



CRIME PREVENTION TASK GROUP

THURSDAY, JANUARY 28, 2021 AT 6:00 p.m.

Via Video Conference

A G E N D A

1) **INTRODUCTIONS**

2) **AGENDA**

Adoption of the January 28, 2021 agenda.

3) **MINUTES**

- a) Adoption of the minutes of the Crime Prevention Task Group meeting held December 3, 2020.

4) **DISCUSSION**

- a) Inspector Sukh Parmar's Retirement
- b) 2021 Annual Work Plan
 - i. Discuss ideas of potential projects, presentation etc.
 - ii. Schedule working session for February agenda to confirm actions
 - iii. Business Outreach, Resident Outreach, and Seniors Outreach

5) **UPDATES**

- a) RCMP CPTED Video Series - Status Update
Dave Selvage
- b) Update on possibility of including crime prevention educational insert in annual tax notice mailout
Dave Selvage
- c) RCMP December Property Crime Map

6) STANDING ITEM

- a) Seniors Outreach Project
 - i. Community Feedback
 - ii. Flyer Content Review /Approval
 - o Door-to-Door Canvassing – for late Feb release
 - iii. Ideas for Flyer Topics
 - o Phone Fraud
 - o Online Reporting
 - o COVID-19 Fraud Alert
 - o Educate Property Managers and Strata Councils about how to reduce mail theft
- b) 2020 “Know Your Neighbour” Campaign – deferred to 2021

7) ROUND TABLE

ADJOURNMENT

2021 MEETING DATES

Feb 25, Mar 25, Apr 29, May 27, Jun 24, Jul 29, Sep 30, Oct 28, Nov 25

Please notify Paula Kusack at pkusack@langleycity.ca if you are unable to attend the meeting.



MINUTES OF THE CRIME PREVENTION TASK GROUP

HELD REMOTELY VIA VIDEO CONFERENCE

THURSDAY, DECEMBER 3, 2020
AT 6:02 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
Lida Magnus, Youth Member
Heather Giuriato, DLBA

Absent: Deborah MacLellan, Member at Large

Staff: Paula Kusack, Deputy Corporate Officer
Dave Selvage, Community Safety Manager
Inspector Sukh Parmar, RCMP

1) **AGENDA**

MOVED BY Member Hinch
SECONDED BY Member Frolander

THAT the agenda be adopted as amended adding a review of the November RCMP Crime Analyst map.

CARRIED

2) **MINUTES**

MOVED BY Member Giuriato
SECONDED BY Member Magnus

THAT the October 29, 2020 minutes of the Crime Prevention Task Group meeting be adopted as circulated.

CARRIED

3) **DISCUSSION**

a) RCMP Video Series – CPTD - *Insp. Parmar*

i. Present selected videos

Insp Parmar advised that the CPTED videos were complete resulting in eight 4-8-minute clips, totaling 25 minutes. He felt they will benefit victims of business break and enters, and that business owners will find it informative and helpful. Overall a success in educating the public about CPTED.

The video clip topics include:

- Introduction
- Natural Access and Control
- Natural Surveillance
- Territoriality and Defensible Space
- Target Hardening
- Maintenance and Management
- Online Reporting
- Conclusion

The group previewed one of the segments called Maintenance and Management.

The group consensus was the project was a success. The following points were made:

- Links will be posted on the City website and staff will connect with representatives from the DLBA and the GLCC to arrange to have links posted on their websites and sent out through all social media networks, including the RCMP;
- Employers are encouraged to show the videos to new staff as part of their onboarding process as the videos are a great tool to utilize to educate and inform;
- It's great that the video clips are short as business owners don't have a lot of time to sit and watch something lengthy.

The Chair noted that it was impressive how quickly this idea was acted on. He congratulated the RCMP and the CPTG group.

ii. Determine Joint Public Release Content

Insp Parmar advised that the RCMP is ready to publicly launch the videos immediately and would wait for the go ahead from the other agencies.

