



**Community Safety Committee
Electronic Meeting**

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

**Tuesday, July 9, 2024
4:00 p.m.**

Pg. # ITEM

MINUTES

CS-4 *Motion to adopt the **minutes** of the meeting of the Community Safety Committee held on June 11, 2024.*



NEXT COMMITTEE MEETING DATE

September 10, 2024, (tentative date) at 4:00 p.m. in the Anderson Room.

COMMUNITY SAFETY DIVISION

1. **COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – MAY 2024**

(File Ref. No. 12-8375-02) (REDMS No. 7712615)

CS-10

See Page CS-10 for full report

Designated Speaker: Mark Corrado

Pg. # ITEM

STAFF RECOMMENDATION

That the staff report titled “Community Bylaws Monthly Activity Report – May 2024”, dated June 18, 2024, from the Director, Community Bylaws & Business Licencing, be received for information.

2. **TOUCHSTONE FAMILY ASSOCIATION RESTORATIVE JUSTICE ANNUAL PERFORMANCE OUTCOME EVALUATION REPORT FOR 2023**

(File Ref. No. 09-5375-01) (REDMS No. 7697223)

CS-18

See Page CS-18 for full report

Designated Speaker: Douglas Liu

STAFF RECOMMENDATION

That the staff report titled “Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report for 2023” dated June 4, 2024 from the General Manager, Community Safety, be received for information.

3. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – MAY 2024**

(File Ref. No. 09-5140-01) (REDMS No. 7699243)

CS-44

See Page CS-44 for full report

Designated Speaker: Fire Chief Jim Wishlove

STAFF RECOMMENDATION

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – May 2024”, dated June 10, 2024, from the Fire Chief, be received for information.

4. **FIRE CHIEF BRIEFING**

(Verbal Report)

Designated Speaker: Fire Chief Jim Wishlove

Items for discussion: None.

Community Safety Committee Agenda – Tuesday, July 9, 2024

Pg. # ITEM

5. **RCMP MONTHLY ACTIVITY REPORT – MAY 2024**
(File Ref. No. 09-5140-01) (REDMS No. 7699243)

CS-58

See Page CS-58 for full report

Designated Speaker: Chief Supt. Dave Chauhan

STAFF RECOMMENDATION

That the report titled “RCMP Monthly Activity Report – May 2024”, dated June 13, 2024, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

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

Designated Speaker: Chief Supt. Dave Chauhan

Item for discussion:

(i) *Steveston Salmon Festival*

7. **MANAGER’S REPORT**

ADJOURNMENT



Community Safety Committee

Date: Tuesday, June 11, 2024

Place: Anderson Room
Richmond City Hall

Present: Councillor Alexa Loo, Chair
Councillor Andy Hobbs
Councillor Laura Gillanders
Councillor Kash Heed
Councillor Bill McNulty

Also Present: Councillor Carol Day
Councillor Michael Wolfe (by teleconference)

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

AGENDA ADDITIONS

It was moved and seconded

That Steveston Parking be added to the agenda as Item No. 6A, Steveston Lane Parking be added as Item No. 6B, and Brighthouse Safety be added as Item No. 6C.

CARRIED

MINUTES

It was moved and seconded

That the minutes of the meeting of the Community Safety Committee held on May 14, 2024, be adopted.

CARRIED

Community Safety Committee
Tuesday, June 11, 2024

COMMUNITY SAFETY DIVISION

1. COMMUNITY BYLAWS MONTHLY ACTIVITY REPORT – APRIL 2024

(File Ref. No. 12-8375-02) (REDMS No. 7674325)

In response to queries from Committee, staff advised that (i) *Boulevard Maintenance Regulation Bylaw 7174* have provisions to enforce overgrown tree and shrub offences obstructing traffic and sidewalks, (ii) the City enforces illegal dumping contraventions, however such offenses are infrequent, (iii) parking enforcement revenue is city-wide and can be attributed to retail and business transactions returning to pre-pandemic levels, and (iv) Richmond Fire Rescue (RFR) will issue false alarm tickets.

Discussion ensued with respect to (i) contact information for the public to report dog complaints, (ii) educational brochures on dog ownership are handed out with dog licenses and/or available on social media, (iii) dog walkers require a business license to operate, and staff can explore options to identify dog walkers, and (iv) the City bylaws limits the amount of pets per household.

It was moved and seconded

That the staff report titled “Community Bylaws Monthly Activity Report – April 2024”, dated May 9, 2024, from the Director, Community Bylaws & Business Licencing, be received for information.

CARRIED

2. REVIEW OF HOURS OF OPERATION OF KARAOKE CLUBS AND NIGHT CLUBS

(File Ref. No. 09-5355-00) (REDMS No. 7671706)

In reply to queries from Committee, staff advised that multiple complaints and an increase in severity of calls are not uncommon in relation to businesses that include alcohol consumption late in the evenings adding that the Liquor and Cannabis Regulation Branch, Business Licence department, Bylaw Department and RCMP routinely enforce proactive education measures through active patrols.

It was moved and seconded

That the permitted hours of operation of Karaoke Clubs and Night Clubs remain unchanged as outlined in the staff report titled “Review of Hours of Operation of Karaoke Clubs and Night Clubs”, dated May 14, 2024, from the Director, Community Bylaws and Licencing.

CARRIED

Opposed: Cllr. Heed

Community Safety Committee
Tuesday, June 11, 2024

Discussion then took place on comparing food primary and liquor primary establishments in relation to night time operations and calls of service, and as a result the following **referral motion** was introduced:

It was moved and seconded

That staff explore how a pilot project could be run for licenced premises to extend operating hours and report back with comparison data.

CARRIED

3. **RICHMOND FIRE-RESCUE MONTHLY ACTIVITY REPORT – APRIL 2024**

(File Ref. No. 09-5140-01) (REDMS No. 7672426)

Assistant Deputy Fire Chief Trevor Northrup, provided an update on the Health Protection Team that met with Vancouver Coastal Health to discuss preparations for the upcoming heat and wildfire season.

In reply to queries from Committee, staff noted that (i) the six outdoor overdose/poisoning incidents appear to be in one location and staff will report back with more detailed location data, (ii) the Iona Beach fire was investigated and determined to be a human-caused fire, (iii) overdose poisonings includes alcohol poisonings, (iv) licensing/training for RFR staff follows a three year renewal cycle and new training is implemented with the changes in types of calls adding that RFR members are Emergency Medical Assistant First Responders, (v) RFR has seen a steady rise in electric multi-modal fires, and (vi) medical calls are keeping pace with the aging demographics and the clusters on the heat maps align with senior home locations.

It was moved and seconded

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – April 2024”, dated May 13, 2024, from the Fire Chief, be received for information.

CARRIED

Councillor Gillanders left the meeting (4:54 p.m.) and returned (4:55 p.m.).

4. **FIRE CHIEF BRIEFING**

(Verbal Report)

(i) Doors Open Richmond

Assistant Deputy Fire Chief Northrup, spoke to the Doors Open Richmond event at Fire Hall No. 1, noting it was a huge success with over 5239 people in attendance highlighting Fire Prevention and Emergency Programs, Community Outreach, and YVR Fire and Rescue partners.

Community Safety Committee
Tuesday, June 11, 2024

5. **RCMP MONTHLY ACTIVITY REPORT – APRIL 2024**

(File Ref. No. 09-5000-01) (REDMS No. 7658574)

In reply to queries from Committee, Superintendent Julie Drotar noted that (i) retail theft arrests involve both organized rings and repeat offenders, adding that the majority of these offenders are not from Richmond, (ii) staff is providing public awareness on fraud prevention through pamphlets in multiple languages, social media campaigns, newspapers, and news media, (iii) serious assaults with weapons can involve any item, with the exception of guns and knives, which have their own categories, (iv) the increase of break and enter incidents stem from crimes of opportunity, and (v) driver license infractions are a result of traffic enforcement stops.

Discussion ensued in respect to D.A.R.E. presentations in high schools noting that high schools need to invite the RCMP to provide proactive presentations on issues concerning youth.

It was moved and seconded

That the report titled “RCMP Monthly Activity Report – April 2024”, dated May 10, 2024, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

CARRIED

6. **RCMP/OIC BRIEFING**

(Verbal Report)

(i) Doors Open Richmond

Superintendent Drotar spoke to the success of the Doors Open Richmond event with approximately 1800 in attendance highlighting the provincial canoe competition.

(ii) Red Lights at Intersections

Committee spoke to an increase in report of vehicles running red lights, noting that these complaints can be forwarded to the RCMP for investigation.

(iii) No. 2 Road and Westminster Highway Intersection

Discussion ensued with respect to traffic congestion and vehicular accidents stemming from the fluctuation in gas prices at the corner of No. 2 Road and Westminster Highway. As a result of the discussion, staff noted that City bylaws mandates full service at gas stations and prohibit vehicles from stopping on the roadway. Staff advised that staff can review options to prevent traffic congestion in the area.

Community Safety Committee
Tuesday, June 11, 2024

6A. **STEVESTON TOWNSITE PARKING**

Discussion ensued with regard to alleviating parking issues in Steveston Village, and as a result the following **referral motion** was introduced:

It was moved and seconded

- (1) *That staff conduct a comprehensive parking study on the Steveston Townsite and look at all occupancy levels and options including empty spots, loading zones, permit zones, paid parking zones, and Steveston Harbour Authority properties; and*
- (2) *As part of the study, staff consult with Steveston Merchants Association, the Richmond Chamber of Commerce, Tourism Richmond and other stakeholders;*
and report back.

CARRIED

6B. **STEVESTON TOWNSITE LANE PARKING**

Discussion ensued with regard to parking in Steveston lanes as an option for Steveston employers/employees during the summer months, and as a result the following **referral motion** was introduced:

It was moved and seconded

That staff review, analyze and assess parking in Steveston lanes to determine when and what circumstances and conditions that parking in lanes can occur, and report back.

CARRIED

Discussion then took place on immediate measures that the City can take to ease parking congestion in the Steveston area in advance of the summer season such as signage and loading zone enhancements.

Discussion ensued with regard to encouraging accessing the Steveston area by cycling, and as a result, the following **referral motion** was introduced:

It was moved and seconded

That staff look into creating secure bicycle parking in Steveston, and report back.

CARRIED

Community Safety Committee
Tuesday, June 11, 2024

6C. BRIGHOUSE NEIGHBOURHOOD PARK SAFETY

In reply to queries from Committee, staff advised that (i) Bylaw Officers actively patrol the park and if necessary remove unoccupied tents allowing better access to the washrooms, (ii) staff will report back on the hours in which the public can access the washrooms, (iii) the ambassador hours have been adjusted to better align with sport user group schedules, and (iv) staff will monitor the ambassador program and make any changes needed to keep the park safe and accessible for all users.

7. MANAGER'S REPORT

None.

ADJOURNMENT

It was moved and seconded
That the meeting adjourn (5:52 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, June 11, 2024.

Councillor Alexa Loo
Chair

Andrea Mizuguchi
Legislative Services Associate



City of Richmond




Report to Committee

To: Community Safety Committee **Date:** June 18, 2024
From: Mark Corrado **File:** 12-8375-02/2024-Vol
 Director, Community Bylaws & Licencing 01
Re: Community Bylaws Monthly Activity Report – May 2024

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – May 2024”, dated June 18, 2024, from the Director, Community Bylaws & Business Licencing, be received for information.


 Mark Corrado
 Director, Community Bylaws & Licencing
 (604-204-8673)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Finance Department	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO 

Staff Report

Origin

This monthly report highlights activities, information, and statistics related to calls for service from the Property Use, Parking Enforcement, and Animal Protection units of Community Bylaws.

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

3.2 Leverage strategic partnerships and community-based approaches for comprehensive safety services.

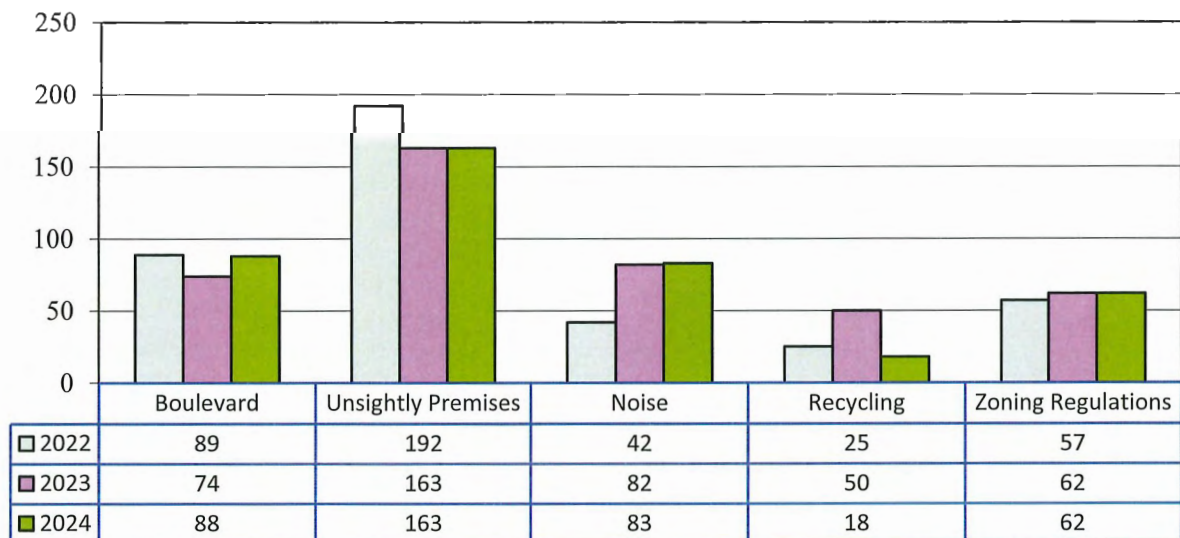
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In May 2024, a total of 130 calls for service files were received for investigation, which represented a decrease (177) from the same period last year. Depending on the nature of the investigation, staff must often liaise with multiple departments and other government agencies to conduct a fulsome review of a received complaint. Among 24 potential calls for service categories, Figure 1 highlights the most common calls for service received for Property Use officers to follow up on and investigate.

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

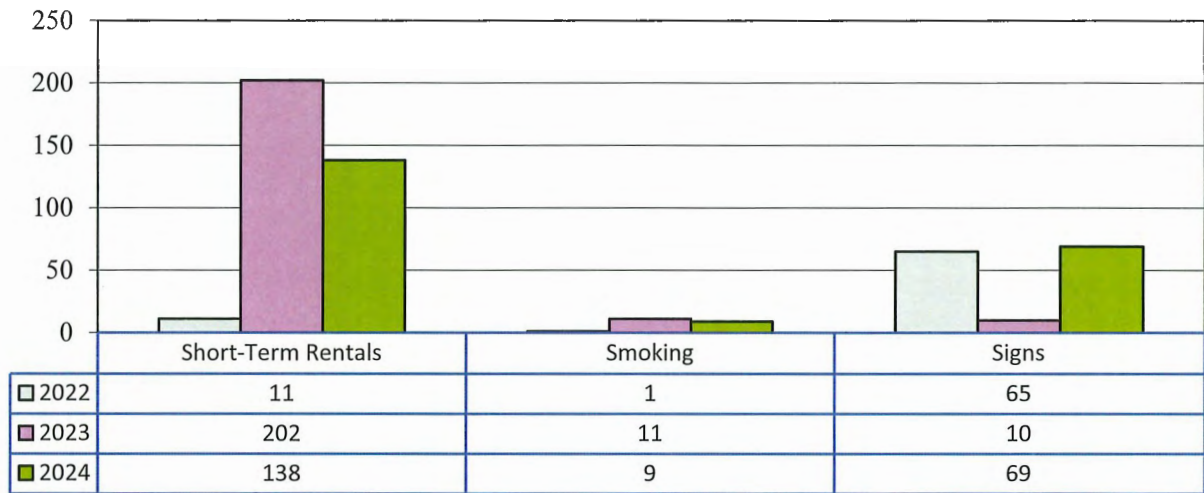


In May, there were 38 service calls regarding unsightly premises, mainly due to overgrown vegetation and long grass, which is typical for the season. Staff collaborate with property owners to establish a timeline and expectations for cleanup to ensure compliance. In most cases, voluntary compliance is achieved. When this is not the case, bylaw staff coordinate with public works for remedial action and bill the property owner.

Other Community Bylaws Calls for Service

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

Figure 2: Property Use Calls For Service - May Year-To-Date Comparison



For May, there were 30 calls for service related to short-term rental violations. Dedicated temporary full time officers monitor complaints submitted by the community as well as proactively generating files. In many cases, complaints are resolved by: voluntary removal of the short-term rental listing; obtaining a business licence depending on eligibility; and paying outstanding fines. However, in cases where voluntary compliance is not obtained, a variety of violation notices can be issued for non-compliant operation of a short-term rental.

Often times, a rental operator engaging in illegal practice will receive multiple violation notices upon inspection. Staff continue to monitor properties found to be non-compliant and follow up accordingly should unpermitted operation continue. When there is a repeated and/or significant history of violations, staff will seek a resolution via Long-form Prosecution in Provincial Court.

Signage related calls cover a variety of types. In May, the Sign Inspector attended 22 calls with the majority related to portable sandwich board signs. In these cases, staff work with the advertisers or agencies to ensure the signage is removed.

Soil Activity

Staff are responsible for responding to public complaints and issues of non-compliance related to unauthorized filling; monitoring permitted soil deposits and removal sites; and inspecting properties that are undergoing remediation to come into compliance with applicable City bylaws. Staff conducted 22 site inspections in the month of May.

Stop Work/Removal Orders issued for the following properties:

- 14420 Cambie Road
- 9211 No. 6 Road

There are 29 soil deposit proposals under various stages of the application process. Staff are monitoring 12 approved sites and are currently addressing 31 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaw charges were sworn in May.

Parking Enforcement

In May, staff responded to 455 service calls, a 24 percent increase from the same period last year (368 calls). Parking enforcement revenue only saw a three percent decrease compared to last year despite a 12 percent reduction in parking violations. This contrast can be attributed to higher usage of City parking meters, more monthly parking permits and increased use of mobile payment apps. Activity within the City centre remains a key driver of success, with new developed areas around the Richmond Curling Club and Pearson Way contributing positively to pay parking revenue. Monthly parking enforcement revenue is highlighted in Figure 3. Figure 4 highlights monthly parking violation issuance.

