



CRIME PREVENTION TASK GROUP

THURSDAY, FEBRUARY 25, 2021 AT 6:00 p.m.

Via Video Conference

A G E N D A

1) **AGENDA**

Adoption of the February 25, 2021 agenda.

2) **MINUTES**

- a) Adoption of the minutes of the Crime Prevention Task Group meeting held January 28, 2021.

3) **DISCUSSION**

- 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.
- b) Business Outreach Flyer Content Ideas
- i. S/Sgt Brown to provide crime statistics/Calls for Service for the business areas north of 54 Avenue.
 - ii. Bring / discuss content ideas for a one-page flyer related to business crime prevention.
 - iii. Discuss ideas about how we can distribute the flyer.
- c) Crime Prevention Education Among Youth
- i. S/Sgt Brown will provide information related to what the RCMP are currently doing to educate youth. (in general, and related to gang violence)
- d) CPTED Videos - Marketing Status

4) **UPDATES**

- a) RCMP January Property Crime Map

5) STANDING ITEM

- a) Seniors Outreach Project
 - i. Flyer Content Review /Approval
 - o Phone Fraud – for early April release
 - ii. Community Feedback Information
 - iii. Ideas for Flyer Topics
 - o Online Reporting
 - o COVID-19 Fraud Alert
 - o Educate Property Managers and Strata Councils about how to reduce mail theft
 - o Green Dot Program (partner with Langley Division of Family Practice)
- b) 2020 “Know Your Neighbour” Campaign – deferred to 2021

6) ROUND TABLE

ADJOURNMENT

2021 MEETING DATES

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, January 28, 2021
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
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

1) INTRODUCTIONS

The Chair welcomed everyone and introduced two new members. He invited everyone to introduce themselves and share a little about themselves.

The Chair provided operational and procedural meeting information noting how the group can make recommendations to council to support desired action.

2) AGENDA

It was MOVED and SECONDED

THAT the January 28, 2021 agenda be adopted as circulated.

CARRIED

3) MINUTES

It was MOVED and SECONDED

THAT the December 3, 2020 minutes of the Crime Prevention Task Group meeting be adopted as circulated.

CARRIED

4) **DISCUSSION**

- a) Inspector Sukh Parmar's Retirement
S/Sgt. Brown advised that Insp Parmar retired last Friday. He was an exemplary member of the RCMP and although he will be greatly missed, his colleagues are excited for him to start the next chapter of his life.
- b) 2021 Annual Work Plan
 - i. Discuss ideas of potential projects, presentation etc.

The Chair reviewed some of the actions the CPTG has taken in the last two years, noting that due to the pandemic several in-person action items were deferred, including the Know Your Neighbour campaign. He was hopeful with the national vaccination program moving forward that perhaps there will be opportunities to engage residents in-person in the fall.

The Chair summarized the emerging themes the group has taken on including:

Engaging residents:

- Engaging the community with crime prevention tips.
- Connecting people with Block Watch and Crime Free Multi Housing programs.
- Conducting the "Know Your Neighbour" campaign which provided residents with information about crime prevention, reporting suspicious activity and the importance of connecting people with one another and the greater community.

Engaging business owners/operators:

- Promoting free Crime Prevention Through Environmental Design (CPTED) principals and assessments.
- CPTED video series to inform business owners how to target harden their place of business.
- Began brainstorming a "Know Your Neighbour" business initiative, however it did not proceed due to the onset of the pandemic.

Engaging and informing our senior population:

- Outreach project (one-page flyers promoting crime prevention subject matter ie: fraud, internet safety, mail theft etc)

Discussion ensued about how to engage residents and businesses at large during the pandemic. The Chair asked the group to consider and share what one thing can we focus on this year to engage these two groups?

Ideas included:

- Know Your Neighbour campaign may be able to take place door to door in the fall, but if not, figure out a way to do it online.
- Continue with the outreach flyer and promoting CPTED and crime prevention tips among residents and business owners.
- Reach out to family members of seniors to remind them to take care of the seniors in their lives.

- Partner with the Langley Division of Family Practice to promote the Green Dot program which is an initiative that identifies to Emergency Responders in emergency situations, vital medical information and health care wishes on site and in real time.
- Create an outreach one-page flyer containing prevention information related to businesses. Ie: COVID fraud alerts, CPTED information etc. Flyers can be provided to the DLBA and the Chamber of Commerce to share among their members.
- Clarify messaging to seniors that not all online activity is fraudulent and scary. Messaging is not clear about what type of information they need to be alarmed about. Concern that seniors are missing out on a lot of good information online, creating more isolation, due to being fearful about technology and the possibility of fraud and scams. Feel that the 'be afraid' messaging is counterproductive. Must empower them to explore safely.
- Tracking RCMP Calls for Service may assist in learning what areas of the City require more attention and sharing of prevention information. Calls for Service could provide more/different information than the monthly Property Crime Analyst Map. Having this more detailed information may assist in targeting the types of information we can educate about and the areas to do so. It is a good indicator of where the problems are and which areas are impacted the most over time. Does a high percentage of Calls for Service (CFS) come from one or two areas that need attention?

