



CRIME PREVENTION COMMITTEE (CPC)

TUESDAY, MARCH 5, 2024 AT 6:00 p.m.

CKF Boardroom (2nd floor)
Langley City Hall, 20399 Douglas Crescent

A G E N D A

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

1) AGENDA

Adoption of the March 5, 2024 agenda.

2) MINUTES

- a) Adoption of the minutes of the Crime Prevention Committee meeting held January 25, 2024.

3) PRESENTATION

- a) RCMP Block Watch Program – 30 minutes
Yvan Salloomi, Community Policing Program Coordinator

4) FOR DISCUSSION

- a) 2024 CPC Work Plan Brainstorming Session – 1 hour
 - i. If appropriate, determine subcommittees and appoint members

Reference Material:

- i. Draft Action Item List (from Jan 25 CPC meeting)
 - ii. 2024 Crime Prevention Committee Work Plan Template
 - iii. Crime Prevention Committee Terms of Reference
 - iv. Langley City Strategic Plan
- b) Bike Security Initiative Update – 15 minutes
Don Osborne
 - o *Staff Note - follow up from January 25 CPC meeting: Bike racks used for Tri It Triathlon reached the end of their useful life and have since been recycled.*

5) STANDING ITEMS

- a) RCMP Crime Map Analysis – January 2024
 - Property Crime Map
 - Persons Offenses MapSgt. Barry Beales
- b) **For reference**, 2023 Subcommittees were as follows:
 - i. Know Your Neighbour Campaign & Block Walk Events
Lew Murphy, Mary Kydd
 - ii. Cyber Awareness (education initiative)
Nathan Balasubramanian, Tanya Gabara, Fraser Holland, Heather Giuriato
 - iii. Crime Prevention Mural
Fraser Holland (on reserve: Tanya Gabara & Heather Giuriato)
 - iv. Bike Security (inform and educate)
Don Osborne
- b) Crime Prevention Poster - Outreach Project
Feedback / Approval / Other Action
N/A

5) FOR INFORMATION

- a) 2024 Community Event Listing

6) ROUND TABLE

7) ADJOURNMENT

2024 MEETING DATES

*March 21, April 25, May 30, June 27, July 25, August – no meeting, September 26,
*October 24, November 28, December – no meeting.

* indicates the meeting is rescheduled from its usual date

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



MINUTES OF THE CRIME PREVENTION COMMITTEE

HELD IN THE CKF BOARDROOM
LANGLEY CITY HALL
20399 Douglas Crescent

THURSDAY, JANUARY 24, 2024
AT 6:04 P.M.

Present: Councillor Paul Albrecht, Chair
Councillor Delaney Mack, Co-Chair
Suzan Gorgis, Social Services Representative
Fraser Holland, Social Services Representative
Don Osborne, Member at Large
Jayde Marno, Youth Representative
Mary Kydd, Member at Large
Lew Murphy, Member at Large
Heather Giuriato, Downtown Langley Business Association
Stefan Jones, Indigenous Peoples Representative

Staff: Paula Kusack, Deputy Corporate Officer
Dave Selvage, Manager of Community Safety
Sgt Bal Sidhu, RCMP

Regrets: Ken Edwards, Member at Large
Nathan Balasubramanian, Member at Large
Jeff Jacobs, Member at Large
Tanya Gabara, Chamber of Commerce

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.

Introductions took place.

1) **AGENDA**

It was MOVED and SECONDED

THAT the January 25, 2024 agenda be adopted as circulated.

CARRIED

2) **MINUTES**

It was MOVED and SECONDED

THAT the November 30, 2023 minutes of the Crime Prevention Committee meeting be adopted as circulated.

CARRIED

3) **FOR DISCUSSION**

a) Review 2023 CPC Work Plan & Determine 2024 CPC Work Plan

The Chair explained that a new workplan template had been developed for 2024 and that it is meant to assist the group to focus on action items and ensure cohesiveness with the strategic plan.

The group reviewed the 2023 work plan and discussed what actions may continue into 2024. Suggestions were made as follows:

- Know Your Neighbour campaign and associated activities. This initiative raises awareness and educates residents about ways to protect property and implement safety measures.
- Block Watch
- Cyber Awareness & Education: included campaigns to bring awareness to the threats and solutions.
- Crime Prevention Mural
- Bike Security

The Manager of Community Safety advised that regarding the Crime Prevention Mural City staff suggested the north facing wall at the east property line of City Hall.

The vehicle wrap initiative is still under review.

ACTION: The Chair requested a report back on the status of the vehicle wrap initiative.

It was noted that many posters have been developed to educate and promote crime prevention.

ACTION: Staff to circulate poster inventory. Members were asked to review and consider amendments.

ACTION: Invite the Block Watch Coordinator to present at the next committee meeting.

