CITY OF
LANGLEY

STRENGTH OF PURPOSE SPIRIT OF COMMUNITY

Community Crime Prevention Strategic Plan

Prepared by the Community Crime Prevention Task Force

November 2015

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Introduction

The City of Langley Mission Statement is *"To build a vibrant, healthy and safe community"* and one of the Key Focus Areas in the 2013 – 2017 Strategic Plan is to ensure that our citizens feel safe and that their property is secure. The citizens of the City of Langley, as most Canadians, consider being able to live in a safe and secure community as one of the most important aspects of their lives.

The City of Langley experiences the problems of crime firsthand but we do not have all the tools or resources needed to address them. Therefore, the success of an intervention to prevent and reduce crime must be built on collaborative and problem-solving relationships through community mobilization. The long-term success and sustainability of action plans are linked to the degree of community involvement and ownership of strategies.

To this end, City Council created a Community Crime Prevention Task Force (the "Task Force") comprised of a cross section of community members and business groups as well as law enforcement agencies. The goal of the task force is to develop action plans and to prioritize actions to prevent and reduce crime in those groups/neighbourhoods in the community with the most significant levels of fear, whether real or perceived.

The City of Langley, the Royal Canadian Mountain Police (the "RCMP") and our partners have already implemented a number of initiatives and programs over the years to combat and deter crime, some of which include:

Image Source: Langley RCMP

- ensuring police resources are keeping pace with population;
- enhancing youth education by the RCMP at local schools;
- applying Crime Prevention Through Environmental Design (CPTED) principles to new developments;
- meeting with local merchants to offer advice and information on deterring crime at their establishments;
- working with the School District to assist 'at risk youth' and their parents to address behaviour issues and support their reintegration back into school life;
- requiring property owners to remove any graffiti within 10 days;
- regulating the sale of hydroponics equipment and drug paraphernalia through the City's Controlled Substance Bylaw and Drug Paraphernalia Bylaw;
- working with Langley Youth and Family Services, the RCMP and the community to refine a "restorative justice" process with a view to divert appropriate youth offenders to rehabilitation;
- working with TransLink, Greater Vancouver Transit Police (the "GVTA") Police and the RCMP to enhance user safety on public transit systems in the City;
- installing Closed Circuit Television (the "CCTV) pilot project in and around identified crime hot spots;

- working with RCMP, Fire Rescue Service, Bylaw Enforcement Division, and the Building Inspector to eliminate "drug houses" and other locations where drugs are created, bought, sold, and consumed; and,
- working with the business community to continue to identify the nuisance-type businesses and adjust the City bylaws accordingly.

While we are doing a significant amount of work to combat and deter crime in the community, the City, the RCMP and our partners are committed to providing residents in the City of Langley with a greater sense of safety about living here. By working together, partners can understand the factors that contribute to crime and safety problems, develop a well-balanced strategy for intervention and put that strategy into action for the benefit of everyone.

The Strategic Planning Process

A number of approaches were used to gather and analyze the information for this report.

- Refer to BC's Community Crime Prevention Guide as a guide to our strategic planning process;
- Refer to BC's Report of the Blue Ribbon Panel on Crime Reduction as a foundational document to develop potential crime prevention and crime reduction strategies;
- A walking tour of hot spots in the community with the Task Force to gain firsthand experience of the issues and challenges;
- Ongoing communication and meeting with the Task Force to clarify expectations and discuss emerging findings and strategic directions;
- Review of background information related to the Task Force: crime trends, community issues, crime prevention, and similar organized groups working on crime prevention;

Image Source: http://www.pssg.gov.bc.ca/

- Conduct literature review and research on crime prevention and crime reduction initiatives implemented in other communities in Canada, USA, UK, Australia, and New Zealand; and,
- Engagement sessions to have Task Force members answer the following questions:
  o What does a quality community look like?
  o Which of these characteristics does Langley City have a lot of?
  o What does Langley City need to improve on?
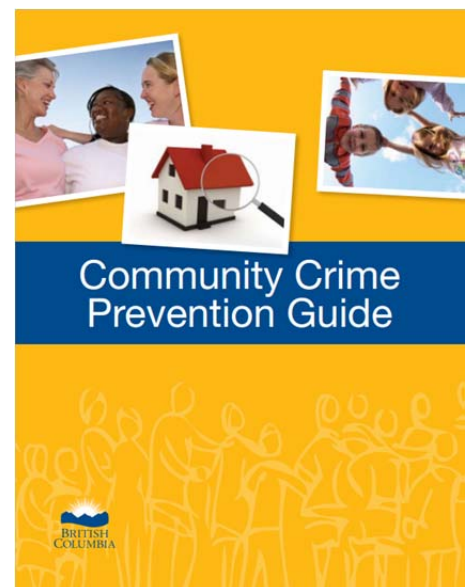 o And how do we do this?

