

PUBLIC SAFETY STRATEGY

UPDATE

FEBRUARY 2018



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Message from the Mayor

On behalf of City Council, I am pleased to share with you the one year *Public Safety Strategy Update*. The Strategy was designed to address and respond to the dynamic and changing needs of our community. A number of new initiatives have been created and others have evolved and developed as the strategy has been implemented over the past year.

The update report has been designed to provide an overview of the new and existing initiatives, and complements the comprehensive *Our Public Safety Annual Report*. The full report can be found at surrey.ca/publicsafety.

The Public Safety office has extensively canvassed the community and has coordinated significant work across City departments and partner agencies over the past year and will continue to do so as the strategy grows and evolves. Thank you to everyone who has contributed to the one year update and to the implementation of the Strategy. I commend you on your ongoing commitment and service to our community. Together we will continue to build a City that is safe and engaged.

Sincerely,

Linda Hepner, Mayor



Councillor
Tom Gill



Councillor
Bruce Hayne



Councillor
Vera LeFranc



Councillor
Mary Martin



Councillor
Mike Starchuk



Councillor
Barbara Steele



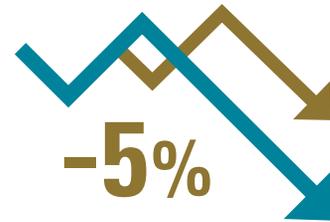
Councillor
Judy Villeneuve



Councillor
Dave Woods

Public Safety Trends in Surrey A Year in Review

TOTAL CRIME



Crime rate down 5% in 2016 compared to 10-year average

VIOLENT CRIME



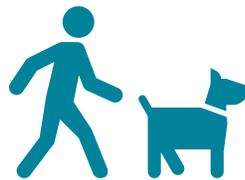
Decline of 1243 violent offences in 2016 compared to 2015

SENIORS' WELLNESS

8,984

8,984 seniors engaged in wellness programs in 2016 (measured by number of leisure passes for those who are 60 years of age and older)

COMMUNITY EMERGENCY



3,039

3,039 evacuees and 4,300 pets were helped at Cloverdale Arena Wildfire Evacuee Reception Centre in Surrey in 2017

CALLS FOR SERVICE



113,975

Surrey RCMP responded to 113,975 call outs in 2016 compared to 110,164 in 2015

CRIMINAL OFFENCES



Total offences down 5% in 2016 compared to 2015

FIRE DEATHS

-87%
OVER THE LAST
10 YEARS

Residential fire rate of death and injury per 10,000 residents has decreased by 87% over the last 10 years from 1.16 in 2006 to 0.15 in 2016

RATE OF FIRES

  **48%**
OVER THE LAST
10 YEARS

Residential fire rate per 1,000 dwellings has decreased by 48% over the last 10 years from 2.23 in 2006 to 1.15 in 2016

SMOKE ALARM VERIFICATIONS

  **50%**

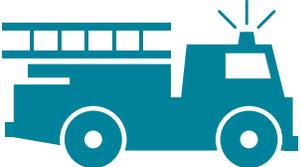
50% increase in smoke alarm verifications from 2015 to 2016 (3,824 verifications in 2015 to 5,764 verifications in 2016)

UNSHELTERED HOMELESS

  **49%**

49% increase in unsheltered homeless in Surrey from 2014–2017

FIRE SERVICE RESPONSE

38,695


38,695 calls for service in 2016, including 5,296 motor vehicle collisions

FIRE SERVICE MEDICAL SUPPORT

25,083
CALL OUTS IN 2016

25,083 call outs for which Fire Services staff provided medical support in 2016

TRAFFIC COLLISION INJURIES

 **59**

Surrey had an average of 59 motor vehicle collisions per day in 2016

ABORIGINAL HOMELESS

 **29%**

29% of Surrey's homeless population identifies as aboriginal



POLICE

Community Safety Volunteer

ASK ME ABOUT PUBLIC SAFETY

ASK ME ABOUT PUBLIC SAFETY

Bring the fire home

Executive Summary

Remaining responsive to changing conditions in the city is a key focus of the Public Safety Office.

When the Strategy was launched in 2016 it was clear that the strategic initiatives and approaches would need to evolve over time to ensure it was a living document that responds to the changing needs of our community.

As part of the roll out of the Public Safety Strategy in 2017, the Public Safety Team, with the support of 35 City and community agency partners, held a series of six major town centre interactive events across Surrey in the first months of 2017. As well, Public Safety was profiled at 16 City events. Working with partner agencies enabled the team to extend the reach of the communications messages and engage community members on multiple levels.

The Public Safety Town Centre Events reached over 4,000 Surrey residents directly, providing advice about how to keep their neighbourhoods safe while encouraging them to explore a variety of interactive booths on topics such as crime prevention, personal safety, transportation safety, emergency preparedness, child and youth programs, volunteer opportunities and various community services.

The Strategy has undergone significant changes in the first year of implementation. Two major new initiatives were added: the Mayor's Action Plan on Gang Violence Prevention, and the City Centre Response Plan. As well, five initiatives were re-scoped and will continue to be advanced outside the formal framework of the Strategy: Community Safety Centre, Safe Mobility Plan, Newton Safety Unit, Community Services Portal and the Network to Eliminate Violence in Relationships (NEVR).

This update report is based on a thorough review of our priorities and initiatives. A mapping exercise was undertaken in 2017 to ensure that initiatives are represented under the most relevant priority area. Although several of the initiatives actually support more than one priority, they have been moved to reflect the priority area they most directly support.

In the following pages you will see that a significant amount of work has taken place over the last year. Reviews, program development and many initiatives continue to evolve to ensure the Strategy is meeting the needs of our community.

Public Safety Strategy Framework

At the heart of our organizing framework is the vision of a community where everyone is safe and engaged.

Our organizing framework for the Public Safety Strategy is outlined in the following diagram. The mission emphasizes collaboration across City departments, and between the City and its partners.

Our Vision

A Community Where Everyone is Safe and Engaged

Our vision is a simple statement with deep meaning for our City. The concept of community was a core recurring theme throughout our consultations and represents not only a physical location where people live and gather, but speaks to the deep connections that people have and want to have in their community within the City of Surrey. The sense of connection between individuals, families and neighbourhoods is at the heart of this vision of a “connected” community.

