



MINUTES OF THE CRIME PREVENTION TASK GROUP

HELD REMOTELY VIA VIDEO CONFERENCE

THURSDAY, FEBRUARY 25, 2021
AT 6:03 P.M.

- Present: Councillor Nathan Pachal, Chair
Valerie Frolander, Member at Large
Jenny Hinch, Chamber of Commerce
Mary Kydd, Senior Representative
Khesro Amin, Member at Large
Nadia Gugubauer, Member at Large
Allen Yuarata, Member at Large
Deborah MacLellan, Member at Large
- Staff: Paula Kusack, Deputy Corporate Officer
Dave Selvage, Community Safety Manager
S/Sgt. Dave Brown, RCMP
- Absent: Heather Giuriato, DLBA
Lida Magnus, Youth Member

1) AGENDA

It was MOVED and SECONDED

THAT the February 25, 2021 agenda be adopted as circulated.

CARRIED

2) MINUTES

It was MOVED and SECONDED

THAT the January 28, 2020 minutes of the Crime Prevention Task Group meeting be adopted as circulated.

CARRIED

Due to technical difficulties with the zoom connection the group consensus was to proceed through the agenda out of order to allow time for staff to fix the connection issue.

3) DISCUSSION

d) CPTED Videos – Marketing Status

The Community Safety Manager advised that the link to the CPTED videos has been updated and has a permanent location on the City's website. Information sheets with the link to the videos have been printed and will be delivered by RCMP members as they make visits to businesses, starting with those on the Fraser Highway one-way section. The RCMP have reported that so far, the information has been well received.

b) Crime Prevention Tips for Business Outreach Flyer Content Ideas

- ii. Discuss content ideas for a one-page flyer related to business crime prevention.

The chair advised that Ms. Gugubauer submitted the following ideas for content consideration:

- Install a security system with surveillance cameras on the outside and maybe on the inside of your business building
- Install an alarm system that is monitored off-site.
- Make sure that the outside of the business building is well lit at night.
- If possible keep front doors and windows clear of posters or signs for improved two-way visibility.
- To prevent vandalism keep the building clear.
- Use deadbolts for the exterior doors.
- Designate restricted areas with signs like "Employees Only" or "Private".
- Low counter displays allow employees to see over them.
- Keep side doors and back doors closed
- Keep limited cash in your registers. A sign indicating that there isn't much cash in the building might help.
- Be alert for customers who enter without a clear purpose.
- If cyber security is necessary, protect your customers online.
- Running security checks on staff and on potential new employees is an accepted practice.

Ms. Hinch suggested creating a one-page flyer for each of the CPTED video content topics. Break down the subject matter into key concepts and put them on the flyer and include a link to the video series online. Send out one per month.

ACTION:

Ms. Hinch, Ms. Gugubauer and Ms. Giuriato will summarize the CPTED video content into text and create a one-page flyer for each video. Once ready, they will send them to the Deputy Corporate Officer for inclusion on a future CPTG agenda for review by the group and subsequent distribution.

It was noted that studies suggest that people need to hear things seven times before it sinks in. Therefore, it is effective to promote key messages several times in different ways to get the message to stick.

Discussion continued about the following:

- Ways to incentivize business owners to implement some of the CPTED suggestions
- Collaborate with local businesses to provide incentives to target harden
- Consider property tax reduction when improvements are installed, if possible
- Find out what incentive offers are already in the marketplace and highlight them to business owners/operators (ie: installing security cameras gets owners a reduction on home insurance)
- Promote crime stats and prevention in high problem areas
- Do statistics indicate if the B & E locations have security systems in place

ACTION: City staff will inquire with the Finance department to see if it is possible to use property tax incentives to encourage businesses to enhance security.

ACTION: Are there ways the RCMP can incentivize the public to implement CPTED principles to reduce crime? S/Sgt Brown will inquire and report back.

- iii. Discuss ideas about how we can distribute the Crime Prevention Tips for Business flyer.

Ms. Hinch offered to distribute/post the flyers on the Chamber of Commerce website and social media outlets. She was confident that Ms. Giuriato would do the same on the Downtown Langley Business Association outlets as well.

ACTION: Ms. Gugubauer volunteered to hand deliver flyers to local businesses as they are released.

ACTION: Staff to add a standing item to the agenda related to identifying a volunteer to hand deliver the Crime Prevention Tips for Business flyer each month.

It was noted that the DLBA ambassadors may be able to deliver the flyers as well.

S/Sgt Brown suggested that the Community Police Office liaison officer can also hand out flyers as the RCMP are looking for opportunities to connect and build a rapport with local business owners.