Acknowledgements

We would like to acknowledge the time and effort of all those who contributed their knowledge and insights to the development of this report. First, we would like to thank the following Task Force members for their time and commitment to support the development of this strategic plan:

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- Teri James, Executive Director, Downtown Langley Business Association
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- Francis Cheung, Chief Administrative Officer
- Darrin Leite, Director of Corporate Services
- Gerald Minchuk, Director of Development Services & Economic Development
- Rory Thompson, Fire Chief
- Carolyn Mushata, Manager of Legislative Services
- Raminder Uppal, Chief Bylaw Enforcement Officer

BC Community Crime Prevention Guide

Crime is an act or omission that violates the law and is punishable upon conviction. It includes Criminal Code offences against a person or property, drug offences, motor vehicle offences and other provincial or federal statute offences. Disorderly behaviour such as aggressive panhandling, public urination and sleeping in the street are not

necessarily criminal acts, but they do affect communities through a gradual erosion of quality of life.

Crime typically occurs when three things happen at the same time and in the same place:

- A motivated offender is present;
- A suitable target is available;
- There is either something or someone present which encourages the crime, or nothing or no one to discourage it.

A slightly different way to look at this is to say that crime is about people, places and situations. Crime prevention and reduction strategies try to address all these elements.

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 CPSD[1]. Place-oriented strategies are known as "crime prevention through environmental design," or CPTED[2]. 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.

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[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.

Crime Reduction

Crime reduction starts with assessing the current problem and developing strategies to decrease the amount of criminal activity, or minimize the harm it causes.

Because crime reduction is focused on existing criminals, crime locations and situations, it relies heavily on information or intelligence which describes those people, places and situations in great detail. Examples of crime reduction include:

- Prolific offender management;
- Targeting crime "hot spots";
- Managing major public gatherings.

Local governments experience the problems of crime firsthand but don't have all the tools or resources needed to address them. Collaborative and problem-solving relationships through community mobilization are essential to the success of an intervention. The long-term success and sustainability of action plans are linked to the degree of community involvement and ownership of strategies.

Image Source: CreativeCommons.org

Getting Serious About Crime Reduction, Report of the Blue Ribbon Panel on Crime Reduction

In September 2013, Abbotsford South MLA Darryl Plecas convened a Blue-Ribbon Panel of experts to study crime reduction opportunities and recommend ways to further reduce B.C.'s record-low crime rate. The following was heard at the Blue Ribbon Panel:

Focusing on offenders

The Panel heard a strong consensus that significant reductions in crime can be achieved by focusing on prolific offenders – the very small proportion of the total population that's responsible for most of the crime in B.C. These individuals have been in and out of the provincial corrections system for years, committing crimes over and over again, in spite of their experience with the justice system. According to BC Corrections, more

Image Source: Google CC Photos

than two thirds of offenders in the system in 2012 were repeat law breakers; 40 per cent had 10 or more convictions, and five per cent had 24 or more convictions over 10 years.

The Panel heard support for the Province's recently completed Prolific Offender Management pilot project, along with a number of concrete suggestions for improving approaches to incarceration and sentencing.

More broadly, the Panel heard that shifting the focus from crimes to offenders has been fundamental to B.C.'s success in driving down the crime rate in the past 10 years. Experience in other jurisdictions suggests that this approach could generate even more impressive results if adopted across the B.C. justice system.

Alternatives to Incarceration

The Panel heard strong support for effective diversion mechanisms and, in particular, greater use of the restorative justice approach; this was reiterated at nearly every roundtable meeting. Successful programs are in place in a number of communities. However, many stakeholders said that the quality of programs across the province varies and could be improved with, for example, provincial standards.

Support was often expressed for establishing problem-solving courts (drug courts, community courts, family violence courts, etc.). There were many views about what these courts could actually accomplish or the desirability of establishing them in various parts of the province. It was clear that many stakeholders were attracted by the model because of its apparent promise to "resolve problems" in a more effective and efficient way than the regular justice system.

Corrections officials frequently indicated that many of the inmates in custody would benefit from receiving treatment rather than serving a custodial sentence. They also heard concerns about inadequate supervision of offenders in the community under court-ordered conditions. Stakeholders generally supported the idea of improving current community supervision programs and finding ways to deal more effectively with situations where court-imposed conditions are breached.
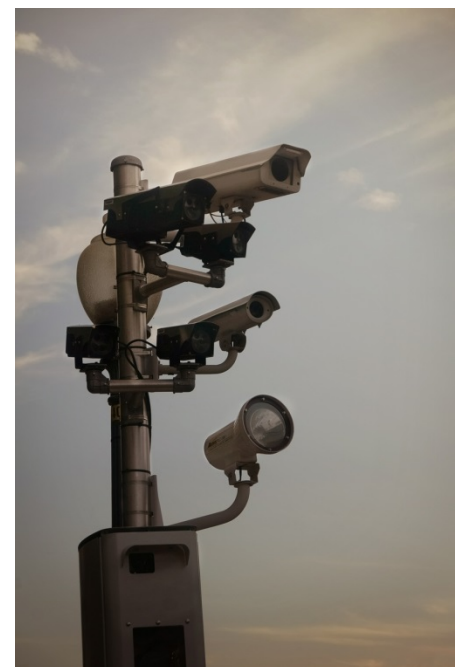
Support was expressed for making greater use of surveillance technology to enforce court orders and protect victims, including electronic monitoring of offenders in domestic violence cases. Some stakeholders said that the role and functions of B.C. probation officers should be reconsidered with an eye

towards reducing administrative duties in favour of spending more time one-on-one with offenders.