Inclusion is critical to the vision; our residents and stakeholders see a future where everyone has a place and everyone is welcome. Inclusion of people from diverse cultural and socio-economic backgrounds helps build a safe community. Ultimately the vision focuses us on a future where our citizens are engaged and are active participants in their community. Together, these ideas of community connection, inclusion and engagement lead us to a safe future.



Our Mission

Working Together Across Sectors to Create Measurable Results

We will achieve our vision by working together across sectors to create measurable results. This mission statement places the emphasis on breaking down barriers to work more closely together. Through collaboration across the spectrum of public safety stakeholders and City departments, we will achieve the results that will drive us to our vision.



Our Goals

Ultimately the test of whether the initiatives in each priority area are successful is whether they contribute to one or more of our three guiding goals for public safety.

Goal 1 – Increase Feeling of Safety

Feeling safe involves personal safety at home, in the community, on the streets and on transit or roadways. A safe city provides a sense of personal safety and security for those who live there, creating a sense of comfort and enjoyment at home and in the community, with a sense of security of person and property.

Goal 2 – Improve Quality of Life

Quality of life is most often measured by the degree to which people are able to meet their needs, and experience satisfaction, happiness, and wellbeing in physical, emotional, spiritual, social and economic terms. Improving public safety helps reduce factors that negatively affect quality of life such as the likelihood that someone will be a victim of crime. A safe city is better able to support improved quality of life for its residents.

Goal 3 – Increase Opportunities for Civic Participation

Public safety is enhanced when local residents and community members are involved, engaged and care about where they live. Our goal is to provide ways for community members and community organizations to participate in activities, community events and decision-making processes that connect them to local government and initiatives that affect their quality of life and personal safety in their community.

Our Priorities

The Public Safety Strategy groups all of our objectives and initiatives by one of four priorities. Our four priorities represent challenges or opportunities we face in achieving our vision. Working together, these four priority areas help to organize diverse programs and services around common objectives and ensure we stay focused on the things that make the most difference to public safety.

1. Prevent and Reduce Crime

Protecting people and property in the various communities of Surrey is a priority under the Strategy. This involves effective enforcement, timely response, and the diligent and collaborative efforts of multiple stakeholders, community organizations and criminal justice professionals.

2. Ensure Safe Places

An important element of the plan is ensuring that people feel safe and can enjoy the variety of physical spaces where they spend their lives. This includes design considerations for the use of transit sites and roadways, commercial areas, residential neighbourhoods, and public spaces and parks, as well as place-based crime prevention initiatives. Ensuring safe places is part of creating a vibrant, inclusive, thriving community.

3. Build Community Capacity

Building capacity of the individuals and the systems in the community increases resilience and reduces vulnerability. Working through early intervention and education programs for children and youth, as well as ensuring individuals and neighbourhoods are prepared for emergencies, it is possible to increase the ability of the community to prevent and respond to crime, crises and vulnerabilities.

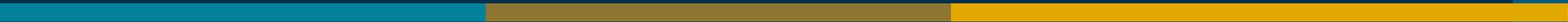
4. Support Vulnerable People

When vulnerable persons receive support and develop increased capacity for healthy, safe living, this often leads to a reduction in criminal activity and reduced demand on social services and policing. Addressing some of the underlying root causes of vulnerability, such as persistent social challenges like housing and income insecurity, mental health issues and substance use will support vulnerable people to make positive life changes and become contributing members of our inclusive community.

Initiatives

The initiatives grouped under each priority have been developed based on specific criteria. Initiatives must have measures in place or be developing performance measures to ensure that an evidence base exists to justify investment. Priority was also given to those initiatives departments and/or service providers that collaborate and provide some level of integration to maximize efficiency and effectiveness in service delivery. The initiatives profiled are a mix of new innovations and programs that have a track record of success in addressing specific issues.

STRATEGIC INITIATIVES UPDATE BY PRIORITY



Priority: Prevent and Reduce Crime



Age Friendly Strategy for Seniors

Safety for Surrey’s senior residents is one of the many priorities under the Age Friendly Strategy. Reducing harm and victimization among seniors, as well as improving their emergency preparedness and ability to be resilient when faced with challenges, will enhance their personal safety and the sense of safety in the community. The City’s Parks, Recreation and Culture Department, in collaboration with many internal and external partners, provides a range of services supporting the senior community. The Age Friendly Strategy for Seniors provides a city-wide framework for working together to ensure seniors are supported and can remain actively engaged and safe in the community.

The Strategy supports the role of the City in advocacy, policy, partnering and service delivery. In terms of service delivery, there are many elements with a direct connection to enhancing safety. These include support for urban planning that improves accessibility for those with mobility challenges, as well as specific education and resources to reduce the risk of elder abuse and neglect.

The neighbourhood focused elements of the Strategy also support the “age in place” principle in the Strategy. This enables Surrey’s seniors to age with dignity in their homes as long as possible, while staying connected to their community and receiving support for their health and wellbeing.



MEASURES
Seniors’ Participation in Events
Seniors’ Participation in Wellness Programs

Block Watch

The consultation process for the Strategy had a very strong focus on neighbourhood level programs including citizen-driven crime prevention. Participants made direct connections between their concept of public safety and feeling safe to walk and play in their community and being connected to their neighbours. Neighbourhood level programs are therefore a critical part of the Strategy as they strengthen the fundamental unit of community cohesion, the local neighbourhood.

Block Watch is a well-established program that improves relationships between the police and the community they serve while building neighbour relationships, which in turn helps reduce opportunities for crime. The main objective of Block Watch is to aid in building safer neighbourhoods by encouraging residents to take a proactive approach to crime prevention and safety. Through education on situational crime prevention tactics like target hardening, property marking and reporting suspicious activity, Block Watch provides an avenue for the community to take responsibility for its own safety by reducing the opportunity for crime. Neighbourhood participants involved in the program report feeling engaged in their community and this makes it easier to detect suspicious behaviour that can undermine public safety.

