

NO: R164

COUNCIL DATE: July 22, 2019

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **July 18, 2019**

FROM: **General Manager, Policing Transition**

FILE: **7400-01**

SUBJECT: **Policing Transition - Citizen Engagement Strategy Update**

RECOMMENDATION

The Policing Transition Department recommends that Council receive this report for information.

INTENT

The intent of this report is to inform Council of the results of the Citizen Engagement Strategy for the Policing Transition project.

BACKGROUND

On November 5, 2018, Council unanimously endorsed a Motion presented to Council, (RES. R18-2087) that directed staff to “take all appropriate steps to immediately create a Surrey Police Department in accordance with the BC Police Act. Council further directs staff to notify the Federal and Provincial governments that the City of Surrey is terminating its contract for the RCMP municipal police service”.

Following the motion, the City created the Policing Transition Department and took several actions, including:

- Notification of intent to terminate the Municipal Police Unit Agreement (“MPUA”) to the Province of British Columbia and the Government of Canada;
- Creating an Internal Management Committee to oversee the transition process and guide the Transition Team;
- Forming an internal Transition Team;
- Signing a Technical Assistance Agreement (“TAA”) with the City of Vancouver and the Vancouver Police Department (“VPD”) to secure expert advice and technical support to build the Transition Plan;
- Holding regular meetings and ongoing liaison with the Solicitor General – Police Services Division;
- Submitting on May 22, 2019, the Surrey Police Transition Plan (the “Plan”) to the Solicitor General for review and approval; and

- Publicly releasing the Transition Plan on June 3, 2019.

DISCUSSION

Consultation with citizens on the issues related to establishing a city police department was a critical aspect of the policing transition. Therefore, the City launched the Citizen Engagement Strategy (the “Strategy”) to provide a forum for citizens to share their perspectives and insights on the development of the new Surrey Police Department.

Given the nature of the Council motion, citizens were not asked to indicate if they supported the motion; rather the consultation sessions focused on providing information to citizens on the transition and asking for their input and perspectives on priority community safety issues and the type of policing approaches they want to see in their community.

As part of the Strategy, the City undertook 23 consultation events across the community from May 17 – June 23.

The objectives of the consultation were to:

- a) Inform citizens about the rationale and aspects of the transition process;
- b) Obtain data on citizens’ perspectives about issues that matter to them;
- c) Build citizens’ sense of ownership and pride in the new Surrey Police Department; and
- d) Create confidence in the process of the transition and confidence that the future Surrey Police Department will deliver tangible benefits to citizens.

Engagement Approach

The Citizen Engagement Strategy was used to structure the consultation process and involved both branding and marketing and engagement events. A Surrey Police brand identity was created and shared with the public at events and used to create a coherent look and feel for all transition communications and events. This included a logo and a consultation vehicle, printed banners and collateral. The engagements took three main forms:

1. full open-house style consultation events with multiple activities, kids stations with colouring and Lego to allow caregivers time to review materials and provide feedback, survey kiosks and printed collateral elements to share all the available information on the transition;
2. pop-up kiosks with key information on printed banners and information boards and the survey kiosks; and
3. survey stations with staff using iPads to encourage survey participants in key locations.

Over the five weeks of the consultation period, 23 different events in locations across all six of the city’s town centres were completed. Consultation events were held at different times of the day (both early mornings starting at 7am – to later evenings finishing at 10pm) and on different days of the week (including Saturday and Sunday and public holidays) in order to maximize availability for the public to attend an event in their area.

The consultation events began with an informational booth at the Cloverdale Rodeo from May 17-21, 2019, which focused on promoting attendance at future events.

A survey was developed to anchor the consultation events around questions regarding community safety and policing approaches and to gather consistent data across the different engagement approaches (attached as Appendix “I”). The intent of the survey was to gauge perspectives on policing issues and citizens sense of personal safety. The survey was designed to be anonymous and confidential, and as a result no personal information was collected on survey respondents. This is a standard approach for perception surveys to ensure the anonymity of respondents.

The survey was available on the website (www.surreypolice.ca) 24 hours a day, 7 days a week from May 17, 2019 – June 24, 2019. In addition, the survey was completed in person at events on iPad kiosks. The questions on the survey were optional, participants could complete only one question, or could complete all questions, or they could choose to just complete the open comment field at the end of the survey. This means that the data was analysed based on the total number of respondents per question as this varied significantly across the survey questions. This is a standard approach in survey design when questions are optional.