He added that the USB stick also includes a short clip promoting the online reporting tool on the RCMP website.

iii. Funding for USB instead of CD for distribution?

Insp Parmar advised that the total size of the 8 videos required a medium size USB stick. He is reviewing how to sustain the funding to continue to distribute USBs instead of CDs. The RCMP has budget to start the project but cannot maintain or sustain it on an ongoing basis. He is looking for contributions from the partners to fund that distribution to businesses.

It was determined that the City, DLBA and Chamber of Commerce would share the links on their social media and websites and can forward the link to anyone who inquires about it allowing them to download the content directly, rather than distributing a hard copy on USB. Insp Parmar agreed and encouraged the group to share it widely. If the plan is to continue to provide it to businesses that have been victims of break and enter, and get the information in the form of the USB, future funding will need to be determined. The group agreed that they would like to have the USBs handed out to some businesses.

ACTION:

Staff from each partner will collaborate on a joint public press release.

MOVED BY Member Hinch

SECONDED BY Member Magnus

THAT Council direct staff to upload the RCMP CPTED Video Series to Langley City's YouTube page, website, and social media.

THAT Council direct staff to work with the RCMP, Greater Langley Chamber, and Downtown Langley Business Association to prepare a joint press release on the RCMP CPTED Video Series.

CARRIED

4) FOR INFORMATION

a) RCMP October and November Property Crime Map – *Insp. Parmar*

Insp Parmar reviewed the map noting the year do date changes. Everything was down from 2019 except for mail theft.

There was discussion about how to engage and educate about mail theft directly with property management staff and strata councils for owned and rental buildings. It was suggested that perhaps a notification could be included in the annual tax notice to help educate and reduce mail theft.

ACTION:

The Community Safety Manager will discuss that option with the City's finance department and report back.

The Chair advised that the City's Advisory Design Panel reviews new developments before they come to council for consideration and that group is always encouraging developers to address the issue of mail theft by including mail rooms with secure doors and windows and high-quality mail boxes in new developments. Future buildings will not have the same issues as older buildings do with mail theft.

There was general discussion about mail theft and porch pirates (theft of packages from front doors). Insp Parmar was not certain if the 'mail theft' statistic included porch pirates.

The Chair agreed to ask developers at the next ADP meeting if they have considered long term solutions for how parcels can be delivered to mailrooms more safely than the current practice of leaving them in the open.

- b) "Security Tips for Seniors Briefing", submitted by Val Frolander for information

This information was provided to the group for interest purposes.

- c) Theft video consent

Ms. Magnus advised that the consent forms are underway and she will forward them to the Deputy Corporate Officer soon.

5) **STANDING ITEM**

- a) Seniors Outreach Project

- i. Flyer Review
 - o Elder Abuse

The group reviewed the flyer content and agreed it was good to go. Staff will forward it to council and then distribute to the partners for further distribution to the public.

- ii. Ideas for Flyer Topics
 - o Phone Fraud
 - o Online Reporting
 - o Door-to-Door Canvassing
 - o Engaging property mgmt. and large rentals about mail theft

Ms. Frolander volunteered to create content for the next flyer. There was discussion about which topic should be next and it was determined that Door-to-Door Canvassing would be next. That flyer will be distributed in February.

o

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

6) ROUND TABLE

Ms. Kydd shared that the Langley Seniors Action group is hosting a number of informative Zoom courses over the next while including information about addressing anxiety and isolation, listening and singing Christmas carols and baking. They are fun and interactive and a great way to connect to other isolated seniors.

Ms. Hinch shared information she received from Dianne Robinson, RCMP about a COVID-19 Fraud Alert. She felt this should be considered for a flyer topic.

ACTION: Staff will add it to the discussion topics on the next agenda.

MOVED BY Member Hinch
SECONDED BY Member Giuriato

THAT the meeting adjourn at 7:30pm.