MEASURES

Neighbourhood Participation in Block Watch



Clayton Heights Activity Team (CHAT)

Creating opportunities for positive mentoring and social interaction among young people helps to reduce anti-social behaviour and improves confidence, resiliency and the feeling of connection to their community. This is especially true of young people who do not gravitate towards sports or other activities and may feel disconnected from their neighbourhood. This initiative was developed locally in Clayton Heights to provide a safe space for young people in the afternoons and evenings. CHAT is a program that runs weekly at Clayton Hall where young people can participate in activities in a safe place while spending time together and feeling part of a group. It provides opportunities to build relationships with caring adults who provide mentoring, as well as peer-to-peer support from young adult volunteers. The program connects youth to support that is designed to increase their confidence, life skills, employability, health and sense of belonging.

The program is currently delivered through a partnership between Pacific Community Resource Society, Parks Recreation and Culture and the Clayton Heights Trademark Group of Companies. Through this partnership, young people will become more engaged in school and improve graduation rates. Creating a safe space helps to connect the youth to work experience programs, job shadowing and social services where needed. By building trust in a safe place, volunteers are better able to connect youth with the support they need.

MEASURES

Client Referrals for Supports

Repeat Participation in Program



Code Blue / Mini Blue

The Surrey RCMP has a multi-pronged approach to preventing children and youth from becoming involved in criminal and nuisance activities. Code Blue and Mini Blue are proactive endeavours that help build positive police-youth relationships. Both Code Blue and Mini Blue are fitness training programs that resemble police officer training and are led by Surrey RCMP officers. Code Blue is currently offered at five Surrey secondary schools after hours with an average of 40 students attending the drop-in program each week. Mini Blue, which is designed for students in Grades 5, 6 and 7, is in five Surrey elementary schools and runs once a week for 60 minutes during school hours. Approximately 30 students attend the program. The key with Mini Blue is to engage youth in this critical age bracket prior to their entry into Grade 8.

Aside from the physical benefits of this activity, the real value of the program is the self-confidence gained by participants and the leadership skills learned. Instructors do workouts with the students, push them to go the extra mile and give them encouragement along the way. The program builds a sense of accomplishment as students realize their physical abilities, and the value of team work. From the perspective of public safety, this helps to build resiliency in young people while also helping them to build positive relationships with the police. This increases their protective factors and reduces their risks of later involvement in crime, gangs and other anti-social behaviours. Positive engagement with young people through programs like Code Blue and Mini Blue helps mitigate other influences that can increase vulnerability for children and youth.



MEASURES

Total Hours of Student Engagement Completed

Total Number of Sessions Delivered

Cyber Safety Outreach Program – Be Safe Online

Cyber safety is an important and emerging issue. With the growing use of social media and personal communication devices, individuals need to be vigilant in keeping their personal information safe. Addressing cyber safety concerns for youth, residents and businesses is an important aspect of the Public Safety Strategy. There is a need for improved awareness and understanding of online safety risk factors, as well as improved and easily accessible tools and resources so individuals can take responsibility for their safety and the safety of their children.

Be Safe Online is a new City outreach program designed to help residents and businesses by providing access to cyber safety, online bullying and harassment education and information resources. It provides support to individuals and business owners to increase their awareness of cyber safety and learn how to protect themselves and their businesses. It also addresses the issue of online bullying and harassment hoping to help reduce victimization and encourage people to reach out for support. The ultimate goal of the program is to ensure individuals and businesses are not only aware of the risks, but that they implement actions to improve their safety online so incidents of cybercrime, bullying and harassment can be reduced.

MEASURES

Downloads of Resources

Events and Awareness Raising Activities Completed



NEW Gang Exiting and Outreach Pilot

Concerns about gang involvement and violence associated with gangs were a consistent theme in our consultation sessions. While police and other agencies have a direct mandate to respond to violent crime and gang related offences, there is a role for the City and its partners to play in supporting gang exiting programs. In support of the province's Guns and Gangs strategy, the End Gang Life – Gang Exiting and Outreach Pilot program was launched in November 2016 to provide support for individuals who are already involved in the gang lifestyle and want to make positive changes.

Operated by the Combined Forces Special Enforcement Unit – BC, the two-year Gang Exiting and Outreach Pilot uses an evidenced-based case management approach to provide exiting support to adult gang members (18+). Supports include, but are not limited to, clinical counselling, employment skill training, mental health and addictions support, life skills training and tattoo removal. Outreach is also extended to the gang members' family and friends. Project partners include: The City of Surrey, The Combined Forces Special Enforcement Unit – BC and The Ministry of Public Safety & Solicitor General.

MEASURES

Average Client Risk Assessment Score

Client Referrals Completed

Clients Served by the Program



NEW Mayor's Action Plan on Gang Violence Prevention

In August 2017, Mayor Hepner announced the Mayor's Action Plan on Gang Violence Prevention. This initiative is driven by the concern that gang related violence, sometimes in the form of random, periodic incidents of gun shots fired, is plaguing our region. Low level gang members from Vancouver to the eastern Fraser Valley engage in this activity as a method of seeking revenge, controlling "turf" or intimidating rivals. The goal of this initiative is to ensure that all possible actions are taken in our community, region and province for the prevention of gang violence. Key initiatives included in the Mayor's Action Plan are the Mayor's Task Force on Gang Violence Prevention and the newly developed Mayor's Award for Fostering Civic Responsibility.

MEASURES
In development



Substance Use Awareness Team (SUAT)

Substance use was consistently identified in the research and in our consultations as a major contributing factor to public safety issues in Surrey. Fraser Health's core mandate includes responsibility for providing support for substance use programs from a health care perspective. As well, the Surrey RCMP has many operational strategies and activities in place to address drug related offenses and the Surrey School District's Safe Schools Department addresses youth substance use through their Substance Use Liaisons. The City's Substance Use Awareness Team (SUAT) provides Surrey specific support to the issue by coordinating public awareness campaigns, promoting safe use of legal substances and gaming, empowering youth to make positive choices about substance use and providing resources such as fact sheets. SUAT brings together a team of community experts, including representatives from the City of Surrey, Fraser Health, the Surrey School District and various non-profits, to provide a coordinated response to emerging trends, help reduce stigma and support vulnerable populations and the general community.