In total, 11,103 surveys were completed, 1,083 surveys were completed at consultation events and a further 10,020 completed the survey online on their own time. In addition, participants in the survey and at the consultation events were able to provide open ended feedback. There were 1,180 comments received throughout the consultation period. In total, 12,283 pieces of input were received and analysed for the final report.

Approximately 4,000 people attended events in person. At these events, the role of staff was to encourage participation from members of the public, answer questions and explain the information available as required and assist individuals for whom English was not their primary language. Individuals for whom English was not their primary language were encouraged to complete the card in their own language and the City had this feedback translated after the event to include it in the analysis. At most events, the City had staff who could converse in Punjabi, Hindi, Mandarin, and Arabic. These staff were also available to translate the printed materials and banners and answer any questions in the individual’s home language.

The first ten events occurred prior to the release of the Transition Plan, and 13 events were completed after citizens had a chance to review the details published in the Plan. This had some impact on the findings with citizens’ perspectives being stronger at the outset about issues of process and transparency with less feedback on this being received after the Plan was made public. In general, the earlier events received a higher turnout of citizens on average with less attending each event on average after June 3, 2019.

Preliminary Findings

Key findings from the survey and other feedback received during the consultation period are summarized in the Report on Citizen Engagement Strategy (the “Report”) and attached as Appendix “II”. The report provides a detailed summary of both the approach and the broad mix of feedback collected from citizens. The report uses thematic analysis to group like responses into key themes based on the qualitative feedback received. The results of the survey provide a broad array of the perspectives of citizens that will be used to inform the Implementation Plan for the Surrey Police Department.

When asked about the priority issues that they want their police department to address the most frequently chosen issues were:

- Reducing gang activity (91%);
- Reducing drug trafficking (87%);
- Reducing gun-related crime (86%);
- Expanding youth programs (79%); and
- Reducing property crime (17%).

Several other issues were also identified with much lower frequency of responses such as: improving traffic safety, keeping public order, reducing cybercrime and cyberbullying, and expanding community outreach programs.

When asked about the key aspects of policing that they want to see in Surrey, citizens who completed these questions supported the policing approaches outlined in Table 1.

Policing Approach	Percentage			
	Strongly Agree	Agree	Disagree	Strongly Disagree
I want a police department that is locally led	90	3	2	5
I want police officers that build their career in Surrey and know the community well	92	6	2	0
I want increased uniformed patrols in their neighbourhood	92	5	2	1
I believe that police priorities should be based on issues important to Surrey citizens	92	6	1	1
I want a proactive police department focused on solving crime	93	6	1	0
I want police officers from diverse backgrounds to represent our community	92	7	1	0
Our police service should balance effort between crime prevention and enforcement of laws	91	8	1	0
Our police department should focus more on violent crime than property crime	88	7	4	1
I want a police department that emphasizes crime prevention programs	66	30	3	1

Table 1. Support for Key Policing Approaches

All respondents who answered the question wanted police to be able to respond quickly to emerging issues and trends. In addition, questions focused on citizens' perceptions of safety, responses to these questions are outlined in Table 2.

Personal Safety	Percentage			
	Strongly Agree	Agree	Disagree	Strongly Disagree
I feel safe in my home	8	8	83	1
I feel safe in my neighbourhood	6	7	3	84

I feel comfortable in Surrey's public spaces at night	3	6	6	85
I feel fine letting my children play outside in my neighbourhood	4	7	4	85

Table 2. Responses Regarding Personal Safety

The report also summarizes the analysis of the open comment fields in the survey and the physical comment cards submitted by people attending events. The report groups this qualitative feedback into two parts: suggestions received from citizens regarding policing; and concerns raised about establishing a police department and/or about the transition process. It is important to note that a given comment card or open comment field on a survey could include multiple suggestions or concerns which makes it inappropriate to quantify these cards beyond grouping them by theme. Feedback was analysed to assess key themes that can help inform the transition process and inform the future operation of the Surrey Police Department.

The report provides more detail on each suggestion and concern, the main areas of feedback are listed in Table 3 below.

