



## Priority Measures Scorecard

To understand the context in which the Strategy is being delivered, measurement data is provided for indicators in each of the four strategic priorities (Table 1). Priority measures track trends related to the areas in which Strategic Initiatives are delivered. Table 1 outlines data for the current year, however, the Report shows the trend line on each of these measures over the last several years where this is available. It is important to note that priority level indicators cannot be only and directly attributed to the work of the Public Safety Strategy. Instead, they provide context on trends in the community regarding each of the priority areas. These trends are driven by multiple complex factors. Importantly, they provide a snapshot of our current status on several key community safety issues.

**Table 1 – Priority Scorecard Measures**

Priority Area	Measures	Current Data
Prevent and Reduce Crime	Crime Severity Index	117.2 (2016)
	High School Graduation Rate	95% (2015/16)
	Residential Break and Enter Rate (per 100,000 population)	294 (2017)
	Seniors as Victims of Crime	7% (2017)
Build Community Capacity	Applications for Community Events and Grants	398 (2017)
	Early Development Instrument	34% (2013-16)
	Average Recreation Hours for Adults	2.38 (2017)
	Residential Fire Rate of Death and Injury (per 10,000 population)	0.67(2017)
	Sense of Belonging to the Community	67% (2014/15)
Ensure Safe Places	Business Break and Enter Rate (per 100,000 population)	247 (2017)
	Casualty Collision Rate (per 100,000 population)	1,612 (2015)
	Rate of Fire per 1,000 Residential Structures	1.60 (2017)
Support Vulnerable People	Rate of Domestic Violence Incidents (per 100,000 population)	223 (2017)
	Rent Supplements for Homeless and At-Risk People	296 (2016)
	Transition and Supportive Housing Units for Homeless and At-Risk People	603 (2016)
	Total Homeless Count (per 100,000 population)	115 (2017)





## Strategic Initiative Scorecard

Performance measures have been confirmed for each of the Strategic Initiatives under the Strategy and these are outlined in Section 6 of the Strategy, “Strategic Initiatives Scorecard”. Each measure in the Report is supported by a narrative outlining key trends or changes in the program over the first year. The icons showing the status of indicators is outlined in the key in Figure 1. Twenty (20) Strategic Initiatives are outlined in the scorecard and have baseline data to report (Table 2). It is important to note that Strategic Initiative measures are more directly attributable



















to actions taken under the Public Safety Strategy. These relate to the specific outputs and outcomes of our initiatives.

For this progress report, targets are still being assessed for some indicators as it is necessary to understand a baseline of performance before setting targets. Once baselines and targets are set these icons will provide a quick status check for the program leaders and enable the working group to provide additional support or review to assess why the program is, or is not, meeting the targets. Where indicators are yellow (moving away from desired outcome) or red (not achieving target) our related activities and the initiative itself will be reviewed and adjusted as necessary to ensure success of the initiative.

**Figure 1 – Key for Status of Indicators**

-  Target achieved by deadline
-  Moving toward desired outcome
-  Moving away from desired outcome
-  Target not achieved by deadline

**Table 2 – Strategic Initiatives Scorecard Indicators**

Strategic Initiative	Indicator	Current Data	Status
Age Friendly Strategy for Seniors	Seniors’ Participation in Events	2,171 (2017)	
	Seniors’ Participation in Wellness Programs	14.2% (2017)	
Block Watch	Neighbourhood Participation in Block Watch	832 (2017)	
Code Blue/Mini Blue	Total Hours of Student Engagement Completed	3,226 (2016/17)	
	Total Number of Sessions Delivered	242 (2016/17)	
Cyber Security Outreach Program	Downloads of Resources	22,582 (2017)	
	Events and Awareness Raising Activities Completed	11 (2017)	
WRAP Program	Participant Graduation Rate	100% (2015/16)	
	At-Risk Youth Participation	85 (2016/17)	
Yo Bro Yo Girl Initiative	Building Positive Social Norms	81% (2016)	
	Schools Participating in the Program	16 (2017)	
	Total Program Reach in Surrey	710 (2017)	
Community Enhancement	Attendance at Parks Related Events	5,341 (2017)	
	Rate of Program Completion by Youth	60% (2016)	
	Reports Received Related to Nuisance Incidents	9,176 (2017)	
Critical Hours – MYzone	Participant Resiliency Rate	67% (2017)	
	Rate of Child’s Awareness of Supports Available	58% (2017)	
	Rate of Families’ Awareness of Supports Available	82% (2017)	