In terms of the recent increases in overdoses and exposure to fentanyl among the substance use community, the issue is being addressed on a number of fronts. The City is collaborating with Fraser Health, RCMP and other partners on a specific response plan that will be reported and managed outside the Strategy. Ultimately, Public Safety will be improved when there is better understanding of the underlying causes and treatments for substance use.



MEASURES

Digital Engagement

Event Attendance

Event Partnerships

WRAParound Program

Schools are a critical community hub and provide a major point of contact for many public safety programs. As such, the Surrey School District partners with Surrey RCMP and the City of Surrey to deliver the WRAParound Program (Wrap). This strategic initiative supports school aged children by providing youth with resources and builds positive life skills. The program provides opportunities to be mentored by positive adult allies, engage in recreation, volunteer and gain leadership skills.

It focuses on prevention through education and intervention in a variety of languages. Surrey School District, Surrey RCMP and City of Surrey staff provide support and mentor youth in the program. Parents, caregivers and/or guardians are included in goal setting. Participants are connected to City of Surrey volunteer opportunities to build their capacity and leadership. Youth have access to recreation opportunities through the City's Leisure Access Program. On October 12, 2017, the Premier announced the province will provide \$500,000 annually to the WRAParound Program to help reduce and hopefully eliminate the programs waitlist.



MEASURES

At Risk Youth Participation

Participant Graduation Rate

Prosocial Engagement by Participants

Yo Bro | Yo Girl Youth Initiative

This targeted crime prevention initiative focuses on youth outreach and support to improve public safety by intervening early with vulnerable youth. Early identification of risk factors and outreach to those most vulnerable to criminal or gang involvement has been proven to be an effective crime prevention technique. Since 2009, the City has supported the Yo Bro | Yo Girl Youth Initiative. It specifically focuses on prevention of gang involvement, violence and substance use among youth. This program has now developed a range of impactful, life-changing programs delivered in the classroom, out of school and during school breaks. It reaches boys (Yo Bro) and girls (Yo Girl), aged 12 to 18 years and encourages older program participants to play a mentorship role as alumni of the program.

The program connects youth with educational and recreational activities that focus on improving school and community engagement, positive social interactions and improved individual confidence and autonomy. The initiative is delivered at both the elementary and high school level to reach the target audience. Innovative program design and engaging delivery of material (e.g., Keep it Real, Respectful Relationships, Know Means No) help connect with youth on their level, in a way that respects their situation and recognizes their needs. This program has demonstrated significant value in diverting young people away from the gang lifestyle and other precursors to criminal activity.

On April 29, 2017 the City of Surrey, Surrey School District and Yo Bro | Yo Girl announced expanded support for the program. Through expansion of the existing partnership, more kids will have access to recreation programs, physical education opportunities and education about the risks of drugs, gangs and other negative lifestyle choices.



MEASURES

Building Positive Social Norms

Schools Participating in the Program

Total Program Reach in Surrey

Priority: Build Community Capacity



Critical Hours (MYzone)

From a public safety standpoint, “critical hours” programs focus on providing support for young people in the afterschool hours. Typically this time is when some middle year aged children (6–12 years old) do not have adult supervision and may become vulnerable to at-risk behaviour or victimization. By providing support during this important time their risks are reduced.

MYzone is a drop-in program provided during the critical afterschool hours (Monday to Friday from 3pm–6pm) that provides affordable, accessible and high quality programming for middle years children. It creates a safe and nurturing environment and supports the principles of healthy child development by offering opportunities for active play and recreation, and facilitates civic engagement. Children also have the opportunity to receive assistance with homework, build positive relationships, develop social and emotional skills, develop leadership skills and feel a sense of belonging to their community.

MEASURES

Participant Resiliency Rate

Rate of Child’s Awareness of Supports Available

Rate of Families Awareness of Services Available in the Community



Community Enhancement

Research indicates that community enhancement projects serve to build community pride and ownership, increase feelings of safety, as well as positively influence social interactions which may reduce aggressive and violent behaviour. Engaging the public in cleanups, beautification efforts or educational and awareness programs helps to build strong and connected communities and neighbourhoods.

Community Enhancement initiatives may include any number of unique and positive activities such as cleaning up litter along adopted streets, removing graffiti, participating in community picnics, planting bulbs for beautification of public space or reporting illegal dumping. City staff, including members from Parks, Engineering and Bylaws, oversees several community enhancement initiatives. As well, through our partnership with the Surrey Crime Prevention Society (SCPS) and their community enhancement program, work is completed by current volunteers and youth who have been assigned community service hours under the supervision of mentors. This program has been effective in providing these youth an opportunity to gain value in being part of their community.

SCPS partners with BC Probation Services and other agencies to identify participants for the program. Many of the clients are first-time young offenders and are mentored by program staff on community engagement and positive behaviours. Beyond allowing clients to complete their court appointed community service hours, there are many benefits for public safety from this work. Through the program, the City receives improved notification of problem issues and graffiti. Civic pride in Surrey is also increased as residents and businesses see the City taking action to make their community more beautiful and welcoming. SCPS volunteers regularly support community clean up campaigns across the City, and report issues with the Surrey Request App.

Through examples like these, we are not only engaging the public in community enhancement initiatives, but we are also supporting and building capacity for residents to lead their own projects.



MEASURES
Attendance at Parks Related Events
Rate of Program Completion by Youth
Reports Received Related to Nuisance Incidents

Diversity Outreach Program

Surrey embraces the values of diversity and recognizes the importance of working with our diverse communities to promote public safety. The City welcomes newcomers and has several programs targeted at supporting people from a variety of cultural, social and economic backgrounds. The Diversity Outreach Program is led by the Surrey RCMP to expand the ability of community police officers to connect with the City's diverse communities. The team has specialists focusing on areas of opportunity and needs of specific groups.