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

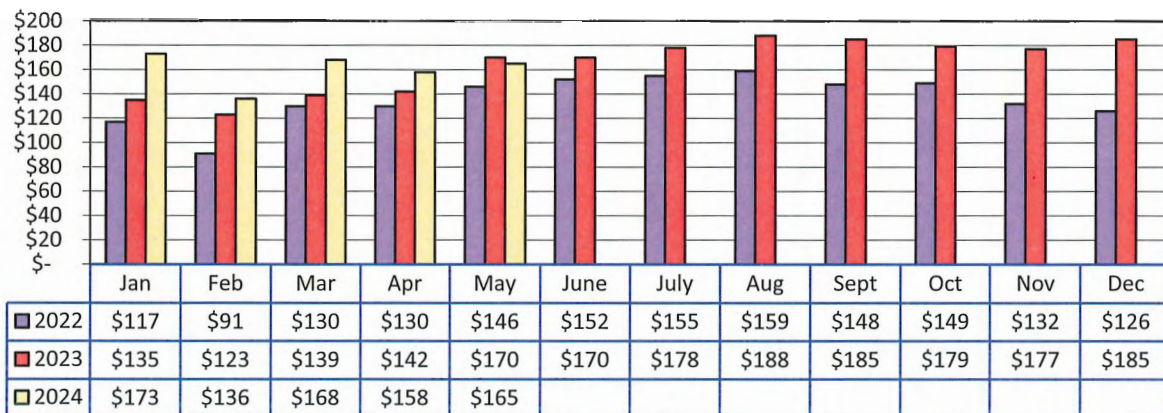
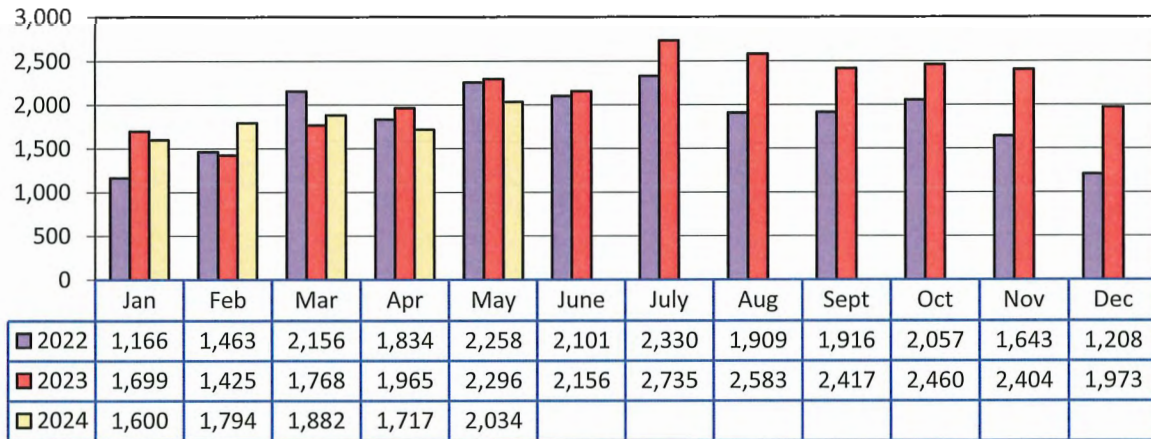


Figure 4: Parking Violation Issuance Comparison



Animal Protection and Dog Licencing

As of May 31, 2024, approximately 6,741 valid dog licences were issued. This figure represents 90 percent of the 7,500 licences on file as of last year. A total of 83 dog licences were issued for this month. BC SPCA Officers responded to 181 calls for service related to animal control and dog licencing violations in May bring the total number of year to date calls to 743. Officers conducted 48 park patrols across various parks, dikes and school grounds, with Garry Point, Grauer Neighborhood Park and South Arm Park as the top three patrolled parks for May. In addition to enforcement actions, these patrols serve an educational purpose by increasing awareness and compliance. In collaboration with the Parks Department, staff are reviewing hotspot parks and school grounds to assess options for improving signage.

In late May, the BC SPCA issued a public advisory for two dogs at large in Garden City Park. Despite various humane rescue attempts, the dogs remain at large at this time. The dogs appear to have been domesticated and have not displayed any aggressive behaviour towards humans. While the playground remained open, the public was advised to avoid contact with the dogs and keep pets on leashes. The BC SPCA continues to use its extensive network of resources around the region which included veterinarians, trained officers and community volunteers to continue this labour-intensive operation to capture these dogs at large.

Staff will provide updates in the June monthly report.

Ticketing

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

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	May	YTD
Short-Term Rental Offences	45	226
Soil Deposit and Removal Offences	0	22
Watercourse Protection Offences	0	1
Unightly Premises Offences	7	13
Noise Offences	1	10
Building Regulation Offences	9	11
Solid Waste and Recycling Offences	0	0
Parks Offences	0	0
Sign Offences	9	35
Watering Offences	1	1
Totals	72	319

Bylaw Adjudication

The next adjudication session will be held on July 17, 2024.

Revenue and Expenses

Revenue in the Property Use section is primarily derived from permits, tickets and court fines related to bylaw prosecutions. Soil permit applications and volume fees follow a seasonal trend and tend to increase in Q2 and Q3. The collection of revenue in other Bylaw fines can be primarily attributed to fines issued for the operation of unpermitted short-term rentals. These results are shown in Table 2.

Parking enforcement generates much of its revenue from meters, permits and fines. Table 3 outlines individual revenue sources within parking enforcement. Table 4 highlights funds collected from dog licencing and fines. The overall increase in licence revenue can be attributed to proactive work done by staff in prior years to ensure accuracy in dog licence accounts and canvassing efforts to ensure compliance.

Table 5 outlines the net revenue and expenses for both property use and parking enforcement and animal protection services.

Table 2: Property Use Revenue by Source

Program Revenue	Budget May 2024	Actual May 2024	YTD Budget May 2024	YTD Actual May 2024
Towing Permits	1,240	2,012	7,758	10,157
Newspaper Box Permits	0	0	0	1,024
Soil Permit Application and Volume Fees	9,138	6,965	57,183	76,204
Other Bylaw Fines	23,780	17,049	142,698	72,364
Total Revenue	34,158	26,026	207,639	159,749

Table 3: Parking Revenue by Source

Program Revenue	Budget May 2024	Actual May 2024	YTD Budget May 2024	YTD Actual May 2024
Contract Revenue ¹	5,000	5,000	25,000	25,000
Filming Revenue	0	366	0	10,136
Parking Revenue ²	174,767	165,530	873,834	800,426
Receivable Income ³	16,666	4,738	16,666	4,738
Total Revenue	196,433	175,634	915,500	840,300

Table 4: Animal Protection Services Revenue by Source

Program Revenue	Budget May 2024	Actual May 2024	YTD Budget May 2024	YTD Actual May 2024
Dog Licences	8,662	6,646	222,492	249,618
Fines	790	2,150	2,330	9,175
Total Revenue	9,452	8,796	224,822	258,793

¹ City Towing Contract with Rusty's Towing

² Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

³ Receivable Income consists of Night Market Recoveries

Table 5: Property Use, Parking and Animal Protection Services Revenue and Expenses

		YTD Budget May 2024	YTD Actual May 2024
Property Use	Revenue	207,639	159,749
	Expenses	801,991	606,045
	Net Revenue (Expense)	(594,352)	(446,296)
Parking	Revenue	915,500	840,300
	Expenses	779,209	691,752
	Net Revenue (Expense)	136,291	148,548
Animal Protection	Revenue	224,822	258,793
	Expenses	623,791	573,593
	Net Revenue (Expense)	(398,969)	(314,800)

Financial Impact

None.

Conclusion

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



Mark Corrado
 Director, Community Bylaws and Licencing
 (604-204-8673)



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** June 4, 2024
From: Cecilia Achiam **File:** 09-5375-01/2024-Vol
 General Manager, Community Safety 01
Re: **Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report for 2023**

Staff Recommendation

That the staff report titled “Touchstone Family Association Restorative Justice Annual Performance Outcome Evaluation Report for 2023” dated June 4, 2024 from the General Manager, Community Safety, be received for information.

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

Att. 1

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
RCMP	<input checked="" type="checkbox"/>
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

The purpose of this report is to provide Council with information on Touchstone Family Association's (Touchstone) annual outcome evaluation report of the Richmond Restorative Justice program for 2023 (Attachment 1).

Touchstone is a non-profit organization that has been providing community-based services focused on preserving and enhancing family relationships since 1983. In 2008, the City entered into a three-year partnership with Touchstone for the delivery of restorative justice services in Richmond. Since then, the City has renewed the partnership contract with Touchstone five times, in the years 2011, 2014, 2017, 2020 and 2023. The current partnership contract will expire on December 31, 2025.

As a condition of this partnership, Touchstone is required to report to Council annually on the:

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

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

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

3.2 Leverage strategic partnerships and community-based approaches for comprehensive safety services.

Background

Under the *Youth Criminal Justice Act*, police officers are required to consider whether extrajudicial measures will hold youth offenders accountable for their criminal behaviour, regardless of whether they have a criminal record. For restorative justice eligibility, the youth offender must first admit guilt and take responsibility for their criminal behaviour. Charges will not be laid when signed consent is obtained from the youth offender, their parent/guardian and the victim.

Extrajudicial measures offer alternatives to the traditional criminal justice system, which primarily focuses on retribution. Extrajudicial measures hold youth offenders accountable while promoting community-based responses to youth crime. This approach has been effective in reducing youth recidivism and encouraging positive behavior in the community.

In Richmond, there are two extrajudicial measures programs as listed below:

1. Youth Intervention Program, which is a counselling program offered by City staff at the City Centre Community Police Office under the direction of the Richmond RCMP Detachment; and
2. Restorative Justice Program (RJ Program), which is a program overseen by Touchstone that emphasizes accountability and problem-solving as ways of addressing harm from non-violent crimes.

The Richmond RCMP routinely screens police files involving youth who have committed non-violent offenses to determine suitability for referral to the RJ Program. Some of the non-violent offenses for referral to the RJ Program may include assault (minor in nature), shoplifting, mischief and theft and online exploitation.

The RJ Program, offered by Touchstone, is a volunteer-based program managed by one regular full-time Touchstone coordinator. Upon receiving referral files, Touchstone staff assess each referral to determine the appropriate restorative justice community process for the file, such as: a non-scripted, comprehensive victim-offender conferencing process for complicated cases; a scripted community justice forum process for less serious cases; a separate conference process when a direct victim-offender process proves less beneficial; and healing circles, which are mostly used in schools.

The RJ Program addresses the needs of victims and the community when a crime occurs, while holding offenders accountable for the harm they have caused. This program brings together victims, offenders and relevant members of the community to discuss the impact of the crimes committed and to address and resolve the underlying causes of the harm.

Analysis

The performance and effectiveness of the RJ Program are detailed in Touchstone's Restorative Justice Outcome Evaluation Report 2023. There were 18 referrals to the RJ Program in 2023, an 80 percent increase from the 10 referrals in 2022. Since one RJ Program referral can involve more than one offender, there were 23 individual offenders who entered the RJ Program in 2023 with the most common age of offenders being 15 years old. The majority of offenders referred to the RJ Program were involved in assault and theft under \$5,000.

Between 2019 and 2023, 125 offenders participated in the RJ Program. In 2023, 89 percent of the referrals to the RJ Program proceeded to the community process stage in under 30 days. This is more time-efficient than the traditional criminal justice system and allows the participants to remain invested in the restorative justice process. Table 1 highlights the annual statistics for the Richmond RJ Program from 2019 to 2023.

Table 1: Touchstone Performance Outcome Summary Statistics

Total Number of:	2019	2020	2021	2022	2023	Total
Offenders	39	21	28	14	23	125
Referrals	27	17	20	10	18	92
RJ Program Process	26	15	23	9	15	88
Resolution Agreements	31	15	26	13	15	100
Completed Resolution Agreements*	31	13	22	15	17	98

* The number of Completed Resolution Agreements is higher than the number of Resolution Agreements in 2022 and 2023 is due to the RJ process from the prior year. For example, if an RJ process began near year-end and a resolution agreement was drafted but completed in the following year, the “Completed Resolution Agreement” statistics would be recorded in that subsequent year.

According to Richmond RCMP statistics, only 12 percent of the youth who completed the RJ Program re-offended within a three-year period, compared to a recidivism rate of 35 to 50 percent for youth who did not complete the RJ Program. The comparison of the recidivism rates indicates that the RJ Program has had an effect in reducing youth re-offending.

In 2023, Touchstone and City staff provided information about the RJ Program at orientation sessions for Richmond RCMP Detachment members to build an understanding of the restorative justice approach. In addition, Touchstone met with the RCMP Youth Section on a quarterly basis to discuss the RJ Program, held RJ Program practice groups at local schools and provided restorative justice training to school administrators and counsellors. Touchstone will continue to advance these initiatives as part of its 2023 to 2025 Strategic Plan for the RJ Program. Touchstone’s dedication to advancing the restorative approach in Richmond contributed to the increase in referrals to pre-pandemic levels.

Financial Impact

None

Conclusion

The Richmond RJ Program is an extrajudicial measure that promotes healing and reduces recidivism through dialogue-based approaches involving victims, offenders and the community. It fosters community engagement and cost-effective solutions, providing a holistic approach to addressing non-violent crimes committed by youth offenders. The referral numbers to the RJ Program are gradually returning to pre-pandemic levels. Touchstone will continue to advance its strategic priorities for the RJ Program by engaging with the Richmond RCMP on the restorative justice process and increasing awareness of the RJ Program in schools and the community.



Douglas Liu
 Manager, Community Safety Policy and Programs

Att.1: Restorative Justice Outcome Evaluation Report 2023 by Touchstone Family Association

Restorative Justice

Outcome Evaluation

Report

2023



Restorative
Justice



Touchstone Family Association acknowledges that our work takes place on the ancestral land of the Coast Salish peoples, including the X̣m̄əθk̄w̄əȳəm (Musqueam), Skwxw̄ú7mesh Úxw̄umixw (Squamish), and Seíłw̄itulh (Tseil Waututh) First Nations.

CS - 22

ABOUT TOUCHSTONE



Touchstone Family Association is a non-profit society that has been providing services to children, youth and families in Richmond since 1983.

In 2023 we celebrated our 40th anniversary!

Our services have primarily focused on preserving and enhancing family relationships and we offer a variety of services designed to meet the needs of children to ensure their optimum development.

The Mission of the Association is:

“strengthening the social health and independence of families and children through effective intervention and support services.”

The Vision of the Association is:

“Strong, self-reliant families, youth and children.”

Our Objectives are:

- to establish and operate preventative services to children, youth and their families in the City of Richmond and surrounding Municipalities;
- to inform the residents of Richmond as to the importance of the services being provided to families.

Our overall objective is to strengthen families by building community.

2023 AT A GLANCE...



Touchstone has been supporting Restorative Justice in Richmond since 2004!



In 2023, Touchstone was named Association of the Year by the Richmond Chamber of Commerce!



In December 2023, Touchstone successfully completed our 8th Accreditation with CARF Canada, resulting in another 3 year accreditation!



Restorative Justice

Executive Summary

At **Touchstone Family Association**, we pride ourselves on our responsiveness to the needs and wants of the community we serve. This comprehensive **Performance Outcome Evaluation Report** examines and demonstrates the performance and quality of services provided by our **Restorative Justice (RJ) Program** throughout 2023. It will also touch upon the impact the ongoing global pandemic has had on services.

This RJ program is built upon the principle of **Restorative Practice** - a social science that studies how to improve and repair relationships between people and communities. The purpose is to build healthy communities, increase social capital, decrease crime and most importantly, repair harm and mend relationships.

In 2004, the Restorative Justice Program was launched in partnership with the **Richmond RCMP**. In 2008, the **City of Richmond** provided funding for a full-time Restorative Justice Coordinator.

It is important to note that the **core funding** for Restorative Justice comes from the **City of Richmond** through the **Community Safety** operating budget. Touchstone continues to engage other levels of government regarding not only the need, but also the responsibility in cost-sharing this program across the three levels of government.

Restorative Justice receives \$4000 from the **Community Accountability Program (CAP)** funded by the province which is an increase of \$1500 effective 2020. This provides some funds for volunteer training and recruitment.

Touchstone was also successful again this year in obtaining funding from the province's **Civil Forfeiture** fund. Eligible Restorative Justice organizations currently receiving funding from the CAP program were invited to apply for \$40,000 to complement an existing RJ program. Touchstone was successful in receiving this grant for the fourth year in a row, and thus has been able to continue offering **1:1 mentorship service** to youth participating in the RJ Program.

Touchstone continues to raise the profile of this extremely cost-effective alternative to court and is continuously seeking out funding partners and grant opportunities. Funding continues to be an ongoing challenge; however, we are very appreciative to the **City of Richmond** for not only its financial support, but also for believing in the **Restorative Philosophy** of understanding how it creates a safer and healthier community for everyone.



What is Restorative Justice?



Restorative Justice is an alternative approach to our court system. Restorative Justice is a philosophy built on the cornerstone of community healing. Like community policing, it's a way of doing business differently. While our court system is adversarial and focused on punishment restorative justice encourages dialogue and responsibility for past behavior, while focusing on problem-solving and offender accountability.

Through this approach, victims and offenders are not marginalized as they are in the court system. Rather, both are invited to come together, so that the offender can be held accountable and the victim can receive reparation.

Through the restorative justice process, volunteer facilitators help offenders take responsibility for their crimes. Offenders are given the opportunity to recognize the people that they harmed and they are able to learn how others have been affected by their behavior. Furthermore, the offender can work with the victim to find ways to repair the damage that has been done.

Victims benefit greatly from a process, unlike court, where they can sit together with the offender and speak directly to him/her about the pain that they have endured. Through restorative justice, victims can get answers to their questions about the incident, and they can learn why it happened. Furthermore, they can share with the offender what needs to be addressed for healing to begin to take place.

While restorative justice provides everyone affected by crime the opportunity to gain closure from the incident, it also gives the community the chance to become closer and grow together through understanding, compassion and healing.

Communities become healthier and safer as a result.

