



MINUTES OF THE CRIME PREVENTION COMMITTEE

HELD IN THE CKF BOARDROOM
 LANGLEY CITY HALL
 20399 Douglas Crescent

THURSDAY, FEBRUARY 23, 2023
 AT 6:02 P.M.

- Present: Councillor Paul Albrecht, Chair
 Councillor Delaney Mack, Co-Chair
 Lew Murphy, Member at Large
 Don Osborne, Member at Large
 Brian Doyle, Member at Large
 Nathan Balasubramanian, Member at Large
 Mary Kydd, Senior Representative
 Tanya Gabara, Chamber of Commerce
 Fraser Holland, Social Services Representative
- Staff: Francis Cheung, Chief Administrative Officer
 Paula Kusack, Deputy Corporate Officer
- Guests: From Canada Post:
 Jackie Bailey - Manager, Deliver Services Planning
 Larry Wong - Manager, Postal Security Operations
 Mike Lee - Manager, Government and Community Affairs
- Regrets: Sgt Bal Sidhu, RCMP
 Harvey Michaluk, Member at Large
 Natalie Selvage, Youth Member
 Heather Giuriato, Downtown Langley Business Association

The Chair began by acknowledging that the land on which we gather is the traditional unceded territory of the Katzie, Kwantlen, Matsqui and Semiahmoo First Nations.

1) **AGENDA**

It was MOVED and SECONDED

THAT the February 23, 2023 agenda be adopted as circulated.

CARRIED

2) **MINUTES**

It was MOVED and SECONDED

THAT the January 26, 2023 minutes of the Crime Prevention Committee meeting be adopted as circulated.

CARRIED

The Chair requested that staff forward the Safe Community Assessment Guide that committee member H. Michaluk sent for review and consideration.

3) PRESENTATION

- a) Mail Theft Prevention
From Canada Post:
Jackie Bailey - Manager, Delivery Services Planning
Larry Wong - Manager, Postal Security Operations
Mike Lee - Manager, Government and Community Affairs

The Chair introduced and welcomed the guests from Canada Post. The intention of the presentation was to educate members about ways to prevent mail theft in our community.

The presenters introduced themselves noting their role and years of service to Canada Post.

A summary of the presentation included:

- Regarding mail theft occurrences, Langley City is similar to other lower mainland communities.
- Canada Post installs and maintains equipment in single family neighbourhoods.
- Canada Post works with municipalities to ensure developers meet installation standards set by Canada Post (height and locations of equipment etc) for multifamily developments, but the developer chooses the type of equipment.
- Canada Post provides information to strata and property management companies to advise them of current crime/vandalism trends and how mailboxes are being compromised. They also make suggestions for improved security and promote the installation of target hardening measures.
- A review of standard equipment and next generation community mailboxes which include improved security features and have been very successful in reducing mail theft from neighbourhood community boxes.
- Multifamily buildings own and maintain postal equipment within their lobbies.
- Older buildings have more issues as equipment has not been replaced to keep up with the rate / type of mail crime that takes place today.
- Developers tend to choose the least expensive equipment for new buildings. Canada Post can provide recommendations for more secure equipment upon request.

- Criminals most often gain access to lobbies by following a resident in. Residents need to mitigate that issue themselves.
- Other target hardening measures were discussed (ie: installation of a cage over the lobby mailbox units)

Discussion ensued about ways to encourage developers to install more robust, security enhanced equipment. It was noted that strata's and residents inherit the issues and costs that follow the installation of cheaper, less secure equipment at the building stage.

The Chair advised that the Crime Prevention Committee (CPC) is planning an outreach project to strata building residents to advise them about ways to reduce crime on their property.

Mr. Lee advised that his contact information can be shared with strata council's that have chronic problems and would like assistance to identify ways to mitigate them. Mr. Lee further provided two security information handouts for information.

It was noted that installing high quality equipment at the development stage is a proactive measure and is considered the best approach.

It was further noted that Canada Post wants to work collaboratively with building managers to help them understand the issues and how they can be resolved.

Discussion continued about how the City may be able to enforce the type of mail delivery equipment being installed to stop the cycle of crime and the burden on stratas and residents.

Staff noted that at the development permit issuance stage Council could consider a standardization of required equipment based on Canada Post recommendations.