There was discussion about new ideas / initiatives / subject matter to consider in the 2024 work plan. It included the following:

- Engage parents to inform children about internet safety. Campaign and message/promote ongoing household conversations.
 - S/Sgt Sidhu advised that the RCMP Youth Section has canned presentations on youth and internet safety.
 - RCMP provide up to three presentations a year to grade 6 students.
 - He noted that the Youth Section member can attend a CPC meeting to present in March or April.
- Consider violent crime statistics to inform committee members what/where the crimes are and the group can focus on prevention initiatives and actions to directly address those issues.

ACTION: S/Sgt Sidhu will provide a second crime statistics map specifically for violent crimes at the next meeting.

- Educate the public by sharing RCMP materials.
 - For example, if theft from auto is on the rise volunteers could blast an area with 'lock out auto crime' pamphlets.
 - Hand them out during the Know Your Neighbour campaign and at community events etc.
 - Select a weekend to hand them out in a specific neighbourhood.
 - Consider handing out the CPC posters as well.
- Catalytic converter recovery program called "Etch It" where owners have a stolen converter returned to them
 - Staff noted that the City is already working on this initiative. This initiative has reduced catalytic converter thefts by 50% in Surrey.
- Promote crime prevention initiatives at community events.
 - It was noted that in past years the committee has attended many events to promote crime prevention including: Community Day and the Magic of Christmas.

ACTION: Staff were asked to provide a list of the 2024 community events at the next meeting.

There was discussion about homelessness and the overdose crisis and connecting those in need with resources. It was suggested the City partner with the school district to create a project that shares crime prevention with the youth population reaching all from a young age to university age.

The Chair advised that the City's Manager of Social Planning works to bring awareness to social and homelessness issues in the community. She is developing coordinated access to resources and works with outreach workers to bring agencies together to better serve those in need. As this process develops, the CPC can invite Ms. Beno to present to the group for information purposes.

Members were reminded that homelessness and mental health are important issues in our community, however they are not the mandate of the crime prevention committee. The CPC mandate focuses on crime prevention education and awareness to maintain a safe and inclusive community.

The Chair welcomed members to share thoughts about emerging crime trends and crime prevention any time during the year.

There was discussion about Bike Security and the relevance of it to the mandate of the CPC. Some members felt the topic was more transportation and environment oriented and others felt the security component was within the CPC mandate.

ACTION: Include the action items listed below for further discussion and selection/prioritization at the February meeting. Members, please review the list and bring forward any new items to add for consideration. Please prioritize ideas to expediate the group brainstorming session at the February meeting.

- Know Your Neighbour campaign and associated activities.
- Block Watch

- Cyber Awareness & Education – including connecting with parents of youth
- Crime Prevention Mural
- Bike Security

It was noted that the group will fill out the Work Plan template at the February meeting. Following that the completed work plan will be forwarded to Council for approval.

ACTION: Staff to inquire if there is a Family Day event planned in the City in which the CPC may participate.

b) Bike Security Initiative

Mr. Osborne, spokesperson for the Bike Security subcommittee presented a summary of the following statistics:

- Increase in bike population (ebikes) – on the rise
- 80% of people drive within 5 kms of their residence – too far to walk so people drive that short distance
- Underutilization of bike lanes in Langley City – can be viewed as a waste of tax dollars
- 25 bike racks of which 70% are not effective – people won't leave their bikes on unsafe bike racks as the risk of theft is high
- Key reason for not using bikes to shop is bike security.

Key points included:

- Cycling, when combined with reliable transit, can address some affordability challenges in the Lower Mainland.
- Spinoff benefits (diversification of transportation, increased use of bike lanes)
- Potential Building Code changes to include secure bike parking and maintenance areas in new developments (*it was noted that the City's Advisory Design Panel currently encourages inclusion of bike lockers/storage in new developments*)
- Consider a Bike Valet pilot project at an upcoming major community event – Earth Day, Community Day or Douglas Park Outdoor Movie Night. – Free secure bike parking
 - Participation would depend on promotion investment to advise the public that the service is available
 - Can invite vendors / exhibitors (bike repair shops, merchandise sales (bike locks)
 - Encourage enrollment in 529 Garage
 - Use CPC volunteers to minimize cost
 - Use city facility to secure bikes at no cost
- Bike Rack Upgrade Project
 - Pilot project of installing 10 modern bike racks– potential cost estimate - \$2500
 - Include repair stand/station – cost estimate - \$2700

- Promote new safe racks
 - Locate around city hall
- Bike security Education
 - Monitor statistics on bike theft

There was discussion about the potential liability if the City hosted a Bike Valet and a theft occurred.

ACTION: Mr. Osborne will inquire if the contracted services for a Bike Valet are so high because they include theft/liability insurance.