Addictions and Mental Illness

Many of those who presented to the Panel noted the link between crime rates and the unaddressed addiction issues of chronic offenders. Some said we need to place a greater emphasis on providing recovery services, and presenters were virtually unanimous in citing a shortage of effective drug and alcohol addiction treatment and recovery programs. In some communities, people expressed concern about unlicensed and "predatory" so-called recovery homes, which operate outside the health-care and justice systems, often providing little more than housing.

Another key concern was the lack of local access to services for people with mental illness, and for those with both addictions and mental illness. Police told the Panel that, on average, one in five calls for service they receive relates to unaddressed mental health issues. Along with consuming police resources, this situation is unhelpful for those in need of services from qualified health professionals. As noted in a recent House of Commons report on the economics of policing, front-line police officers are not the best equipped to deal with mental health problems.

Inter-agency Collaboration

Time and time again, the Panel heard from people who were frustrated by the lack of collaboration among those leading crime reduction efforts. While many presenters were proud of the results they saw in their communities, there was frequent mention of disjointed approaches, fragmented interventions, and the propensity of many professionals to work in "silos" isolated from each other. Many stakeholders advocated for a "whole of government" approach to crime reduction with related measures to hold local managers accountable for their agencies' performance

Domestic Violence

Domestic violence and sexual violence against women and children were consistently mentioned as urgent priorities. Many of those who spoke to the Panel expressed great concern about the number of violent crimes against children and women that go unreported and unaddressed. Stakeholders also commented on the success of existing initiatives, including the Domestic Violence Unit (DVU) and the Interagency Case Assessment Team (ICAT).

First Nations Communities

The Panel heard concerns about the over-representation of First Nations peoples in the criminal justice system and the need for comprehensive, community based, culturally sensitive and effective interventions. Many First Nations draw on their healing programs to address crime and reintegrate community members involved with the justice system. The role of native court workers and the progress made in implementing First Nations Courts and Elders' Justice Councils were frequently noted as important steps forward.

Rapid Economic Development

Many stakeholders voiced concern about the rapid development of large natural-resource projects in northern communities, such as Fort St. John. The Panel heard that local law enforcement and community resources are clearly insufficient to deal with the large influx of workers and related public disorder and crime issues. There were some suggestions that, as the Province moves forward with intensified resource development, planning should account for the increased pressures on police and other public resources.

Prevention

Many stakeholders emphasized the need for early and timely interventions and prevention programs for at-risk children and youth, including those whose parents are in conflict with the law, incarcerated or struggling with addiction, as well as those who themselves experience mental illness, fetal alcohol spectrum disorder, attention deficit hyperactivity disorders and substance abuse disorders. Stakeholders generally agreed that prevention programs are a sound and necessary investment, even if their immediate impact on crime is not always noticeable.

Many also spoke of the need for early intervention with offenders and potential offenders, recognizing that crime can be prevented by responding as early as possible when people have risk factors such as addiction, loss of employment or mental illness.

Funding

Issues related to funding were mentioned frequently in the Panel's consultations. Presenters were most concerned about funding for community-based crime reduction programs and for the non-profit organizations whose work is often crucial. Some raised concerns about continuity as well. For example, the Panel heard of cases where pilot projects had good results, but could not be built upon due to lack of funding. The Ministry of Justice confirms that hundreds of crime prevention initiatives have been funded in the last decade. However, they have typically been supported via time-limited or one-time funding.

Educationviews.org

The Panel's recommendations include:

1. Manage prolific and priority offenders more effectively.
2. Make quality mental health and addiction services more accessible.
3. Make greater use of restorative justice.
4. Support an increased emphasis on designing out crime.
5. Strengthen inter-agency collaboration.
6. Re-examine funding approaches to provide better outcome.

Framing the City of Langley Context

The City of Langley is approximately ten square kilometres in geographical size. The current population of the City is 26,000 and it is anticipated to grow to 32,950 by 2031.

The distribution of population in the City of Langley has shifted northward in recent years such that more than 60% of its residents now live north of the Nicomekl River. This tendency will continue as approximately 95% of the City's planned population growth to 2031 will occur in multiple family residential developments around and within the downtown core. It is anticipated that approximately 4,000 housing units will be added between 2006 and 2031.

The highest intensity of development will continue to focus on the downtown core. Lower intensity land uses generally radiate outwards from the core. Since the City is already fully urbanized and lacks raw land for development, growth must occur through the redevelopment of underutilized land.

The following information on recent demographic trends was primarily derived from 2011 Census Canada results:

