



Response Guide to Stolen Bikes/E-Bikes & Scooters

Prioritize personal and public safety when reporting crime



How to Report

CALL POLICE 911

IF: Theft is in-progress or just occurred

**CALL RCMP NON-EMERGENCY
250-762-3300**

IF: Theft occurred more than 30 minutes ago with video and/or suspect information available

**ONLINE at
kelowna.ca/police**

IF: Theft occurred over 30 minutes ago with **NO video or suspect information**

Online reporting required for documentation & crime statistics

City of Kelowna
1435 Water Street
Kelowna, BC V1Y 1J4

Revision Date: 2024-04-15

To Help Police Identify Stolen Bikes

Document the following for all bikes owned/in possession

- ❖ Locate and record the serial number of your bike(s) – often engraved to underside of bottom bracket. (between pedals/cranks)
- ❖ Take photos of yourself with the bike – including any pictures of decals and accessories which help uniquely identify your bike.

Part 1: Initial Report to Police

The following information is necessary for best police initial response

Address / Location of where bike was stolen?

Date and time of theft?

(if not known, when was the last time you observed your bicycle?)

Description of the suspect? *(if known)*

- Number and gender of suspect(s)?
- Do you know who the suspect is? Name(s)? How do you know?
- Complexion / skin tone
- Approximate age
- Build: tall, short, heavy, thin, etc.
- Hair: colour, length, style, etc.
- Features: tattoos, facial hair, glasses, etc.

Description of suspect clothing? *(if known)*

- Colour and style of shirt or jacket
- Colour and style of pants or shorts
- Colour and style of shoes or sandals
- Other clothing: hat, jewelry, bag, etc.

What direction did suspect leave? *(if known)*

- Mode of transportation: by foot, bike or vehicle
- Colour, approx. year, make/model, description, and plate number of associated vehicle(s)
- Objects carried by the suspect, including weapons

Detailed Bike Description

- Make, Model, Colour(s), Style (e.g. road/mtb), Size, Serial Number #
- Unique Identifiers: (specific features, customizations, accessories, components, and decals)

Continued

Part 2: Following the Initial Police Report

To increase likelihood of charges, police require the following information

1. Video Surveillance

- ❑ Locate the suspect on security camera system footage. Speak to neighbours and nearby businesses to see if they have surveillance of the incident.
- ❑ Provide police with the full name, phone number and email address of the person(s) who can access footage from the security camera system.
- ❑ **Download video before the footage overwrites.**
- ❑ Ensure timestamp is visible on video. Include raw and mp4 video formats if possible.
- ❑ Compare the camera timestamp to real time. Note if the timestamp is different than the actual time and by how much.
- ❑ Also provide police with the full name, date of birth, phone number and email address of the person who downloaded surveillance footage from the security camera system.

2. Your written witness statement

- ❑ Write down (or type out) what happened. Include the date and times.
- ❑ Where was the bike/scooter stolen from?
- ❑ Was the bike/scooter locked?
- ❑ Did you see the suspects? What did they do?
- ❑ What did they say to you? What did you say to them?
- ❑ Do you know who the suspect(s) are? How do you know?
- ❑ Serial Number # of stolen bike/scooter
- ❑ Pictures of the bike/scooter OR pictures including yourself with your bike/scooter
- ❑ **Monetary Value of the bike/scooter** (and equipped accessories)
- ❑ Include your name, date of birth and phone number

Bike Theft Prevention – Quick Tips & Resources

- ❖ Lock bike to a SECURELY ATTACHED BIKE RACK. (Seek well illuminated and publicly visible locations)
- ❖ Utilize a hardened, cut-proof U-Lock and/or Chain lock. (*AVOID CABLE LOCKS, Resource: "[Loan-a-Lock](#)")
- ❖ Secure by most-least valuable component (*By sequence*): 1.) Frame > 2.) Rear Wheel > 3.) Front Wheel)
- ❖ Avoid prolonged (e.g. outside overnight) lock ups by utilizing various Kelowna [Bike Lockers](#)
- ❖ Access local programs and services enhancing bike security including: [BiKeep \(E-Bikes\)](#), and the [Bike Valet](#)
- ❖ Register/catalogue your bike(s) online through: [Project 529](#); equip shield onto bike frame