There was general discussion about:

- bike theft statistics – S/Sgt Sidhu noted that there were approximately 10 thefts a month.
- Budget for proposed pilot projects
- Opportunities to save money with pilot project, ie: CPC volunteers host the bike valet, use City property to store the bikes at no cost
- Use of air tags to track stolen bikes
- Insurance available for bikes
- Communication / promotion of valet at events (\$1000)
- Potential use of Tri-It Triathlon bike racks (staff to inquire)
- Potential of funds from other sources? TransLink?
- Put onus on bike owners to increase security. Consider an education event where volunteers walk around and identify bikes that could be more secure by leaving an informational tag on the bike. Similar to the theft from auto education initiative. – No cost to City
- RCMP would likely contribute funds to crime prevention education initiatives like that.
- Consider how to tackle action items. All together from start to finish with one initiative at a time, or in smaller subgroups working on several initiatives at one time.
- Langley Environmental Partners Society donated a bike rack to a local non-profit to promote bike riding as it is a more environmentally friendly mode of transportation.

It was MOVED and SECONDED

THAT Langley City Council direct staff to review the possible use of the Douglas Recreation Centre or other facility/location (ie: fenced area) for a volunteer Bike Valet service during the upcoming Earth Day Event on Saturday, April 20, 2024.

BEFORE THE QUESTION WAS CALLED it was clarified that this motion is intended to ask staff to advise if the facility is available and the event would be permissible there. There was discussion about the crime prevention mandate, the relevance of this event in relation to the mandate, attendance numbers / weather, the overall community impact. Some felt the effort would be better spent educating the public in other ways. Consider asking the public to fill out a questionnaire that focuses on crime prevention.

It was MOVED and SECONDED that the main motion be amended to remove “or other facility / location (ie: fenced area)”

THE QUESTION WAS CALLED on the amendment and same was

CARRIED

S. Jones, opposed

THE QUESTION WAS CALLED on the main motion as amended and same was

CARRIED

S. Jones opposed

The motion now reads in its entirety as follows:

THAT Langley City Council direct staff to review the possible use of the Douglas Recreation Centre for a volunteer Bike Valet service during the upcoming Earth Day Event on Saturday, April 20, 2024.

It was MOVED and SECONDED

THAT Langley City Council direct staff to review the installation of “Modern” bike racks at City Hall and report back to council the details of location, cost, style and number of bike racks proposed.

BEFORE THE QUESTION WAS CALLED it was noted that RCMP statistics report approximately 10 bike thefts a month / 120 a year and that half of those are due to people not locking their bikes up at all. They are often stolen for private backyards or sheds. Thieves aren’t cutting locks off bikes parked in public areas. It was further noted that education could focus on reducing crimes of opportunity.

THE QUESTION WAS CALLED and same was

CARRIED

4) STANDING ITEMS

- a) Overview of 2023 subcommittees – addressed above.

Staff will distribute past education posters to members for information.

- b) RCMP Crime Map Analysis – November and December 2023

S/Sgt Sidhu reviewed the monthly statistics for November and December noting that Langley City has great participation in Block Watch and the crime statistics map is reflecting its effectiveness.

He suggested that the group could target the Sendall Gardens area to promote Block Watch as there are some gaps in that area.

There was discussion about crimes against people.

ACTION: S/Sgt. Sidhu will provide a second crime statistics map showing crimes against people.

It was noted the crime maps are a good tool to inform workplan initiatives and focus on the highest incidences of crime.

5) FOR INFORMATION

- a) 2023 CPC Annual Work Plan
- b) Crime Prevention Committee Terms of Reference

6) ROUND TABLE

The Co-Chair advised members that she and the Chair are attending a Crime Severity Index conference to learn more about how crime severity is tracked and reported. They will update the committee when they return.

There was an inquiry about the status of the Citizens' Assembly. The Chair advised he'd provide an update at a meeting after the work plan has been determined.

It was MOVED AND SECONDED

THAT the meeting adjourn at 8:16pm.

CARRIED

CHAIR

Certified Correct:
pk

DEPUTY CORPORATE OFFICER

4a) 2024 Crime Prevention Work Plan Brainstorming

List of crime prevention action topics for consideration of including in work plan.

Consider specific objectives & action items under preferred topics and prioritize items by importance (see workplan template).

- Know Your Neighbour campaign and related activities
- Block Watch
- Cyber Awareness
- Crime Prevention Mural
- Bike Security (Bike Valet at Earth Day event, or other community event; Garage 529 promotion)
- Outreach / educate parents: early prevention by reaching children through parents
- General Education Initiatives
 - utilize RCMP promotion materials - alert bike rack users to lock their bikes (hang tag); alert car owners how to protect themselves from theft (hang tag)
 - Crimes of opportunity – easy tips/education opportunity for outreach

2024 Work Plan

Crime Prevention Committee

Mandate

The mandate of the Committee 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 concept
- Recommend crime prevention programs that facilitate crime reduction
- In partnership 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.

