

CSO model would fit well into the Division's Crime Reduction Strategy and would provide an increased visible presence in their communities. As a result, four detachments including Surrey were identified as pilot sites in "E" Division. The objective of the CSO pilot program was to contribute to safer homes and communities through visible, accessible, policing and crime prevention services.

Policing is changing, and as the environment continues to become more complex, the RCMP and its community clients must respond with new, effective policing and enforcement options. More visible police presence, greater focus on prevention programs and proactive approaches to crime and public nuisance occurrences are important components of a comprehensive approach.

DISCUSSION

With the evolution of the CSO program (see Police Committee Report titled 'Community Safety Officer (CSO) Program' attached as Appendix I), the Surrey RCMP and the City of Surrey support public demand for more visible, accessible, and responsive policing.

In recent community meetings, it was made clear to the Surrey RCMP that the citizens of Surrey would like to see the RCMP more visible in the community. In particular, they identified their desire to see police officers on both foot and bicycle. As a result, and the first step, the Bike Section was reinstated.

In addition to this, the two main opportunities to expand in the service delivery and to enhance the provision of high visibility patrols presence are:

- 1) Support the transition of CSO's to the role of Community Constable; and
- 2) The use of uniformed personnel from the BC Commissionaires.

These persons would both be well positioned to enhance the work of the CSO's and to conduct regular foot, vehicle, and static patrols in the areas of the City that have been the source of most concern.

Community Constable Program

Community Constable training for existing CSO's and new applicants at Depot is 22 weeks. The CC program is focused on community and crime prevention programs. Community Constables would be posted to a given Detachment, such as Surrey, and will be armed.

The specific responsibilities that each Community Constable would be assigned would be at the discretion of the Officer in Charge Surrey Detachment, and would be in alignment with the strategic goals of the City of Surrey.

Community Safety Patrol Objectives

Community Safety Patrols should be citizen focused and designed to promote local crime prevention. An effective community safety patrol model should be based on the following:

1. Citizen Contact- patrols in designated areas focusing on businesses, customers, and users of services (bus and transit riders, Rec centers, pools, etc);
2. Deterrence (simple show of visible presence);

3. Familiarity (same patrollers becoming associated to the security issues of the area); and
4. Strategic Deployment (other functions as directed by the police for integration with broader policing objectives).

The most important criterion is visibility – uniformed, immediately identifiable, and present. The other three factors (accessibility, familiarity, and knowledge about local people and local problems) will be built by a combination of intelligence sharing with the police, and through the tenure of patrollers.

Commissionaires are not sworn peace officers and have no authority to arrest and detain. There is no intention or expectation that Community Safety Patrollers will be put into situations where they act as a first responder to police emergencies or where enforcement is an expected outcome. Rather, they would be deployed in "low risk" activities - concentrating on high visibility patrols and community interaction. They should make every effort to engage the public to respond to community concerns and inquiries, as well as observe and report any criminal activity, suspicious acts and/or nuisance behaviour.

Patrol Locations

The Community Safety Patrols will provide a visible uniformed presence in high density locations with significant foot traffic and in repeat high crime (hotspot) areas. The most pressing needs at this point are at the Newton Town Center and bus loop, Strawberry Hill Cinema and library areas, the higher crime areas in north Surrey, City Centre civic facilities and Holland Park. Additional areas of focus will be identified by the Surrey RCMP based on ongoing crime analysis and community consultation.

Patrol Management & Supervision

Community Safety Patrols will be 'directed' by District Commanders through daily briefings and patrol schedules established based on/informed primarily by crime analysis (identified hot spots), in conjunction with public consultation (community complaints/concerns). Site Protocols & Post Orders will be designed and developed in concert with the Commissionaires for the specific geographic areas throughout the City. Generally speaking the Commissionaires will be deployed from the District police offices in the areas they are assigned to patrol.

Pilot Costs & Funding

The cost of a 36 week Community Safety Patrol pilot project in 2014 will be \$554,400.00. This cost provides for 10 Community Patrol Patrollers, working 40 hours per week. Cost details and terms are attached in Appendix II. The contract would be between the City of Surrey and the BC Commissionaires, with the cost covered within the City's 2014 operating budget. As part of the budget process for 2015, an additional 10 Community Foot Patrols will be considered.