- According to the 2011 Canada Census, the City of Langley had 3,960 rental housing units, representing 35% of its total housing stock. This was the fourth highest proportion of rental housing amongst Metro Van municipalities;
- The City of Langley has the second highest percentage of total population aged 5 years and over that lived at a different address five years earlier (50%), indicating a significant transient population;
- According to BC Housing, the City of Langley has 783 social housing units, representing 6.9% of the total housing inventory. This is the third highest proportion of social housing units amongst Metro Vancouver municipalities.
- Demographic statistics also indicate the presence of socioeconomic disadvantages and special needs in a population.
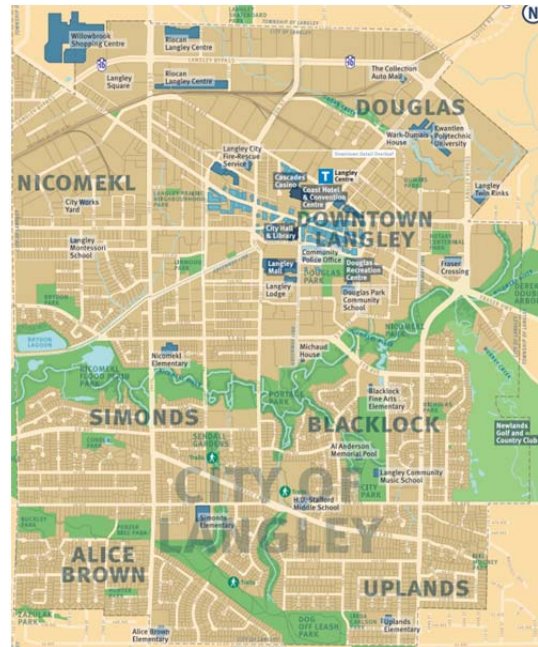
The following statistics were chosen to provide insight and identify characteristics of the City of Langley's population:

- The City of Langley has the highest percentage of lone parent families, families headed by a mother or a father, with no spouse or common-law partner present, living in a dwelling with one or more children (18%);
- The City of Langley has the highest percentage of total individual income derived from transfer payments received from federal, provincial or municipal governments during the calendar year 2010 (22%);
- The City of Langley has the third highest percentage of individuals aged 15 plus years having incomes below cut-off level defined by Statistics Canada during the calendar year of 2010 (35%);
- The City of Langley has the fifth highest percentage of persons in private households living alone (38%);
- The City of Langley has the highest percentage of its total population aged 20 years and over without a high school graduation certificate (23%).

Statistics from the RCMP on the types of criminal activities show a downward trend on most offences. There has been a significant increase in auto theft and theft from auto offences not only in the City of Langley but across the Metro Vancouver Region. Most of the sexual offences cases are related to individuals known to each other.

CRIME TYPES	2013	2014	% Change	5 Yr Avg.	% Change
Person Related Offences	1121	1214	**8%**	1193	**2%**
Homicides	1	2	**100%**	1.8	**11%**
Assaults	665	658	**-1%**	672	**-2%**
Robberies	111	90	**-19%**	116	**-22%**
Sexual Offences	54	67	**24%**	61	**10%**
Home Invasions	22	12	**-45%**	14	**-14%**
Property Related Offences	7772	8752	**13%**	8312	**5%**
Break & Enter - Business	586	562	**-4%**	606	**-7%**
Break & Enter - Residence	431	444	**3%**	483	**-8%**
Auto Theft	639	856	**34%**	843	**2%**
Theft from Auto	1956	2471	**26%**	2068	**19%**
Frauds	648	741	**14%**	650	**14%**

Recommended STRATEGIES

The strategic approaches and priorities recommended by the Task Force are based on crime prevention and crime reduction best practices, proven strategies by communities in Canada, USA, UK, Australia, and New Zealand, local context and issues.

These findings led the Task Force to identify three strategic objectives to guide crime prevention and community safety initiatives in the City of Langley.

Objective 1

Crime Prevention, Reduction & Public Safety: To contribute to crime reduction, crime prevention and increased community safety through fostering community partnerships that will focus on the root causes (risk and protective factors) of crime in new and creative ways.

Goal	Measurable Outcome	Priority
1. City to consider and introduce zoning and business regulations to address public safety and nuisance concerns.	i. Amend the City's Zoning Bylaw to regulate the number of methadone dispensary clinics in the City.	High
	ii. Amend the City's Business Regulations Bylaw to regulate the operation of methadone dispensary clinics in the City.	High
	iii. Amend the City's Zoning Bylaw to regulate the number of e-cigarette vapour stores in the City.	High
	iv. Amend the City's Business Regulations Bylaw to regulate the operation of e-cigarette vapour stores in the City.	High
	v. Consider amending the Business Licence Bylaw to require new business licence applicants to undertake a CPTED safety audit and implement recommendations as a condition of the issuance of business licence.	High
	vi. Introduce a shopping cart regulation	High

		bylaw that prohibits shopping carts on municipal roads, parks, public spaces, and facilities.	
	vii.	Amend the Business Licence Bylaw to require grocery stores to install wheel lock systems to prevent shopping carts from leaving their premises.	High
	viii.	Amend the Business Licence Bylaw to require pawn shops to provide the necessary information under the RCMP's 'RAPID' program.	Medium
	ix.	Amend the Signage Bylaw to require business owners with vacant premises to prevent unsightly screening and/or obscure screening on their front windows.	Medium
	x.	Introduce a bylaw to regulate clothing donation bins in terms of unsightly premises and illegal dumping.	High
2. Develop a sustainable program to target "crime" hot spots.	i.	Increase police presence at geographic areas where there are high levels of crime.	High
	ii.	Conduct a CPTED review at geographic areas where there are high levels of crime. This could be on private properties or City facilities and parks.	Medium
	iii.	Develop an incentive program with private property owners to implement the CPTED recommendations such as enhanced lighting in laneways.	Medium
	iv.	Allocate adequate budget to implement the CPTED recommendations at City facilities and parks.	High