- Aligning with the strategic plan in creating new protective and supportive services through exploring opportunities for the Community Liaison Officer, Block Watch and other activities that help everyone feel safe and supported.

Objectives

[Identify objectives that align with the advisory body's mandate and terms of reference. Please note, after Council approves this work plan, any updates/adjustments to the work plan are to be submitted to Council for approval. Objectives may be broad (e.g. "provide feedback on public accessibility") or specific (e.g. "advise on optimal street lighting for public safety"). Briefly explain the objective and how it relates to the mandate of the advisory body. Remove unused text headings.]

Objective 1: Insert Objective

Click here to enter text. For each objective, describe how it relates to the stated mandate and / or terms of reference.

Objective 2: Insert Objective

Click here to enter text. For each objective, describe how it relates to the stated mandate and / or terms of reference.

Objective 3: Insert Objective

Click here to enter text. For each objective, describe how it relates to the stated mandate and / or terms of reference.

Objective 4: Insert Objective

Click here to enter text. For each objective, describe how it relates to the stated mandate and / or terms of reference.

Objective 5: Insert Objective

Click here to enter text. For each objective, describe how it relates to the stated mandate and / or terms of reference.

Action Plan

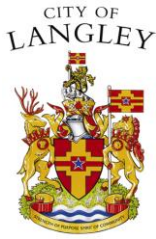
Action Items	Timeline	Responsibility	Expected Outcomes	Resources
Identify specific action items integral to the stated objective (add or delete objectives or rows as needed).	Identify estimated timeline and/or end date for action items.	Identify working groups, subcommittees, and/or committee member(s) responsible for completing each action item, as appropriate.	Outline expected achievements and deliverables from each action item. Ideally, these are measurable indicators of success.	Identify any resources (e.g. staff liaison, City staff other than staff liaison, City funds) that will be needed in order to complete the action items. (See Notes below)
Insert Objective 1				
A.				
B.				
C.				
Insert Objective 2				
A.				
B.				
C.				
Insert Objective 3				
A.				
B.				
C.				
Insert Objective 4				
A.				
B.				
C.				
Insert Objective 5				
A.				
B.				
C.				

Notes:

The advisory body may undertake multiple initiatives; however, if staff resources are required, the advisory body shall undertake only one initiative at a time.

The advisory body does not have the authority to give direction to staff or to commit to expenditure of funds.

Action recommended by the advisory body must be done by resolution to City Council and with their approval prior to implementation.



Terms of Reference Crime Prevention Committee (CPC)

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 Committee 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 concept
- Recommend crime prevention programs that facilitate crime reduction
- In partnership 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.
- Aligning with the strategic plan in creating new protective and supportive services through exploring opportunities for the Community Liaison Officer, Block Watch and other activities that help everyone feel safe and supported.

3.0 Composition:

3.1 Membership will strive to reflect the diversity of the community, with experience, knowledge, and expertise applicable the Committee's mandate taken into consideration.

3.2 Membership:

- Two non-voting members of City Council to be appointed by Council who will act as Chair and Co-Chair of the Committee
- Six 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 youth community
- One member representing the Indigenous community
- Two members representing Langley City social service providers

3.3 Chair Responsibilities:

- Facilitating meetings in accordance with rules of procedure outlined in the current Council Procedure Bylaw;
- Ensuring the Committee does not deviate from the agenda for the meeting;
- Maintaining decorum and respectful discussion;
- Encouraging participation in discussion topics and questions;
- Being open-minded and allowing for a variety of opinions to be heard;
- Calling for votes and/or seeking consensus as applicable;
- Working alongside the Staff Liaison to guide the Committee towards fulfilling tasks/projects identified in the Annual Work Plan and presenting reports to Council, as applicable;
- Acting as spokesperson for the Committee to Council.

3.4 Member Responsibilities:

- Attending and actively participating in meetings as scheduled;
- Being prepared for meetings (reading agenda material prior to meetings)
- Engaging in collaborative, respectful discussions relating to topics on the agenda, including sharing thoughts, opinions, and recommendations;
- Maintaining an open mind and allowing for a variety of opinions to be heard;
- Voting on motions that are put forward by Committee members;
- Notifying the Staff Liaison in a timely manner if they are unable to attend a scheduled meeting.

3.5 In addition to chairing meetings in the absence of the Chair, the Co-Chair may assume chairing duties when deemed appropriate by the Chair.

3.6 Representative(s) from the affiliated agencies/organizations will be requested to provide expert advice when deemed appropriate to assist the Committee to fulfill its mandate.

4.0 Administration:

4.1 A Staff Liaison will be assigned by the Chief Administrative Officer to provide advice as necessary and assist the Committee in carrying out its mandate.