CARRIED

CHAIR

Certified Correct:
pdk

DEPUTY CORPORATE OFFICER

Paula Kusack

Subject: FW: My retirement

From: SUKH PARMAR <sukh.parmar@rcmp-grc.gc.ca>

Sent: January 20, 2021 11:23 AM

To: Paula Kusack <pkusack@langleycity.ca>

Subject: RE: My retirement

Paula,

Thank you very much.. Tough decision... but the timing was right. Please thank the CPTG for their hard work and dedication to make Langley a better place.

Sukh

From: SUKH PARMAR <sukh.parmar@rcmp-grc.gc.ca>

Sent: January 19, 2021 3:26 PM

Subject: My retirement

Hello everyone,

After 9 postings and 8 physical transfers, I have decided to retire. Friday will be my last work day. I am excited about the next chapter in my life as I will be taking a job as a teacher with the Chilliwack School District. This will allow me to return to my passions of teaching and coaching football. I look forward to building a high school football program. I believe teaching and coaching are more conducive to servant leadership.

I have met some wonderful people throughout my career, so I would like to thank everyone for their support, laughs, kindness, and friendship for the last 25 years.

I will not miss the tragedies, traumas, and witnessing abject poverty in policing.

Look after each other.

I wish everyone the very best.

Sukh

2020 CRIME PREVENTION TASK GROUP

List of task group mandates and the applicable action items related to their completion

	2020 Mandates	2019 Mandates	Applicable Action Items
1	Continuing to advance media messaging around crime prevention and community defense model programs in collaboration with the City's Communication Officer	Continue to work on media messaging around Crime Prevention and work with the City's Communication Officer to develop messaging to the public in the monthly newsletter.	11: Destigmatize the inferred relationship between the homeless population and criminal activity; 14: Change the stigma that Langley City is not a safe community; 19: Educate businesses and residents on resources available with regard to crime prevention
2	Continue "Know Your Neighbour" Campaign	Continue with the "Know Your Neighbour" campaign including promotion during Public Safety Week and Anti-Fraud Week.	14: Change the stigma that Langley City is not a safe community; 20: Encourage the public to make stronger community ties within the City – know their neighbours, connect people together
3		Advocate for an increase in RCMP foot and bike patrol in the downtown core and at crime hot spots.	14: Change the stigma that Langley City is not a safe community
4	In partnership with the Community Police Office, promote and educate residents about existing RCMP programs such as Block Watch, crime prevention such as CPTED, and community defense model programs such as neighbourhood gatherings	Promote and educate the public about existing RCMP programs.	10: Address the perception vs. the reality of theft from auto in the City, feel that the perception of crime is worse than the reality; 19: Educate businesses and residents on resources available with regard to crime prevention 20: Encourage the public to make stronger community ties within the City – know their neighbours, connect people together

2020 CRIME PREVENTION TASK GROUP

	2020 Mandates	2019 Mandates		Applicable Action Items
5		Work with the Youth Committee and the RCMP to discuss and educate the public about issues such as cyber bullying. Host community building programs, such as sports day, hockey games, and basketball games, targeting high risk youth and their parents.		
6		Partner with the Community Police Office to develop strategies such as CPTED reviews at geographic locations where there are high levels of crime, a bike registration program, bike safety training, scooter safety training, etc.		20: Encourage the public to make stronger community ties within the City – know their neighbours, connect people together
7	In partnership with the Community Police Office, Downtown Langley Business Association and Chamber of Commerce, promoting and educating business owners about existing RCMP programs, crime prevention, and community defense model programs	Partner with the Downtown Langley Business Association and Chamber of Commerce to introduce an incentive program for property owners to implement crime prevention initiatives including CPTED		19: Educate businesses and residents on resources available with regard to crime prevention
8		Partner with the Langley Seniors Resource Centre to create strategies to educate the public on how to address senior related issues such as elder abuse.		