	v.	Increase RCMP foot and bike patrol in the downtown core and at crime hot spots.	High
3. Adhere to the principles and philosophy of the *'Broken Window Theory'*.	i.	Require the City and private property owners to maintain their assets to an acceptable level.	High
	ii.	Enforce the regulations under the City's Community Standards Bylaw.	High
	iii.	Allocate funding to maintain City streets and parks in an orderly and clean environment, such as removing graffiti, weeds and excessive litter in a timely and expedient manner.	Medium
	iv.	Consider reintroducing limited pesticide use on hard surface centre medians to control weeds.	High
	v.	Implement a communication strategy that sends the signal that City facilities and parks are monitored and that criminal behavior is not tolerated.	High
	vi.	Develop and support Community Action Teams in each neighbourhood to build a strong sense of cohesion, fix broken windows and assert social responsibility on themselves - effectively giving themselves control over their space.	High
	vii.	Encourage greater public consciousness of crime and the reporting of crime to the RCMP.	Medium
	viii.	Request BC Hydro to wrap their kiosk with decorative wrapping and/or remove the graffiti on their kiosk in a timely manner.	High

	Goal		Measurable Outcome	Priority
4.	**On-going leadership and commitment to prevent and reduce crime and enhance public safety.**	i.	Restructure the City's Public Safety Committee to implement the goals from the Community Crime Prevention Task Force and Homelessness Task Force.	High

Objective 2

Partnerships & Advocacy: To provide leadership and teamwork in promoting a comprehensive, inclusive approach for justice, crime prevention and public safety that focuses on the well-being of citizens and community.

	Goal		Measurable Outcome	Priority
1.	**Advocate to senior levels of government to provide the necessary programs and resources to address justice, crime prevention and public safety issues.**	i.	Petition the Province and Fraser Health Authority to provide funding for an Assertive Community Treatment (ACT) Team for the Langleys (which may include Maple Ridge).	High
		ii.	Petition the Province to provide funding for a Car 67.	High
		iii.	Petition the Province to amend the Privacy Act to relax requirements for the implementation of CCTV on public spaces.	Low
		iv.	Petition the Province to implement the recommendations from the recently completed Prolific Offender Management pilot project to improve approaches to incarceration and sentencing.	High
		v.	Petition the Province to provide effective drug and alcohol addiction treatment and recovery programs.	High
		vi.	Petition the Province to provide local access to services for	High

		people with mental illness, and for those with both addictions and mental illness.	
	vii.	Petition the Province to provide funding for youth life skills training such as conflict resolution, decision making and employment training at local schools.	Medium
	viii.	Request that the Province install 'No Panhandling' signs at major intersections in the City such as 200th Street and Langley Bypass and Fraser Highway and Langley Bypass.	High
	ix.	Petition the Province to reduce the profit margins for methadone dispensaries.	High
	x.	Petition Fraser Health to provide a psychiatric nurse at the Langley Memorial Hospital.	Medium
	xi.	Petition the Province to strengthen inter-agency collaboration and coordination across the wide range of crime prevention and reduction initiatives.	Medium
2. Develop partnership opportunities with various stakeholders to prevent and reduce crime.	i.	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.	Medium
	ii.	Develop a volunteer base to create Block Watch Programs in each neighbourhood.	Medium
	iii.	Strengthen collaboration and	Medium

		coordination between social service agencies, citizens groups, and faith based organizations to undertake crime prevention and reduction initiatives.		

Objective 3

Social Change: To support positive social change that enhances the quality of life in our neighbourhoods.

	Goal		Measurable Outcome	Priority
1.	**Adjust the demographic makeup of the City.**	i.	Amend the City's policy to enable the conversion of rental housing stock to strata owned venue.	High
		ii.	Control and regulate 'fringe' businesses through City's zoning and business licence bylaws.	High
		iii.	Review the City's housing strategy to encourage a mix of affordable, social and higher scale housing development.	High
2.	**Explore a Family Based Crime Prevention Program to prevent crime at a community grass-roots level.**	i.	Provide additional school resources such as RCMP officers and other programs at local schools, including increased focus in elementary schools.	High
		ii.	Provide community gardens at strategic locations throughout the City.	Medium
		iii.	Promote the Adopt-a-Street and Adopt-a-Park programs.	High
		iv.	Develop Good Neighbour agreements with strata and rental complexes.	Medium

3. Create an identity for Downtown.	i.	Work with the Greater Langley Chamber of Commerce and Downtown Langley Business Association to identify suitable retail stores that could be attracted to come to the City and would be an asset to the City.	Medium
	ii.	Work with the Downtown Langley Business Association to create a theme for downtown.	Medium
	iii.	Explore partnership opportunities with the Downtown Langley Business Association to further develop and promote new family-oriented events for the downtown.	Medium
	iv.	Explore partnership opportunities with Tourism Langley, Greater Chamber of Commerce and the Downtown Langley Business Association to increase the profile of the City regionally, provincially and nationally.	Medium

Appendix A

The Task Force identified a number of issues and conceptualized a number of ideas from the walking tour.

Issues:

Downtown Clean Up and Appearance

- Downtown appearance needs to be cleaned up;
- Attract more businesses to Langley and the downtown core that will attract visitors to downtown, such as upscale businesses like Starbucks, etc.;
- The City should lead by example;
- Clean up City owned properties and have property owners do same;
- Store fronts/security bars not attractive to walk along, not attracting business;
- Store owners not supportive of the City's store front incentive program;
- Educate stores on relationship between appearance, crime and profitability;
- Increase lighting downtown including lanes.