Suggestions from Citizens	Concerns or Issue Raised
Address drug and gang prevalence	Concerns about phasing out the RCMP
Eliminate gun violence	Concerns about tax increase
Reduce crime	Concerns about the City being able to afford a Surrey Police Department
Emphasize community engagement	
Engage youth/create more youth & school programs	Keep the police independent from politics
Ensure police presence in the community	Create a transparent cost projection
Shorten police response times	Hold a referendum
Hire more officers	
Ensure police officers are local	
Address homelessness	
Avoid racial profiling	
Address sex crimes	
Reduce the number of sex workers on the streets	
Make crime statistics more public	

Table 3. Summary of Open Comment Feedback

Next Steps

The key findings outlined in the report provide important feedback for the City as it moves from planning to implementation of the Surrey Police Department. Suggestions provided by citizens can be used to inform the Implementation Plan for the Surrey Police Department. In addition, feedback on the transition process will be considered as the City moves forward with communications regarding the transition.

The City's Policing Transition team is now refining the implementation plan based on work underway across City departments and based on the key findings of the Citizen Engagement

Strategy. The Implementation Plan will guide the next phase of the project once approval is received from the Solicitor General to establish the Surrey Police Department.

SUSTAINABILITY CONSIDERATIONS

The work of the Citizen Engagement Strategy supports the objectives of the City's Sustainability Charter 2.0. In particular, this project supports the Sustainability Charter 2.0 theme of Public Safety. Specifically, this project supports the following Desired Outcome ("DO") and Strategic Direction ("SD"):

- Public Safety DO4: Local residents and businesses are connected and engaged within their neighbourhoods and with the broader community – including police, public safety partners and social service agencies – to enhance safety.
- Public Safety SD3: Ensure programs, policies and initiatives exist along the public safety continuum, and support the entire community.

CONCLUSION

Citizen engagement is a core element of the policing transition process. A key rationale for the transition to a municipal police service is that this enables policing to be responsive to local needs and issues. Through a coordinated public information and engagement campaign, the City gathered input to priorities for the new Surrey Police that will inform implementation and operation of the new department. The feedback outlined in the Report on Citizen Engagement Strategy will help inform the deployment model and help set initial priorities for the new Surrey Police Department.



Terry Waterhouse
General Manager, Policing Transition

TW/mc

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Appendix "I" – Survey Questions

Appendix "II" – Final Report on Citizen Engagement Strategy

Appendix “I”

Survey Questions





1. What neighbourhood do you live in?

- City Centre/Whalley
- Newton
- Fleetwood
- South Surrey
- Cloverdale
- Guildford
- I do not live in Surrey
- I work in Surrey but live somewhere else
- I do not live or work in Surrey

2. I think the **five** most important things for the Surrey Police Department to address are...
(please pick up to five)

- Reducing gang activity
- Reducing drug trafficking,
- Reducing property crime,
- Reducing gun related crime,
- Improving traffic safety,
- Expanding community outreach programs,
- Expanding youth programs,
- Reducing human trafficking
- Proactively solving crimes
- Countering extremism
- Keeping public order
- Supporting individuals with mental illness or substance use disorders to access services
- Reducing Cyber-crime (including cyberbullying, identity theft etc.)

3. Please indicate the degree to which you agree with the following statements by checking the box that matches

	Strongly Agree 	Agree 	Disagree 	Strongly Disagree 
I want a police department that emphasizes crime prevention programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I want increased uniformed police patrols in my neighbourhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our police department should focus more violent crime than property crime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's time that Surrey had a police department that is locally led.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I believe our police department should prioritize its efforts based on what is important to Surrey citizens.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our police department should balance effort between crime prevention and enforcement of laws.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel comfortable in Surrey's public spaces at night.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our police officers should come from diverse backgrounds and represent our community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I want a police department that works proactively to solve crimes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel fine letting my children play outside in my neighbourhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I want police officers to build their career in Surrey so they know the community well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to respond quickly to emerging issues (e.g., opioid crisis, crime trends) is important for our police service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel safe in my neighbourhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. What do you think is important for the City to consider as we move forward to establish a new Surrey Police Department? (open comment field)

Final Report on the Citizen Engagement Strategy



Acknowledgments

The City of Surrey would like to thank the people who took time to attend an event or provide feedback via our survey. We appreciate the Surrey residents who shared their ideas and perspectives on the establishment of a city police department.