Staff Liaison Responsibilities:

- Arranging and/or providing annual orientation for the Committee members;
- Coordinating preparation of the Committee's Annual Work Plan for approval by Council in January of each year; ensuring Work Plans are in alignment with goals identified in Council's current Strategic Plan;
- Working with the Committee to set timelines for deliverables identified in the Annual Work Plan;
- Scheduling the Committee's meetings;
- Determining agenda items for each Committee meeting with the Chair and relaying to the Committee Clerk for agenda production purposes;
- Attending meetings to providing technical advice and assistance to the Committee;
- Preparing reports in coordination with the Chair to bring forward recommendations of the Committee to Council for consideration.

4.2 A Committee Clerk will be assigned by the Staff Liaison to provide administrative support to the Committee.

Committee Clerk Responsibilities:

- Coordinating and producing all meeting agendas in compliance with requirements of the current Council Procedure Bylaw as they relate to City Committees;
- Attending meetings to take minutes and providing procedural advice to the Chair when requested;
- Producing and circulating minutes of meetings in compliance with requirements of the Current Council Procedure Bylaw as they relate to City Committees;
- Maintaining the official files of the Committee including minutes, agendas, policies, terms of reference, correspondence and other file information, in accordance with the City's records management practices.

4.3 Additional staff and/or consultants may be invited to provide technical advice and assistance.

5.0 Meeting Procedures

Meetings will be conducted in accordance with the City's current Council Procedure Bylaw.

6.0 Reporting Structure:

The Committee will report to City Council through distribution of its minutes and by making recommendations to City Council.

7.0 Accountability:

7.1 The Committee is accountable to City Council.

7.2 In accordance with Council Policy CO-79 Advisory Bodies, the committee shall, in January of each year, prepare and submit to Council for approval, an annual Work Plan outlining the task(s) to be accomplished by the committee during the year. Any updates to the Work Plan shall be submitted to Council for approval.

7.3 The Committee does not have the authority to give direction to staff or to commit to expenditures of funds. Action recommended by the Committee must be done so by resolution to City Council and with their approval prior to implementation.

7.4 The Committee may undertake multiple initiatives. However, the Committee shall undertake only one initiative at a time if staff resources are required.

8.0 Meetings:

The Committee will meet on a regular basis at the call of the Chair.

9.0 Quorum:

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

9.2 In the event that a member or members leave(s) the Committee, during the period of time between when the position(s) is/are vacant and the position(s) is/are filled, quorum will be determined based on the total number of remaining voting members.

10.0 Terms:

10.1 The Committee's membership is ongoing and any external membership on the Committee will be reviewed as required to fill vacancies and ensure effectiveness of the Committee.

10.2 Council may terminate appointments at its discretion.



Langley City 2023 – 2028 Strategic Plan A Rolling Five-Year Plan

Vision

The Place to be

Mission

Building a vibrant, safe and inclusive community together with current and future generations

Core Values

People - We are committed to community service and to each other every day. We demonstrate this by:

- Using effective two-way communication, seeking input, actively listening, respecting diversity and considering multiple points of view.
- Providing timely, reliable service through proactive, courteous, friendly, helpful, and results-oriented actions.
- Being leaders through our own actions and empowering others, clarifying expectations, being accountable, and providing growth opportunities to build the next generation of leaders.
- Pursuing partnerships with customers, community groups and other levels of government to achieve greater potential and better results.

Respect - We welcome and uplift people through dignity and teamwork. We do this by:

- Acknowledging and supporting decisions and being part of the team.
- Being sincere and consistent in words and actions.
- Listening and being supportive of the needs of others.
- Being caring and seeking to understand.

Integrity - We are transparent and inclusive in all our actions. We use integrity to get our work done. We do this by:

- Maintaining consistency between stated values and actions.
- Following through on commitments.
- Correcting errors and omissions in a timely manner.
- Practicing open, transparent and honest two-way communications.

- Being responsive and forgiving.

Dynamics - We promote and celebrate diversity and freedom to explore and foster creativity, entrepreneurship and innovation. We do this by:

- Striving for a workforce that reflects the cultural mix of our community.
- Embracing Reconciliation and seeking equity of persons.
- Driving change through purposeful progress.
- Taking initiative and trying new ideas.
- Celebrating successes and learning from failures.

Expectation - We strive to anticipate and respond to the needs of the community. We do this by:

- Protecting, preserving, restoring, sustaining, and enhancing our environment.
- Striving to be the best we can be.
- Stretching our capabilities and accepting our limitations.
- Having a lasting effect on creating and sustaining a progressive community.
- Respecting and being flexible to change and innovative solutions.
- Recognizing and embracing lifelong learning, training and education.