Fringe Businesses

- Closer scrutiny and enforcement of business licencing;
- Regulate businesses such as; pharmacies (dispensing methadone), massage parlours, drug paraphernalia, smoke/vapor, cheque cashing, pawn shops, sex shops;
- Street prostitution, body rubs, sex shops, smoke shops, hotels, bars, biker shops, liquor primary and soup kitchens cause stress, crime, feelings of being unsafe;
- In close proximity convenient walking connections, attracting out of town homeless people and adding street stress;
- Undesirable businesses have negative spinoff effects;
- Families are target market but don't feel safe downtown to shop.

Dialogue and Regulation of Non-Profits

- Need a relationship with social services and non-profits to dialogue with;
- Closer scrutiny and regulation of non-profits, religious organizations and soup kitchens;
- Educate and partner with these groups before they become problematic.

Proliferation of Downtown Pharmacies

- Proliferation of independent pharmacies in close proximity to each other;
- What is the actual customer base of these pharmacies?
- Are they profitable/ sustainable?
- They have negative spinoff effects that impact on how people feel about being downtown;
- Closer scrutiny, oversight, licensing;
- Restrict the proximity of pharmacies and other fringe businesses to minimum distances to each other or within a block or neighbourhood.

Community Safety Coordination

- Bring social services, mental health, housing, business, police, bylaw, planning, zoning/licensing together;
- Into a Community Advisory Services Council or Community Safety Office;
- Create a working group;
- Meet monthly;
- Reports to Council – Council reports back to Group;
- Driven by City;
- Seek outside funding and funding from partners (social, mental health and housing);
- Create a Community Resource Network.

Police and Bylaw Enforcement Coordination

- More coordinated enforcement between RCMP and Bylaw Enforcement;
- Bike and foot patrol;
- Criminal and bylaw enforcement;
- Use of Red Zone to deter offenders from specified areas;
- Look at Kelowna's downtown Red Zone work;
- Involves support of the courts and crown.

General Ideas:

Attract Business

- There is a need to attract more 'appropriate' businesses that will draw visitors to the downtown core;
- The City should take a lead role in attracting businesses.

Rental Housing

- High concentration of rental properties in City;
- Not always owner occupied, adds to anonymity of neighbourhood;
- Closer scrutiny of medium and high density residential development to ensure they continue to comply with original licensing/permit agreements;
- Regulate rental housing;
- Regulate absentee landlords at permit and licensing stage;
- Use Good Neighbour Agreements;
- Require maintenance/compliance deposits that relate to the density of the development, more people in a building (commercial or residential) means potential for more calls for service if not properly managed;
- Must provide local contact information that is verified, active and legitimate;
- Crime Free Multi-housing tied into yearly licensing, non-compliance equals no licence renewal;
- Write in business limitations for commercial lease/rental agreements;
- Educate property owners on finding/verifying right tenants.

Business Security

- Police and City (bylaw enforcement) coordinate business security checks;
- Partner with Business Improvement Association (BIA) on store security concepts/standards;
- Educate store owners on benefits of store front appearance and security/loss prevention and profitability;
- Could be delivered by police, auxiliaries, community police/community safety office, by-law enforcement officers and beat officers.

Downtown Place Making

- Look at Fort Langley and Steveston Village (Richmond) as examples of unique places that attract people;
- You feel safe there, they are active, attract people and seem profitable;
- Have unique businesses and themes;
- Revitalization plan should consider ways to plan and design a unique Langley downtown;
- Downtown should look funky, eclectic, be active and attract the young;
- With a goal of bringing families back downtown;
- Consider "Popup Shops", street closures, events, markets;
- Conduct a Place Making exercise.

Crime Prevention and Crime Reduction Initiatives in Canada, USA, UK, Australia, and New Zealand

The task force members completed an assignment to research best practices, ideas and concepts from communities in Canada, USA, UK, Australia, and New Zealand. The research will be the foundation for creating one model that will be developed and proposed for the City of Langley. The following guidelines were provided for the assignment.

- The program or model should be capable of being delivered at a Municipal Level (with or without outside funding);
- The program/model should be 'evidence based' meaning some or all have proven to be effective or successful;
- Involves partners and stakeholders (housing, social services, education, recreation, health, courts, police municipal departments, etc.);
- Is flexible and can be moulded and/or personalized to the issues facing Langley;
- Programs/models have sustainable applications and/or concepts;
- Can address the social (human), neighbourhood/community, and municipal and policing costs of crime;
- Will assist to identify Langley's Risk and Protection Factors;
- Will identify and address early recognition of risk behaviour, disorder and crime;
- Will identify sources of information;
- Will identify sources of funding.

