



## COMMITTEE REPORT

NO: P005

DATE: June 20, 2016

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**PUBLIC SAFETY COMMITTEE**

TO: Mayor &amp; Council

DATE: June 15, 2016

FROM: Director, Public Safety Strategies

FILE: 7450-30

SUBJECT: Public Safety Strategy Development - Update 3

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**RECOMMENDATION**

The City Manager's Department recommends that the Public Safety Committee receive this report as information.

**INTENT**

The purpose of this report is to update the Public Safety Committee on the development of the City of Surrey Public Safety Strategy.

**BACKGROUND**

On February 29, 2016, the Public Safety Committee endorsed a governance model and a strategy development framework for the Public Safety Strategy. The strategy is described as an evidence-based, collaborative approach to enhance livability by addressing issues related to crime, personal safety, emergencies, disasters, road safety, and persistent social challenges.

The strategy development process has been extensive. A Working Group, representing most City departments has been working on developing strategic themes, objectives, performance measures and targets, as well as the strategic initiatives that will anchor the strategy. The strategy will be hosted on an enhanced City Dashboard which will serve as an ongoing progress report on the strategy, as well as other strategic priorities of the City. The full strategy will be presented to the Public Safety Committee on September 19, 2016.

**DISCUSSION****Consultation and Outreach**

Consultation and public outreach is largely complete. To date over 1400 individuals have provided feedback and input to the strategy through consultation sessions, innovation forums, surveys, our website, and through targeted outreach to stakeholder groups. Although we have

not finished the analysis from the consultation, it is clear that there has been a great deal of consistency in the feedback received to date with most of the comments centered around common themes of prevention and reduction of crime, neighbourhood engagement and connection, and the challenges of growth on a diverse city. All of the information obtained through the consultation and outreach sessions will be used to ensure development of a strategy which reflects the priorities of our citizens, stakeholders and City staff.

According to data obtained through “City Speaks”, 76 per cent of residents expressed interest in Public Safety issues and, four months after launch of the strategy development process, 29 per cent were aware that the City of Surrey is developing a Public Safety Strategy. While this may be seen as a positive so early in the process, it is clear that the strategic communication plan being developed as part of the strategy will be a necessary component to ensure broad awareness of the strategy.

### Strategy Development

As stated, work is underway on identifying the specific strategic initiatives that will make the greatest contribution to improving public safety outcomes. The Public Safety Strategy has been able to leverage the Emerging Leader’s Program (ELP) in the City to develop innovative new initiatives focused on crime prevention and neighbourhood engagement. Three specific examples of strategic initiatives under development are outlined below.

- **PROJECT IRIS:** This initiative grew out of a project undertaken by an ELP team in 2015. The idea is to create a registry of CCTV cameras around the city. The voluntary registry will allow businesses and residents to register their cameras so that the footage obtained could be used for police investigations. This will complement the current program which allows police to request footage for police investigations from the cameras managed by the Traffic Management Centre.
- **INTEGRATED SERVICES NETWORK:** The ISN is intended to provide a point of co-location and coordination for criminal justice services and related social service providers. Discussions are currently underway with provincial partners as we work to develop a best practices service delivery model for social chronic offenders and vulnerable populations with mental health, substance use, and housing issues.
- **DISTRESSED PROPERTIES ACTION PLAN:** This topic was the subject of an Innovation Forum held in April. The plan will allow us to target properties which are in distressed condition and which create undue public safety challenges.

A summary of the objectives and the other types of initiatives included in the strategy is provided in the following table.

<b>OBJECTIVE</b>	<b>DESCRIPTION OF STRATEGIC INITIATIVES</b>
General Prevention Programs	These initiatives provide specific interventions for youth, seniors and neighbourhood level safety improvements. The initiatives are led by Parks, Recreation and Culture and the Surrey RCMP.
Situational Crime Prevention	Led by staff from bylaws, fire service and Surrey RCMP these initiatives support both community level programs such as Block Watch and enhanced Community Patrols.

Targeted Programming	Included in targeted programming are initiatives which provide support to at-risk youth and young adults. These include drop in programs, student mentoring and gang prevention programs.
Safe Streets	The Engineering team, in conjunction with the Surrey RCMP is leading development of data driven approaches to crime and safety. This includes delivery of a safe mobility plan for the city. Crime and crash data will be integrated to establish best practice methods to deploy law enforcement and other support services, with a focus on identifying 'hot spots' for high visibility enforcement.
Neighbourhood Engagement	This includes development of neighbourhood level teams to conduct safety audits as well as play an ongoing role in public safety programs at the local level.
Community Resiliency	Fire service is leading initiatives for emergency planning and education. This includes the Home Safe program to ensure use of smoke alarms, emergency preparedness kits, and improve fire safety awareness, Neighbourhood Emergency Preparedness Program and outreach through Surrey School District.

### City Dashboard

As part of the development of the Public Safety Strategy there is a need to publish data that is accessible and engaging for Surrey citizens. To do this an enhanced City Dashboard is being developed. This would build upon the existing Sustainability Dashboard and create a new mechanism for citizens to find out about how the City is performing on a range of indicators. It will go beyond traditional dashboards in that not only will it present data, it will also inform citizens about the Public Safety programs, services and initiatives that anchor our strategy.

The City Dashboard will create an accessible, engaging “scorecard” of progress. It will integrate with the 2016 Sustainability Charter to demonstrate progress on a range of metrics under each of the Charter themes; Public Safety; Economic Prosperity and Livelihoods; Ecosystems; Education and Culture; Health and Wellness; Infrastructure; Inclusion; and Built Environments and Neighbourhoods.

The Dashboard will be launched in parallel with the Public Safety Strategy to give prominence to public safety data.

### Timeline

To complete the Public Safety Strategy, the following elements are currently in development.

ELEMENT	COMPLETION DATE
Consultation and Outreach	June 2016
Strategy Model Development	August 2016
Setting Measures and Targets	August 2016
Finalise Strategy Report	September 2016
City Dashboard Development	September 2016
Public Safety Committee Presentation of Report	September 2016
City Dashboard & Strategy Launch	October 2016

## SUSTAINABILITY CONSIDERATIONS

Implementation of the City of Surrey Public Safety Strategy will support full implementation of the **Public Safety** theme in the Sustainability Charter 2.0 allowing us to significantly deliver on all related Desired Outcomes and Strategic Directions outlined in the Sustainability Charter 2.0.

The Public Safety Strategy also supports the **Health and Wellness** theme. Specifically the strategy supports the following **Wellness and Recreation** Desired Outcomes:

- Residents participate in a wide range of recreation and leisure opportunities.
- Residents feel a sense of belonging and connectedness, and have opportunities for social interaction in their neighbourhoods and community.

## CONCLUSION

Launch of the Public Safety Strategy and the City Dashboard will provide a platform for the City of Surrey to demonstrate to citizens that it is a high performing organisation delivering well aligned programs, using efficient processes to measure and report on performance. It will allow us to continue to deliver on our commitment to a safe, thriving and inclusive city.



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