The Diversity Outreach team is responsible for local community engagement with different cultural and socio-economic groups within Surrey. The team organizes and participates in community engagement activities and events, community presentations and safety training forums. The outreach program supports diverse communities to access services and provides positive and proactive engagement with the police. This supports public safety by increasing the likelihood that members of diverse communities feel engaged with the wider community and they are more likely to report crime or other issues when they occur. Through the Diversity Outreach team, the RCMP can provide specific support for people from different backgrounds, including services in languages other than English. Connecting with people on common cultural ground rapidly improves their willingness to engage with authority figures, such as the police.

MEASURES

Diversity Presentations Delivered

Program Reach Through Events



Early Years Programming (Avenues of Change – Guildford West)

Early year’s education has been demonstrated in best practice research to be a critical intervention period. From a public safety standpoint, reaching children and families at the earliest opportunity helps to build a durable relationship within communities which contributes to increased capacity for growth and pro-social engagement.

Through the funding support from United Way, the Avenues of Change (AoC) initiative is in its fifth year of a five year funding cycle. The initiative continues to evolve and year five of the project focuses on the United Way Play Box initiative and an Indigenous Early Years Strategy. AoC serves to be a deeply collaborative, place-based initiative focused on enhancing children’s wellbeing and reducing chronic childhood vulnerability.

This program is a tested and successful way of delivering place-based service and support for families. It is a collaboration of the City, Fraser Health, Ministry of Children and Families, Surrey School District, Surrey Libraries, United Way of the Lower Mainland and community agencies. It addresses the root causes of Guildford West’s early childhood vulnerability. Working through a network structure, initiative partners promote the wellbeing of young children and families with a focus on shared resources, measurement and learning. Online mapping of community based early year’s resources helps parents to connect effectively with available support services and demonstrates commitment to community engagement. As well, direct support for children and parents in the most formative years improves public safety by strengthening protective factors and ultimately improving outcomes for children and families. The program is strongly evidence-based with tracking of a variety of metrics for program outcomes and proactive surveys of parents to target services at the areas of greatest need.



MEASURES

Family Preschool Subsidies Provided

Playbox Registrations

Girls Got Game

Building resilience amongst diverse populations helps to strengthen community cohesion and increase a sense of wellbeing. Options Community Services Society in partnership with the City of Surrey has developed a new program focused on improving the overall health and wellbeing of immigrant and refugee girls aged 9–13.

The 'Girls Got Game' program is an afterschool initiative that provides positive recreation experiences and group workshops which help to develop physical literacy, build confidence and strengthen connections with other girls and the community. The program is funded by the Canadian Women's Foundation on a four-year term and takes place in two locations within Surrey.

MEASURES

Access to Recreational Programs

Program Attendance Rate



HomeSafe

The HomeSafe initiative focuses resources on providing support to seniors and other residents to assess fire risks in the home and ensure smoke alarms are installed and working in the event of a fire. Since 2008, the Surrey Fire Services has delivered this support through the HomeSafe fire prevention home visitation initiative. The program involves Surrey Firefighters, with the support of local volunteers, going door-to-door in high fire risk neighbourhoods to distribute fire prevention information to residents and conduct checks to confirm homes are fitted with working smoke alarms. Free smoke alarms are installed in homes where the detectors are absent or non-functioning.

The HomeSafe Teams also coach individuals on fire prevention and escape planning, talk with youth and seniors about kitchen fire safety, watch for signs of other risks factors, and meet with individual households at food bank and tax lineups to raise awareness about fire safety and emergency resiliency.

MEASURES
Individuals Receiving Home Fire Safety Information
Smoke Alarm Verifications



Surrey Emergency Program

Building a strong and resilient community requires education, resources and support on multiple levels. Helping individuals to understand potential crisis events and how they can best respond to maintain their personal safety contributes to public safety. This initiative focuses on outreach and resources to support residents, businesses and families to build their emergency preparedness capability. This is particularly important due to climate impacts such as the increase in storms and longer, hotter summers with less rainfall.

The Surrey Emergency Program (SEP), managed by Surrey Fire Service, makes sure our City is as prepared as possible in the event of an earthquake, flood, major fire or other disaster. The Personal Emergency Preparedness Program (PEPP) supports groups at a personal level with training and resources so they are prepared for a 72-hour disruption to critical infrastructure and services. The Neighbourhood Emergency Preparedness Program (NEPP) focuses on the principle of “neighbours helping neighbours,” identifying the skills and resources that would be useful in a disaster and teaching how to respond safely and effectively in organized teams. The Business Emergency Planning Program (BEPP) was established to help business owners with emergency preparedness planning and business continuity.

Surrey’s Emergency Program includes two levels of rapid response to crises through the Emergency Social Services (ESS) program, as well as education and outreach led by the Surrey Fire Service and supported by Parks, Recreation & Culture. The ESS program provides for the needs of evacuees during small localized events, significant events and major emergencies to support physical and emotional wellbeing. The level of crisis can range from a fire affecting one or two households, to large scale flooding and interface wildfires. Parks, Recreation & Culture will work with volunteers to provide space, services and support within City facilities, such as recreation centres, for evacuees during major emergencies (e.g. 2017 BC wildfire evacuations). The Disaster Recovery Toolkit was added to the SEP for survivors of fires and other disasters. It is distributed by Emergency Social Services and is intended to alleviate some of the difficulties faced by survivors in the aftermath of tragic events.



MEASURES

Individuals Receiving Emergency Preparedness Information

Surrey Libraries Information Access and Literacy Support

Access to education and literacy support provides significant benefits for vulnerable communities, newcomers, families and children in Surrey. Research in the United States and Canada has shown that low literacy is strongly related to crime, unemployment and youth disengaging from school. A high proportion of prison inmates are functionally illiterate. Literacy is a fundamental skill that opens the door to learning, access to services and personal development. Breaking the cycle of low literacy leading to future vulnerability and anti-social behaviour is a key focus of this initiative.

Libraries are an important hub for information and support for vulnerable people and help build capability and resilience for these individuals. Surrey Libraries strive to instill the value of literacy in parents through the “Read to Baby” program in partnership with Fraser Health, and early years story time programs. Libraries further support the community with a range of free programs and services including: literacy skills, newcomer support, computer access and training, job finding assistance, referrals to social services, vulnerable population outreach and barrier elimination, volunteer opportunities and print and non-print collections.