Initiative	Sample Action
Assertive Community Treatment (ACT) Team	ACT team provides flexible, community-based support for adults with serious and persistent mental illness and significant functional impairments who have not connected with, or responded well to, traditional outpatient mental health and rehabilitation services. ACT team members work closely with clients along with family or significant others, if appropriate, to create a plan to improve their quality of life and decrease time spent in hospital. The ACT team provides comprehensive assessment, treatment, rehabilitation and support activities including:

	• Finding housing; • Accessing medical care; • Substance use counselling and/or access to treatment; • Life skills support/skill building; • Medication administration; • Grocery shopping with staff; • Social and recreational events; • Employment opportunities; • Connecting clients to community resources; • Transporting clients to appointments; • Supporting and encouraging: healthy lifestyle; choices, personal hygiene, short and long-term goal setting and money management; • Connecting to income assistance services.
Implementation of CCTV on public space	There are many high crime areas that would benefit from real time surveillance, not just documentation of crimes.
Family Based Crime Prevention	Family risk factors have a major effect on crime. Family based crime prevention can directly address those risk factors, with substantial success. The more risk factors they address, perhaps, the better. The earlier they start in life, it seems, the better. Programs for infants and young children may be most cost-effective in the long run, even if they are expensive in the short run. Combining home-visit parental support with pre-school education reduces crime committed by children when they grow up. Rigorously evaluated pilot projects with tightly controlled prevention services are consistently effective. Family problems later in life are more difficult to address, especially family violence by adults. The potential of early, adolescent and adult family-based prevention is held back only by our failure to invest in more research and development. The need for testing programs that can work on a large scale is particularly great.

Undertake a Crime Prevention Through Environmental Design (CPTED) safety audit and implement the recommendations as a condition of the issuance of a business licence	Have Langley introduce a requirement of every applicant for a new business licence to undertake a CPTED safety audit of the premises for which the business licence is requested and to demonstrate that the recommendations of the audit have been properly implemented before the business licence is issued by the City. Clearly communicate and explain the CPTED requirement to new prospective businesses prior to them securing the premise and/or business. Should the business owner not work towards the implementation of the CPTED safety audit, fines may be imposed on the business owner.
Target CPTED audits for crime hotspots	Establish a program where police officers or trained community groups work with the owners of properties in crime hot spot areas to audit from a CPTED perspective to identify improvements that could be undertaken to reduce the probability of crime activities in the area. Crime mapping – target enforcement on high crime areas
Introduce an incentive program for property owners to implement crime prevention initiatives.	Light up for Safety – rebate program for safety lighting, paid for by local governments; will require consultant to identify appropriate areas and types of lighting.
Introduce a Shopping Cart Regulation Bylaw that prohibits shopping carts on municipal highways, parks, public places, and facilities.	No person shall allow a shopping cart owned by that person or provided for use by that person in the operation of a retail business to be or remain on highways, parks, public places, and facilities, other than within a parking lot used or designated for use by the retail business to which that shopping cart relates.
Implement actions to combat the *'Broken Window Theory'*	"*Broken Window Theory*" of community crime causation suggests that in communities where both people and buildings appear disorderly, the visual message that the community is out of control may attract more crime. This may happen by a spiral of increasing fear of crime among conventional people, who use the areas less and thus provide less informal control. Communities that deteriorate in this respect over time are observed to suffer increased rates of crime. The "*Broken Window Theory*" contends that if the police and society at large do not crack down on disorderly

	behaviour and minor incivilities – such a public drug use, public urination, graffiti, dilapidated buildings, etc. – this can lead to the perception among offenders that their behaviour will be tolerated, and go unpunished. In turn, this will manifest to more serious crimes and can help send certain areas into a cycle of decline and lawlessness. Focus on the physical decay and property management conditions of specific commercial establishments, private homes and rental properties. A group of patrol officers work with personnel from the municipal government to inspect problem premises, pressure landlords to clean up and maintain blighted properties, implement safety and security measures, and initiate court proceedings against property owners who fail to comply with bylaw regulations.
Enhance Community-Based Policing	Community policing is a strategy adopted by the government that allows police and community residents to cooperate with each other and work together in order to solve problems related to crime. According to this strategy police and community residents identify and solve community problems together. The Police department then uses this information in order to plan operations and build cases. The specific programs vary from city to city but they all have one thing in common in that they allow local communities to have a say in how they are served by the police.
Implement a Comprehensive Communities Program	Six strategies: • Uses CPTED to turn spaces into viable assets • Maximizes stakeholders participation • Removes a sense of impunity (arrests & publicity) • Low tolerance for drug dealing (foot patrols) • Provide support group system for youths • Develop local leaders and strengthen community organizations In some areas violent crime went down by 50% over three years, and special attention and resources were allocated to Hot Spots. Some municipalities have a business security module that covers retail theft prevention, trespassing, shoplifting, and robbery programs. It has one or more "crime prevention coordinators".

Implement a Community Defence 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.
Implement Reclaiming Our Area Residences (ROAR) program	A community organizer was hired to mobilize local residents and help from a residential association, implemented Block Watch committees, organized neighbourhood social activities.
Implement a Community Action Team	CAT is a neighbourhood based problem solving unit, made up of municipal staff, police and government agencies 'to create a mechanism for unified response to crime issues' – the kind of response that the police and other agencies, acting alone, could not make. CAT's meet regularly to collaborate on developing and implementing solutions to specific neighbourhood problems.
Implement Safer Cities Program	Approximately 3,600 schemes, or projects, were funded through SCP. Of these, 500 focused on the prevention of domestic burglary. Comprehensive schemes appeared to be the most effective. Such programs combined: • Target hardening - Target hardening includes physical security measures, such as door, window, and fencing improvements, alarms, and security lighting. Generally,

the purpose of target hardening is to make physical entry more difficult or more risky, which can deter burglars. Target hardening differs in different schemes. Sometimes it is offered to victims, who are at increased risk of being reburgled. Sometimes it is offered to vulnerable individuals (e.g., the elderly or single parents), to "hot spots" (high-risk areas), or even to an entire area (all residents).

