

Fleetwood BIA Security Enhancement Strategy

In 2017, the four (4) Surrey BIA's participated in a safety and security audit using a framework developed by the Downtown Surrey BIA. The exercise was to collect information directly from business owners and managers to create a database that could be reviewed annually for crime or incident trends in each BIA area. It would also provide an overview of crime or incident statistics for Surrey as a whole.

The results, released in January 2018, showed that Fleetwood was overall a safe place to work and live but that there were areas within the business district that were consistently targeted by criminals. The FBIA then broke the Fleetwood Business District into five (5) distinct zones and again analyzed and compared the crime / incident levels for each zone.

In June, 2018, researcher and Fleetwood BIA Policy Analyst Richard Mozisek, reviewed the statistics from the 2017 Audit and the 2018 crime / incident stats of the RCMP and Surrey Crime Prevention for each zone. His findings established that over a two (2) year period, crime / incident statistics were consistent in the same zones proving that specific retail areas were in fact being targeted more often than others.

The Fleetwood BIA's Safety Team patrolled the different zones and spoke to the business owners in the areas where businesses were most targeted. In all high incident areas, there was a lack of deterrents, including motion sensor lighting, signage, security patrols and the most obvious, security cameras.

After consulting with other BIA's in the region, we found that BIAs in BC spend 10-35% of their budget on community security. In Surrey alone, BIA's spend as little as 10% (Cloverdale) to as high as 36% (Newton) and it became quite obvious that each area had very different challenges and needs making it unlikely that there was a one size fits all approach to investing in safety and security initiatives.

Fleetwood is known as a comparatively safe and secure area, yet incidents are being reported by businesses. As stated above, the Fleetwood BIA has identified hotspots for crime against businesses. The top three (3) incidents include shoplifting, theft from vehicle, and break and enter. These hotspots, sourced from Surrey CrimeReports, include:

- Fraser Highway and Fleetwood Way (37 incidents reported to RCMP in last 6 months)
 - (30 shoplifting, 3 theft from auto, 3 B&E)
- Fraser Highway and 152nd street (32 incidents reported to RCMP in last 6 months)
 - (18 shoplifting, 8 theft from auto, 6 B&E)
- Fraser Highway and 159th street (10 incidents reported to RCMP in last 6 months)
 - (5 shoplifting, 3 theft from auto, 2 B&E)
- Fraser Highway and 160th street (8 incidents reported to RCMP in last 6 months)
 - (4 shoplifting, 3 theft from auto, 1 B&E)

From the research, the Fleetwood BIA Board of Director's approved a general budget for safety and security of 10% of the annual budget for 2018 / 2019 and the Safety Team completed a customized and comprehensive **Security Enhancement Program**.

The program includes a \$10,000 investment in a NEW **Camera Security System Grant** and \$10,000 for the **Fleetwood Crime Prevention Initiative**. This initiative includes bringing in expertise around security to Fleetwood. Surrey Crime Prevention will be engaging in multiple measures including: walking and bike patrols, and "Lock-Out" Crime programs, leading to increased reporting of incidents. Additionally, as part of the initiative, the BIA will be bringing in a loss prevention expert to raise awareness, analyze the area, and assist businesses in preventing theft.

As part of the Fleetwood BIA's **Security Enhancement Program**, the NEW **Camera Security System Grant** policy governs the provision of funding reimbursement towards security camera additions and upgrades, monitoring, lighting, and signage, installed by industry experts.

Camera Security Systems Grant and Project IRIS

Security camera systems act an important crime deterrent. On a strata (residential /commercial) property on the 15100 block of Fraser Highway, the installation of four (4) visible, outdoor cameras and a 30 day recording device reduced overall incidents on and around the property by an estimated 85%. The investment of close to \$4000 dollars by the business owners and residents was deemed a "costly yet successful investment" and they are considering adding more cameras to the system.

Project IRIS (Integrated Resources for Investigations and Safety) is a voluntary security camera registry that assists the City of Surrey and the Surrey RCMP in solving crimes in the community. In simple terms, property owners, both residential and commercial, can register their OUTWARD facing cameras with the RCMP and should an incident or crime happen in the area, the RCMP can request access to the camera footage to assist with quickly solving the crime. Registration with Project IRIS is 100% voluntary.

The Fleetwood BIA believes that property owners and businesses can benefit from enhanced security which aids the speed of investigations. Camera installations, as well as lighting and signage, act as deterrents toward potential crimes.

The Fleetwood BIA believes that the effectiveness of purchasing and maintaining proper camera systems makes them a priority for the Fleetwood BIA's **Security Enhancement Program**. Surveillance cameras have been proven to be instrumental in the aid of investigations and crime prevention according to the [Surrey RCMP](#). Businesses, as well as their employees and customers, benefit from greater peace of mind through enhanced security.