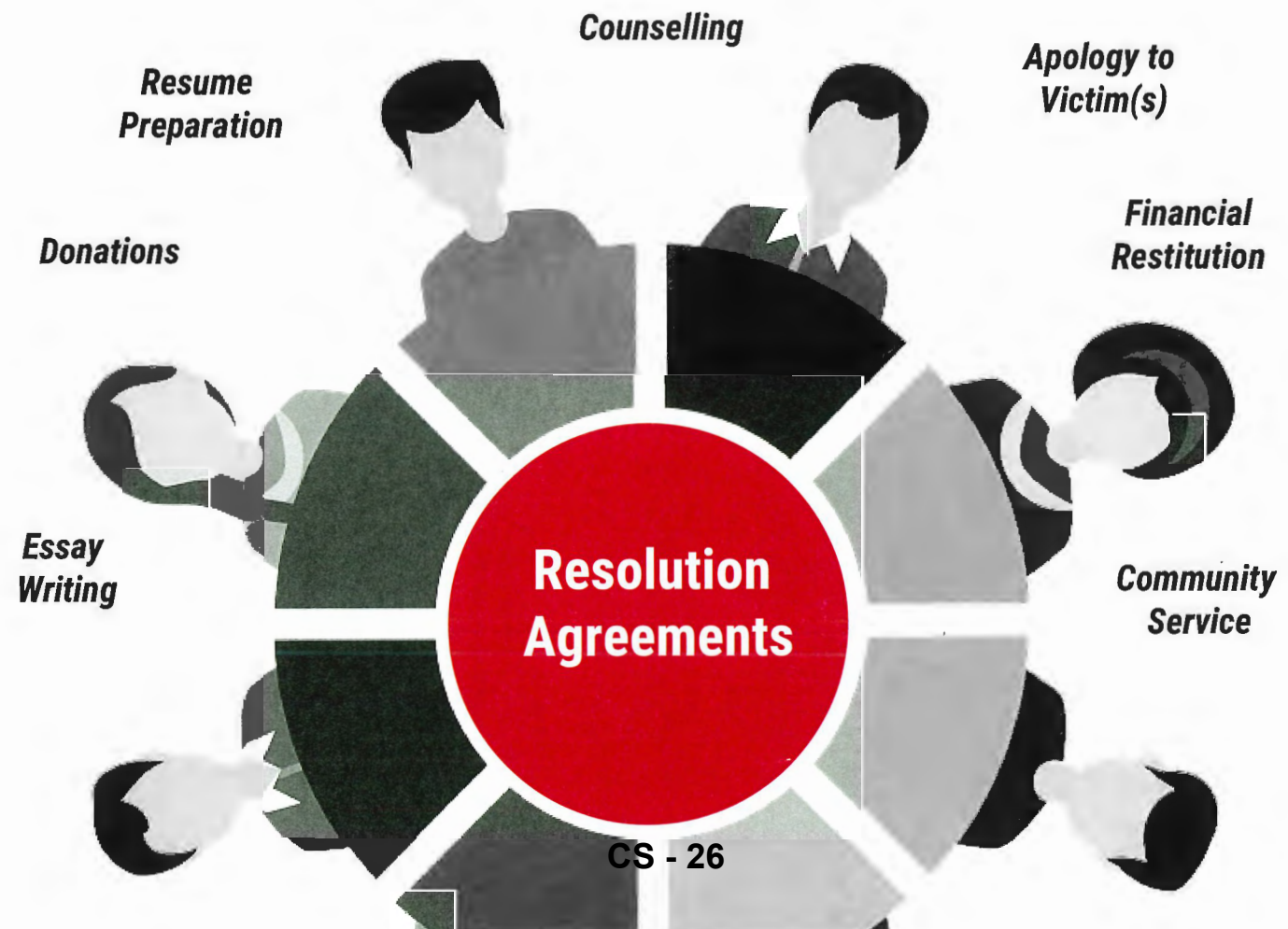
Restorative Approaches & Outcomes

At the heart of **Restorative Justice** are its underlying values and principles, which propagate a variety of processes designed to meet the unique needs and circumstances of victims, first and foremost, followed by the rest of the community and, of course, the offender. This recognition requires that we carefully consider the process that will have the most benefit and the greatest chance of success.

Volunteers will continue to expand their knowledge and skills by applying different applications of restorative justice dictated by the specified needs of the affected parties and/or community. A few examples include: a **non-scripted, comprehensive victim-offender conferencing (VOC)** process in complicated cases; a **scripted community justice forum (CJF)** process in less serious cases; a separate conference (Conference) process in cases where a direct victim and offender encounter proves less beneficial; as well as numerous types of Circles in community and school settings.

In each case assigned to restorative justice facilitators, the most suitable type of process can only be determined after exploring the needs of the participants and investigating the circumstances surrounding each case. It is important to understand that restorative justice is a process, where each case evolves from the first point of examination, takes shape through exploratory discussions with the affected parties, and involves everyone's consideration of an appropriate process to address what happened.

Resolutions Agreements are a direct result of this process, where the participants work together to determine reparations. These agreements can include one or more of the following



Program Features



Touchstone Family Association's *Restorative Justice* program is a **volunteer-driven program**, staffed by one permanent, full-time coordinator.

Recruitment, retention and training of volunteers are crucial to the success of the Restorative Justice Program.

The Restorative Justice Coordinator engages all volunteer applicants in a formal interview process which includes a criminal record check and two reference checks. The screening process also takes into account several key criteria that may include, but are not limited to:

- Life experience***
- Professional employment history***
- Education***
- Commitment to the program***
- Experience / Confidence in leading a group discussion***
- Flexibility***
- Knowledge of Restorative Justice***
- Experience/comfort level with conflict***
- Oral and written skills***

Given the intensity of the training and the role of the facilitator, it is important to recruit solid, committed individuals. Once the intensive interview process and reference checks are complete, volunteer applicants must successfully train in various restorative justice processes or applications. This includes community justice forums, where the volunteer applicants attend an intense 3-day training program. Once the volunteer applicant has achieved a certificate of training, he or she must earn accreditation by co-facilitating a minimum of five forums alongside and under the supervision of a certified mentor/facilitator. This is an approach that increases the volunteer's level of confidence and competency and enhances the program's commitment to quality assurance.

Richmond's enriched demographic requires the support of a team of interpreters, who are trained to support the diverse language needs of those engaging in the Restorative process.

Our program's volunteers currently support translation in Arabic, Cantonese and Mandarin.

Each year, during our Annual General Meeting, Touchstone recognizes the commitments and contributions of our Restorative Justice volunteers. In 2023, the Restorative Justice program was supported by 11 volunteers, in both facilitator and translation roles, with 3 members exceeding 7 years of committed service.



“Volunteers do not necessarily have the time; they just have the heart.”

Strategic Plan



Touchstone Family Association's Restorative Justice Program *2023 to 2025 Strategic Plan*

Strategic Priority 1:

To increase RCMP community referrals to the Richmond Restorative Justice Program

1. To hold Quarterly meetings with RCMP Community Engagement Liaison, RCMP Restorative Justice Liaison and RCMP Youth Section Representative.
2. To hold Restorative Justice Orientations for each RCMP Watch.
3. To share RCMP Referral Statistics monthly with RCMP.

Strategic Priority 2:

To increase awareness and utilization of the Richmond Restorative Justice Program in schools and in the community

1. To deliver at least one education or training to the community every quarter.
2. To target education or training to relevant stakeholders, including community groups, non-profits and schools, working to address harm in the community.
3. To increase restorative practices in schools where opportunities exist.

Strategic Priority 3:

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

1. To carry out both independent and collective lobbying through the Restorative Justice Association of BC (RJABC), which represents restorative justice programs throughout British Columbia
2. To continue to apply for relevant Civil Forfeiture or National Crime Prevention funding that may become available

Case Example

Below is a case example involving a real case from the our Restorative Justice Program in 2023. This story illuminates the power of dialogue when facilitated with care inside a safe and respectful process suited to the participants

In May of 2023, the Richmond Restorative Justice Program received a referral from the Richmond RCMP involving a case where a seventeen year old teen was groomed to expose himself intimately, online. The perpetrator, himself, a seventeen year old student at the same High School, was found responsible for this grossly harmful act. Both "Mark," the victim, and "Abe," the offender, agreed to participate in a restorative justice process to address the harm.

Exploration meetings were carried out separately with Mark and Abe, who brought with them their family members for support as is common practice in restorative justice. Exploration or preliminary meetings are a necessary prerequisite in a restorative process. Trained facilitators are able to orient program participants to the aims and benefits of a restorative approach; to determine their suitability for participation; to explore individual perspectives about the incident and; to design a process, which has in mind the victim's needs, first and foremost. Ultimately, a restorative justice process seeks to bring about accountability and healing.

Having met with all of the participants, all of whom were now prepared to participate and engage with one another in person, a Circle, or Group Conference, was convened.

Seated on one side of a Circle of chairs sat Mark between his mother and his father. On the other side sat Abe beside his mother. Between both sides, at one end of the circle, sat the facilitator. And, across from him sat the referring police officer.

After introductions, the facilitator invited Abe to explain to Mark and the rest of the participants what his role was and how he got involved in the incident. Prompted by the facilitator's questions to elicit not only the details, but also his thoughts and emotions about his wrongful actions, Abe shared how he went along and got carried away with what he thought was a harmless prank. He took on a fraudulent female identity on a social media platform to deliberately target Mark and groom him into undressing for the camera. He did not act alone: several other students watched the livestream and egged him on through his headphones. Abe later discovered that one of the onlookers, in fact the principal instigator and cheerleader of the prank, "John," had taken a screen shot of Mark, undressed. Right away, Abe regretted his involvement and understood how devastating this would be for Mark. Indeed, "John," sent the photo to several students and the picture was quickly disseminated throughout the school, where a substantial number of students had seen it.

Inside the Circle, Abe expressed to Mark how terrible and guilty he felt about his actions. How he wished he could turn back time. He wanted him to know that he understood the serious harm that he had caused him, and that he was prepared to make things right. What made this worse was that they were, at one time, close friends.

Mark, while visibly upset, appreciated Abe's willingness to take responsibility and apologize to him. He shared with Abe the devastating impact his actions had on him, emotionally and psychologically. Mark revealed how he was so ashamed at having been fooled by Abe after learning the truth from a classmate. Mark hid the truth from his own family, isolating himself, until the school received report from some students about what had happened and began to address the matter. Mark blamed himself for not being wiser. He, too, had to learn a painful lesson about the harms that can take place on social media platforms if one is not careful. More significantly, Mark felt betrayed and his trust in people had been shattered. He, nevertheless, told Abe that he appreciated his willingness to face him and express his remorse in person – he could not say the same about the others involved to varying degrees in the incident.

Upon their turn to speak, all of the parents, one after the other, shared their astonishment and heartbreak. Mark's parents shared the hurt that was caused to their entire family and not having learned in time about the incident to help Mark when he was most vulnerable. They also expressed their deep disappointment in everyone in the school community that failed to do the right thing. Abe's mother tearfully expressed how deeply hurt and disappointed she was in her son, and promised to help him be a better person. She felt she had personally failed and vowed to be more engaged in Abe's life to help steer him in the right direction.

Satisfied with a painful but healing discussion, Mark, Abe and their supporters collaboratively reached an agreement where Abe would write an apology letter to Mark and his family, which also included Mark's siblings, with reflections on the harm he caused and the lessons he learned from this experience. They all expressed their gratitude for having the opportunity to repair the harm in a safe and respectful way. They continued socializing with one another after signing the resolution agreement, giving Mark and Abe the opportunity to engage more informally, now, with the weight lifted for both of them.

Reflection Letter

Restorative
Justice



Below is the Reflection Letter, written by the Harm Doer, to the Victim and their family, following the restorative process outlined in the case study.

Dear [REDACTED] and Family,

I want to begin this letter by extending my heartfelt apology to each of you. I am truly sorry for the pain and distress that my recent actions have caused, and I wholeheartedly accept full responsibility for my behavior.

I recognize that my actions not only inflicted hurt upon you but also had a profound impact on your entire family. I deeply regret the disappointment and emotional distress that I have caused. As I've engaged in this program, I've had the opportunity to reflect deeply on the consequences of my actions. I understand the profound impact it had on your son, [REDACTED], forcing him to bear this burden alone. I can only begin to fathom the toll it took on his daily life, and I genuinely wish that this unfortunate incident had never taken place. Moreover, I understand the potential repercussions for [REDACTED] siblings who continue to be a part of the [REDACTED] community, and I empathize with how this might have affected them.

Having put myself in the shoes of my own parents, I've keenly felt the hurt and disappointment they experienced. My actions contradicted the values they've instilled in me. They, too, have been profoundly concerned about your family, placing themselves in your shoes to understand the impact of such actions on a loved one. In striving to align myself with their teachings and expectations, I am committed to exemplifying their values through my actions moving forward. I am glad to have started rebuilding my relationship with your son, [REDACTED], and I am dedicated to repairing the ties that were once strained.

In the wake of my actions, I have turned to God for spiritual guidance and forgiveness. I seek strength in aligning my path with the teachings of Christ, in the hopes of repairing and restoring the relationships I have harmed. Seeking forgiveness from Him is an ongoing journey, as I recognize that God's guidance constantly shapes us over time.

My reflections on my actions and their far-reaching consequences have led me to learn and grow. I am deeply committed to effecting positive changes in my behavior. The opportunity I had to participate in the restorative justice process is something I am immensely grateful for, as it has provided a means to mend the bonds that were fractured.

I extend my gratitude to you for taking the time to read this letter. I understand that forgiveness is a gradual process, and I am wholeheartedly prepared to invest the necessary effort to mend the relationships that I have strained.

With sincerity,

[REDACTED]

**Names removed to protect Identity.*

2023 Program Highlights



January

- Restorative Practice Group run twice-weekly at Talmey Elementary
- Restorative Justice Coordinators Network Meeting - Lower Mainland Group

March

- British Columbia First Nations (BCFN) Justice Forum in - Vancouver
- Diversity' Training (Professional Development) - Touchstone
- Restorative Justice Stakeholder Meeting - RCMP, City of Richmond, Touchstone

May

- Restorative Justice Orientation - RCMP Members: C Watch (2 Sessions)
- 'Non Violent Crisis Intervention' Training (Professional Development) - Touchstone
- Restorative Practice Group (Gr.4-7) run bi-weekly at McNeely Elementary
- 'Working with Shame and Guilt' Training (Professional Development) - Community Justice Initiatives
- Restorative Justice Orientation - RCMP Members: A Watch (2 Sessions)

February

- Building Safer Communities Meeting - with Dr. Irwin Cohen
- Restorative Justice Presentation to CHIMO Community Services
- Restorative Practice Presentation to School District Administrators for Elementary Schools at Garden City Elementary
- Restorative Justice Coordinators Network Meeting - BC Group

April

- Restorative Justice Quarterly Meeting - RCMP Youth Section, Touchstone
- Restorative Justice Orientation - RCMP Members: D Watch (2 Sessions)
- Circles in Classrooms Training Delivered in Collaboration with Community Justice Initiatives to Elementary School District Administrators at Grauer Elementary
- Restorative Justice Orientation - RCMP Members: B Watch (2 Sessions)

June

- Restorative Justice Symposium - Restorative Justice Association of British Columbia (RJABC)
- 'First Aid' Training (Professional Development) - Touchstone
- Annual General Meeting - Touchstone
- Restorative Justice Coordinators Network Meeting - Lower Mainland Group
- Restorative Justice Coordinators Network Meeting - BC Group



July

- 'Real Change: Developing Meaningful Accountability Process and Opportunities' Training (Professional Development) – Community Justice Initiatives

October

- Restorative Practice Group (Gr.4-7) run bi-weekly at Brighthouse Elementary
- Restorative Justice Quarterly Meeting – RCMP Youth Section, Touchstone
- 'Cyber Bullying Intervention and Prevention Strategies' Training (Professional Development) – Safe Schools Together
- Restorative Practice Training to High School Administrators and Counsellors

December

- 'Executive Functioning' Training (Professional Development) – Touchstone.
- Restorative Justice Coordinators Network Meeting – Lower Mainland Group.
- CARF Accreditation Re-Survey.



August

- Restorative Justice Coordinators Network Meeting – BC Group

November

- "Restorative Justice in the Classroom" Training – Dr. Crystena Parker-Shandal (Hosted by Restorative Justice Association of British Columbia (RJABC))
- Restorative Justice Training to Richmond School District Alternative Program Staff
- Restorative Justice Presentation to 100 Students over 3 Sessions at Cambie Secondary School
- Restorative Practice Group (Gr.4-7) run bi-weekly at Talmey Elementary
- 'Executive Functioning' Training (Professional Development) – Touchstone

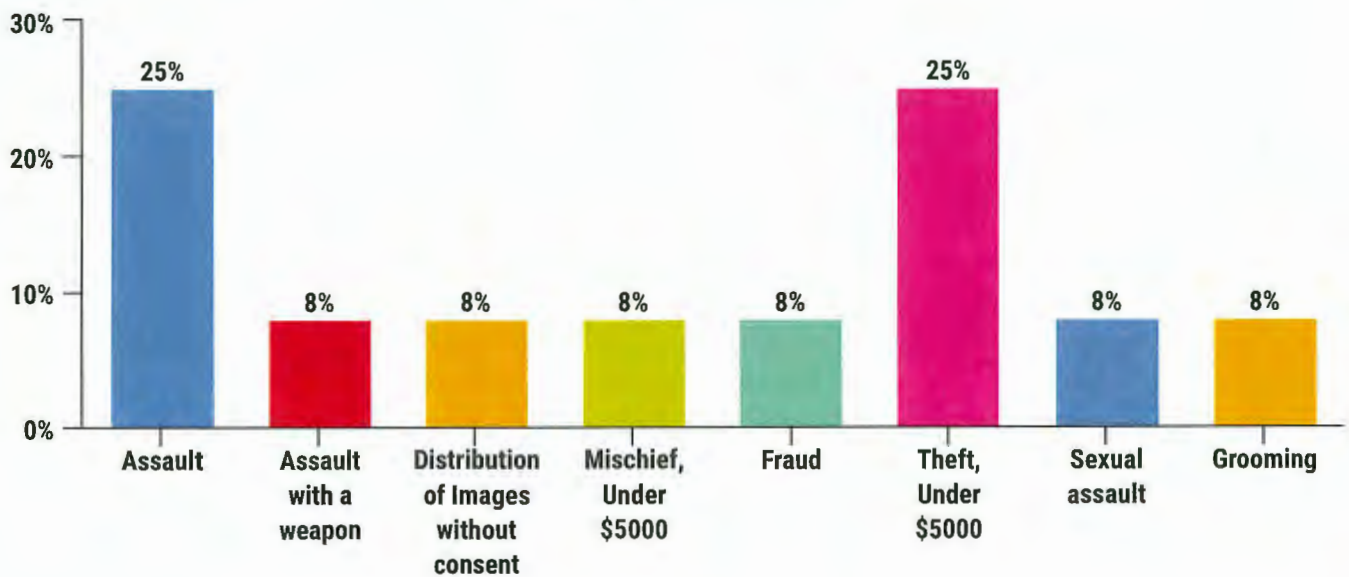


Program Statistics

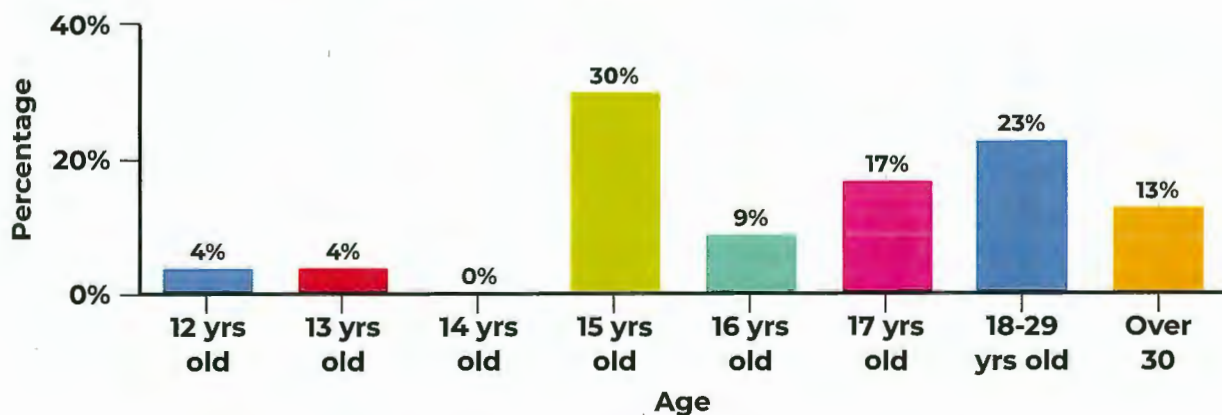
In 2023, there were 18 referrals to Touchstone's **Restorative Justice Program**, which is an increase from the 10 referrals in 2022. There were 15 restorative processes held this year, compared to 9 the year prior. Each year brings a slight fluctuation in referrals based often on youth crime and new members to the RCMP, but the program is starting to see a rebound in referrals post pandemic.