Full Circle Customer Service

Langley City places the highest value on exceptional Customer Service. We are committed to providing the best in training and resources to empower our staff to provide exceptional Full Circle customer service, which includes:

- Courtesy and Respect – We value and work to address concerns, no matter how big or small.
- Timely Response – We deliver as quickly as possible.
- Clarity and Accuracy – We provide the most current and complete information available.
- Follow-up – We close the loop, to ensure we've delivered.
- Accountability – We measure our individual success by our demonstrated commitment to delivering full-circle service.

Full Circle customer service means that from the first to last encounter with Langley City's people and services, our customers and partners can expect to receive a complete experience – one where our process positively exceeds expectations, even if the outcome is different than desired.

Customer service is a key component of our service delivery in all core focus areas.

Terminology Used in this Plan

Vision: A clear and concise statement of the desired future. What the community will be like when Langley City's goals and core focus areas are achieved.

Mission: A statement of the role of the Langley City and its purpose.

Core Values: Beliefs or principles that guide City staff and Council.

Core Focus Areas: The priorities expressed by Council and the desired results to be achieved in support of the vision that is longer term in nature.

Core Focus Areas

Aligned with Nexus Langley City foundations of community, experiences, connected and integration, this strategic plan provides the framework for achieving better results for individuals and corporate citizens in seven core focus areas:

- 1. Cultivate an Inclusive Community**
- 2. Provide Reliable Municipal Infrastructure**
- 3. Support a Vibrant Economy**
- 4. Integrate Holistic Approach to Community Safety**
- 5. Build Climate Resiliency**
- 6. Strengthen Communication and Public Engagement**
- 7. Achieve Organizational Excellence**

Initiatives

The following key initiatives have been identified under the Core Focus Areas. On a rolling five-year budgeting cycle, City council and staff will prioritize specific initiatives in these areas that will be funded and implemented through the annual Business Plan. In most cases, the first steps will be more detailed planning, and/or developing a business case for moving forward.

1. Cultivate an Inclusive Community

- a. Work with senior levels of government, developers and interested parties to develop supportive local policies, processes, programs and partnerships that will provide a diverse mix of housing options for people of all life stages identified under the [Official Community Plan](#), Zoning Bylaw, [Housing Needs Report](#)¹, Below Market Housing Study, Tenant Relocation Policy, and other related planning documents.
- b. Expand recreation, trail, park and plaza amenities and opportunities.

¹ Langley City's Housing Needs Assessment provides a key foundation for new OCP policies and Zoning Bylaw regulations that support the development of new housing that meets the City's needs, and help facilitate affordable housing initiatives.

- c. Work with local Indigenous Nations to develop and implement Langley City specific policies aligned with the objectives under UNDRIP and DRIPA including seeking consent and opportunities to partner and incorporating Indigenous knowledge into the city's planning processes.
- d. Partner with service organizations to facilitate and support culturally diverse and inter-cultural programs that reflect and respond to the needs of city's broad demographic mix.
- e. Support School District 35's efforts to construct new facilities and renovate existing spaces to accommodate the growing number of students in Langley City.
- f. Create a vibrant and clean downtown.
 - i. Develop and implement a wider range of community and cultural events and festivals to complement and augment events organized by the DLBA and community groups that align with Langley City's Nexus of Community vision.
 - ii. Support sanctioned community groups to implement other community-building events by expediting required permits and providing supportive municipal services that facilitate event success.
 - iii. Plan and host edutainment events and activities on the One-Way Fraser Highway focused on healthier living and climate change resiliency.
- g. Provide accessible multi-modal and active transportation facilities to improve connectivity within Langley City and offer seamless transitions to regional networks outside of the city.
- h. Celebrate and educate about Langley City's heritage as a longstanding hub and business centre.

2. Provide Reliable Municipal Infrastructure

- a. Fund, implement and maintain the Asset Renewal Plan to ensure Langley City provides reliable core municipal assets such as water, sewer, drainage, road infrastructure, parks, trails, and facilities.
- b. Develop revenue-generating strategies, policies and bylaws such as Amenity Cost Charges and Density Bonus to fund non-core municipal amenities and public realm enhancements that help make Langley City a more complete, connected and welcoming community.
- c. Establish long-term financial priorities and funding strategies to build new municipal service facilities needed to serve our growing population such as Operations Centre, RCMP Detachment, Performing Arts and Cultural Centre, Indoor Aquatic Centre, Timms Community Centre Expansion, etc.

3. Support a Vibrant Economy

- a. Partner to build Langley City as the Regional Hub of the Fraser Valley for education, technology, shopping, health industry, entertainment, and innovative development.
- b. Use technology to make it easier to submit compliant applications.