Throughout the library network staff encourage community uptake in these programs and services to improve access to, and awareness of, information. Surrey Libraries’ vision is “Where the power of knowledge inspires people to build a better future.” These services provide significant benefits to the community by enhancing community cohesion and connections. Direct outreach to vulnerable people identifies and targets services to those in the greatest need. Literacy support and training also helps vulnerable people make positive changes in their lives, which may reduce their risks of being victims or offenders as well as contact with the justice system.



MEASURES

Access Cards Distributed

Vulnerable Populations Reached

Volunteerism: Building Community

Surrey has a vast number of volunteers that contribute to a broad variety of programs across the city. This initiative captures the breadth of activity across the City where volunteers are a crucial component and support a variety of programs. The City continues to develop and expand its approach to volunteerism in the recognition of the benefits for the community from those willing to donate their time, skills and experience, as well as the benefit for the volunteers in terms of work experience, life skills, community connections, civic pride and participation. This initiative is working to harmonise the City's approach to volunteering to not only encourage more volunteers to participate in programs but to measure and track in a more comprehensive way the significant positive outcomes their work creates.

Included in the initiative are volunteers from a range of programs and departments, such as Fire Service, Parks, Culture, Recreation and Healthy Communities, Surrey RCMP, Surrey Libraries and the Surrey Crime Prevention Society. The work these community members undertake is extremely varied but the common thread is the contribution they make to their community by increasing social cohesion, community connections and sense of belonging in Surrey.

MEASURES

Volunteer Hours Completed

Volunteer Participation



Youth Mentorship Program

The Youth Mentorship Program is structured to support high school students and help them better understand appropriate workplace communication, attire, task management, punctuality and other important employment etiquette. The program involves approximately 10 students each term and places them in various departments of the City with appropriate mentors. The goal of this program is to give the mentees real world career experience and help them take a positive career path after their placement concludes. In the past, the strategic initiative included a similar program managed by Surrey Crime Prevention Society. Due to changes in their programs the strategy will now focus on the City mentoring work only.

MEASURES

In development



Priority: Ensure Safe Places



Business Safety Surveys

In 2017, the City worked with Surrey's business improvement associations to expand the program across Surrey and standardize the assessment tools to improve data gathering. Through one-on-one interviews with business owners and managers the partners gather practical insights into where more attention and support is needed to promote safety in commercial areas.

MEASURES

Businesses' Experience of Victimization in the Past 12 Months

Businesses Participating in Surveys



Community Safety Support

Surrey currently has three community-level safety programs in operation: Community Patrol Officers (CPO) comprised of City of Surrey Bylaw Enforcement employees, the RCMP Business Engagement & Safety Team (BEST) focused on business engagement and the Surrey Crime Prevention Society with their volunteer city-wide community safety tours. These programs focus on observing and reporting issues. Although funded and managed through different channels, these community safety activities share a common goal of providing street-level support to the residents and businesses of Surrey.

These teams collaborate and share information to facilitate future planning for the most effective allocation of resources to meet community needs. They engage with members of the public to address safety concerns, make referrals to service providers, liaise with local community organizations and businesses and flag enforcement issues for follow up. Working together, these partners have demonstrated the effectiveness of street-level uniformed presence in deterring criminal and anti-social activity. They also play a key role in engaging with the community and early identification of local safety concerns. Under the Public Safety Strategy we will support future coordination and expansion of community safety support across Surrey.

MEASURES

Events with Community Safety Support Presence

Hours of Uniformed Street Level Walks in City



Data Driven Approaches to Crime and Traffic Safety (DDACTS)

Implementing effective responses to traffic safety requires sustained focus in a complex environment. Demands on the traffic system are always increasing and conflict can exist between various modes of transportation (e.g., cyclists, motorists, pedestrians) but the system must safely accommodate all users.

Data Driven Approaches to Crime and Traffic Safety (DDACTS) is an operational model developed in the US that uses the integration of location-based crime and traffic data, for effective and efficient deployment of law enforcement resources. Surrey is among only a few Canadian cities to implement this new, innovative approach and the first in BC. By saturating locations experiencing high crime and crash incidents with highly visible traffic enforcement, DDACTS communities fight crime while also reducing traffic crashes and violations.

From a public safety standpoint, the role of coordinated traffic management and enforcement is critical in minimizing risks of crime and collisions in the traffic system. Vehicle stops are also an opportunity for enforcement officials to gain valuable intelligence, detect stolen goods, illicit firearms and other criminal activity. However, increased police presence may initially result in more crimes being detected, which could otherwise go unreported.

Collaboration between the City’s Engineering, Fire Service and Surrey RCMP, is critical for the collection and analysis of traffic safety and crime data to enable optimal deployment of resources. Community outreach and awareness is also a critical element of the DDACTS model. Effective enforcement through new processes and technology improves transportation safety and reduces crime by targeting high risk areas and deploying specific responses. Being a data-driven process, the final element of the DDACTS initiative is monitoring, evaluation and reassessment. Data collected in the DDACTS specific locations is compared to city-wide data to analyse overall trends of traffic safety, and to gauge the impact of the initiative. Seasonality will also be taken into account to address variable factors such as weather trends year over year.



MEASURES
Casualty Collisions in DDACTS Locations
Collision Rate in DDACTS Locations
Crime Rate in DDACTS Locations
Property Crime in DDACTS Locations

Distressed Properties Response Program

The Distressed Properties Response Program initiative has been developed to identify residential properties tipping towards a state of distress, and enables the City to take measures to address problems before they decline further and incur risk of crime or fire.

Under this initiative, a Community Property Safety Team has been formed to address and monitor immediate issues and develop long range strategies to prevent the decline of properties. Problem properties will be dealt with using existing tools, such as the abandoned property, fire service and nuisance property bylaws. As well, a property tax review will be completed and fire and property data will be compiled to identify properties that are at a higher risk of neglect and delinquency.

By taking early action, the team can reduce the risk of these properties becoming locations for illegal and nuisance activities, and can prevent overall neighbourhood decline.