2020 CRIME PREVENTION TASK GROUP

	2020 Mandates	2019 Mandates		Applicable Action Items
9	Requesting presentations from the RCMP and local non-government agencies to educate members about on Crime Prevention and Community Defense Model programs, strategies, and issues.	Conduct presentations with the RCMP to different stakeholders on crime prevention and reduction strategies.		11: Destigmatize the inferred relationship between the homeless population and criminal activity

2020 CRIME PREVENTION TASK GROUP

Action Items created from
brainstorming session

	2020 Mandates	2019 Mandates	
		Action Items	
		BRAINSTORM IDEAS from the March 28/19 Meeting	
10		Address the perception vs. the reality of theft from auto in the City, feel that the perception of crime is worse than the reality	
11		Destigmatize the inferred relationship between the homeless population and criminal activity (eliminate abandoned shopping carts)	
12		Determine where the high crime areas are	
13		Develop ideas to build a safer community and build a better sense of community	
14		Change the stigma that Langley City is not a safe community	
15		Help make the community safer	** It was noted that all members agreed this action item is the group's overall goal and applies to all mandate items
16		Find ways to make the public feel safe in the City, fix the bad reputation	
17		Make the City more welcoming and accepting to the public	
18		Help those who are trying to find a way out of a gang or criminal lifestyle	
19		Educate businesses and residents on resources available with regard to crime prevention	

2020 CRIME PREVENTION TASK GROUP

	2020 Mandates	2019 Mandates	
20		Encourage the public to make stronger community ties within the City – know their neighbours, connect people together	
21		Find ways to feel closer ties to the community (particularly those in multi-family developments where there are less opportunities to interact with neighbours)	
22		Understand how Langley will move forward with the legalization of cannabis and how Langley is dealing with the fentanyl crisis	
23		Make safer streets	
24		Host more evening events to get more people in the streets and eliminate the opportunities for crime to take place	

1.0 Background:

Crime Prevention

Crime prevention looks at people who are not involved in criminal activity and asks, “What can we do to make sure they never come into conflict with the law?” Crime prevention also looks at places and situations which are not yet troubled by much criminal activity and asks, “How can we make sure crime never becomes a significant problem here?”

Crime prevention can be broken down into people-, place- and situation-oriented strategies. The people-oriented strategy is usually known as “crime prevention through social development,” or CPSD¹. Place-oriented strategies are known as “crime prevention through environmental design,” or CPTED². When combined with situational approaches, these strategies form a holistic and effective crime prevention package.

Situational crime prevention looks at particular circumstances in which people interact with one another and with the built environment, identifies particular risky combinations, and looks for solutions specific to those situations. Solutions may include:

- Increasing the effort required to commit a crime, making it less attractive;
- Increasing the risk of being caught;
- Reducing the potential rewards of crime;
- Reducing provocations and temptations;
- Removing excuses for committing crime.

¹ CPSD involves long-term, integrated actions that deal with the root causes of crime. It aims to reduce risk factors that start people, particularly children and youth, on the road to crime, and to build protective factors that may mitigate those risks. CPSD works at making people healthy, responsible and resilient and promotes community values about non-violence and respect for other people and their property, and helps young people resist peer pressure and make good decisions.

² CPTED relates to places and things, the “built environment,” which can be either targets of criminal activity or the location where crime takes place. The proper design, effective use and maintenance of the built environment can lead to a reduction in the incidence and fear of crime, and an improvement in quality of life. Through the effective use of CPTED principles, crime, nuisance behaviour and the fear of crime can be reduced.

Some of these solutions involve a combination of people-oriented and place-oriented strategies that overlay with crime prevention through social development or environmental design.

Community Defense Model Program

This model is characterized by a collective effort of neighbourhood residents who can be organized to act collectively in an effort to reduce the opportunity for crime by assuming a more vigilant and proprietary concern over their neighbourhood. Principles include:

- Community-based;
- Informal social control;
- Local collective action;
- Behaviour reinforcement or modification;
- Situational crime prevention measures.