The following are graphic representations of Touchstone's Restorative Justice Program's demographics gathered from January 1, 2023 to December 31st 2023.

Types Of Offenses

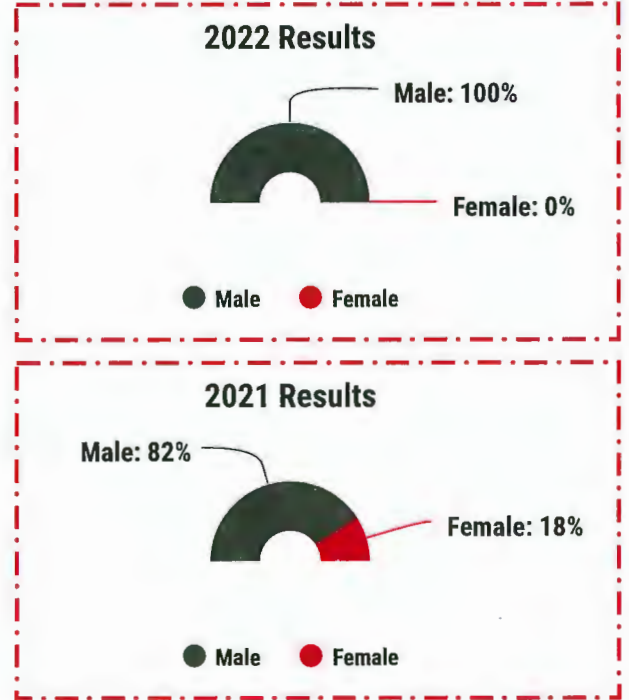
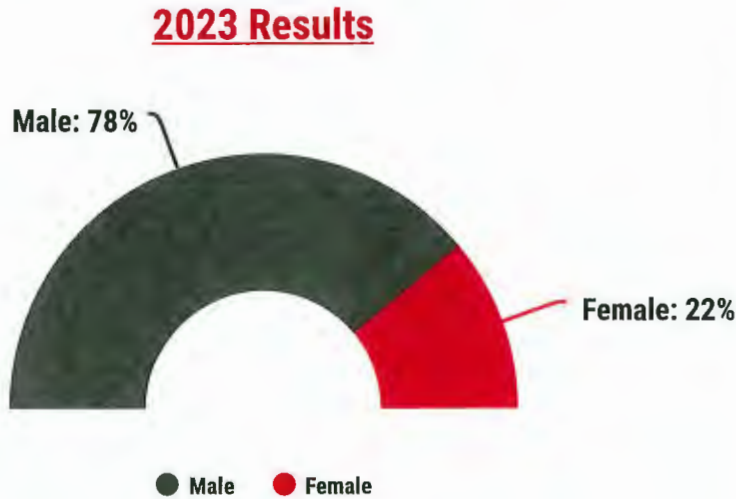


Age of Offenders Referred



Program Statistics

Gender of Offenders Referred



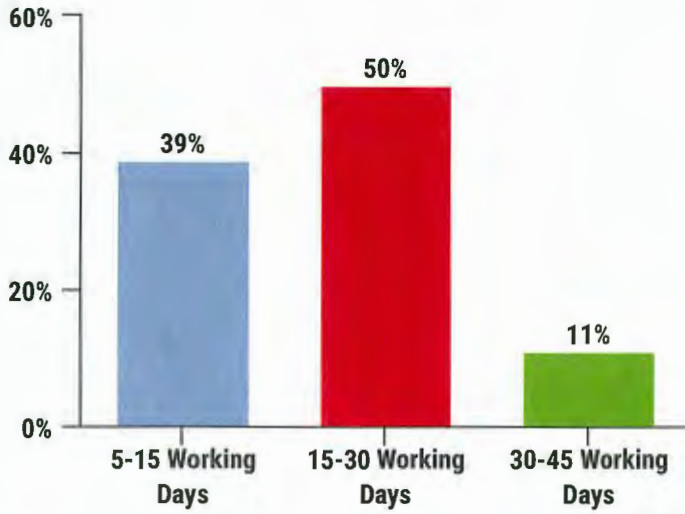
Big Box Stores

Touchstone's Restorative Justice Program received referrals from local Big Box Stores, including Home Depot, Walmart and London Drugs.



Program Statistics

Length of Time Between Referral and Forum



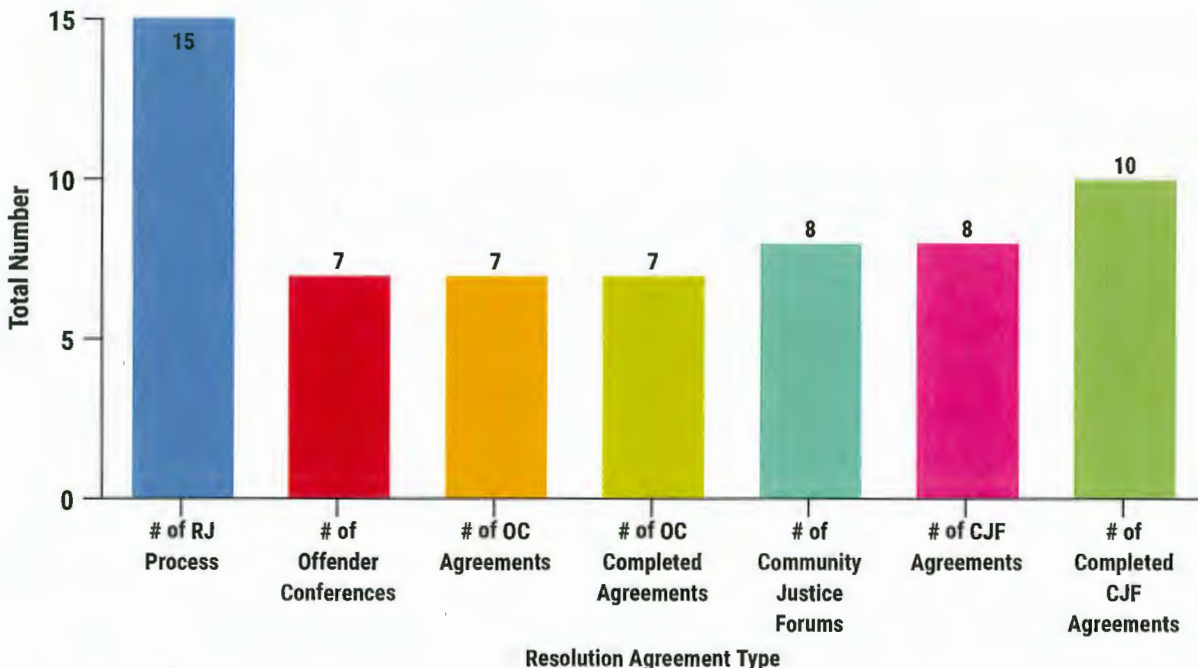
In 2023, the program was very efficient in having a referral brought forward for a community process in a timely manner.

This is important as resolution should happen as quickly as possible for the greatest amount of impact and for the participants to remain invested in the process.

As indicated in the graph, almost 90% of the referrals were brought forward for a community process within a month (30 days).



Resolution Agreements



CJF = Community Justice Forum
OC = Offender Conference

Participant Feedback

Consumer Feedback Evaluation

Touchstone is committed to utilizing consumer feedback to contribute to the development of high quality and responsive services. Our staff seek feedback from clients and other service providers as the services are being provided to continuously develop and enhance services to address any special needs and referral issues of the clients served.

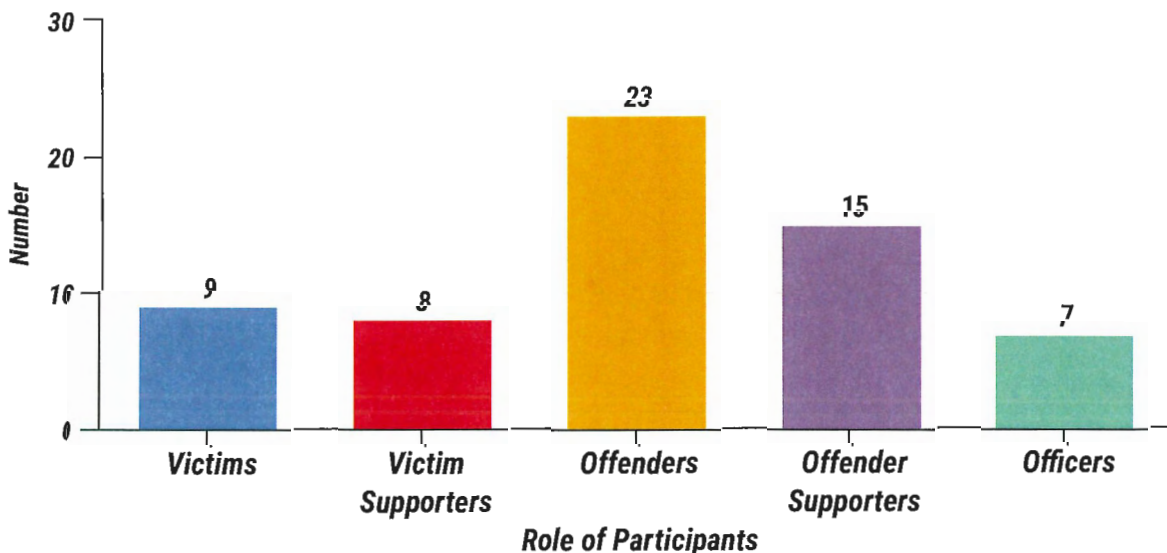
Evaluating Quality of Impact

Touchstone’s Consumer Feedback evaluation process is intended to help us see what kind and quality of impact we are having on the population we serve. Surveys are designed to measure both quantitative and qualitative factors, giving the Association a balanced set of statistical responses. We then use this data to analyze and identify trends and consider the implications of these findings to plan adjustments and improvements in our programs. At Touchstone, we strive to deliver client-centered services, making participants own experiences and goals our top priority. Ongoing consumer feedback is essential to this process.

Restorative Justice Participant Feedback

Touchstone Family Association invites all participants involved in the Restorative Justice process to evaluate their experience. In 2023, **62** people participated in a Restorative Justice process. The next sections will graphically summarize the data captured from the participant surveys.

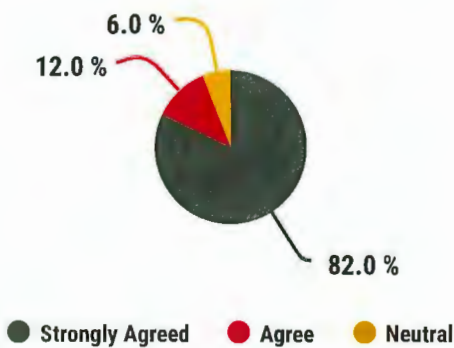
Participants in Forums



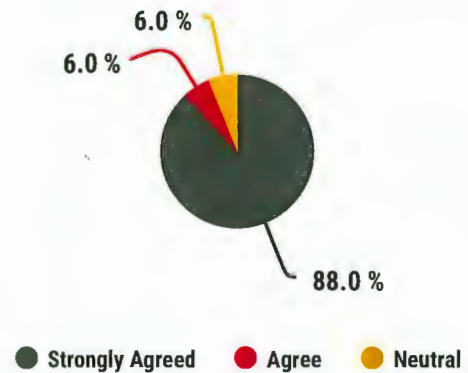
Participant Feedback

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

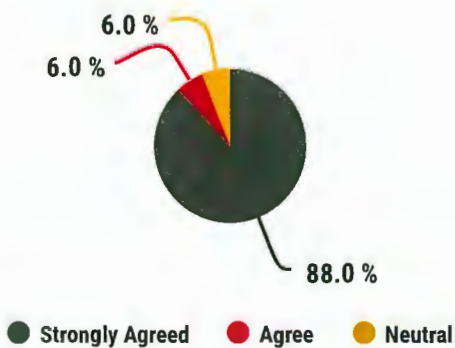
"I received adequate preparation and support from the facilitators."



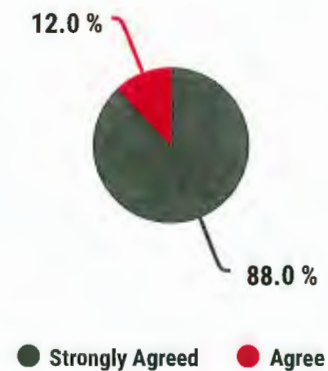
"I felt safe and was treated with respect."



"I felt I was able to have my say, allowing me to participate in a meaningful way."



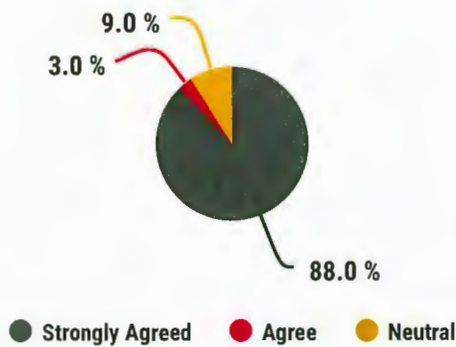
"My questions, concerns and issues were addressed."



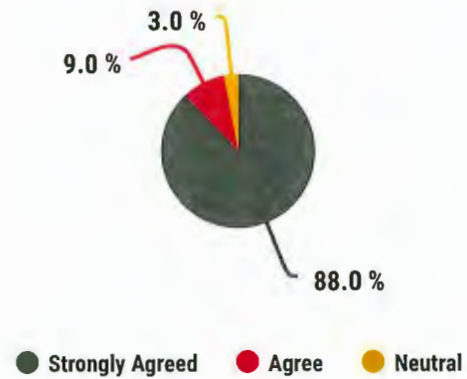
Participant Feedback

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

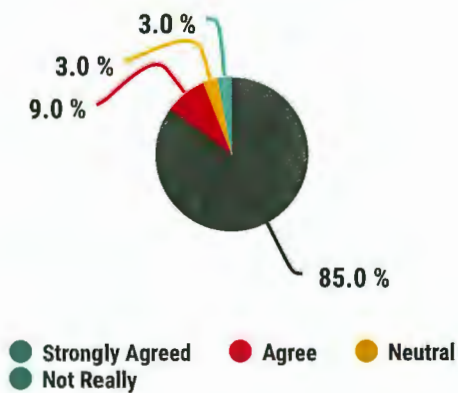
"Listening to everyone helped me gain a better understanding of what happened."



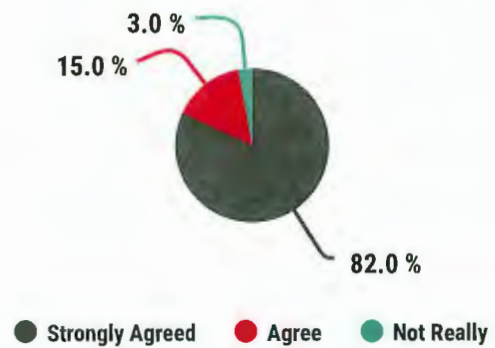
"I am satisfied with the resolution agreement."



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



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



Participant Feedback



In addition to the previous rating questions, each survey has room for comments regarding any of the aforementioned questions. The following are the responses (verbatim).

- Both offender and victims' families were impressed with the RJ circles. *(Officer)*
 - Professional, Open. *(Offender supporter)*
 - Haroon is very helpful for our family. *(Offender supporter)*
 - I think that this has been great to be able to meet face to face to reach a mutual agreement rather than needing to go to court or having to have conflict. Overall, I think this option is best for settling conflict. *(Offender)*
 - I am satisfied with the outcome. *(Victim supporter)*
 - I think this is an awesome program that should be promoted more elsewhere. *(Officer)*
 - Very respectful process. Thank you *(Victim)*
 - Truly helped me. *(Offender)*
 - I felt I was able to have my say, allowing me to participate in a meaningful way. For example, I knew this was a safe place and Haroon tried making everyone as comfortable as he could. He's very respectful, considerate, and good at explaining other aspects/point of views on this incident. *(Offender)*
 - I think this is a good way for people who have been harmed to find a way to get closure, and the person who has done the harm a way to take accountability and close a chapter for both parties. *(Victim)*
-

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

- It's easy to access. *(Offender supporter)*
- I think the location and hours work well. *(Offender)*
- I think it might be easier for some to partake in this afterhours or during the weekend, because some people have to work or attend school during regular weekday business hours. *(Officer)*
- The services Touchstone provides are really good and everything here is really well managed. *(Offender)*
- Building bathroom hard to find at first. *(Offender)*
- Location on where you are, making it more accessible to people in school who might not know who to talk to about this. Luckily the school knew that there are programs like this out there to support them. *(Victim)*
- I think the location and parking are great. It would possibly be more beneficial if the meetings can occur on weekends as well as some people work during weekdays. *(Officer)*
- No comment, it was accessible for me. *(Victim)*

Participant Feedback

Participants were asked if they had any **Additional Comments** to share. The following are verbatim of those comments, from the final section of the feedback survey.

- I appreciate both of you for the time put into this file to restore the harm committed. **(Officer)**
- Professional, transparent, resolution oriented. Open. **(Offender Supporter)**
- Excellent de-escalation format and process. **(Offender Supporter)**
- Thanks for Touchstone's services **(Offender Supporter)**
- Outcome was great so nothing else needs to be added. **(Victim Supporter)**
- I think this was an enormous learning opportunity for all those involved as it was a genuine heartfelt moment when everyone spoke their mind on the matter. **(Officer)**
- I am so thankful for this program. **(Offender)**
- Great work Haroon! **(Officer)**
- It has been a good experience. I appreciate that we can have this means to resolve issues. **(Victim Supporter)**
- I think this was an excellent opportunity to provide the youth some understanding and closure to the incident. I think it will be very beneficial to them in the future. More youths and adults should be given the opportunity to participate in the Restorative Justice Program meetings. **(Officer)**
- Had a thoughtful and helpful resolution. Thank you, Haroon. **(Offender)**
- Everything was well organized. **(Victim)**

 **Thank you!**
CS - 40

Referral Trends

Summarized below is a comparison of data from 2014 through 2023

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

As indicated by the chart above, the Restorative Justice Program has had **399** offenders participate in the program over the past **10** years. This averages **40** offenders per year who have been supported by restorative practice.