MEASURES

In development



Project IRIS

Surveillance technologies such as closed circuit television (CCTV) cameras have proven to be instrumental in aiding police with investigations. They are also a necessary and important tool in situational crime prevention. Historically, when an incident occurs, RCMP officers will manually canvass surrounding properties and businesses to identify locations that may potentially have private camera footage that might have captured vital evidence.

The Project IRIS (Integrated Resources for Investigations and Safety) initiative provides a camera registry that identifies specific locations of City facilities, residents and businesses' cameras. Equipped with the knowledge of locations of security cameras, police can more quickly and efficiently conduct their investigation when an incident occurs. The initiative has two ways of collecting the location data for CCTV cameras. In the first instance the City has created a database of all camera resources on City-owned land. The second way is through residents and businesses voluntarily signing up to the new public camera registry. The registry is a voluntary mechanism for residents and businesses to register the location of premises they own that have security cameras which record footage. By registering their cameras and helping speed up investigations, citizens and businesses play a direct role in supporting public safety.

Robust protocols are in place to ensure the privacy of the information supplied in the registry. The Surrey RCMP will directly contact camera owners to determine if they are willing to share their footage. Project IRIS provides a way to speed up this process dramatically and assist Surrey RCMP with their investigations.



MEASURES

Camera Locations Registered

RCMP Database Queries to identify Cameras

Road Safety Education and Awareness

Public awareness campaigns and monitoring traffic safety can have a significant impact on behaviour in the transport system, and it requires dedicated effort and coordination. Two specific road safety programs conducted in Surrey are the Cell Watch and Speed Watch programs. Both programs are supported by ICBC, the City, Surrey RCMP and Surrey Crime Prevention Society. Surrey RCMP and Surrey Crime Prevention Society volunteers participate in these programs to help create a culture of safe driving in the City, which ultimately results in a decrease of preventable motor vehicle collisions and injury.

Speed Watch is a program designed to raise awareness and reduce incidents of speeding. Volunteers monitor vehicle speeds in school and playground zones, high crash zones and neighbourhood streets, giving motorists instant feedback on how fast they are driving. A police officer will attend whenever possible in order to issue warnings or tickets to drivers. Information collected is forwarded to police and ICBC, who use it to identify high risk locations. Additionally, the City is increasing deployment of speed-reading boards in target areas.

The Cell Watch program is an educational initiative aimed at reducing distracted driving, such as talking and texting while behind the wheel. Information gathered is used to better understand the issue at a local level and to develop initiatives to reduce distracted driving. The high visibility of these programs and the equipment used to support these efforts encourage drivers to slow down and/or put their phones away so they can focus on driving thereby improving road safety.



MEASURES

Speed Reader Campaign Effectiveness

Vehicles Speeding in Program Areas

Safe and Active Schools Program

This transportation safety program is an umbrella for a number of different City programs aimed at encouraging children and youth to walk to school and improve road safety around schools. By reaching these young people early with positive messages and training in cycling and walking safely to school, the program helps build confidence and life skills for young people that improves their personal safety. In addition, the program helps to develop community ownership, and awareness of safe pedestrian and driving behaviours and habits. Through the end of 2016, over 700 infrastructure improvements have been made to support safety in and around schools, at a cost of \$18.5 million.

The program has three main components: infrastructure improvements; promotion of walking and cycling to school amongst elementary school children (School Travel Planning); and sponsoring the training of elementary children in riding bikes and general road safety. The program team works intensively with 3–4 schools per year to deliver this support.

The City works with a number of community partners, including the Surrey School District, ICBC and the Surrey RCMP, to help deliver the program. In the past, through this program, the City has collaborated with the University of British Columbia Centre for Hip Health and Mobility to gather data on health impacts of cycling/walking on youth.

