts

Emergency Programs staff and volunteers continue to promote registration for the City's Emergency Notification System, RichmondBCAlerts, at public events. To date there are 702 new residents signed up to receive notifications, which is up from 101 residents signed up in the fourth quarter 2017. This significant increase can be attributed to increased education and promotion of the notification system.

Public Events

Emergency Programs staff and volunteers continue to promote the City's RichmondBCAlert notification system and RRCPP workshop series while providing preparedness information at the following public events:

- Chinese Christian Mission Safe & Secure Living Fair – May 5, 2018
- Public Works Open House – May 12, 2018
- Library Community Table – May 7 to 11, 2018

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 disaster. Staff are currently reviewing:

- Dangerous Goods Spill & Response Plan – Environmental Programs staff are reviewing this plan with support from Emergency Programs staff. The completion of this plan is anticipated in the second quarter of 2018.
- Emergency Management Plan – Staff are beginning the review of this plan and will be scheduling meetings with the plan's stakeholders. This initiative is planned for completion by the end of 2018.
- Emergency Social Services Plan – Staff are beginning the review of this plan and will be scheduling meetings with the plan's stakeholders. This initiative is planned for completion by the end of 2018.

City of Richmond Resilience

The City of Richmond was awarded two grants for the Union of BC Municipalities (UBCM) administered Community Emergency Preparedness Fund provided by the Province of BC. These grants will support Richmond's response capacity in the area of Emergency Operations Centres (\$25,000) and Emergency Social Services supplies and training (\$25,000) for a total of \$50,000.

Volunteer Recruitment

Members of the public are invited to attend Volunteer Information sessions and ask questions about becoming an emergency preparedness leader in the community. Information is provided to potential volunteers on how they are able to leverage their skills to assist during an emergency. The volunteer information session was held on March 27, 2018.

The next information session is scheduled for Thursday, May 17, 2018, from 7:00 pm until 8:00 pm in City Hall's meeting room M.2.004. Members of Council are welcome to attend this session.

Emergency Social Services Response

Emergency Programs responded to four opportunities to provide support to residents affected by and displaced from residential fires.

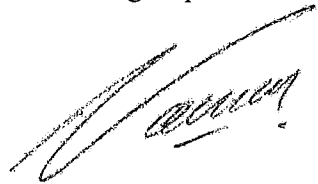
In total 11 residents were provided with over 12 hours of support. The services provided on behalf of the province included temporary accommodations, meals, clothing, and basic incidentals, while the evacuees worked to identify and secure alternate accommodations or while they waited for their residences to be cleared from harmful smoke.

Financial Impact

None.

Conclusion

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



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

NK:nk



City of Richmond

Report to Committee

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

Date: April 26, 2018
File: 09-5126-01/2018-Vol
01

Re: **Richmond Resilient Communities Programs Update**

Staff Recommendation

That the staff report titled "Richmond Resilient Communities Programs Update", dated April 26, 2018, from the General Manager, Community Safety, be received for information.

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

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

Staff Report

Origin

In Q2 and Q3 of 2017, Emergency Programs undertook a review and update of the Mitigation, and Preparedness & Response aspects of its Emergency Management Program, with a specific focus on the Public Education program. The review resulted in the creation of the Resilient Richmond Communities Program (RRCP).

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

1.3. Improved perception of Richmond as a safe community.

This report supports Council's 2014-2018 Term Goal #9 A Well-Informed Citizenry:

Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged in City business and decision making.

9.2. Effective engagement strategies and tools.

Analysis

RRCP is a program designed to improve the overall emergency resilience of the residents and communities of Richmond by leading the participants in family emergency planning. There are three projects that have been created and launched as part of this program: the Workshop Series to build capacity of Richmond Residents; the Emergency Skills Development program and the Measuring Resilience program.