It is important to note that the above statistics are only talking about offenders; it is not capturing the total number of people participating in the program.

In 2023, **62** individuals participated in a restorative justice process either as a victim, an offender, an officer, or an offender supporter. The more participants involved, the more groundwork that needs to be done by the facilitator before undergoing the RJ process with all involved parties. This translates to more time for interviewing all participants involved. It is important that everyone participating understands the process and what the expected outcomes may be.

It is evident when comparing the data from **2022** and **2023** to years prior that referrals are in recovery mode and are slowly increasing. The RJ Coordinator is meeting regularly with the RCMP to encourage and build understanding of Restorative processes. Many of the referrals this year have been complicated, including varying types of offenses.

Summary



Concluding Thoughts

Restorative Justice is about giving all parties involved in a conflict the opportunity to take an active role in a safe and respectful process that allows open dialogue between the victim, offender and the community.

For the **offenders**, it is about taking responsibility and being held accountable for the harm caused. For the **victims**, it provides an opportunity to talk about the harm caused and ask questions that may be necessary as a part of the healing process. For **communities** surrounding the victim and offender, it provides an understanding of the root causes of conflict.



Community involvement in **Restorative Justice** is one of the core components of the approach thus the feedback is an integral part of understanding the effectiveness of the overall restorative experience.

As evident in this outcome report, program participants indicated a high satisfaction rating. The **Restorative Justice Program** responds to the needs of young people and the community by repairing harm, restoring the moral bond of the community and teaching responsibility and accountability to the young person.

We look forward to continuing our program into 2024, when we will celebrate 20 years of supporting the Richmond community with Restorative Practice Services!



Statement of Income

Restorative Justice Statement of Income for 2023:

	Jan to Mar 2023	Apr to Jun 2023	Jul to Sept 2023	Oct to Dec 2023	Total 2023	YTD Budget 2023	Variance	Annual Budget
Revenue								
Grant from City of Richmond	25,175	25,175	25,175	25,175	100,700	100,700	0	100,700
Expenses								
Wages & Benefits	23,175	23,175	23,175	23,175	92,700	92,700	0	92,700
Rent	2,000	2,000	2,000	2,000	8,000	8,000	0	8,000
Mileage	0	0	0	0	0	0	0	0
Telephone	0	0	0	0	0	0	0	0
Office Supplies	0	0	0	0	0	0	0	0
Supervision	0	0	0	0	0	0	0	
	25,175	25,175	25,175	25,175	100,700	100,700		100,700
Net Surplus (Deficit)	0	0	0	0	0	0		

Restorative Justice Budget for \$100,700 Contract to cover 2023:

January 1 - December 31, 2023	Annual	Monthly	Quarterly
Wages & Benefits	\$92,700.00	\$7,725.00	\$23,175.00
Rent	\$8,000	\$666.67	\$2,000.00
Mileage	0	0	0
Cell Phones	0	0	0
Office Expense	0	0	0
Supervision	0	0	0
	\$100,700.00	\$8,391.67	\$25,175.00

CS - 43



City of Richmond

Report to Committee

To: Community Safety Committee

Date: June 10, 2024

From: Jim Wishlove
Fire Chief

File 09-5140-01/2024-Vol
01




Re: Richmond Fire-Rescue Monthly Activity Report – May 2024

Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – May 2024”, dated June 10, 2024, from the Fire Chief, be received for information.

Jim Wishlove
Fire Chief
(604-303-2715)

Att. 1

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER	
	
SENIOR STAFF REPORT REVIEW	INITIALS: 
APPROVED BY CAO	
	

Staff Report

Origin

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

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

Analysis

Emergency Programs

During the month of May, staff engaged in the following activities:

- Participated in an Emergency Management and Climate Readiness (EMCR) Seasonal Hazard Preparedness session, hosted by EMCR. The event included hazard forecasts, an emergency planning tabletop exercise and an opportunity to network with colleagues from other areas of the South West region of the Province.
- Facilitated an Incident Command System (ICS) training session for 21 Public Works Supervisory Leadership Level 2 staff members. This included an introduction and application of ICS principles for Public Works leadership as part of their supervisory leadership development program.
- Attended the Chinese Christian Mission (CCM) of Canada Safety & Security Living Fair. Staff provided information on emergency preparedness and community resilience.
- Facilitated an Emergency Operations Centre (EOC) table top exercise and familiarization training session for RFR Senior Management Team.
- Presented an Emergency Preparedness Workshop Staff to Community seniors. The workshop covered the five steps to emergency preparedness with a focus on earthquakes and extreme heat.
- Participated in an Extreme Heat Plan orientation meeting with members of the Richmond Public Library and Community Services to discuss their roles and responsibilities during an extreme heat event.
- Coordinated with BC Wildfire staff to discuss the upcoming wildfire season outlook, the application and use of ICS, recent lessons learned and future initiatives to respond to the growing wildfire concern in the Province.
- Attended a joint meeting with staff from Engineering and Emergency Programs from both the City of Richmond and City of New Westminster to discuss areas of collaboration on preparation initiatives and mutual support opportunities.

- Attended a meeting with Coastal Health and Richmond Hospital staff to review heat response planning and shared interests.
- Provided Emergency Support Services (ESS) to six community evacuees, due to a structure fire on Abercrombie Drive (May 13, 2024).

Public Outreach & Education

During the month of May, staff engaged in the following activities:

- Facilitated outreach events to provide educational opportunities to the community, including fire hall and vehicle tours for 12 organizations, with over 400 participants.
- Participated in multiple community events, with over 600 participants, including: McHappy Day, William Bridge Spring Fair and an ICBC Road Safety Day along with RCMP and BC Emergency Health Services held at Hugh Boyd School.
- Provided Fire Prevention education and awareness for the Vancouver Airport Domestic Terminal staff.
- Additionally, staff continued with life safety educational social media videos and posts.

Internal Staff Training

In May 2024, staff organized in-house training events including: Technical Water Rescue, Emergency Scene Management, Wildland Fire and ongoing recruit training evaluations.

Emergency Response

One of the City's emergency response goals is to arrive on-scene, in time and with enough resources to contain a fire to the room of origin. The room of origin standard is especially important in terms of preventing further fire loss and damage, which can be reduced when a fire is contained to the room of origin. Meeting this standard also assists in mitigating loss of life, reduction of property damage and protection of the environment. In May 2024, there were 1,139 reported incidents of all types, representing an overall increase of 15 per cent in incidents between May 2023 and May 2024 (Table 1).

Table 1: Total Incidents - May 2024					
	Incident Totals May (2024)	Incident Totals May (2023)	Number Change from May 2023 to 2024	Percentage Change from May 2023 to 2024	5 Year Average for May
Active Alarm	169	160	+9	+6	134
Explosion	0	1	-1	-100	0
Fire	47	47	0	0	42
Hazardous Materials	6	6	0	0	5
Medical	605	541	+64	+12	407
Motor Vehicle Incident	75	73	+2	+3	64
Public Hazard	16	10	+6	+60	10
Public Service	127	79	+48	+61	81
Response Cancelled/Unfounded	92	65	+27	+42	56
Specialized Transport	1	6	-5	-83	2
Technical Rescue	1	0	+1	+100	0
Total	1,139	988	+151	+15	803

The average time on scene in May 2024 for emergency response crews was 30 minutes per event, which is lower than the number recorded in May 2023: 33 minutes. The time spent on scene can vary due to the nature and severity of each incident.

In May 2024, there were 47 fire incidents reported to the Office of the Fire Commissioner, this is the same as the number reported in May 2023. The average number of fires reported each May over the last five years is 42.

Fire damage and property losses during May 2024 are estimated at \$41,430. This total includes \$37,660 for building/asset loss and \$3,770 for content loss. The total building/asset and content value at risk is estimated to be \$164,759,770 and the total value preserved from damage was \$164,718,340. These numbers translate to 99 per cent of value protected (Table 3), which is the same as the value observed in 2023: 99 per cent.

Table 2: Fire Incidents By Type and Loss Estimates - May 2024						
Incident Type Breakdown	Incident Volume	Estimated Building/Asset Value (\$)	Estimated Building/Asset Loss (\$)	Estimated Content Value (\$)	Estimated Content Loss (\$)	Estimated Total Value Preserved (\$)
Residential: Single family	3	3,036,750	2,500	1,510,325	-	4,544,575
Residential: Multi family	4	1,716,900	1,500	1,036,370	2,150	2,749,620
Commercial / Industrial	5	97,624,000	7,000	59,803,095	-	157,420,095
Outdoor	34	26,660	22,660	1,670	1,620	4,050
Vehicle/Vessel	1	4,000	4,000	-	-	-
Totals*	47	102,408,310	37,660	62,351,460	3,770	164,718,340

* The dollar losses shown in this table are preliminary estimates. They are derived from RFR's record management system and are subject to change due to delays in reporting and confirmation of actual losses from private insurance agencies (as available). Values under a threshold limit of \$1,000 will not be noted in the table.

Significant Events

Emergency response crews minimized harm, limited damage and stopped fire spread from the place of origin and performed life-saving interventions in these notable May 2024 incidents:

- **May 5, 2024 – Fatality on River Road.** Emergency Crews responded to a report of a person laying next to tracks by the rail bridge. On arrival RFR crews found a deceased person. The RCMP and BC Emergency Health Services (BCEHS) attended the scene to determine cause of death. Critical Incident Stress Management (CISM) was provided to staff on their return to the Fire Hall. There were no other injuries reported to the public or RFR personnel.
- **May 8, 2024 – Structure Fire on Bridgeport Road.** Emergency crews responded to reports of a commercial property fire on Bridgeport Road. RFR crews arrived on scene and found a fire on a second story balcony. A hand line was deployed and the fire extinguished quickly. Crews checked for any evidence of extension into the interior of the building and found none. A Fire Investigator attended. There were no reports of injury to the public or RFR personnel.
- **May 9, 2024 – Structure Fire on Westminster Highway.** Emergency crews were dispatched to a commercial property fire in the rear of the store involving a cardboard compactor. The first in crews used a hose line and were able to quickly extinguish the fire. There was evidence of an attempted arson so the scene was secured and RCMP attended. A Fire Investigator attended. There were no reports of injury to the public or RFR personnel.
- **May 10, 2024 – Outdoor Fire on Gilley Road.** Emergency crews responded to a hedge fire on Gilley Road. The nearby power lines had been pushed into a hedge by a semi truck. The fire was contained to the hedge. A Fire Investigator attended. Hydro were on scene to secure the power lines. There were no reports of injury to the public or RFR personnel.
- **May 13, 2024 – Structure Fire on Abercrombie Drive.** Emergency crews were dispatched to the scene of a townhouse complex with smoke and flames showing from the roof. First arriving crews attacked the fire aggressively and were able to bring the fire under control. On scene incident command reported a number of suites were not be able to be occupied for some time and some occupants would require relocation. RCMP and BCEHS staff were on scene. Staff from Emergency Programs were able to offer Emergency Support Services (ESS) for three families. A Fire Investigator attended. There were no reports of injury to the public or RFR personnel.
- **May 28, 2024 – Drowning near South Arm of Fraser River.** Emergency crews responded to reports of a person floating in the South Arm of the Fraser River near Triangle Road. First arriving crews surveyed the area to determine where to concentrate their efforts. Using a drone, RFR crews and RCMP found the victim. The Canadian Coast Guard also attended the scene to develop a joint recovery plan. There were no other reports of injury to the public or RFR personnel.

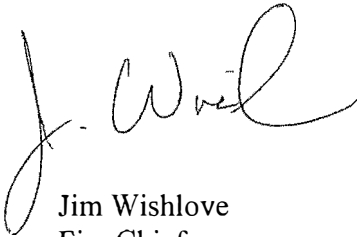
- **May 29, 2024 – Vehicle Fire on Granville Avenue.** Emergency crews responded to reports of a fully involved fire of a 20ft recreational vehicle near Granville Avenue. The first arriving crews quickly extinguished the fire and carried out scene overhaul. Granville Avenue was blocked in both directions to allow crews to access a water source. A Fire Investigator attended. There were no reports of injury to the public or RFR personnel.

Financial Impact

None.

Conclusion

Richmond Fire-Rescue continues to monitor activities to identify and create public outreach programs to respond to emerging trends and to regularly promote effective prevention behaviours.



Jim Wishlove
Fire Chief
(604-303-2715)

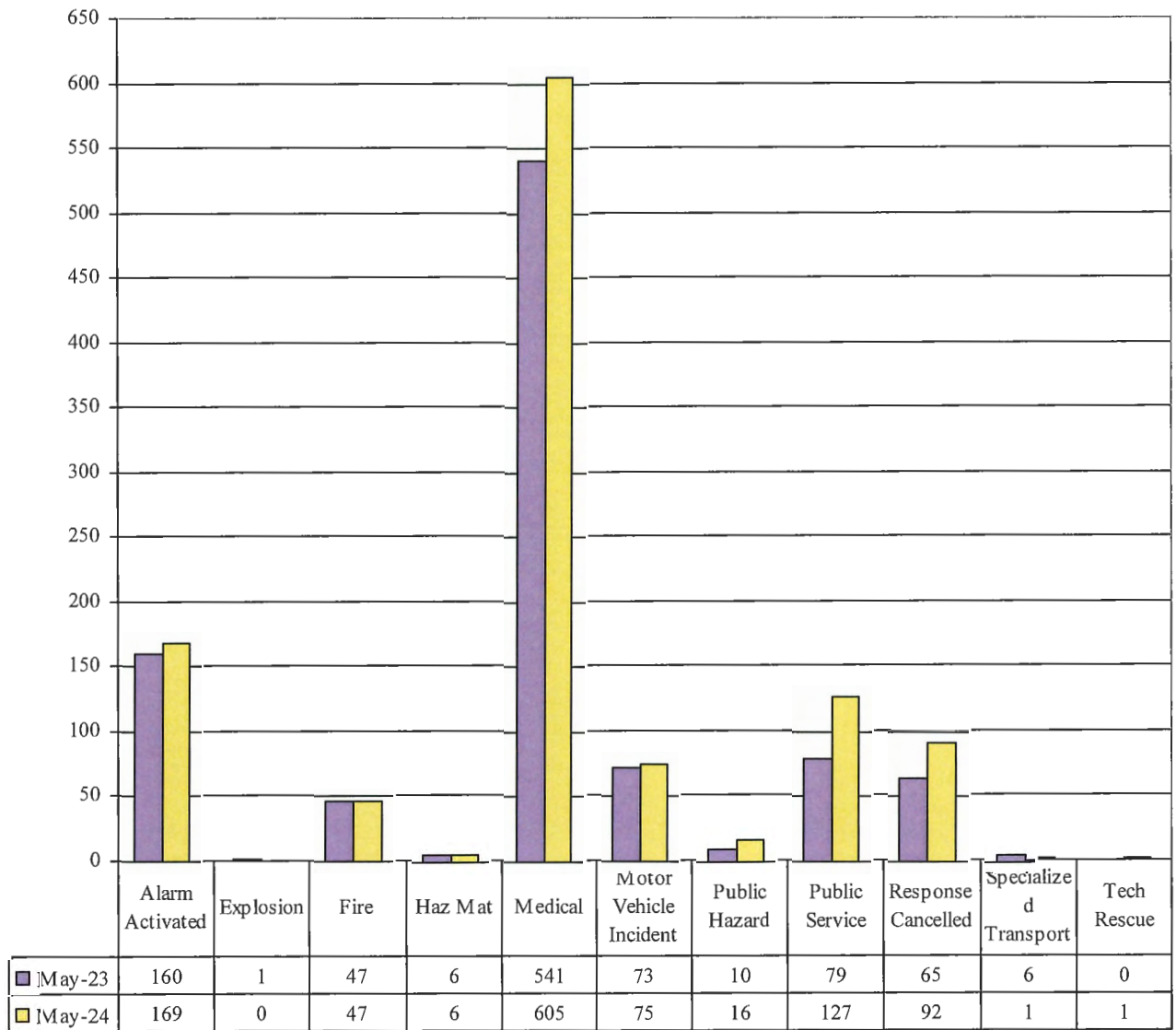
Att. 1: Emergency Response Activity for May 2024.

Emergency Response Activity for May 2024

Incident Volumes

The following chart provides a month-to-month comparison regarding incidents occurring in May 2023 and 2024. In May 2024, there were 1,139 total incidents, compared to 988 in May 2023. This represents an overall increase of 15 per cent between last year and 2024.

Table 3: May 2023 & May 2024 Incident Volumes



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

First Responder Totals

Medical first responder incidents comprised 53 per cent of the total emergency responses for RFR during the month of May 2024. A detailed breakdown of the medical incidents for May 2023 and 2024 is set out in the following table by sub-type. There were 605 medical incidents in May 2024 compared to 541 in May 2023, an increase of 12 per cent.