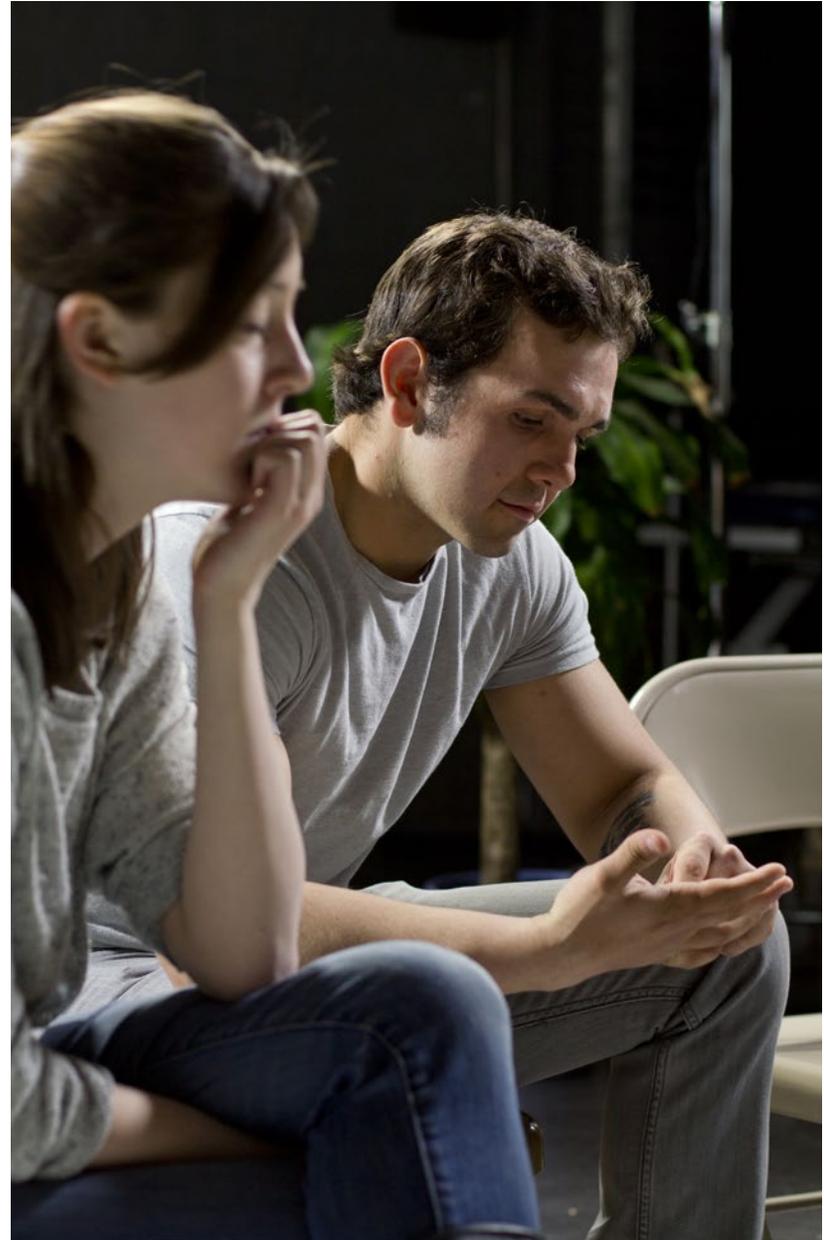


MEASURES

Active School Travel Rate

School Travel Planning Participation

Priority: Support Vulnerable People



NEW City Centre Response Plan
(Surrey Outreach Team)

In December 2016, the Mayor announced new work to support Surrey’s most vulnerable populations under the City Centre Response Plan. This three phase plan encompasses, housing solutions, increased support and outreach through the Surrey Outreach Team (SOT) in the 135A Street area, and enhanced education and engagement on social issues by the City. Over the first year of implementation the City successfully put in place emergency winter shelter beds for the 2016/17 winter season and successfully advocated for 160 transitional accommodation units to address the immediate needs of the campers in the 135A Street area. The units will be replaced by 250 longer-term supportive housing units in various areas of the City.

Surrey Outreach Team (SOT) was also established in the first year. SOT is a cross functional team comprised of Bylaw Enforcement Officers, Surrey RCMP and community outreach workers from the Fraser Health Authority and Lookout Emergency Aid Society. The team uses a new model for engagement, and provides a 24/7 presence in the 135A Street area to reduce victimization of street entrenched people and refers them to short and long term treatment and housing providers.

Under the City Centre Response Plan, the City is also hosting a new working group to coordinate responses to the most vulnerable people in the City. Work also continues with the Social Planning team and other stakeholders to ensure the approach to public education and engagement regarding vulnerable populations is collaborative, measurable and comprehensive.



MEASURES
In development

Inter-Agency Case Assessment Team (ICAT)

Domestic Violence presents very specific and far reaching challenges for personal and public safety. Domestic violence can take many forms, including mental, sexual, financial and physical. These initiatives focus on those cases that require criminal justice system involvement.

The Inter-agency Case Assessment Team (ICAT) mobilizes community partners and service agencies to assist the Surrey RCMP Domestic Violence Unit identify highest risk offenders of domestic violence, conduct risk assessments and create action plans associated to the management of that offender. Member organizations of ICAT encourage information sharing and the implementation of referral and case management strategies. They also maintain awareness within the community and their agencies of safety planning and the principles and practices of risk assessment. Through a collaborative cross agency approach, proactive support is provided to reduce the barriers to service, keep victims and offenders safe, and reduce domestic violence offenses.

MEASURES

Domestic Violence Prevention Outreach

High Risk Offender Recidivism



NEW

Integrated Services Network (ISN)

The Integrated Services Network is not yet implemented. The Government of British Columbia and the City of Surrey have collaborated in the creation of a business case for an innovative new model, which integrates services for vulnerable, high risk and high needs populations, whose underlying concurrent disorders, often result in them becoming justice entrenched. The model encompasses a holistic and comprehensive needs assessment and case management approach to be delivered in a multi-agency setting. The model will improve outcomes for vulnerable populations, and decrease the sustained and intense demand on the justice, health and social services system.

MEASURES

In development



Surrey Mobilization and Resiliency Table (SMART)

Service integration that supports public safety and wellbeing comes in a variety of forms ranging from co-location of services and shared resources, to virtual teams. Since 2015, Surrey has been piloting an innovative approach to cross agency collaboration via the Surrey Mobilization and Resiliency Table (SMART). The program seeks to address community issues before they become police issues or require other emergency services. SMART is made up of professionals from a variety of disciplines including, law enforcement, corrections, housing, health, Surrey Schools, social services, income assistance and education. These agencies work together to mitigate risk before crises can occur in the lives of individuals and families in Surrey's City Centre. By linking individuals with critical supports and interventions available in their community, the SMART table works to lower acutely elevated risk among vulnerable individuals and families. The table also breaks down information silos between organizations by encouraging a collaborative approach to public safety.

Each week, the SMART group meets to review cases where there is an acutely elevated risk of harm, victimization or criminality for an individual or family. If the group determines there is a situation of elevated risk that requires multi-agency intervention, the appropriate agencies will develop and execute a rapid response intervention plan within 24–48 hours. SMART represents a paradigm shift in public safety and wellness by recognizing that the police alone are not responsible for public health and safety of community.



MEASURES

Approved Referrals to SMART

Cases Closed with Lowered Risk

SMART Interventions Completed

EVOLVING THE STRATEGY



As the needs of the city continue to evolve, so will the City's Public Safety Strategy.

Consultation with the public will continue to be a priority for the Public Safety office to ensure an open and frequent dialogue with community groups, stakeholders and individuals with an interest in advancing new ideas to support public safety in Surrey. The City has already received many new ideas directly from individuals via the publicsafety@surrey.ca email and responses to the regular eNewsletter.

New issues will also be addressed as they arise, such as the pending federal legislation on the recreational use of cannabis. Many public health and safety considerations must be taken into account as the legislation is implemented in 2018. The Public Safety office is leading a cross departmental working group on this issue and has developed a model for BC municipalities that will inform possible new programs and initiatives in 2018.

These examples demonstrate the commitment of the City to ensure its Public Safety Strategy adapts to changing public safety concerns in the community.



PUBLIC SAFETY

STRATEGY TAKING ACTION TOGETHER

#SAFERTOGETHER

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