Evaluation

The 36 week pilot should be evaluated to determine the impact of Community Safety Patrols with respect to crime reduction, client satisfaction and community perceptions of safety. We anticipate that the evaluation will be based on consultation with the community and the police managers.

SUSTAINABILITY CONSIDERATIONS

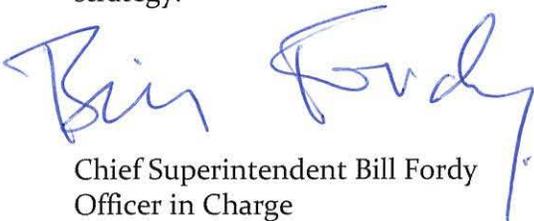
The Community Safety Patrol pilot project supports the overall objectives of the City's Sustainability Charter; more particularly goal SC5 "Create a City that is, and is perceived as being safe and secure". The Community Safety Patrol resources will complement those of the Surrey RCMP, help deliver a more effective police service and ultimately enhance community safety.

OTHER STRATEGIC CONSIDERATIONS

Proactive, high visibility patrols in identified crime hotspot areas, nuisance behaviour problem areas or high (foot) traffic areas could go a long way in meeting a number of operational objectives/outcomes of both the Surrey RCMP Strategic Framework and the City's Crime Reduction Strategy. By using crime analysis to direct police and other patrol resources to areas where the most impact can be made in preventing and deterring crime and nuisance behaviour, the City should expect to see reduced fear of crime and improved perceptions of safety and quality of life.

CONCLUSION

Community Constables and the Community Safety Patrols demonstrate the City's ongoing commitment to addressing community safety priorities and supporting crime reduction initiatives. The provision of highly visible uniformed patrols in identified hotspots, problem areas and other areas most frequented by the public (high volume foot traffic areas) is consistent with community expectations regarding an enhanced policing/security presence. A Community Safety Patrol initiative utilizing Commissionaires provides the City of Surrey an opportunity to pilot a new approach with a view to ensuring an effective, efficient and sustainable patrol response strategy.



Chief Superintendent Bill Fordy
Officer in Charge
Surrey RCMP

Attachments:

- Appendix I: P004, dated March 17, 2014
- Appendix II: Cost Details and Terms



COMMITTEE REPORT

NO: **P004**

Committee DATE: **March 17 2014**

POLICE COMMITTEE

TO: **Mayor & Council (Police Committee)**

DATE: **2014-03-14**

FROM: **OIC Surrey RCMP**

FILE:

SUBJECT: **Community Safety Officer (CSO) program**

RECOMMENDATION

The Surrey RCMP recommends that the Police Committee:

1. Receive this report as information.

INTENT

The purpose of this report is to provide an update of the CSO program and outline steps forward for the integration of current CSO positions and future direction for an upgrade of this function with a viable option that will enhance service delivery and support the primacy of operations for core policing in the City of Surrey.

BACKGROUND

The RCMP's Client Service Enhancement Project (CSEP) was launched in February 2006 in efforts to identify critical success factors for the RCMP to refine its client focus. The CSO in "E" Division was one of three pilot programs that the RCMP CSEP launched to explore alternative options to service delivery. The CSO pilot program was approved for an 18 month period in "E" Division by the RCMP SEC in February 2008. "E" Division senior management was of the opinion that the CSO model would fit well into the Division's Crime Reduction Strategy and would provide an increased visible presence in their communities. As a result, four detachments were identified as pilot sites in "E" Division. The CSO program in Surrey was one of the pilot locations in "E" Division and 9 CSO's were recruited. The objective of the CSO pilot program was to contribute to safer homes and communities through visible, accessible, policing and crime prevention services.

DISCUSSION

Municipalities for the program were selected based on identified needs and on their willingness to fund the positions. The CSO pilot program was intended to result in the following immediate outcomes:

- Communities feel that Community Safety Officers understand, address and follow up on crime/safety issues in their area.
- Community/detachment awareness, understanding and utilization of Community Safety Officer services and crime prevention initiatives.

CSOs are unarmed RCMP members who complement and support General Duty (GD) members, providing visible and accessible uniformed presence to improve the quality of life in the community and to offer greater public reassurance. Their primary purpose is to provide increased police visibility and operational support, while assisting in the delivery of crime prevention and public reassurance programs. Their key duties include community policing, crime prevention, traffic support, investigative support and community safety.