There was further discussion about:

- The importance of reporting mail theft to the RCMP as it drives police resources to deal with the problem. It is currently very underreported.
- Consider having a Canada Post representative attend a CPC coordinated meeting with strata councils.
- In response to a question about what Canada Post reps felt was the most important information to educate residents about they replied:
 - the importance of reporting mail theft to the RCMP
 - collect mail from the mailbox as soon after it is delivered as possible
 - don't leave mail in the box overnight – theft happens most often during the night.
 - Deposit mail in street letter mailboxes the same day it will be picked up. Ie: don't deposit on weekends, go to a postal outlet instead. All street letter boxes have a posted pick-up schedule on them.
- Mail theft often leads to identity theft.

ACTION: Discussion items to consider further when coordinating meetings with strata councils:

- Consider talking to local locksmith companies to see if they will consider a payment plan for stratas that want to upgrade their equipment.
- Find out from an official source what identification types are required to successfully execute ID theft.

- Educate the public with that information – consider creating a poster for this item.
- Create and provide a crime prevention information package specifically for when CPC members meet with strata councils.
- Consider inviting several stratas to come to one meeting. Less meetings, more attendees.
- Advise strata councils that Canada Post will eventually stop delivering mail to the property if the equipment continues to be compromised, which is incentive for investing in security upgrades.
- Consider promoting the “Crime Free Multi Housing” RCMP program.

It was MOVED and SECONDED

THAT Council direct the Development Services Department to investigate the feasibility of requiring target-hardening security measures as a standard requirement, as suggested by Canada Post, to deter mail theft for new multi-family development applications.

CARRIED

4) ACTION ITEMS

- a) Determine 2023 Annual Work Plan Initiatives
Brainstorm ideas and pare down to a manageable number for the year

The group went through a prioritizing action item exercise to vet ideas and determine the top five or six action items for the year.

The Chair advised that the items that don't make the initial cut will be kept on a future forward/parking lot list for reference when new items are needed.

The following topics resulted from the exercise:

1. Know Your Neighbour Campaign and related activities
2. Block Watch promotions
3. Mail Theft Prevention
4. Foster / promote better connections between businesses and the RCMP related to crime prevention
5. Cyber Awareness
6. Bike Security
7. Crime Prevention Mosaic
8. Set goals and measurables – metrics on program effectiveness
9. Social Media

After a discussion the group determined that the following initiatives:

1. Set goals and measurables – metrics on program effectiveness; and
2. Social Media

were tools that can be used for all initiatives, rather than initiatives on their own, so were removed from the list.

The Chair asked the members to provide some context for the following items:

Cyber Awareness:

N. Balasubramanian advised there could be a focus on aspects of cyber awareness related to things like:

- Rental scams – ties back to mail theft
- Facebook Marketplace – Promote 'safe transaction spaces' for exchanges of goods bought / sold on Marketplace
- Tax Scams / Financial Scams – relevant in the coming months
- Work with partners – Telus / Shaw to launch spam awareness to the community
- Use social media and existing government program resources that focus on awareness.

Bike Security:

F. Holland advised that this initiative could draw attention to bike theft prevention and promote the importance of reporting the crime to the RCMP. The City is investing in bike lanes to promote more cycling however the lack of options to safely secure a bike may deter users, especially those with more valuable electric bikes. TransLink bike lockers are well used because they are safe and secure. Reducing the occurrence of bike theft could increase the use of bike lanes and cycling in the community.

ACTION: Ask S/Sgt Sidhu to report bike theft statistics at the March meeting.

Crime Prevention Mosaic:

B. Doyle advised that with the downtown core being the center of the community it would be a good place to promote crime prevention. An artistic wall could be created in the downtown area to promote crime prevention. Partner with the Arts community to create a mural to promote crime prevention, perhaps enlist the Downtown Langley Business Association (DLBA) mural program to facilitate the project.

ACTION: Staff was asked to inquire with the DLBA about the mural program.

After more discussion the group consensus was to include initiatives 1 – 5 in the 2023 Work Plan and consider the two remaining initiatives (Bike Theft and Crime Prevention Mosaic) over the next month and determine at the March meeting which will be the sixth action item.