Table 4a: May 2023 & May 2024 Medical Calls by Type

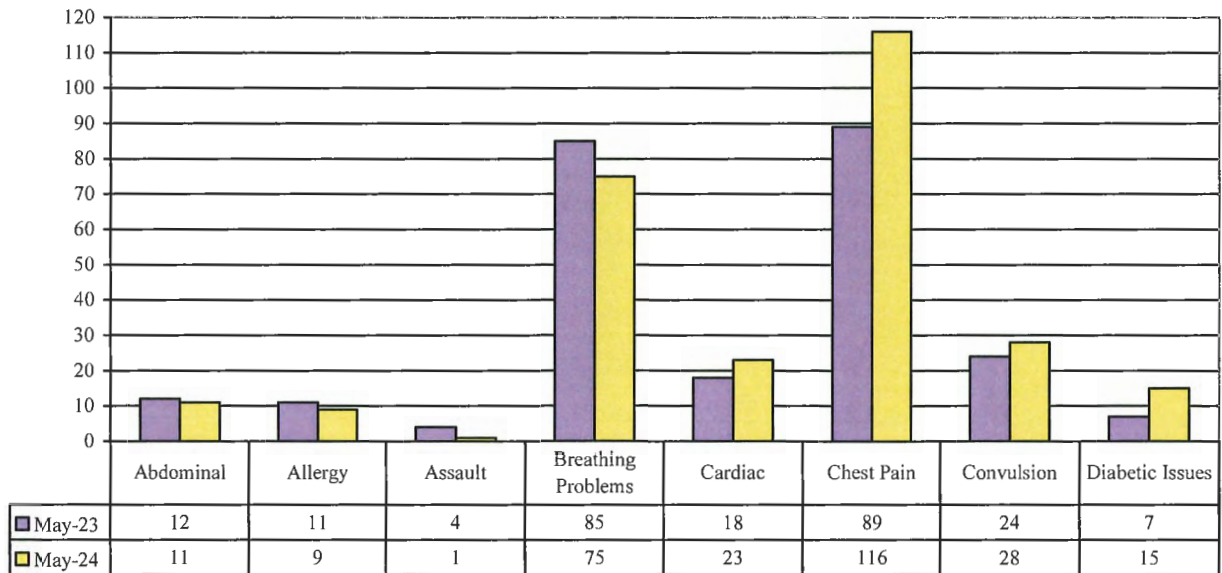
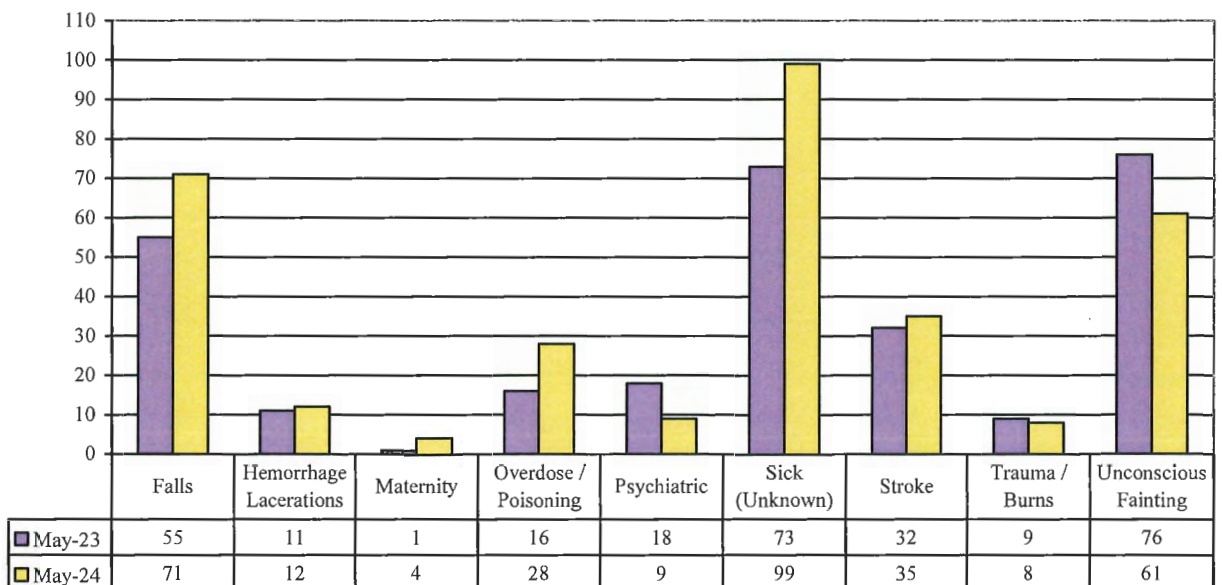


Table 4b: May 2023 & May 2024 Medical Calls by Type



The following chart provides the overdose/poisoning incident volume breakdown for May 2024. During May 2024, Naloxone was administered four times by RFR staff.

Table 4c: Overdose / Poisoning Incidents By Type – May 2024	
Opioid overdose incidents that RFR attended located in an OUTDOOR environment.	5
Opioid overdose incidents that RFR attended located in an INDOOR environment.	2
All other OD / Poisoning Incidents	21
Totals	28

Fire Investigations

The fire investigation statistics for May 2024 are listed below:

Table 5: Total Fire Investigation Statistics – May 2024			
	Suspicious	Accidental	Undetermined
Residential - Single-family	-	3	-
Residential - Multi-family	-	3	1
Commercial/Industrial	2	2	1
Outdoor	12	13	9
Vehicle	-	1	-
Totals	14	22	11

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

Hazardous Materials

Table 6: Hazardous Materials Incidents By Type – May 2024	
	Details
Flammable / Combustible Liquids	1
Gasses (Natural / Propane)	4
Toxic / Infectious Substances	1
Totals	6

The following charts provide total incident volumes for fires and medical incidents on a year-to-year comparison in May from 2015 to 2024.

Table 7a: Total Fire Calls for Service in May from 2015 to 2024

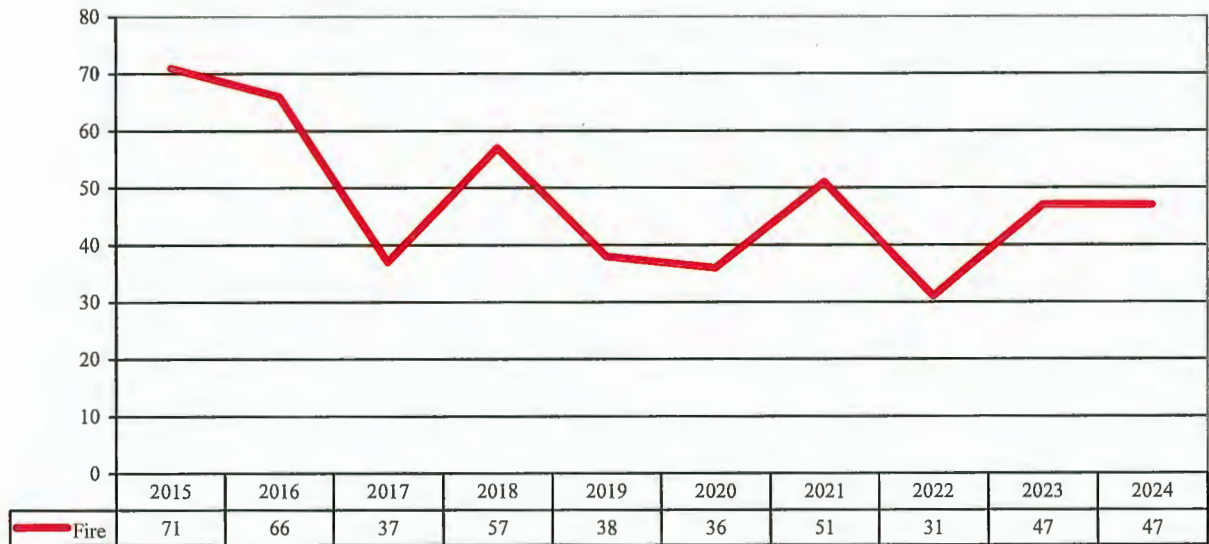


Table 7b: Total Medical Calls for Service in May from 2015 to 2024



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

Start of Covid-19 pandemic

Figure 1: Location of reportable fire incidents attended in May 2024 (total 47)

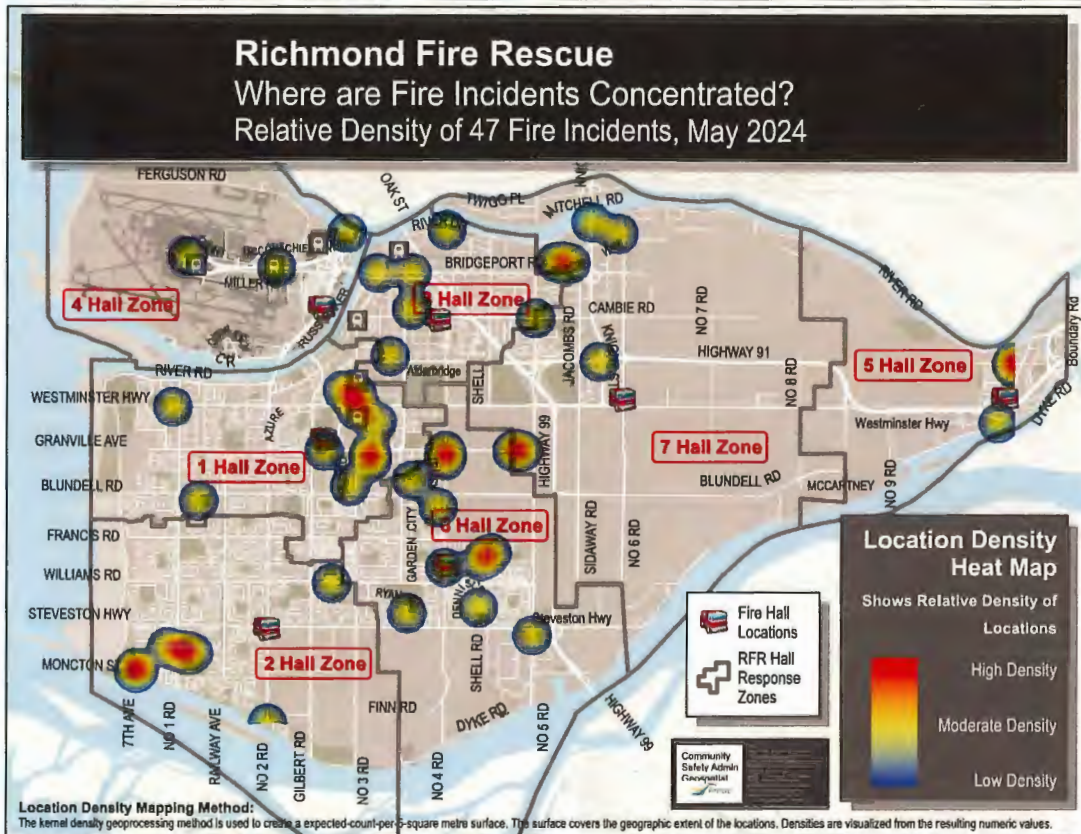


Figure 2: Location of reportable medical incidents attended in May 2024 (total 605)

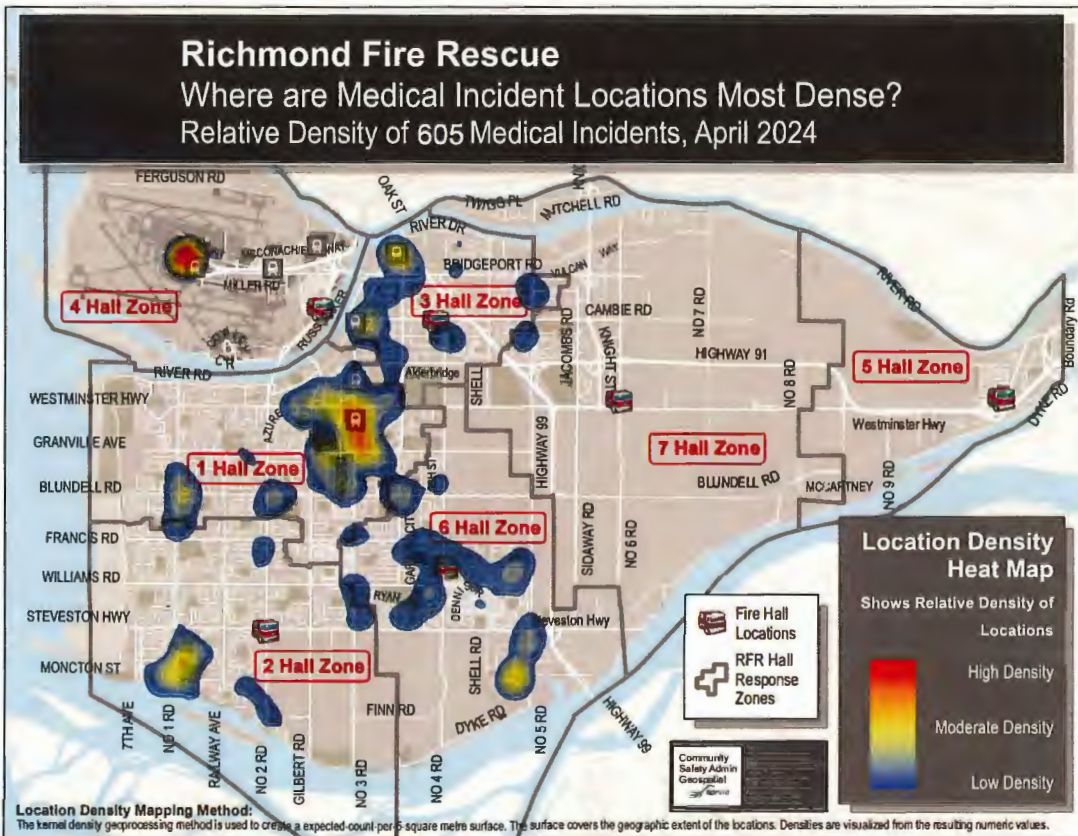
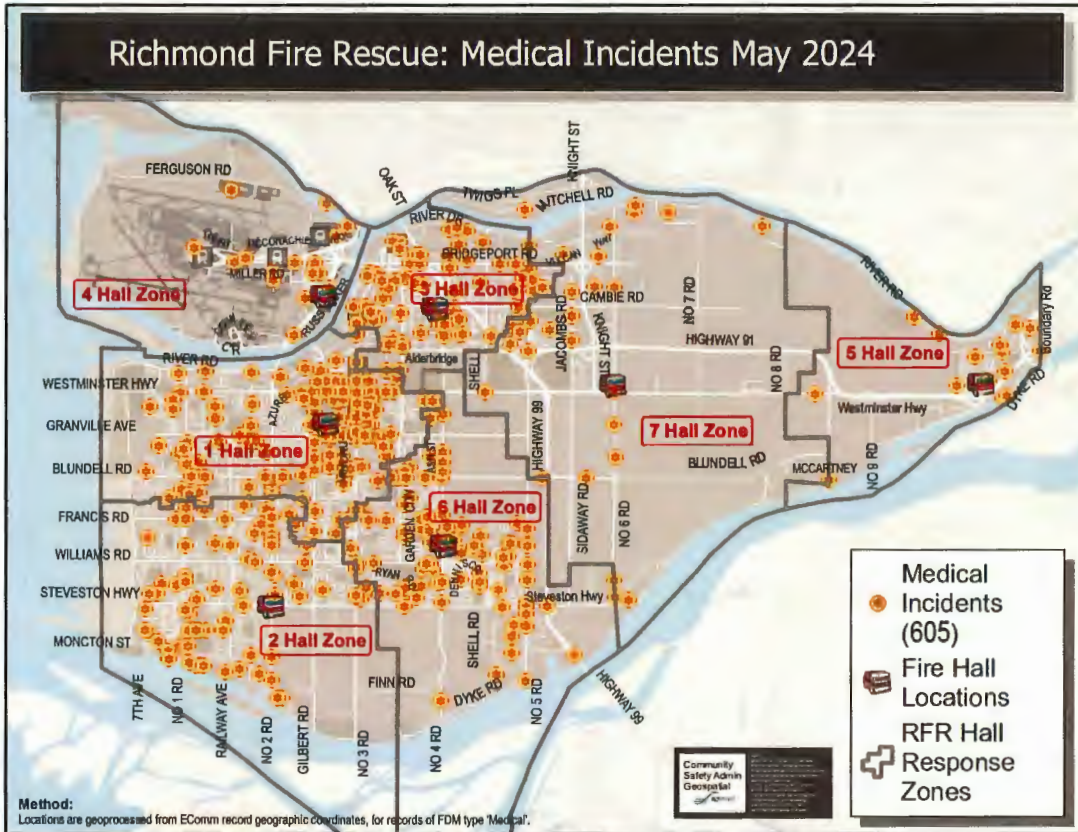


Figure 3: Location of reportable motor vehicle incidents (MVIs) attended in May 2024 (total 75)

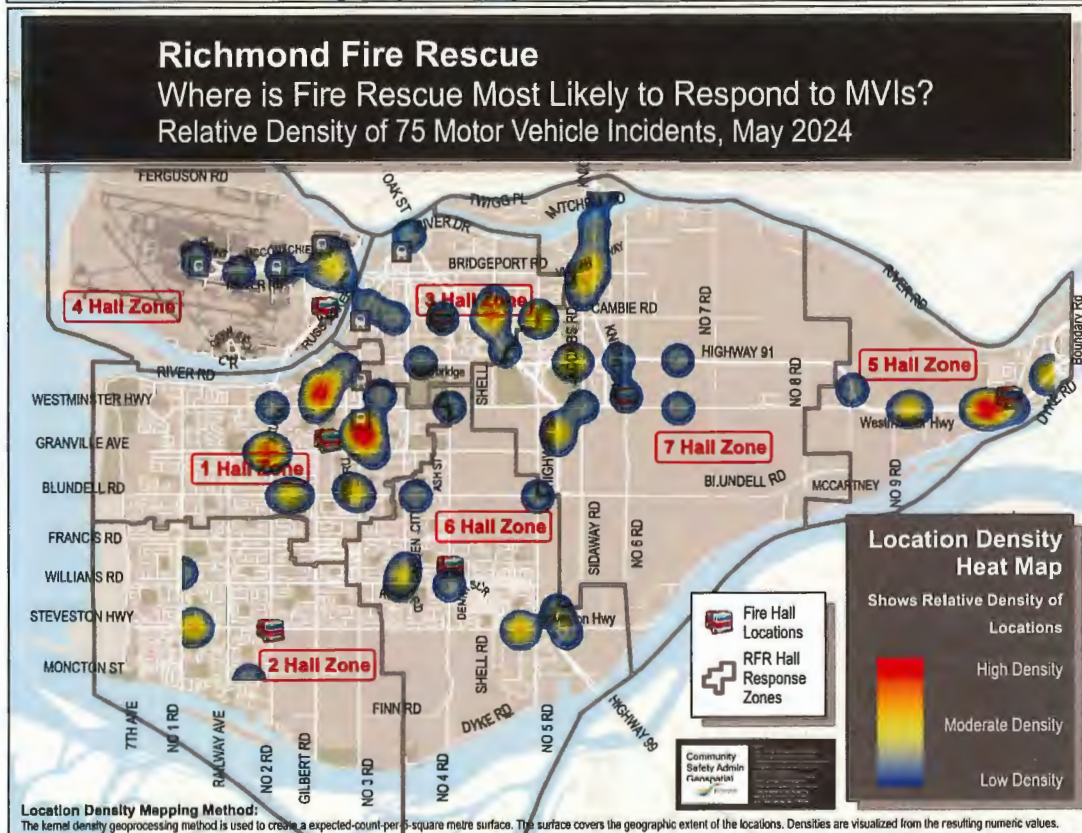


Figure 4: Location of reportable overdose / poisoning incidents attended in May 2024 (total 28)





City of Richmond

Report to Committee

To: Community Safety Committee **Date:** June 13, 2024

From: Dave Chauhan **File:** 09-5000-01/2024-Vol
Chief Superintendent, Officer in Charge 01

Re: RCMP Monthly Activity Report – May 2024

Recommendation from the Officer in Charge

That the report titled “RCMP Monthly Activity Report – May 2024”, dated June 13, 2024, from the Officer in Charge, Richmond RCMP Detachment, be received for information.

