



CACP - PRIVATE SECTOR LIAISON COMMITTEE

Annual Report - 2014

The PSLC is a standing committee of the CACP whose members primarily consist of professional individuals in the business community working alongside serving law enforcement officers to provide value and input to increasing bonds between the public and private sector.

In 2014 -15 specific measurable objectives will be deployed within agreed reporting timelines so that the committee may provide its members and associated groups with clear and concise information. This will measure the groups effectiveness across several areas and publish the actual outcomes of projects that the group undertakes within any given calendar year.

2014 STRATEGY

The group's strategies will continue to evolve with the changing landscape of public/private sector interaction, however during the course of 2014 and beyond, in order to provide structure, it is proposed that the PSLC focus on key areas that are capable of actual measurement and are timely in deployment.

Specific targeted assistance provided through training, experience, funding and the incorporation of innovative techniques from other markets will significantly and positively impact on mitigating risk to Canadians. Indeed obtaining and using a variety of relevant practices from both national and international contacts, in similar arenas and from all market sectors, will give the group an added advantage in focus and expertise. Specific response programs and collaboration with various professional communities further mitigate risk, improve innovation and ensure awareness of success.

Recognition

In October 2013 the group successfully presented its first award recognising individual excellence and it is proposed that this remains an ever present annual objective. This commitment will identify candidates, fund award and ceremony attendance and in 2014 look to obtain significant media recognition of both the recipient and the PSLC standing committee of the CACP.

Canadian Anti Fraud Centre

Also in 2013 the PSLC visited the CAFC for a detailed briefing as to its working practices and great successes in dealing with large volumes of Canadians who have become unwitting victims of organised fraud. It is also pertinent to mention that the work being done for our society's most vulnerable was highlighted and created great interest among the group.

PSLC members quickly identified the need for collaboration and assistance in several key areas that would quickly enhance CAFC abilities and as a result a sub committee was formed to investigate and promote areas of change and improvement that would complement the centre. This sub group will continue into 2014 providing continuity as well as a reporting platform to the larger committee.



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CAFC - Objectives

1. **Raise the profile -media awareness bulletins sponsored by the PSLC /business partners to protect consumers.**
 - Utilize the media expertise available within member organizations to engage the media and provide a professional framework for the release of consumer information.
 - Working together enhance results and output per objectives below that will in turn drive information and awareness models for the public.
 - One measurable by product will be an increase in victims reporting crime to the center as a result of greater visibility.
2. **Data & Disrupt - Increased disruption projects through better data dissemination**
 - A measurement - how many incidents/dollar amounts/fraud schemes disrupted.
 - Quality and quantity of data then utilized for prevention messaging and allied programs
3. **Update - improve quality/process of CAFC call centers through expertise and system review.**
 - Enhance data quality/speed of dissemination.
 - On board industry best practice to enhance reduction of wait times and increase flow of information.
 - Access more victims and impacting positively on abandoned contact rates.
4. **Seniors program – enlarge footprint of this important group**
 - Build seniors program in Halifax* and Vancouver* to ensure all Canada covered for both calls and begin local education.
 - Identify opportunities for partnering on localized community space (seniors homes/groups/affiliations/local media).
 - Promote the work of this group by sponsoring attendance at relevant forums and conferences domestically and internationally



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Initiatives Planned 2014/2015:

PSLC Reporting Template – 2014-15		
Initiative	Objectives	Deliverables
PSLC Recognition Award Program	<ol style="list-style-type: none"> 1. Expanded Exposure 2. Sustainable Funding (10-25k) 3. A clear annual process documented 	Funding commitment from membership Update form on website Confirm cost for conference Send through RCC Membership CACP online marketing for form Look at feasibility of electronic call for nominations CACP for mailing labels to Chiefs
Education Forum	<ol style="list-style-type: none"> 1. Advertise and promote 2. Decide venue 3. Committee established 	Create the Committee
Increased Disruption CAFC Support	<ol style="list-style-type: none"> 1. Provide Expertise to enhance disruption 2. Data warehouse and analytics Disruption stats 3. Education and awareness 	First data releases P.O.L
Lobby Group	<ol style="list-style-type: none"> 1. Terms of Reference developed 2. Plan developed 3. CAPC executive included in planning 	- Create committee
PSLC Annual Accomplishments reporting	<ol style="list-style-type: none"> 1. Report on measured success stories published and distributed to CACP and committee reps and stakeholders 	- Strategic directions and notice of objectives of other committees
Information Sharing	<ol style="list-style-type: none"> 2. Finalize letter of intent (LOI) 3. Agreement on data to be shared 4. Criteria and format developed and approved 	- Continue communication (LOI)