Diversity Outreach Program	Diversity Presentations Delivered	83 (2017)	
	Program Reach Through Events	116 (2017)	
HomeSafe	Individuals Receiving Home Fire Safety Information	28,900 (2015)	
	Smoke Alarm Verifications	7,633 (2017)	
Early Years Programming	Playbox Registrations	165 (2017)	
	Family Preschool Subsidies Provided	27 (2017)	
Surrey Emergency Program	Individuals Receiving Emergency Preparedness Information	13,504 (2017)	
Surrey Libraries Information Access and Literacy Support	Access Cards Distributed	228 (2016/17)	
	Vulnerable Populations Reached	3,182 (2017)	
Volunteerism	Volunteer Hours Completed	112,895 (2016)	
	Volunteer Participation	5,526 (2016)	
Community Safety Support	Hours of Uniformed Street Level Walks in City	18,454 (2017)	
	Events With Community Safety Support Presence	108 (2017)	
Project IRIS	Camera Locations Registered	226 (2017)	
	RCMP Database Queries to Identify Cameras	27 (2017)	
Road Safety Education and Awareness	Vehicles Speeding in Program Areas	16.8% (2017)	
Safe and Active Schools Program	School Travel Planning Participation	33 (2016/17)	
Inter-Agency Case Assessment Team (ICAT)	High Risk Offender Recidivism	11% (2016)	
	Domestic Violence Prevention Outreach	50% (2017)	
Surrey Mobilization and Resiliency Table (SMART)	Approved Referrals to SMART	65 (2017)	
	SMART Interventions Completed	82% (2017)	
	Cases Closed with Lowered Risk	64% (2017)	

A further eight initiatives have performance measures identified in the Report.

- Clayton Heights Activity Team (CHAT)
- Gang Exiting and Outreach Pilot
- WRAParound Program
- Girls Got Game
- Business Safety Surveys
- Safe and Active Schools Program
- Road Safety Education and Awareness
- Data Driven Approaches to Crime and Traffic Safety (DDACTS)

Baseline data for these new measures are currently being collected for inclusion in the 2018 Progress Report.

## **SUSTAINABILITY CONSIDERATIONS**

Implementing the performance measurement framework for the City of Surrey Public Safety Strategy supports the Public Safety theme in the Sustainability Charter 2.0 allowing significant delivery 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 Outcome (DO):

- DO3: Residents feel a sense of belonging and connectedness, and have opportunities for social interaction in their neighbourhoods and community.

## **CONCLUSION**

When the City established the Public Safety Strategy, staff set out to develop and implement an approach which was comprehensive, collaborative and measurable. As indicated in the full report significant progress has been made on all three of those aspects of the strategy. It comprehensively addresses three strategic priorities - Prevent and Reduce Crime; Build Community Capacity; Ensure Safe Places; and Support Vulnerable People. It is collaborative and includes every internal department in the City and more than 75 external partners. The various aspects of the Strategy have engaged thousands of citizens. The Public Safety Strategy Progress Report outlines the success in measuring the performance of our strategic initiatives. It establishes benchmark performance data for each of the four priorities and each of the strategic initiatives.

Therefore, based on the above, the Public Safety Division recommends that Council receive this report for information.



Terry Waterhouse  
Director, Public Safety

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