Introduction

Addressing Crime in Surrey

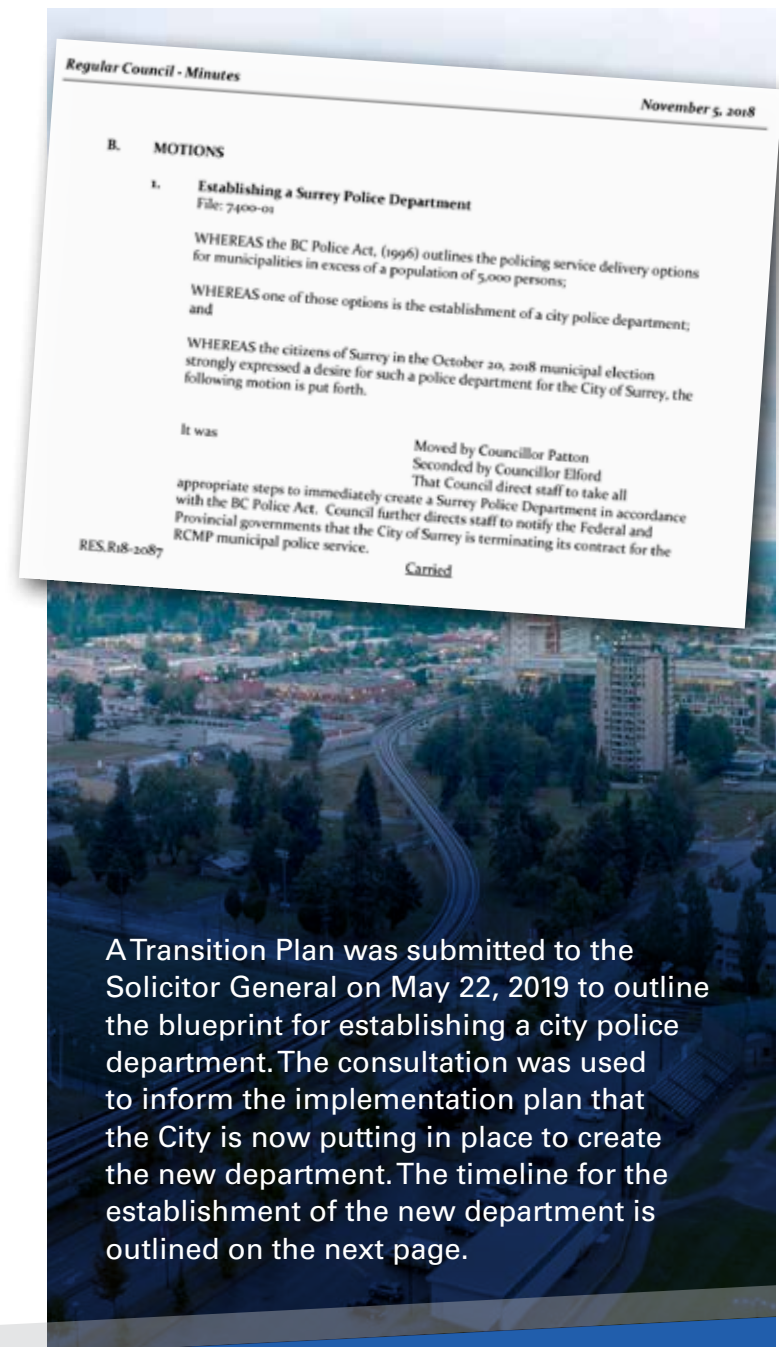
With over 500,000 people, Surrey is the second largest populated city in the province and is the fastest growing municipality in Canada. Seeing this rapid growth, crime has been a major issue for residents and businesses. Addressing crime and ensuring public safety is key to maintaining an inclusive and sustainable city.

Meeting the Demands of a Growing Community

The City of Surrey is 28 times larger than the average community policed by the RCMP, making it an outlier among RCMP jurisdictions and major Canadian cities. By having an independent city police department, Surrey residents will have a local police board that is made up of local representatives that are responsive to the changing conditions and demands from a growing community.

The Process

On November 5, 2018, Surrey City Council unanimously approved a motion directing staff to take all appropriate steps to create a Surrey Police Department. This led to the activation of the termination clause of the Municipal Policing Unit Agreement. The City then began communication with the province and the Federal government to seek support for the transition from RCMP to Surrey Police. To engage citizens on the transition to a new police, the City of Surrey created the citizen engagement strategy.