1. Know Your Neighbour Campaign and related activities
2. Block Walk (Block Watch promotion & events)
3. Mail Theft Prevention (education initiative & make contact with stratas & property managers)
4. Foster / promote better connections between businesses and the RCMP related to crime prevention
5. Cyber Awareness (education initiative)

It was suggested that all action items can apply, and be connected, to both the residential and business community. The group can collectively serve both sectors of our community at once.

It was suggested that once subcommittees are struck and smaller groups meet to discuss action, a timeline can be considered for the actions.

Items / ideas that are not selected in the first round of discussion will be added to a "future forward" list for consideration later in the year if needed.

ACTION: The Chair asked members to review the Work Plan items and consider which subcommittee(s) they might like to work on going forward. He asked that members have at least a first and second choice on hand for the March meeting where he will invite volunteers to serve the individual subcommittees.

Staff will send an email to all members noting the homework.

- b) Sub-Committee Assignments – for addition to the March agenda
 - i. Know Your Neighbour Campaign
 - ii. Block Walk
 - iii. Mail Theft Prevention
 - iv. Foster / promote better connections between businesses and the RCMP related to crime prevention
 - v. Cyber Awareness

5) **STANDING ITEMS**

- a) Sub-Group Update Reports **(as needed):**
To be determined as noted above

- b) Crime Prevention Flyer Outreach Project

- i. Community Flyer – Determine 6 Topic Ideas – TBD at a future meeting

Committee member, B. Doyle provided the group with a handout of two examples of ideas for future poster topics for consideration:

- Personal Safety – a focus to make the public feel safe walking in the downtown core.
- Cyber Crime – Tips to protect you from becoming a victim of cyber crime.

He noted that the images included were for example only as they were sourced from the internet.

ACTION: The Chair invited committee members to provide feedback on the suggested content for the two poster ideas at the next meeting, or by email to staff before the March meeting. The group can consider approval at the March 30 meeting.

It was noted that a subcommittee group will be created at the March meeting for Cyber Awareness, and it may be appropriate for the Cyber Crime content to be considered by that group first.

The step-by-step process of creating and distributing community posters is as follows:

- Committee members suggest topics and content
- Other committee members provide feedback
- RCMP are invited to provide feedback
- Final content is approved by the committee
- City staff put the content on the established template and add stock photos
- Staff provide the final poster to Council for information
- Staff distribute the final poster to the community partners via the CPC distribution list.

There was discussion about how to continually increase subscriptions to the distribution list. Suggestions included the following:

- Create an option for residents to sign up for specific content/information
- Once per quarter the City's social media posts could include a link to sign up for crime prevention information.
- Add a tagline to every poster "Sign Me Up" to receive the City's crime prevention information
- Add a "Sign Me Up" box at community events where people can subscribe to crime prevention content.
- Use a QR code to link the public to the "Sign Me Up" webpage.

ii. Business Flyer – Determine 3 Topic Ideas – TBD at a future meeting

c) RCMP Crime Map Analysis – January 2023

ACTION:

S/Sgt. Sidhu was unable to attend the meeting however some discussion took place and the following action items resulted for S/Sgt. Sidhu:

- Invite the new Block Watch Coordinator to present to the committee about what his vision is to promote Block Watch in the community.
- Determine what time of day the business break and enters noted on the crime analysis map took place (in order to determine how to mitigate)
- Provide information about the pole camera project. The Chamber of Commerce is interested in promoting the opportunity among their membership. Advise where the pole cameras are located and see if there is less crime in those areas as a result. Staff were asked to add an update to the March agenda for this subject.
- The Chamber of Commerce would like to invite the RCMP to a Chamber meeting to talk about the opportunities of the pole camera project, if possible.

6) **ROUND TABLE**

a) The Chair reminded 2022 CPC members to RSVP to the City about the upcoming volunteer banquet. He explained to new members that it is an annual event where City Council celebrates and recognizes our community volunteers.

b) Staff will coordinate an informational downtown core walk with RCMP Cst. Peter Mann to observe what is happening in the community and possibly determine priority areas the group can focus on for education projects.

ACTION:

Members were asked to email staff to sign up for the walk.
Attendees were asked to report back their observations at the March meeting.

It was MOVED AND SECONDED

THAT the meeting adjourn at 8:09pm.

CARRIED

CHAIR

Certified Correct:
pdk

DEPUTY CORPORATE OFFICER