Dave Chauhan
Chief Superintendent, Officer in Charge
(604-278-1212)

Att. 3

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER	
SENIOR STAFF REPORT REVIEW	INITIALS:
APPROVED BY CAO	

Report

Origin

At the request of the Community Safety Committee, the Officer in Charge will keep Council informed on matters pertaining to policing in the Richmond community. This monthly activity report for the RCMP provides information on each of the following areas:

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

This report supports Council's Strategic Plan 2022-2026 Focus Area #1 Proactive in Stakeholder and Civic Engagement:

Proactive stakeholder and civic engagement to foster understanding and involvement and advance Richmond's interests.

Analysis

Activities and Noteworthy Files

High-Risk Driving Month

The Richmond RCMP conducted enhanced speed and high-risk driving enforcement in May as part of a province-wide road safety campaign. A series of media releases were issued for public awareness, including a video message from the OIC reminding drivers of the importance of adhering to posted speed limits to ensure the safety of all road users.

Boost and Bust

On May 2, 2024, the Richmond RCMP issued a media release highlighting the growth of the boost-and-bust initiative.¹ This expanded strategy enables frontline officers to be more proactive in targeted patrols, particularly in high-risk areas. Boost-and-bust operations led to 59 arrests in the 2023-24 fiscal year. Additional projects are planned for the coming months.

¹ Boost and Bust projects involve police partnering with local businesses and loss prevention officers to target retail thefts.

Mental Health Awareness

Between May 6 and 12, 2024, the Richmond RCMP recognized Mental Health Awareness Week by highlighting innovative and compassionate policing initiatives currently being deployed in the community. These include the Fox 80 Mental Health Car, the Vulnerable Persons Unit and the RCMP's Road to Mental Readiness program, which is designed to support police officers' mental resilience.

Police Week

Police across Canada connected with local communities during National Police Week from May 13 to 19, 2024. The Richmond RCMP hosted local events at Hamilton Park and the Minoru Centre for Active Living. Officers and volunteers shared information on crime prevention programs and gave visitors a glimpse of police cars and ATVs.



Figure 1: Police Week

Boating Safety

On May 17, 2024, the Richmond RCMP issued a media release promoting National Safe Boating Awareness Week, which included multiple water safety videos featuring Richmond RCMP officers. The Richmond RCMP Marine Unit will be patrolling local waterways throughout the summer, conducting random safety checks and monitoring local boat launches to ensure boaters have the appropriate safety equipment before they head out on the water.

Motorcycle Safety

On May 21, 2024, the Richmond RCMP issued a media release sharing motorcycle safety information featuring first-hand knowledge of a certified RCMP motorcycle operator. Additional social media posts throughout the month highlighted the unpredictable nature of motorcycle riding and the importance of adjusting speed to match road conditions.



Figure 2: RCMP Motorcycle Operator

Analysis of Police Statistics

Arson

There were nine reported arsons in May 2024, which is an increase of four incidents from the previous month. No patterns or trends have been identified.²

Assault Serious (Assault with a Weapon)

There were 20 serious assault events in May 2024, which represents an 11 per cent increase from the previous month and a nine per cent decrease from May 2023. No patterns or trends have been identified. The number of serious assaults this month is within the average range.

The majority of incidents reported in May 2024 involved individuals who were known to each other. Of these, the majority of incidents were domestic assaults.

Auto Theft

There were 39 auto thefts in May 2024, which is approximately double the number of incidents reported the previous month and represents an 86 per cent increase from May 2023. No patterns or trends have been identified. The number of auto thefts this month is above the average range.

Drugs

In May 2024, there were 41 drug offences, which is more than double the number reported the previous month and represents a 28 per cent increase from May 2023. No patterns or trends have been identified. The number of drug incidents this month is within the average range.

Mental Health

There were 244 mental health-related incidents in May 2024, representing a 13 per cent decrease from the previous month and a 23 per cent increase from May 2023. No patterns or trends have been identified. The number of mental health-related incidents this month is within the average range.

There were 95 police apprehensions this month, representing a 32 per cent increase from the previous month and the average hospital wait time increased by seven per cent to 156 minutes. The extended wait time has been attributed to four files with exceptionally long wait times.

Residential Break and Enter

There were 19 break and enters to residences in May 2024, representing a 21 per cent decrease from the previous month and a 10 per cent decrease from May 2023. No patterns or trends have

² In January 2024, a new Uniform Crime Reporting Survey (UCR) code was introduced related to intentionally set fires that do not meet the *Criminal Code* definition of Arson. The new UCR code, 8900-25 Fire – Not Arson, will allow for the more accurate capturing of arson incidents. The introduction of this new UCR code currently prevents comparison to prior year arson counts. Staff will resume reporting trend comparison once sufficient statistically significant data is collected under the new UCR system.

been identified. The number of residential break and enters this month is within the average range.

Commercial Break and Enter

In May 2024, there were 31 break and enters to businesses, which is more than double the number reported the previous month and represents a 63 per cent increase from May 2023. No patterns or trends have been identified. While the number of commercial break and enters this month is above the average range, year to date, these incidents are down 26 per cent compared to the same period last year.

Robbery

There were three robberies in May 2024, which is a decrease of two incidents from the previous month and a decrease of six incidents from May 2023. No patterns or trends have been identified. The number of robberies this month is within the average range.

One robbery occurred in a commercial location where a prolific offender used a shopping cart as a weapon. Another incident involved an online marketplace theft where bear spray was deployed. Both incidents remain under investigation.

Sexual Offences

In May 2024, there were 22 sexual offence files, representing a 38 per cent increase from the previous month and an eight per cent decrease from May 2023.³ No patterns or trends have been identified. The number of sexual offences this month is within the average range.

Approximately 36 per cent of the offences reported in May 2024 were indecent acts/exposing and 27 per cent were sexual assaults.

Shoplifting

There were 145 reported shoplifting thefts in May 2024, which is a 19 per cent decrease from the previous month and almost double the number of incidents reported in May 2023. No patterns or trends have been identified. The number of shoplifting thefts this month is above the average range.

The top targeted location remained consistent with previous months and the most frequently stolen items were clothing, accessories, cosmetics and food.

Theft from Automobile

There were 98 thefts from automobiles in May 2024, which is a 56 per cent increase from the previous month and a 30 per cent decrease from May 2023. No patterns or trends have been identified. The number of thefts from automobiles this month is below the average range.

³ The Sexual Offences category comprises a range of offences including: sexual assault, sexual interference, making and distributing child pornography, possessing and accessing child pornography and indecent acts/exposing.

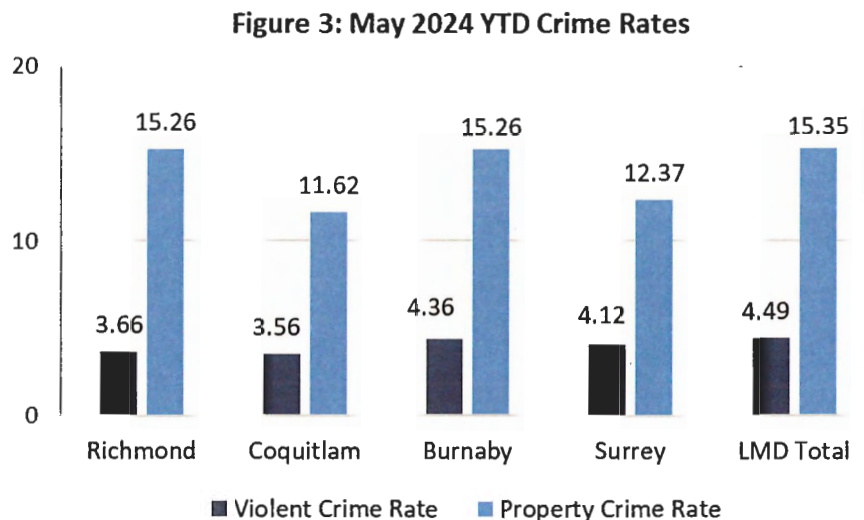
Hate Crimes and Incidents

Table 1 presents the number of hate crimes and hate incidents reported between January 1, 2020 and May 31, 2024.⁴ A “hate crime” refers to any criminal offence targeting an identifiable group. The criteria for an offence to be considered a hate crime, as per the *Criminal Code*, carries a higher threshold and usually involves one or more criminal offences. A “hate incident” may be motivated by the same factors as a hate crime but does not reach the threshold of being a criminal offence. There was one hate incident reported in May 2024, which involved anti-Semitic comments.

Table 1 – Hate Crimes and Hate Incidents			
Year	Hate Crime Files	Hate Incident Files	Total
2020	21	13	34
2021	21	24	45
2022	8	26	34
2023	6	19	25
2024 (TYD)	0	3	3

Crime Trends Across Jurisdictions

Figure 3 presents data on crime rates for the four largest municipalities policed by the RCMP in the Lower Mainland District (LMD) for May 2024.⁵ The property and violent crime rates in Richmond were below the LMD average. Richmond has been experiencing increased property crime types, including shoplifting, contributing to a higher crime rate. Crime reduction efforts are being conducted and additional targeted enforcement projects are being deployed.



⁴ The BC Hate Crimes Unit uses the terms hate-motivated crime and hate-motivated incident.

⁵ Based on PRIME query by Richmond Crime Analysis Unit on May 3, 2024

Block Watch

At the end of May 2024, the Block Watch program had 306 groups, totalling 7,071 participants. Currently, the program includes 434 captains and co-captains.

Community Police Office Programs

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

During May, volunteer highlights included:

- The deployment of three bike patrols, totalling 44 hours.
- A total of 16 Fail to Stop deployments took place, resulting in 658 information letters issued.
- There were 15 Lock Out Auto Crime deployments, resulting in 488 information letters issued.
- Speed Watch was conducted on 25,105 vehicles, resulting in 576 information letters issued.
- May 2 – In collaboration with ICBC, BC Highway Patrol and Metro Vancouver Transit Police, volunteers assisted RCMP officers with Project SWOOP (Speed Watch Out On Patrol). Over 9,000 vehicles were observed at multiple locations throughout Richmond, and approximately 300 information letters were sent to registered vehicle owners.
- May 4 – Volunteers assisted RCMP officers with an information booth at the Safety and Security Fair at Aberdeen Mall. Close to 2,000 attendees were at the event, which featured crime prevention information.
- May 4 – Volunteers assisted RCMP officers with community outreach at the Richmond Night Market.
- May 14 – Volunteers participated in a Police Week event at the Hamilton Community Centre, which featured Safety Bear, Spot the Target and tours of police vehicles.
- May 23 and 28 – Volunteers assisted RCMP officers with Think of Me deployments at Hamilton Elementary School, Garden City Secondary School and Thomas Kidd Elementary School. A total of 22 cards were issued to drivers.

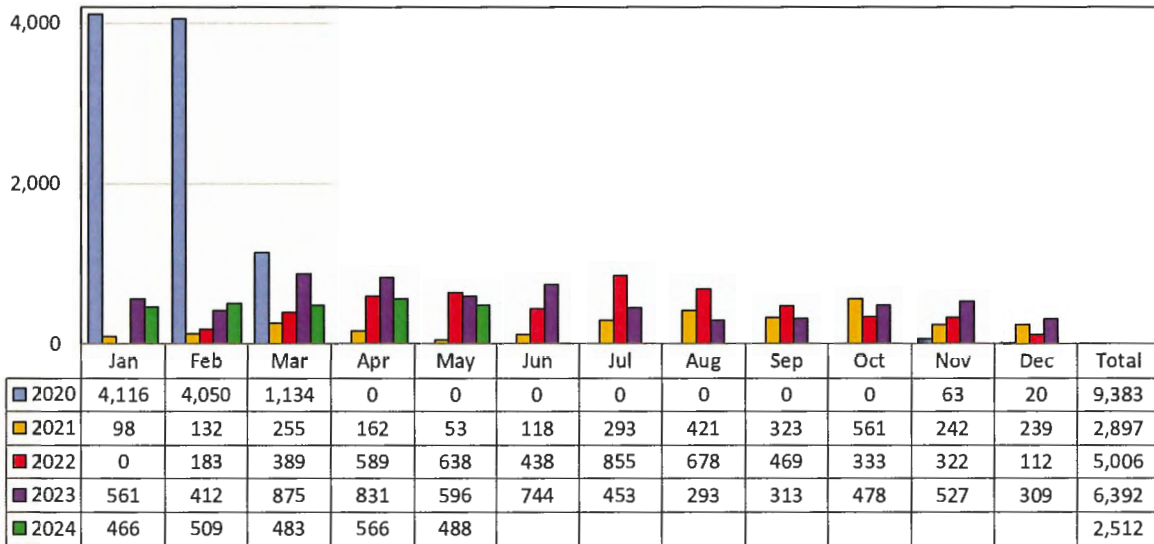


Figure 4: Speed Watch

Lock Out Auto Crime

Figure 5 provides a yearly comparison of the number of vehicle notices issued.⁶

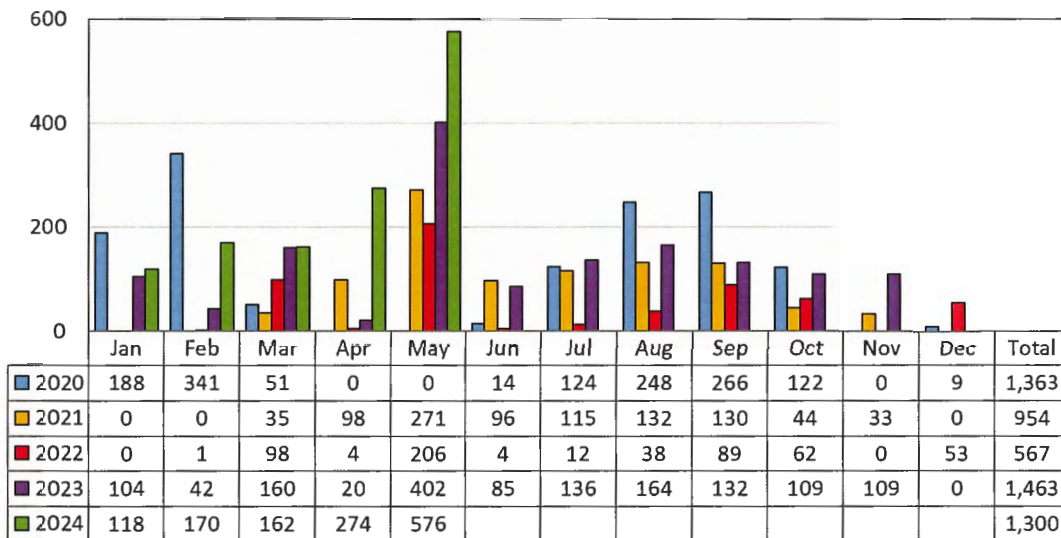
Figure 5: Lock Out Auto Crime Vehicles Issued a Notice



Speed Watch

Figure 6 compares the number of letters sent to registered vehicle owners yearly.

Figure 6: Speed Watch Letters Sent



⁶ Beginning in November 2020, Lock Out Auto Crime letters were issued in place of notices. Letters are only issued to vehicles displaying security vulnerabilities; whereas previously, notices were issued to all vehicles. This has resulted in a significant reduction in the number of letters issued.

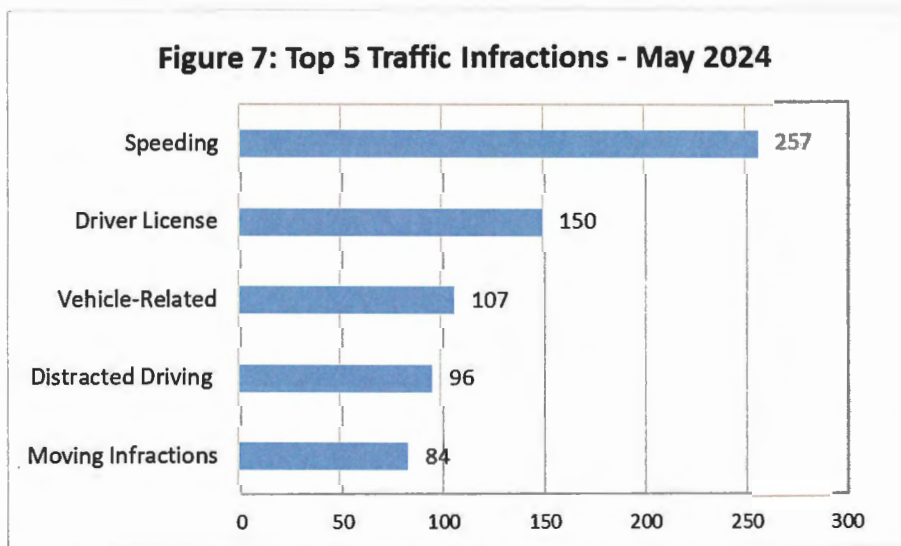
Crime Prevention Unit

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

- Business Outreach
- Diversity and Inclusion Initiatives
- McHappy Day
- Place of Worship Patrols
- Police Week
- Speed Watch

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. A total of 835 violation tickets were issued in May 2024. Figure 7 provides statistics for the top five infractions for which violation tickets were issued in May:



Victim Services

In May 2024, Richmond RCMP Victim Services met with 62 new clients and attended four crime/trauma scenes after hours. The unit currently maintains an active caseload of 94 files. In May, Victim Services responded to several cases involving medical-related sudden deaths, assaults and mental health-related issues.

Youth Section

The Richmond RCMP Detachment's Youth Section focuses on strategies contributing to safe and healthy behaviours essential to developing productive and civic-minded adults. During May, Youth Section highlights included:

- RCMP officers in the Youth Section participated in Road Safety Day held at Hugh Boyd Secondary School on May 31, 2024. This event was a collaborative effort involving first responders, ICBC and other community partners. The aim was to promote road safety awareness among high school students as they approach graduation and the milestone of obtaining their driver's licenses.
- DARE classes were delivered to 486 elementary school students in eight schools.

Financial Impact

None.

Conclusion

In May 2024, the Richmond RCMP conducted several public awareness campaigns, including safe boating and motorcycling. Police statistics for this month indicate that most crime types were within the average ranges, with the exception of auto thefts, commercial break-and-enters and shoplifting incidents, which were elevated. Thefts from vehicles were below average.

In May, the Community Engagement Team and volunteers continued to promote crime prevention and road safety initiatives, including events for Police Week. The Officer in Charge of the Richmond RCMP Detachment will continue to ensure that Richmond remains a safe and desirable community.



Edward Warzel
Manager, Police Services
(604-207-4767)

EW:

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

Block Watch

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

Distracted Driving Program

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

Fail to Stop

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

Lock Out Auto Crime

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

Project 529

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

Speed Watch

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

Spot the Target

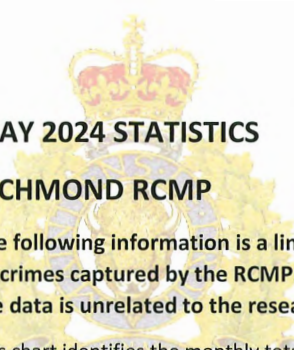
- This initiative consists of frequently stolen items being placed in the volunteer van for participants to identify in order to enhance awareness of thefts from automobiles.