The Workshop Series is a free, interactive workshop for residents of Richmond hosted by the Emergency Programs department. Workshops are customised for the communities in which they are hosted. Registration is open to local residents and businesses located within each community. At the conclusion of every workshop, each participant will have participated in an exercise that simulates community emergency response and will also have created actionable personal and family emergency communications and reunification plans.

The Emergency Skills Development program provides individuals, who have participated in the Workshop Series, with more opportunities for emergency knowledge and specialized skill development. Similarly, the Measuring Resilience Program provides the City with ongoing feedback and measures the participant's readiness for an emergency.

Q1 2018 efforts and results

After a successful fourth quarter pilot of the workshop program, Emergency Programs launched all three programs in January of 2018. Through the first quarter 2018 a total of seven workshops were delivered as outlined in Table 1 below:

Table 1: Workshop Community Impact

Communities Reached	Workshops Hosted	Residents Measurably More Prepared
West Richmond	2	43
City Centre*	2	23
Steveston	3	73

**low community participation was observed due to Chinese New Year.*

Q2-4 2018 plans and expectations

Six additional workshops are scheduled for delivery in Hamilton, South Arm and Cambie community associations through the second quarter of 2018 to complete the first year of the RRCP Workshop Series delivery.

While Emergency Programs will await the conclusion of the first year of delivery to finalise plans for year two, several key observations and lessons will be considered when planning future events. With the availability of the necessary resources, the following changes will be made:

- Weeknight evenings are the preferred scheduled time for workshops. This schedule allows more residents, particularly parents, to attend. As a result, fall workshops will be scheduled on successive weeknights taking place over two nights during the week.
- Workshops in the same community held only one week apart are too close. As a result, each community workshop will be scheduled twice per month over two months. This separation in workshops will allow participants in the first workshop to communicate with family and friends about upcoming sessions. It will also provide enough time to let any community-specific lessons to be applied to the second session.
- There is significant demand for learning more about emergency supplies. As a result, staff are reviewing an emergency-supplies specific skills course and will be piloted in late 2018.
- Promotion in communities before courses makes a significant impact on attendance rates. As a result, additional time and effort will be put towards increasing the amount, variety,

and target areas to promote the workshop. It is also expected that general knowledge of the workshop will improve over time allowing for more significant word-of-mouth promotion, thereby increasing attendance.

- Involvement from local businesses dramatically improves the overall impact of the workshop. Specifically those that will be depended upon by residents in the immediate days and months following an emergency. As a result, local businesses will be invited to each workshop to participate, connect and provide perspective to residents about their available products and services.
- Community connections are an essential part of emergency resilience, so increased involvement from community organisations will be sought to improve relationships created within communities.

Volunteer Participation

Emergency Programs has a large body of trained and dedicated City volunteers. Within that group is a team of presenters who are keen to give back to the community by providing emergency resilience training to the public. Historically these volunteers have delivered the “Get Ready Richmond” personal preparedness program, the precursor to the RRCP. With the development of the new program, staff are training volunteers to develop the presentation skills of the presenters. The goal is to ultimately have the capability for independent volunteer workshop hosting, with support and coordination provided through the Emergency Programs Department.

Multi-lingual delivery

In respect of the significant cultural diversity of the City, Emergency Programs intends to begin creating a Chinese version of the RRCP workshop by the fourth quarter of 2018. Understanding that only directly translating the program will not be sufficient to provide the necessary understanding for Chinese speakers, staff intend to create a mirrored program. In this program, the outcome of the workshops will be the same, but the content of each section within the workshop will be culturally relevant and easily digestible by native Chinese speakers.

Financial Impact

None.

Conclusion

The program has been well received by all who have attended and has met expectations for its effectiveness in improving knowledge and emergency resilience. Community, department, and agency partners have all indicated a willingness to provide support and engagement.

Emergency Programs intends to continue with the planned delivery and expansion of the program, including the addition of complementary program components as proposed or as resources become available.

A handwritten signature in black ink, appearing to read 'Norman Kotze', written over a horizontal line.

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

NK:nk