- Community-oriented activities - This includes activities to increase awareness and promote crime prevention. The range of activities can be quite diverse, such as providing information on do-it-yourself security installations, developing Neighborhood Watch programs, creating general publicity about the program, or encouraging property marking (which may help with recovery or detection of stolen goods).

Although SCP is a national initiative, the initiative encouraged a local, team-based approach. Generally, a program coordinator was identified, who worked with a small team and steering committee that represented diverse stakeholders (police, local government, commerce, voluntary bodies, etc.). Some of the simpler schemes were implemented without a multiagency management team; they were instead directed by a single organization that had requested funding. Multiple challenges were involved in ensuring the smooth operation of multiagency groups (e.g., spotty attendance by participants at the multiagency meetings, lack of leadership, inconsistent management, etc.). The structure and objectives of the individual schemes in large part determined the mix of project workers.

A problem-oriented approach was used in the development of individual site schemes. Local crime data was used to identify particular crime problems and patterns, objectives were then set, and tailored preventive measures were selected. As programs were implemented, evaluation was encouraged so that changes could be made as appropriate.

The funding levels varied widely across sites. For 300 studied sites, the average SCP money equaled about (£8,700 or approximately $13,000 CDN) which covered an average 5,200 households per site. Approximately one-third of these sites had other funding available to

	supplement the initial funding.
	Certain factors appeared to influence the choice of sites for program implementation:
	• Sites tended to experience general crime problems in addition to burglary;
	• Police perceived burglary to be a particular concern of the area;
	• Sites tended to be well-bounded geographical areas;
	• Sites generally had a high level of police support.
Implement Reducing Crime & Re-offending Result Action Plan	The plan is focusing on the strategies that have been working to reduce crime:
	• Supporting repeat victims;
	• Targeting repeat locations;
	• Improving assessment and interventions for youth;
	• Reducing availability of alcohol;
	• Increasing alcohol and drug treatment in the community;
	• Strengthening rehabilitation and re-integration services to prepare and support people to live law-abiding lives;
	• Reducing opportunities for crime;
	• Targeting vulnerable youth and youth offenders;
	• Reducing alcohol and drug abuse;
	• Reducing re-offending.
Implement Prevention First Strategy	Prevention First requires all staff to seek out prevention opportunities as part of their existing day-to-day work. This requires looking beyond single issues associated with individual cases, and for all staff to:
	• Be aware of and leverage off community services and networks to protect vulnerable people, particularly repeat victims;
	• Act with urgency against priority and prolific offenders; and,
	• Develop innovative and sustainable, practical solutions using problem solving approaches to manage crime hotspots and Priority Locations.
	In order to achieve real outcomes for our communities and meet the aims of Prevention First we will develop specific actions that will enable us to:
	• Deploy to beat demand;
	• Understand and respond to the drivers of crime; and,
	• Foster a change in our mindset that puts prevention and

	the needs of victims at the forefront of policing.
	In 2013, there was a 29 year all-time low in New Zealand's crime statistics. This is attributed, in part, to the fact that police foot patrols were increased by 155% over the last 2 years and officers are now equipped with smartphones and tablets which allow them to input and access important information without returning to the station. This is delivering an extra half million frontline police hours every year, or the equivalent of 354 additional officers.
Change the demographic makeup	Community composition refers to the kinds of people who live in a community. Research and literature review have identified that a high presence of lone-parent families, recipients of income from government transfer payments, low income individuals and families, and persons with criminal histories is associated with higher crime rates. Behaviour of entire communities changes when a proportion of one type of person goes beyond the tipping point. Furthermore, the above demographic makeup attracts social services agencies and influences retail shopping niches, such as thrift stores or used clothing or consignment stores.
Create a local umbrella group to refer homeless individuals to applicable social ministries and agencies, housing agencies, faith communities, police, health authority, judiciary system; City to assist homeless individuals to get off the streets	Businesses identified homelessness as the largest single public safety-related problem. Implementation of piecemeal strategies simply resulted in the displacement of homeless people from one area of the city to another.

Police, in cooperation, with businesses and community groups, embarked on a citywide strategy that attempted to lower the number of homeless people on the street.

Police partnered with local charities that worked with the homeless and an agreement was reached to open a referral office.

Homeless people identified by business owners, community groups, and police officers would be referred to staff at this volunteer-run agency, which then referred them to organizations and programs that would meet their needs and help them off the streets.

Police also became more aggressive in enforcing violations of nuisance laws committed by homeless people while local business groups agreed to supply jobs and job |

	training programs.
	Local charitable groups that had been supplying free shelter, meals and clothing to homeless people (which was identified as a major attractor for the homeless to Fontana) now began encouraging them to work with the referral agency.

The strategy has resulted in a 90% decrease of homeless people and 50% decrease in calls for service related to homelessness. |
| | |
| **Explore the Hope Program** | A residential supported accommodation project to help and assist homeless offenders with drug and alcohol issues. It helps them to gain abstinence, re-settle and re-integrate into the community upon discharge from prison. |