- i. Expand the digital building permit application requirements.
 - ii. Partner with the Province of BC to finalize the Digital Building Permit Process pilot project.
- c. Explore the feasibility of implementing selected community accelerator strategies from the Intelligent Community Forum.
- d. Amend rezoning application requirements to make the public hearing and approval process more transparent and efficient, so we process applications faster.
- e. Promote new and mixed-use development in the community with emphasis on Transit-Oriented Development (TOD), high quality, pedestrian-friendly building and site design, and high performance and sustainable built form that attracts business, employees and future residents.
- f. Develop land use and economic development policies to support KPU's 2050 Plan.
- g. Support the Innovation Boulevard Plan, including new and innovative employment – generating and research-based development and housing opportunities along Glover Road in partnership with KPU.
- h. Update the *Retain and Attract Business* Plan to identify and generate potential investment leads and develop business attraction strategies and tactics to create awareness of the community and attract suitable opportunities.

4. Integrate Holistic Approach to Community Safety

- a. Develop an implementation plan for the Citizen Assembly on Community Safety on reform related to police service, fire-rescue service, BC Emergency Health Services, bylaw department, parks department, and engineering department.
- b. Develop an implementation plan to create the Langley City RCMP Detachment.
- c. Conduct an Operations Review for Langley City Fire Rescue Service.
- d. Conduct an Operations Review for Bylaw Enforcement Service.
- e. Create operations and emergency response plans with RCMP, Transit Police, Bylaw Enforcement, and City services for SkyTrain.
- f. Collaborate with social service agencies to facilitate cross-agency, coordinated response to support the needs of vulnerable and unsheltered individuals and individuals experiencing mental health crisis.
- g. Advocate to senior levels of government to shift from crisis and emergency response to early intervention and prevention.

5. Build Climate Resiliency

- a. Develop an implementation plan for the Urban Forest Management Plan to enhance tree canopy and green space, and tree protection policy.
- b. Expand tree canopy on City streets, parks and facilities.
- c. Develop guidelines and policies on climate resilient development that support sustainable and green building.
- d. Develop green policies organization-wide that enable Langley City to be a leader in circular economy.
 - i. Encourage city staff to take a zero-waste approach to resource recovery and conservation by prioritizing recycling and composting and procure sustainable materials where applicable and feasible.
 - ii. Promote recycling and composting practices at community events.
- e. Explore opportunities to partner with senior levels of government, public and private organizations, service organizations to create and implement local food security and affordability strategies that respond to impacts of climate change.

6. Strengthen Public Communication and Engagement

- a. Concurrent with finalizing the Citizens' Assembly project on community safety reform (ref. 4a), re-imagine associated governance and operation models, and develop an action plan that will encourage meaningful participation.
- b. Use Citizens' Assembly as a model, where feasible and appropriate, to increase public input and engagement on policies and programs.
- c. Create Socio-Economic Opportunities.
 - i. Develop an implementation plan for the Community Dialogue Project that will focus on poverty reduction (income, access, opportunity and inclusion); community wellness (mental health, substance use, homelessness, and community health and well-being); community infrastructure and community assets (housing, community, and economic development); and community integration (equity, cultural diversity, and inclusion).
- d. Develop a corporate community engagement team to enhance and expand communicate and consult with our citizens.
 - i. Undertake a Community Survey once every three years to help identify areas for improvements.
- e. Overhaul Langley City's website to modernize and refresh the layouts, improve navigation for better conversions and site performance, and update streamline overall structure.