Stolen Auto Recovery

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

Volunteer Bike and Foot Patrol Program

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



MAY 2024 STATISTICS

RICHMOND RCMP

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

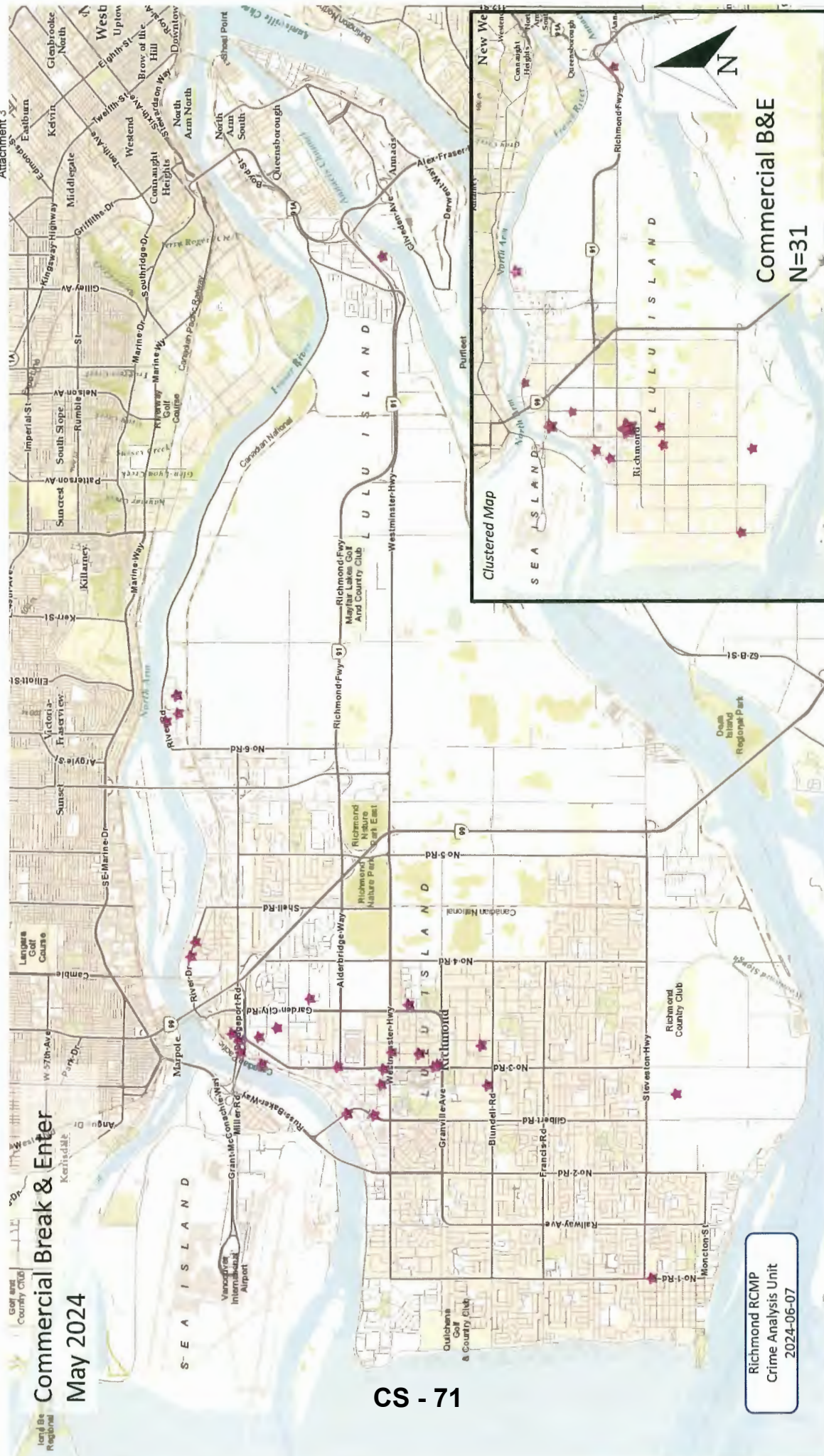
This chart identifies the monthly totals for founded Criminal Code incidents, excluding traffic-related Criminal Code incidents. Based on Uniform Crime Reporting (UCR) scoring, there are three categories: (1) Violent Crime, (2) Property Crime, and (3) Other Criminal Code. Within each category, particular offence types are highlighted in this chart. In addition, monthly totals for Controlled Drugs and Substances Act (CDSA) incidents and MHA-related calls for service are included. Individual UCR codes are indicated below the specific crime type.

The 5 year average is based on activity within a single month over the past 5 years. If the current monthly total for an offence falls outside the 5 year range (using one standard deviation) due to crime trends, patterns, or spikes, it will be noted in **red** if higher and **blue** if below. If the current monthly total for an offence is above the 5 year range due to primarily non-operational reasons such as the new UCR

	Month	5-Yr Avg	5-Yr Range	Year to Date Totals			
	May - 24	May		2023	2024	% Change	# Change
VIOLENT CRIME (UCR 1000-Series Offences)	155	152.2	133-171	759	780	3%	21
Robbery	3	5.0	3-7	19	30	58%	11
Assault Common	56	53.6	50-58	250	253	1%	3
Assault Serious	20	16.6	10-23	102	87	-15%	-15
Sexual Offences	22	20.4	14-27	96	99	3%	3
PROPERTY CRIME (UCR 2000-Series Offences)	730	545.4	473-618	3201	3218	1%	17
Business B&E	31	23.4	21-26	130	96	-26%	-34
Residential B&E	19	25.8	17-35	106	122	15%	16
Auto Theft	39	18.6	12-25	114	122	7%	8
Theft from Auto	98	121.4	105-135	707	377	-47%	-330
Theft	123	82.4	53-111	562	561	0%	-1
Shoplifting	145	61.4	39-84	451	771	71%	320
Fraud	101	73.4	65-82	407	501	23%	94
OTHER CRIMINAL CODE (UCR 3000-Series Offences)	299	218.4	181-256	1299	1443	11%	144
Arson <small>(UCR 1074, 1110)</small>	9	n/c	n/c	n/c	29	n/c	n/c
SUBTOTAL CC OFFENCES (UCR 1000 to 3000 Series)	1192	916.2	819-1014	5259	5493	4%	234
DRUGS (UCR 4000-Series Offences)	41	36.8	24-50	191	106	-45%	-85
MHA RELATED CALLS (MHA files or Mental Health flag)	244	242.0	221-263	1203	1182	-2%	-21

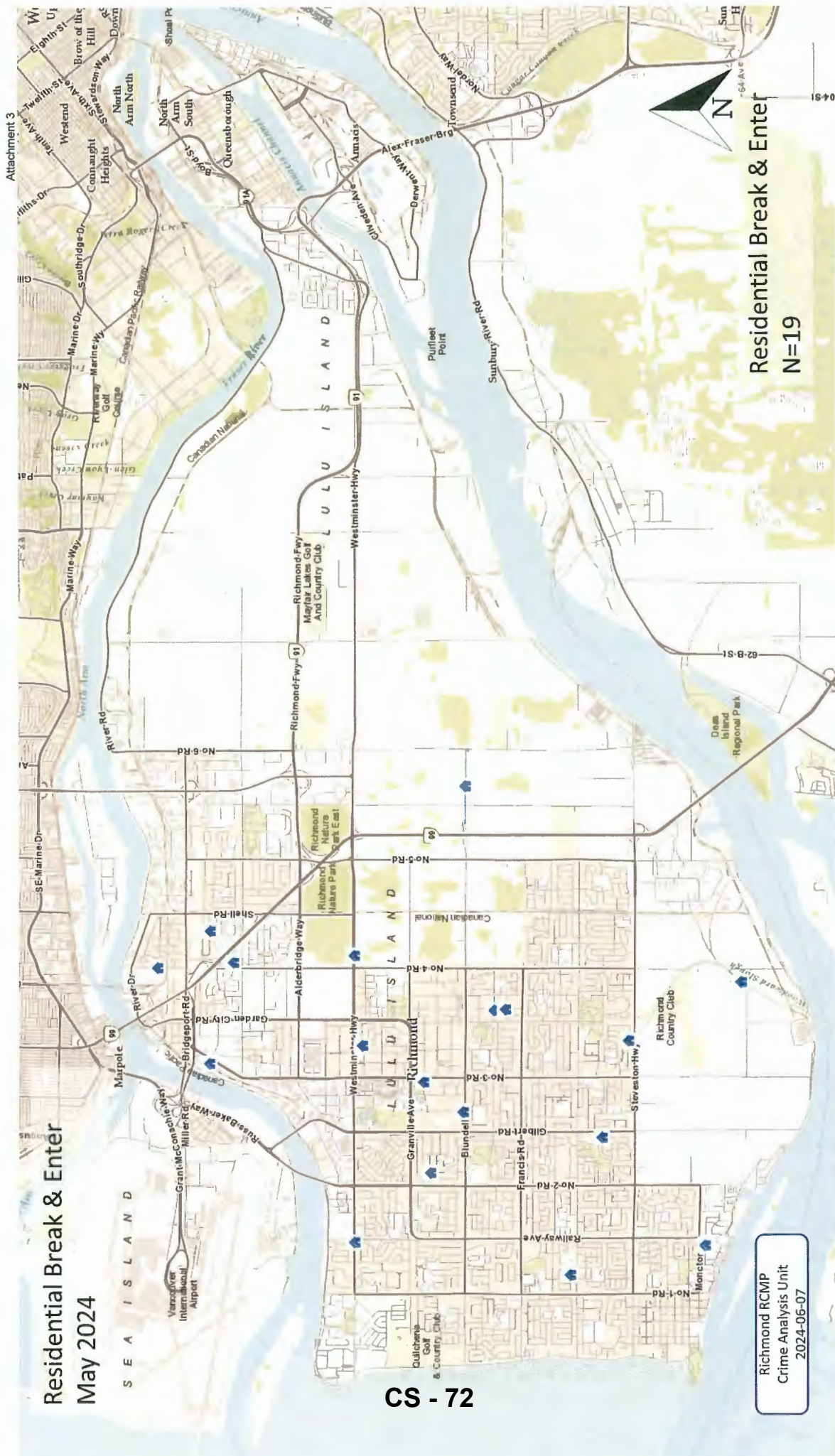
Prepared by Richmond RCMP CAU. Data collected from PRIME on 2024-06-07. Published 2024-06-07. Data subject to change. This document is not to be copied, reproduced, used in whole or part or disseminated to any other person or agency without the consent of the originator(s).

Commercial Break & Enter May 2024



CS - 71

Richmond RCMP
 Crime Analysis Unit
 2024-06-07



Residential Break & Enter
May 2024

Richmond RCMP
 Crime Analysis Unit
 2024-06-07

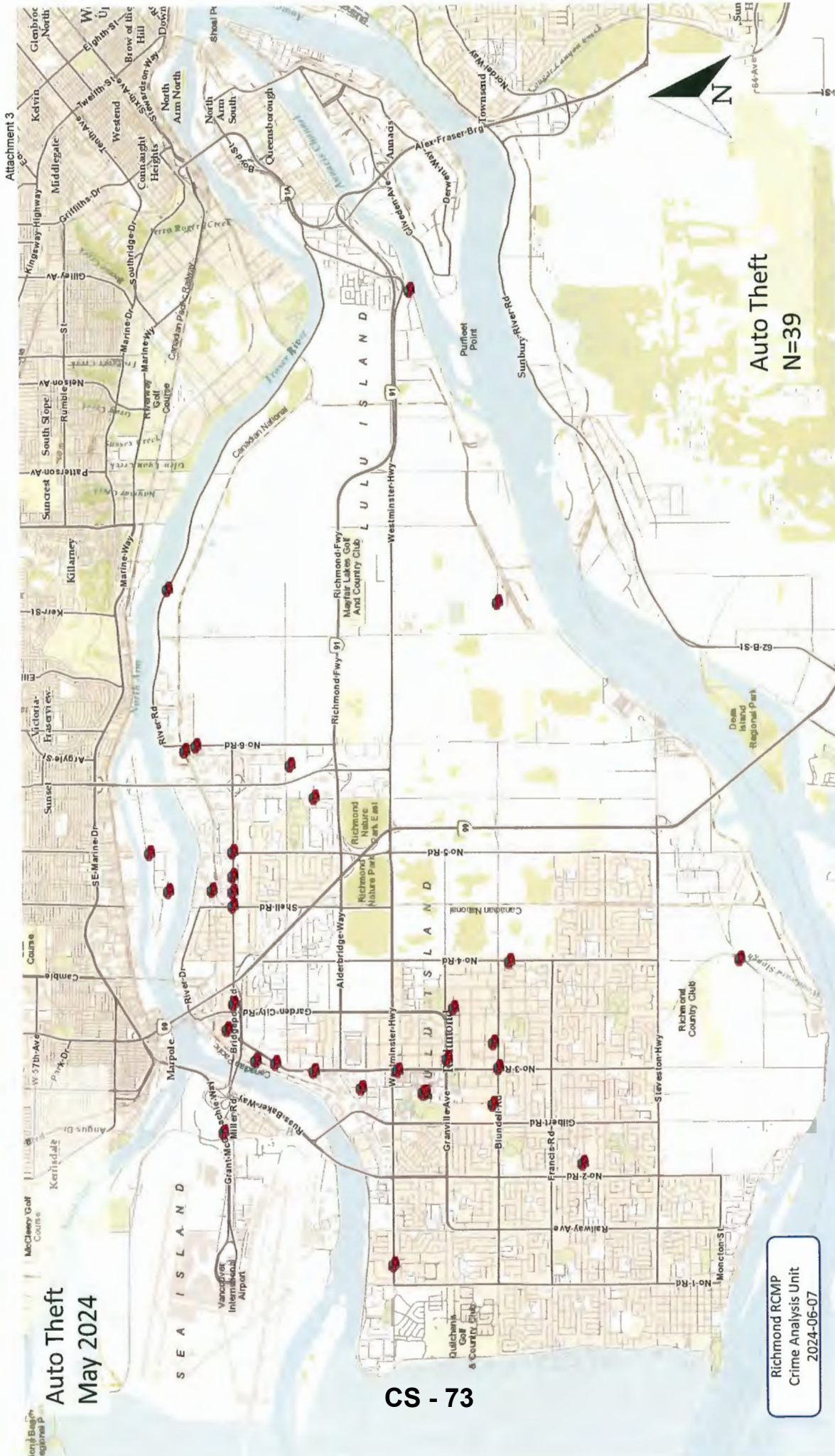
CS - 72

Residential Break & Enter
N=19



15+0

Attachment 3



Attachment 3

Auto Theft May 2024

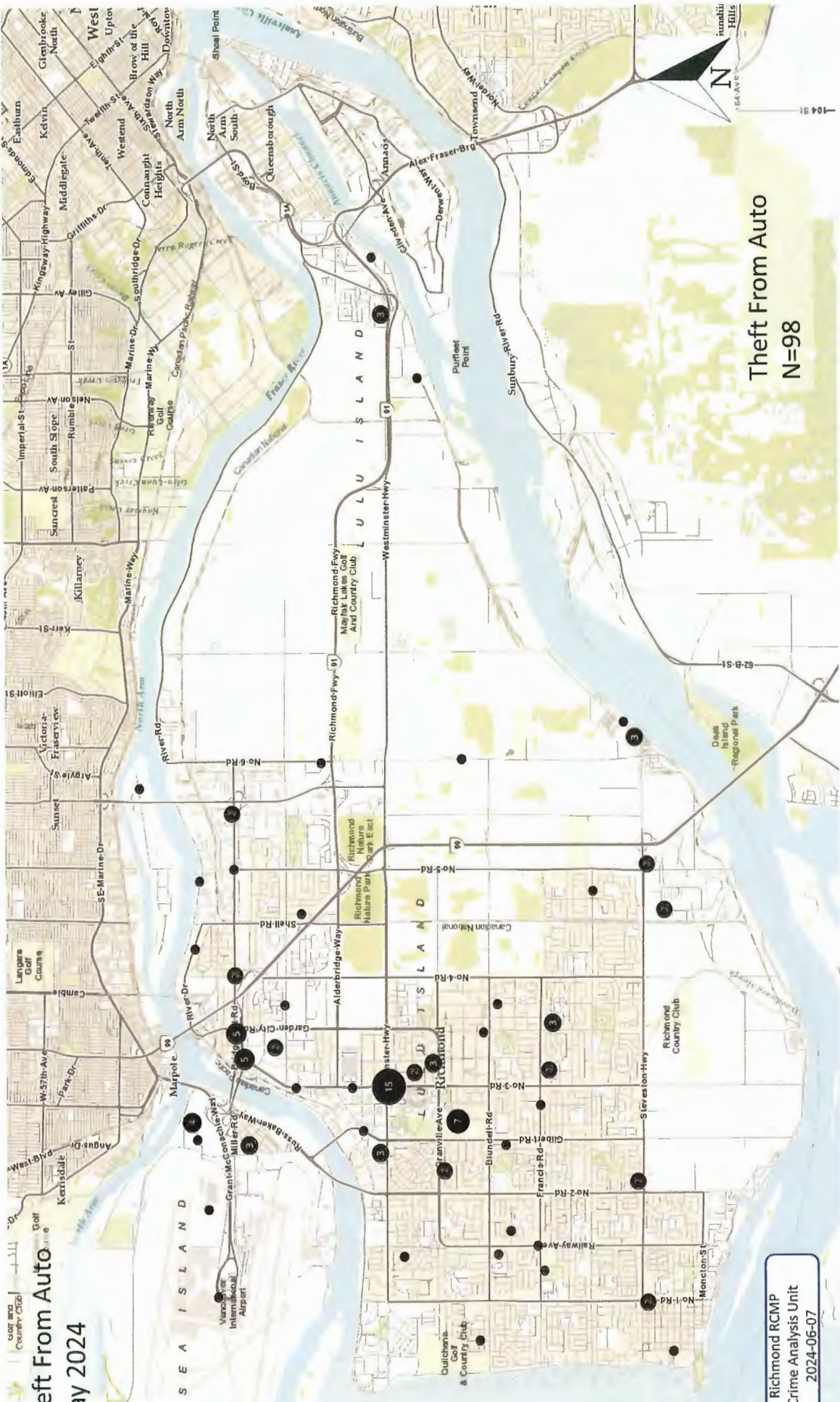
CS - 73

Auto Theft
N=39

Richmond RCMP
Crime Analysis Unit
2024-06-07



Theft From Auto May 2024



Theft From Auto
N=98

Richmond RCMP
Crime Analysis Unit
2024-06-07