The Fleetwood BIA encourages businesses to report ALL incidents. Incidents can be reported through 911 if emergency, the non-emergency line, or the Fleetwood BIA.

Fleetwood BIA Camera Security System Grant (FCSS) Policy

1.0 Rationale

To proactively reduce crime affecting businesses, the Fleetwood BIA is committed to providing partial financial reimbursement towards the installation of new exterior security cameras or camera upgrades. In addition to cameras, lighting and signage installations can also be supported if they are identified as needed.

Applicants must meet all criteria outlined in this policy. Central to the criteria, is that the outward facing or outdoor cameras MUST become registered with Project IRIS. Additionally, applicants must also demonstrate the need for the camera system in the business, on their property, or in the vicinity of the business where they believe incidents / crimes are happening. Examples could include: after hours loitering or suspected drug dealing in a parking lot or behind a building, ongoing property crime and vandalism, or threats to public safety.

Applicants MUST pay for the camera system and installation upon completion of the project and a copy of the PAID receipt must then be submitted to the FBIA Safety Team for final reimbursement.

2.0 Definition

Security enhancement includes:

- New camera installation
- Camera upgrades to an existing system such as additional cameras
- Replacement of older cameras or recorders with new units
- Addition of lighting
- Addition of signage

3.0 Eligibility Criteria for the Camera Safety System Grant

The applicant seeking funding assistance for the installation of security enhancements must meet the following criteria:

Applicant Criteria

The applicant must be a property owner or business owner (tenant) and the property MUST be within the Fleetwood BIA borders and must;

- I. have written approval from the property owner;

- II. be current on all property tax obligations;
- III. have a valid Surrey Business License;
- IV. demonstrate a need for the camera system through previously reported incidents or crime stats

Camera Criteria

- a. The camera system must record its footage for up to 30 days with easy access to replay and capture footage;
- b. The camera system must have at least 1 camera facing outwards into the parking lot, entrance of the business, behind the business, or facing the street. Only outwards facing camera(s) will need to be registered with Project IRIS;
- c. The cameras are to be vandal-proof design exterior cameras.

4.0 Application Process

Application requirements are as follows:

- a) Completed FBIA **Camera Safety System Grant** Application Form
- b) Copy of quote(s) for the camera system and the installation from a licenced contractor
- c) If the applicant is not the property owner, a signed letter from the owner of the property permitting the applicant to install cameras (done on application form)
- d) Email package to safety@fleetwoodbia.com

Applications are reviewed on a case-by-case basis by the Fleetwood BIA, and are subject to availability of funding. Applicants must ensure that all criteria in section 3.0 and 4.0 are completed.

5.0 Approval

If an application package is approved by the Fleetwood BIA's Safety Team, the applicant will be contacted, in writing, with a letter of approval and at that time, the applicant can commence with the project. The approved funding will then be put on reserve for the applicant. The applicant must have the FBIA written approval prior to the initiation of the camera installation and applicants must ensure that all criteria in section 3.0 and 4.0 are completed.

The project must commence within 90 days of approval, otherwise an updated quote will need to be provided. If there is no activity for 6 months, then the project will be cancelled – at this point the applicant would have to re-submit the entire application form.

6.0 Funding Reimbursement

Upon completion, the applicant must submit the final PAID invoice for the camera system and installation along with a receipt of Project IRIS registration. The funding reimbursement will be provided to the applicant within seven (7) business days of receiving these documents. To be valid, the project must be completed within 90 days of the applicant's proposed completion date.

- Funding does not cover any costs for inwards facing or internal cameras or their wiring
- Funding does cover outwards facing or external cameras, related wiring, recording system, lighting, signage, and related installation costs

Fleetwood BIA is committed to providing 50% funding reimbursement or up to \$2500 of the final cost per applicant. Upon completion and submission of final documents, a cheque (50% or up to \$2500) of the final cost of the camera system and installation will be issued to the applicant.

7.0 Regulatory

If the participating party is a business operation, to participate in Project IRIS, it agrees to compliance with all Provincial regulation around the use of security cameras. This includes BC's [Personal Information Protection Act](#) (PIPA) and the [Overt Video Surveillance Guidelines](#).

8.0 Opt-Out of Project IRIS

If a party wishes to remove their cameras from the Project IRIS registry before the 5-year period in the application form, they must reimburse the funding provided by the Fleetwood BIA. The funding is to be returned by cheque to the Fleetwood BIA within 7 business days of the removal from the registry.

9.0 Limitation of Liability

The Fleetwood BIA assumes no liability for any damages incurred by businesses and any damages related to the contracting installer of any camera systems. The camera system as well as any other assets from this program will not be owned by the BIA in any way.

Contact

If you have any questions about the application or the Fleetwood BIA Policy, please do not hesitate to contact us.

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