In July of 2012, an evaluation report was completed on the CSO program by the RCMP National Program Evaluation services in accordance with the Treasury Board's policy on evaluation. The evaluation covered the programs activities from July 2008 to December 2009. The evaluation was based on the relevance and performance of the program and was a neutral assessment in determining the future of the program.

In January of 2013 RCMP outlined that the CSO program as it stands in "E" Division would transition into alternate roles that provide an enhanced service delivery option; namely the Community Constable (CC) or the Community Police Officer (CPO). CSO's would also be offered the options of a transition to being a Regular Member (RM) of the RCMP. The decision was communicated out in July of 2013.

In November of 2013, discussions with the Commanding Officer (CO) of "E" Division, Deputy Commissioner Craig Callens affirmed this position on the CSO program and the alternatives that would be available for members of the CSO program to transition to.

TRANSITION OF CURRENT CSO EMPLOYEES

On December 4th, 2013 an information session was held at E Division Headquarters at Green Timbers to provide those CSO members with the alternatives for their future. The options provided included transition to being a Regular Member (RM) in the RCMP or a CC.

Option 1: Community Constable Program

The CC program is a pilot program that was scheduled to commence in December of 2014. This program is derived out of the Aboriginal Community Constable (ACC) program that has been established throughout the force providing service delivery to First Nations communities. There has been limited numbers of applicants and the program has been held over at this time until the spring of 2015. There is a requirement of 12 candidates to form a "troop" for training at Depot Division in Regina.

CC training at Depot is 22 weeks; versus 24 weeks should they convert to RM. The CC program is focused on community and crime prevention programs and is culturally based. CC would be posted to a given Detachment, such as Surrey. The CC's are armed and have authorities such as powers to arrest, etc. keeping with those authorities that RM's have.

Option 2: Community Program Officers

The CPO program is an established program within the RCMP currently used extensively in "J" Division (New Brunswick). The program has not been standardized in the Province of British Columbia. Within New Brunswick CPO's are non-uniform and unarmed delivering programs within the communities they serve such as Youth Diversion and DARE. The CPO program requires a 3 week training course.

This option was presented to CSO members as a service delivery model that could be employed should they elect to remain grandfathered in their substantive roles.

Option 3: Regular Member Conversion

CSO members were provided with the details on transitioning to become regular members (Constables) of the RCMP. The affected CSO's would be pre-posted to the Lower Mainland of British Columbia upon completion of training at "Depot". For those interested in this option an expedited processing would be employed to commence training as soon as possible. Salaries, pension contribution, and other benefits would remain the same during training at "Depot". Upon graduated salary would remain the same until RM increments surpass it. CSO's were advised that their current classification is frozen during this transition time and would remain frozen until graduation from depot.

NEW COMMUNITY ENGAGEMENT MODEL

The City and the RCMP are committed to providing an enhanced presence in the community and as a result the 9 current CSO positions will be redeployed in the City and the hiring of a further 20 independent, non-police personnel to fulfill the CSO function is currently being pursued. They will be focused on community engagement. Further detail will be brought forward at the next Police Committee meeting.

CONCLUSION

The City and the RCMP are demonstrating their commitment to providing an enhanced presence in the community through the reallocation of the current 9 CSO Officers within Surrey as well as the implementation of an independent body of 20 non-police personnel that will work in a duty function that is similar to that of the CSO. These personnel will be in uniform and keeping with the needs of the community.

Original Signed By:

Chief Superintendent Bill Fordy
Officer in Charge (OIC) Surrey RCMP

91/

APPENDIX II

COST BREAK-DOWN & TERMS FOR THE COMMUNITY SAFETY PATROL PILOT

36 Week Budget (April 22, 2014 - Dec 31, 2014):

Estimated costs are based on 10 Community Safety Patrollers working 40 hours each per week.

Rates include 1 full time dedicated Supervisor.

Position	Regular Rate Per Hour
Community Safety Patroller	\$38.50

Terms:

- Rates exclude applicable taxes
- Commissionaires would be responsible for all costs of vehicle setup and ongoing maintenance and operation.
- Labeling of vehicle would be at the discretion of the City of Surrey but would need to include any required labeling to up hold security licensing.

Rate Per Week	Total Cost
(40 x \$38.50) x 10 patrollers = \$15,400 per week	\$554,400