A Transition Plan was submitted to the Solicitor General on May 22, 2019 to outline the blueprint for establishing a city police department. The consultation was used to inform the implementation plan that the City is now putting in place to create the new department. The timeline for the establishment of the new department is outlined on the next page.

Timeline to Establish the Surrey Police Department

1

Council Motion
Initiates
Transition

NOVEMBER 5, 2018

2

Launch
Surrey Police
Brand

MAY 7, 2019

3

Transition Plan
Completed

MAY 2019

4

Citizen
Engagement
Launches

MAY – JUNE 2019

5

Report on
Citizen Input
to Council

JULY 2019

6

Interim Police
Transition
Advisory Committee
Established

7

Transition Plan
Approval

8

Appointment
of Police Board

9

Recruit Chief
Constable

10

Officer
Recruitment +
Infrastructure

11

Surrey Police
Department
Established

12

Municipal
Agreement
Terminates

Vision for the Future

Transition Plan

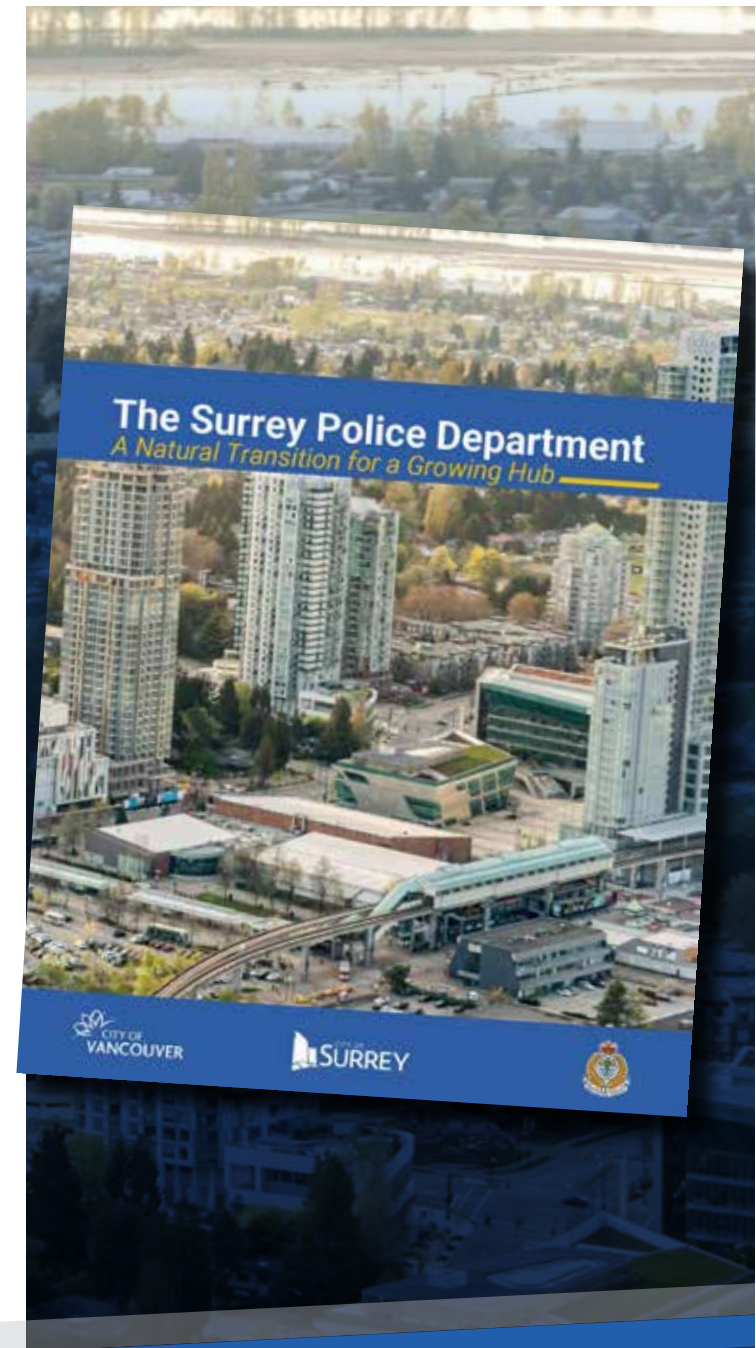
A city policing model will provide Surrey residents with a police organization that will be highly responsive to the City's specific policing needs and will reflect the City's diverse population. To do this, the Surrey Police transition plan was created as a framework to establish the new department.