ACTION:

S/Sgt Brown will investigate getting the CFS information for the next meeting.

- Some form of the Know Your Neighbour campaign, it's a good initiative.
- Continue with social media messaging to educate the general public.
- The City could facilitate an online Zoom session and invite seniors to participate and learn how to use the internet safely, give tips etc to help keep them from becoming too isolated during COVID. It could be helpful for them to know that it is hosted by the City, something they trust.
- Engage the school community, present prevention information to youth, who are a conduit to their parents. Could send flyers home with information and reach a greater audience through the school network.
- Good to keep focused, concentrate on fewer things and do a better job at them.
- Seniors that are reluctant to new technology – messaging that it is ok to ask for help. Turn it into something positive and reduce isolation.
- Add CFS or crime analyst data to the outreach flyers. Simple data ie: 1 in 3 households experience a crime etc.
- Know Your Neighbour – online campaign.

- Educate multi-family strata councils with flyer about issues pertaining to them.
- Langley Advance Times – possible way to share information for free.
- Prevention / education with school aged children regarding gang involvement. Do the RCMP work in schools to teach about gang life and the repercussions?

ACTION: S/Sgt Brown will inquire and provide information at the next meeting as to what is happening about educating youth. He welcomed ideas from the group about ways to engage youth in crime prevention.

The Chair advised that the ideas discussed will be noted in the meeting minutes which will be included in the next agenda.

He requested that the February agenda include an item pertaining to outreach among the Business community. That will give more time to consider ideas for the residential component.

ACTION: Members were asked to come to the February meeting prepared to discuss ways of reaching out to the business community. Content idea for a one-page flyer, how we might distribute it ie: business licenses, tax notices etc.

ACTION: S/Sgt Brown will provide crime statistics for the business areas north of 54 Avenue, and Calls For Service information, if available, to help determine the best areas to target.

Discussion followed about the following:

- Recent criminal activity related to perpetrators misrepresenting themselves as police officers;
- Youth mistrust of police;
- Gang violence

The S/Sgt welcomed ideas from the task group members about ways to engage the youth in the community and help strengthen the youth/police rapport.

ACTION: The Chair requested that 'Gang Violence' be added to the February agenda for discussion.

It was noted that members are welcome to request presentations from outside organizations if they feel the information could benefit the work of the task group. Forward such requests to the Deputy Corporate Officer for inclusion/discussion on an agenda.

5) UPDATES

- a) RCMP CPTED Video Series - Status Update
Dave Selvage, Community Safety Manager

The Community Safety Manager advised that there was a miscommunication about which agency was going to house the CPTED

videos. It has since been determined that the City has a dedicated place on our public safety webpage and staff will send the link to the DLBA and the Chamber for widespread sharing. He further noted that once the link is in place, cards will be printed with the link and can be handed out to businesses so they can download and/or view the videos at will. The RCMP are starting their door-to-door distribution of the video link cards on the one-way section of Fraser Highway.

- b) Update on possibility of including crime prevention educational insert in annual tax notice mailout
Dave Selvage, Community Safety Manager

The Community Safety Manager advised that 12,000 tax notices are distributed and the cost to add a page to that mailout would be approximately \$3000. A staff member suggested utilizing a bulk or targeted mailout service instead, which is more cost efficient than the regular mail.

- c) RCMP December Property Crime Map

S/Sgt. Brown noted the lack of property crime offences in the areas served by Block Watch groups. He reviewed the statistics and compared 2019 to 2020 noting that CERB funding and COVID-19 have played a role in the reduction of crime. Mail theft remains high.

S/Sgt. Brown will collect Call for Service details to share at the February meeting.

6) STANDING ITEM

- a) Seniors Outreach Project
- i. Community Feedback
 - ii. Flyer Content Review /Approval
 - o Door-to-Door Canvassing – for February releaseMembers approved the flyer content for distribution. Staff will process and distribute to partners mid-February.
 - 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

Mr. Yuarata volunteered to create content for one of the above items for review at the next meeting.

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

7) **ROUND TABLE**

Ms. Hinch welcomed the new members and S/Sgt. Brown, adding that he will be a great addition to the group, and she looked forward to working with him.

Mr. Amin echoed Ms. Hinch's comments, as did other members of the task group.

MOVED BY Member Hinch
SECONDED BY Member Amin

THAT the meeting adjourn at 7:40pm.