A community was suffering from a number of problems including drug trafficking, vandalism, litter, burglary, derelict housing stocks, etc. A consortium of local residents, community groups, as well as police and city agencies organized a 'block club', established to take ownership, resolve neighbourhood issues and to nurture social cohesion and informal social control. Residents were organized and trained by the police to identify, record and report suspected criminal activity on their blocks. Residents also worked with faith-based group to develop standards of conduct for the community.

2.0 Mandate:

The mandate of the group includes:

- Continuing to advance media messaging around crime prevention and community defense model programs in collaboration with the City's Communication Officer
- Continuing with the "Know Your Neighbour" campaign
- In partner with the Community Police Office, promoting and educating residents about existing RCMP programs such as Block Watch, crime prevention such as CPTED, and community defense model programs such as neighbourhood gatherings

- In partnership with the Community Police Office, Downtown Langley Business Association and Chamber of Commerce, promoting and educating business owners about existing RCMP programs, crime prevention, and community defense model programs
- Requesting presentations from the RCMP and local non-government agencies to educate members about on Crime Prevention and Community Defense Model programs, strategies, and issues.

3.0 Composition:

3.1 Membership:

- One non-voting member of City Council to be appointed by the Mayor
- Five Community-at-Large members to be appointed by City Council
- One member from the Downtown Langley Business Association
- One member from the Greater Langley Chamber of Commerce
- One member from the senior community
- One member from the youth community

The Chair shall be the appointed council member.

3.2 Staff Liaison

- One City of Langley staff to be appointed by the CAO
- One member from the Langley RCMP
- Additional staff and/or consultants may be invited to provide technical advice and assistance

3.3 Affiliated Agencies:

Representative(s) from the Affiliated Agencies will be requested to provide expert advice when deemed appropriate to assist the Task Group to fulfill its mandate.

4.0 Reporting Relationship:

The Group will report to City Council through its meeting minutes and by making recommendations to City Council utilizing Committee Reports to Council.

5.0 Accountability:

The Group is accountable to City Council. The Group will not have the authority to give direction to staff or to commit to expenditures of funds.

6.0 Administration:

The City of Langley will provide administrative support to the Membership to carry out the mandates of the group.

7.0 Meetings:

The Group shall meet monthly, or at the call of the Chair, in a facility provided by the participating partners.

A quorum shall be a majority of the total voting membership.

8.0 Terms:

The terms of the group shall cease on December 31, 2021. The terms may be extended to allow the group to fulfill its mandate.