7. Achieve Organization Excellence

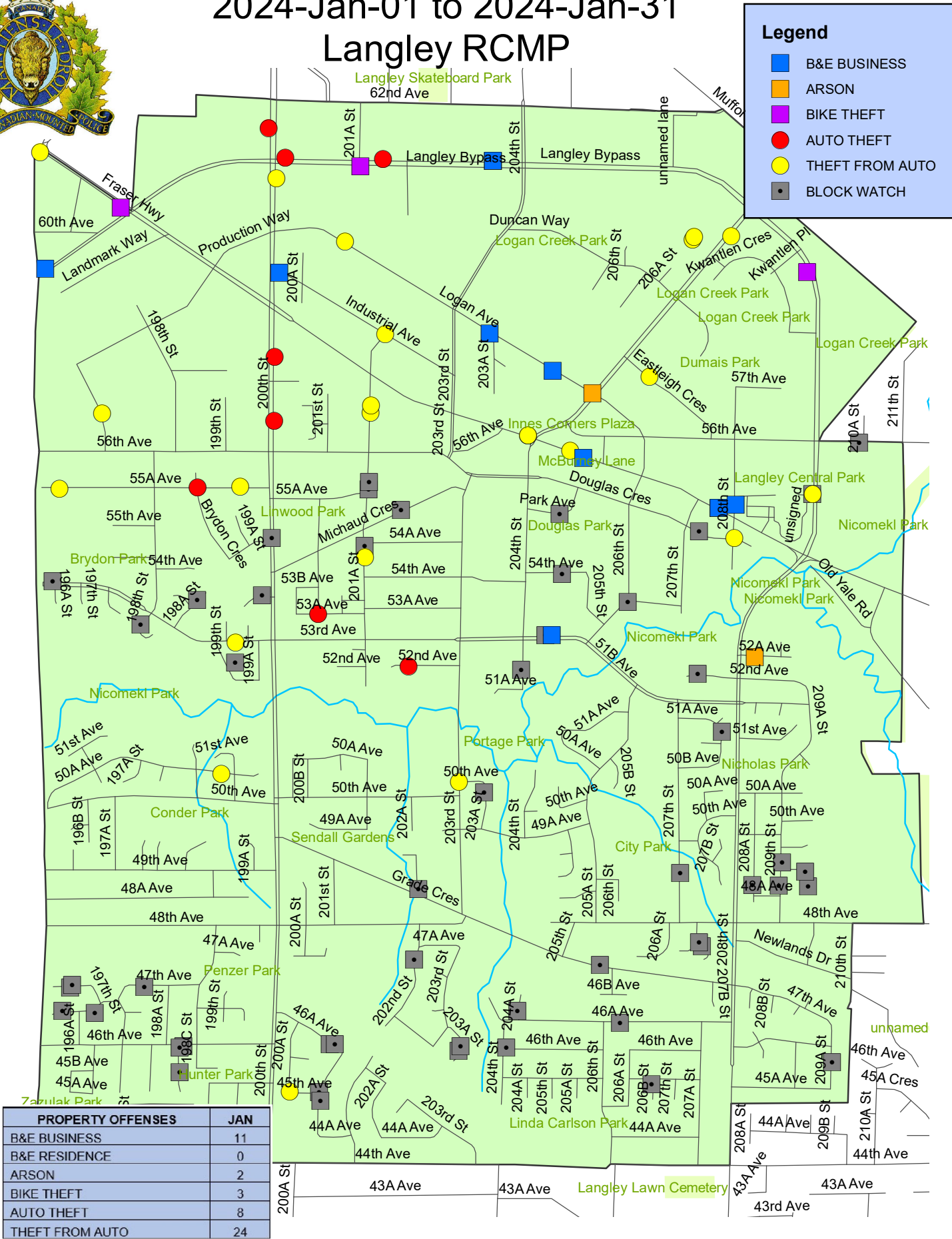
- a. Create a corporate education program on recognizing and acknowledging Truth and Reconciliation that is informed by the knowledge of local Indigenous Nations that want to partner with the City.
- b. Develop a city-wide customer service training program to ensure City Council and City staff live up to the beliefs and principles of our Core Values.
- c. Develop a long-term staffing resource needs assessment to maintain and meet new levels of service as our city continues to grow.
 - i. Create and / or update job descriptions for positions we do not currently have.
- d. Develop strategies to attract, retain and compensate qualified staff for positions.
 - i. Develop Manager and Supervisor training in Health and Safety.
 - ii. Work with Finance, Payroll, IT and facilities to streamline employee lifecycle processes.
- e. Leverage emerging technologies such as Artificial Intelligence to enhance efficiency and streamline processes with appropriate governance, training and privacy protection for the organization, City employees and the public.



Langley City Property Crime

2024-Jan-01 to 2024-Jan-31

Langley RCMP





Langley City Persons Offenses

2024-Jan-01 to 2024-Jan-31

Langley RCMP

Legend

- ASSAULT
- EXTORTION
- HARASSMENT
- ROBBERY
- SEXUAL OFFENSES
- UTTER THREATS
- WEAPONS/FIREARMS OFFENSES

PERSONS OFFENSES	JAN
ASSAULT	19
EXTORTION	2
HARASSMENT	9
ROBBERY	2
SEXUAL OFFENSES	4
UTTERING THREATS	14
WEAPONS/FIREARMS OFFENCES	2

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2024 Community Events

- April 20, Earth Day (Environmental Sustainability Committee)
- April 24, Local Government Day (Grade 5's only)
- May 1-7, Youth Week
- May 5, Langley Walk (in Township this year)
- May 10, Move for Health Day
- June TBD, Seniors Week
- June 8, Community Day
- June 28, Outdoor Movie Nights
- July 3, Sounds of Summer Concert Series
- July 10, Sounds of Summer Concert Series
- July 17, Sounds of Summer Concert Series
- July 24, Sounds of Summer Concert Series
- July 31, Sounds of Summer Concert Series
- August 2, Outdoor Movie Nights
- August 7, Sounds of Summer Concert Series
- August 14, Sounds of Summer Concert Series
- August 21, Sounds of Summer Concert Series
- August 23, Outdoor Movie Nights
- August 28, Sounds of Summer Concert Series
- December 7, Magic of Christmas