CARRIED

CHAIR

Certified Correct:
pdk

DEPUTY CORPORATE OFFICER

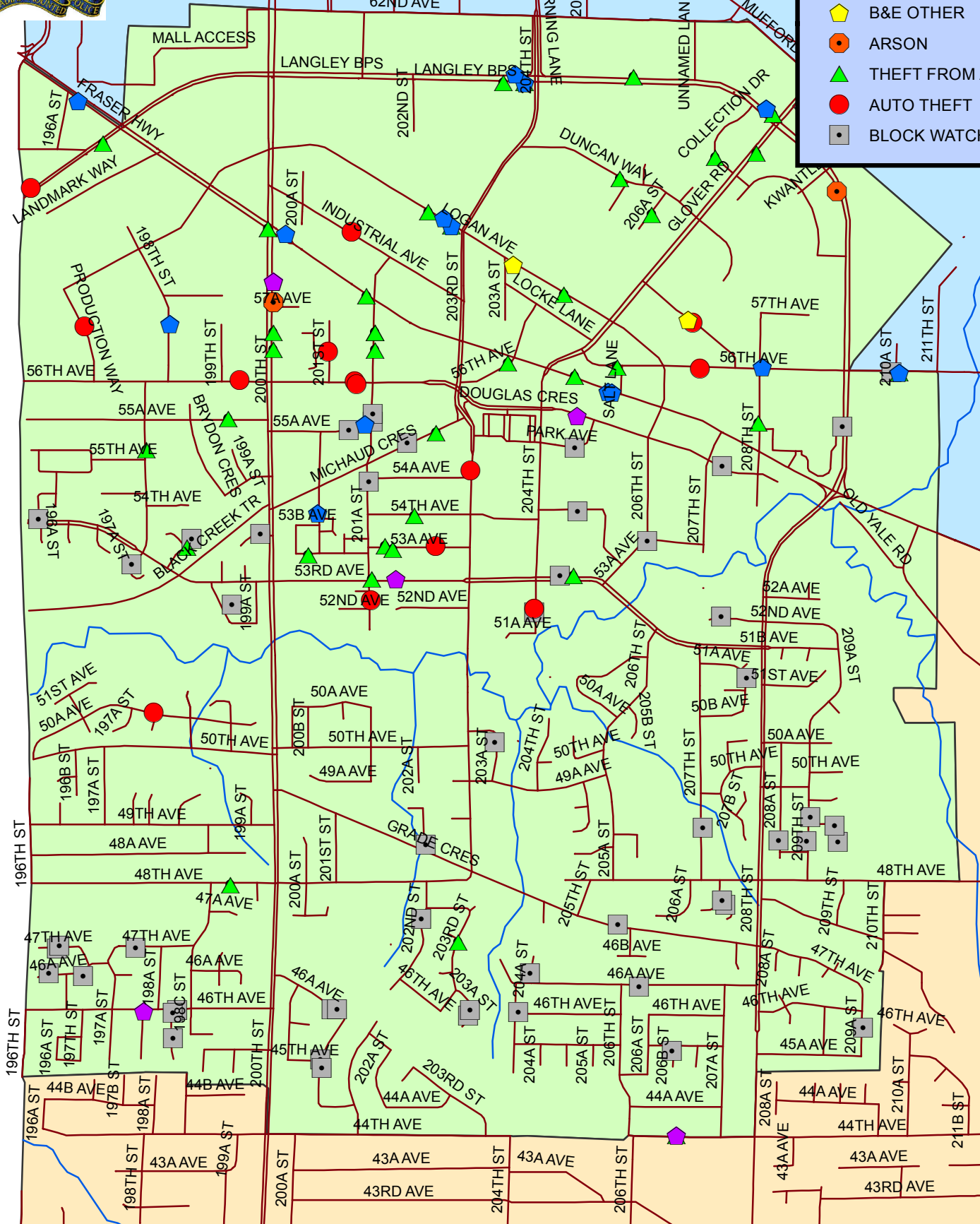


Langley City Property Crime 2021-Jan-01 to 2021-Jan-31

Langley RCMP

Legend

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



This document is the property of the Royal Canadian Mounted Police.
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In 2020, there were more than 40,000 victims of fraud, costing Canadians more than \$106 Million. Protect yourself from scammers especially this tax season!

Here are a few useful tips to combat phone fraud:

Don't be afraid to say no

If a telemarketer tries to get you to pay for something, don't send them money right away. Ask for information in writing.

Protect your personal information

Beware of callers asking for personal information such as address, social insurance number or banking information. If they called you and are asking for personal information, chances are that they are scammers.

Beware of CRA scam calls

This tax season, calls from the Canada Revenue Agency are common. However, the CRA will never:

- Threaten you with arrest
- Use aggressive and threatening language
- Ask for payment through Interac e-transfer, prepaid credit cards or gift cards

Take your time

Scammers often use deadlines to get you to act immediately. Don't feel pressured to respond or decide. Ask for a call back number and do your research afterwards.

Report Fraud

If you received a call, email or mail that you think might be a scam, contact the Canadian Anti-Fraud Centre at 1-888-495-8501 or at www.antifraudcentre-centreantifraude.ca