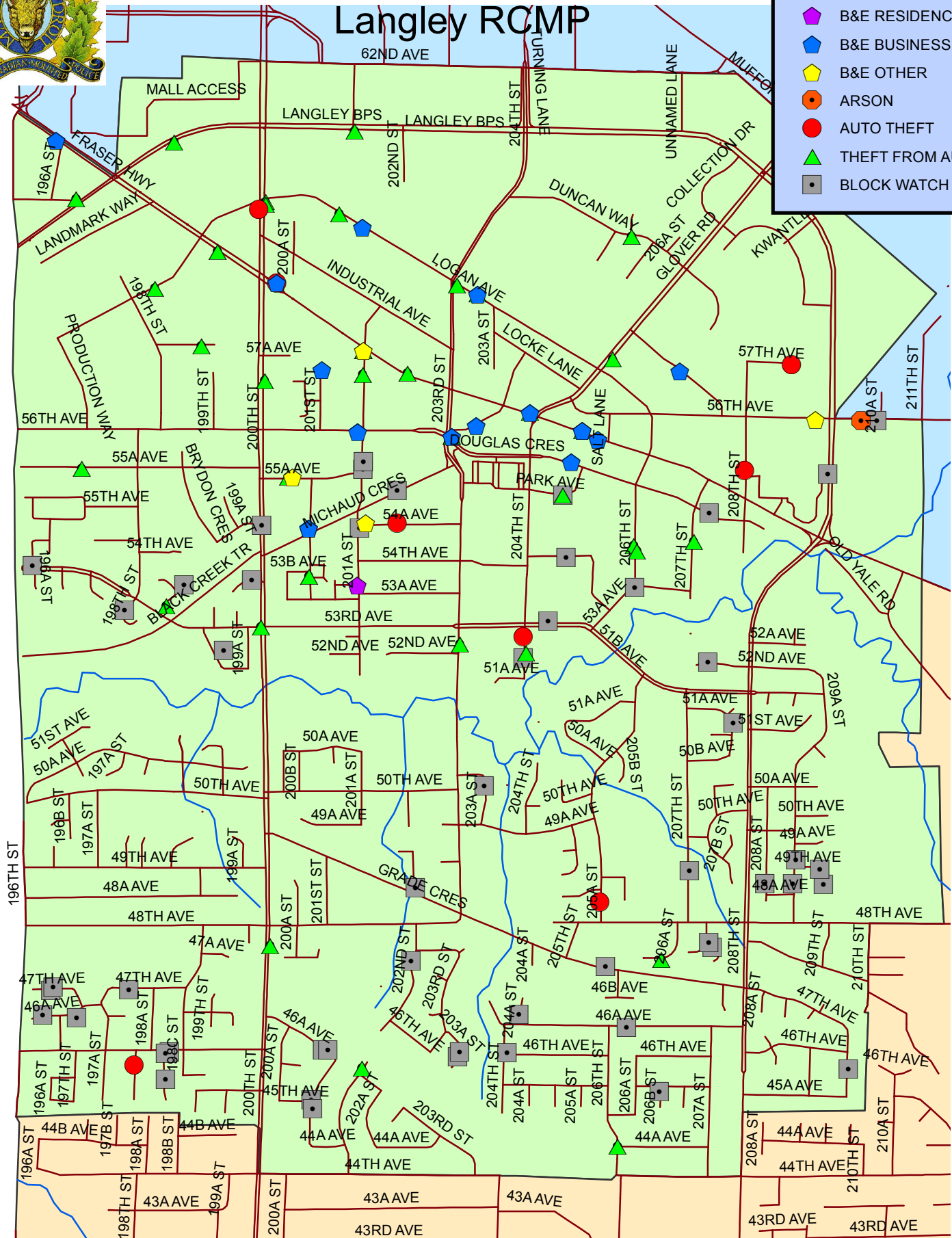


Langley City Property Crime 2020-Dec-01 to 2020-Dec-31

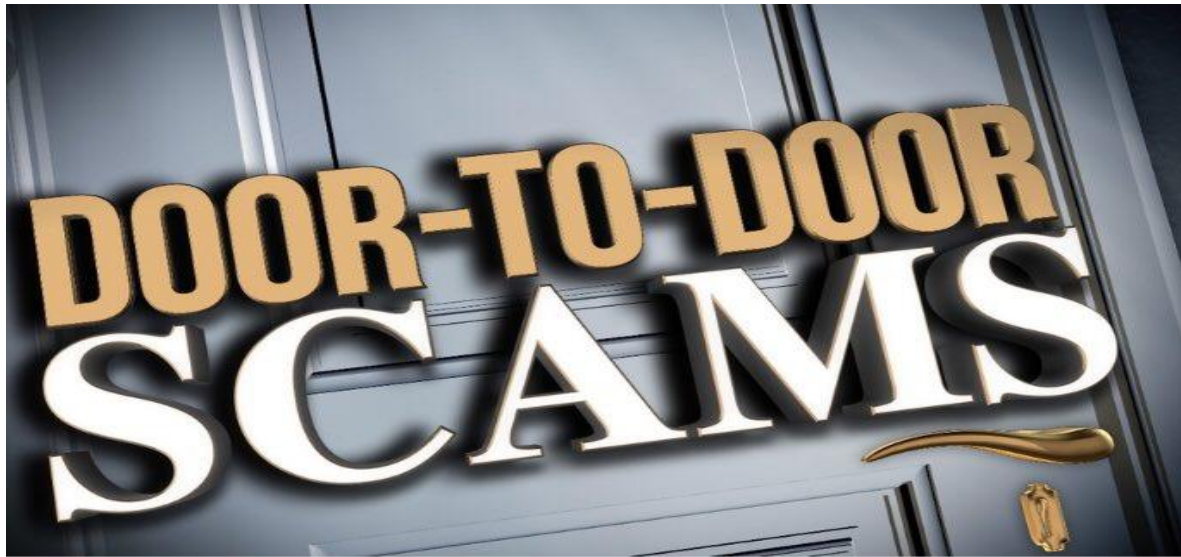
Langley RCMP

Legend

- B&E RESIDENCE
- B&E BUSINESS
- B&E OTHER
- ARSON
- AUTO THEFT
- THEFT FROM AUTO
- BLOCK WATCH



This document is the property of the Royal Canadian Mounted Police.
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Did you know? Door to Door Canvassers are regulated in Langley City and need City Council's permission to canvass door to door. Authorized canvassers carry a copy of the approved application and can present it as proof upon request. If they don't have it, they are not authorized to be at your door.

If unauthorized canvassers are in your neighbourhood, call City Hall at 604-514-2800 or the RCMP non-emergency line at 604-532-3200 to report them. If possible provide the name of the charity they claim to be working for and the day and time they called on your house.

The Golden Rule: When an offer seems too good to be true, it usually is ... Keep personal information private.

Never give your bank account, social insurance number, or credit card number to anyone you don't know and trust.

Tips to know about door to door sales / canvassing:

- You are never obligated to allow a salesperson into your home;
- Never rush into making a purchase or donation because you feel pressure from the canvasser – it's okay to say "No thank you";
- If you are unsure about a person, ask them to leave or insist on an employee number and call the company yourself to confirm they are actually who they say they are;
- Only donate to reputable charities that you know and trust. Do not donate to unknown charities. Always verify the charity before donating if little is known about them.

If you have been a victim of fraud, **report it to the Canadian Anti-Fraud Centre at 1-888-495-8501.** Don't be afraid to come forward. You are not alone. We are here to help you.



LANGLEY RCMP COMMUNITY POLICING SERVICES

COVID Fraud Alert

We hope everyone is staying healthy. We wanted to send out some information for awareness, in light of the upcoming holiday season and the increasing popularity of online sales / instore pickup in light of the COVID-19 pandemic.