ACTION: When the Crime Prevention Tips for Business flyer is ready for distribution the Deputy Corporate Officer will forward copies to S/Sgt Brown and he will provide them to the Community Police Office for distribution.

ACTION: S/Sgt Brown will forward a copy of the CPTED video link information sheet to the Deputy Corporate Officer to share with the group.

- i. S/Sgt Brown to provide crime statistics/Calls for Service for the business areas north of 54 Avenue.

This item was captured in item 3a) i.

- a) Calls for Service Data
 - i. S/Sgt Brown will review Calls for Service data to help determine high call areas, types of calls etc. to assist with determining target areas to share information and educate the public.

S/Sgt Brown reviewed the data sheet which offered detailed information about the types of calls for service. Data can be analyzed by location, type of call etc.

The Chair noted that if the data provided can be filtered it would be very useful in targeting specific crime prevention campaign ideas in specific areas, maximizing value and effectiveness.

ACTION: S/Sgt Brown advised that the analyst that created the spreadsheet could attend the next meeting and explain how to filter out the desired information.

- c) Crime Prevention Education Among Youth

S/Sgt Brown provided an information update related to what the RCMP are currently doing to educate youth in general, and relation to gang violence. The current gang conflict involves three different groups and this level of activity is unprecedented in the Lower Mainland. In response, many specialized RCMP teams are working together and he is encouraged by what is happening on the enforcement front.

On the education side he advised that officers are identifying at-risk, vulnerable youth through school counsellors and administrators and are providing specific support to them. They have learned that doing group intervention is not very effective as the kids that come to assemblies of that nature are not the kids most at risk. Providing at-risk kids with direct support is more effective.

ACTION: S/Sgt Brown will forward an email with more details about the GRIP program for information.

4) **UPDATES**

a) RCMP January Property Crime Map

A brief review of the crime map was provided and discussion ensued about how to connect new people in redeveloped areas to the Block Watch program. S/Sgt Brown advised that door to door is the best way to engage new residents in the Block Watch program. He will brainstorm with his staff to try to think of other effective ways.

Ms. Kydd noted that strata councils can request a presentation from Florence, the Block Watch Coordinator at the main RCMP detachment. Perhaps property management companies can be engaged as well.

ACTION:

S/Sgt Brown will report back if the RCMP reaches out to new residents about the Block Watch program.

Mr. Amin noted that he has seen posters from the CPO office in many local buildings that has information about crime prevention. He felt like the RCMP are actively reaching out to the community.

5) **STANDING ITEM**

a) Seniors Outreach Project

- i. Flyer Content Review /Approval
 - Phone Fraud – for early April release

The group consensus was that the content for the phone fraud flyer was well done. It was noted that the Canadian Anti-Fraud website has a lot of valuable information.

- ii. Community Feedback Information

The Chair noted that the City has been receiving great feedback about the flyers from the public and distribution partners. He has seen the flyers in business windows around town as well. He thanked Ms. Kydd for delivering 40 flyers door to door around the downtown core.

This small gesture is having a big impact in our community and is meaningful to our community members.

- iii. Ideas for Flyer Topics
 - Online Reporting
 - COVID-19 Fraud Alert
 - Educate Property Managers and Strata Councils about how to reduce mail theft

- Green Dot Program (partner with Langley Division of Family Practice)

Ms. Hinch noted that the Canadian Anti-Fraud website has a lot of good information related to COVID-19 fraud, fake vaccines, how fraudsters are using COVID to take advantage of seniors.

The group agreed that the next flyer should be related to COVID-19 fraud and there was a suggestion to include the Canadian Anti-Fraud website link again.

Mr. Amin volunteered to create content for the next flyer related to COVID-19 fraud. It is scheduled for mid-May distribution.

- b) 2020 “Know Your Neighbour” Campaign – deferred to 2021

6) ROUND TABLE

There was discussion about door to door canvassers and how to tell if they are legitimate. S/Sgt Brown reminded members that if someone comes to their door and seems suspicious, call the RCMP. They will do patrols and locate them. He asked that members share the message with their contacts that the RCMP want you to call if there is any suspicious activity in your area.

Discussion about the reasons for increased mail theft, which leads to identity theft.

Ms. Hinch advised that she will be opening a retail storefront location for her business, Lucid Water, on Fraser Highway in Aldergrove. She welcomed members to stop by and say hi if they are in the area.

S/Sgt Brown advised that officers from the CPO office will be visiting locations that have been victims of break & enter to discuss target hardening. He will report back on how those visits are going and if there has been any uptake in the CPTED, target hardening process.

MOVED AND SECONDED

THAT the meeting adjourn at 7:30pm.

CARRIED

CHAIR

Certified Correct:
pdk

DEPUTY CORPORATE OFFICER