There has been several cases of stolen credit card numbers being used to place online orders and obtain product from store fraudulently, often times days before the credit card holder even realizes they have been victimized. The store is subsequently on the hook for the amount. Suspects have been known to do one of two things:

1. Use curbside pickup (where available) and call the store to have staff load pre-paid merchandise into their vehicles. This is often done without the suspect entering the store, or the vehicle coming close enough to obtain a license plate.
2. Enter into store (often with COVID mask), attend customer service and give their order number/pickup id in exchange for product. Staff don't always ask for ID, and if they do, a fraudulent one/cell phone photo is shown. 9 times out of 10 the cardholder name is different from the name of the person picking up.

Just a reminder to have staff remain vigilant, and when possible do the following:

The information stated below are only suggestions; please adhere to your own business practices during this time of COVID

1. Have customers come inside the store for pickup; that way they can be captured on the store CCTV.
2. Obtain photo ID from all customers, and ensure the ID matches the credit card used. You may consider asking the customer to stand back 6 to 8 feet and remove their mask momentarily to confirm the ID matches the person picking the item up.
3. Consider taking photocopies of all ID from people picking up products over a certain dollar amount.
4. If curbside pickup is important for customer health & safety/peace of mind, at minimum have staff take down license plate/ID numbers from customers picking up.

If you have any doubts about the order, do not release the product and contact the merchant.

Report all fraud to us as soon as possible with as much detail as possible. Remember call 911 in the event of an emergency / crime in progress, and contact the non-emergency line (604-532-3200) for a delayed report if the suspect has already left.