The Surrey Police Department operating model includes a 5% increase in overall staff, resulting in 805 police officers, 325 civilian positions, and 20 Community Safety Personnel. These Community Safety Personnel will take on lower priority, lower risk, and lower complexity policing tasks in order to better leverage frontline sworn resources.

Of all the officers, 84% will be constables, and more than 64% of all sworn members will deploy in uniform and interact with the public on a regular basis. The model will have a strong investigative capacity, a flexible patrol model to ensure faster response to calls for service, and focus on intelligence-led policing to proactively combat gang crime and violent crime.

The Plan was submitted as requested to the Province on May 22, 2019. Once approved by the Province, the implementation of the Surrey Police Department will begin.

The entire Surrey Police Transition Plan is available at www.surreypolice.ca.





Implementation Plan

Following completion of the Transition Plan, the City moved to develop a detailed implementation plan that will guide the development and execution of the new city police department. The Implementation Plan is informed by the Citizen Engagement Strategy and feedback received during the consultation. The cost projections for the implementation of the city police department and the proposed staffing levels are outlined on the next page.

The Surrey Police Department costs estimates are based on a total staffing level of 1,150 employees. The staffing level is outlined in the diagram below.

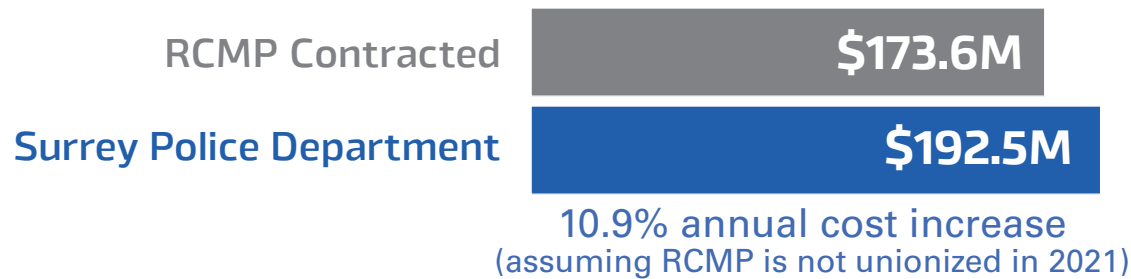


The implementation of the Surrey Police Department will take place over three separate City budget years: 2019, 2020, and 2021. This will support the transition for the municipal police department to “go live” on April 1, 2021.

Implementation Cost Projection

Implementation of the new Surrey Police Department will require one-time capital investment similar to any major city infrastructure project. Costs in the plan are outlined in terms of major areas of expenditures such as recruitment costs, IT systems and facilities costs, and costs to transition the vehicle fleet. In addition, the costs outlined include the phases of staff costs as new hires join the department. Below is a comparison of the anticipated annual operating cost for Surrey Police Department when compared to annual operating cost of the current contracted policing with RCMP. This estimate assumes that the RCMP is not unionized by 2021, however the City is aware that the RCMP members are proceeding with efforts to unionize in the near future. If the RCMP were to unionize by 2021 the cost differential between contracted policing and the Surrey Police Department would be eliminated.

Operating Cost Comparison in 2021



Investments between 2019–2022

Recruit and Equip New Staff	\$11.8M
IT Systems and Facilities	\$7.6M
Vehicle Transition	\$0.4M

Phased Staff Transition

2019	\$3.3M
2020	\$8.7M
2021	\$7.1M
2022	\$0.3M

Engagement Summary

Citizen Engagement Strategy

The objective of the strategy was to inform the implementation plan for the Surrey Police Department by engaging residents on the transition and ensuring they had multiple opportunities and methods to provide feedback. The purpose of the consultation was to hear values, interests and priorities related to the transition to a new police department, rather than request input on whether or not to transition. It would not have been appropriate to include questions that asked if citizens supported the establishment of a city police department or not as this would not be consistent with the direction received in the unanimous Council motion of November 5, 2018.

Branding

The City developed a preliminary design of the new police branding which was showcased as a police vehicle prototype and in other display materials. The City also requested feedback from citizens on this preliminary design.

Of those providing feedback on the brand, 80% of respondents either strongly agreed or agreed with the branding approach. 20% did not agree with the branding proposed.



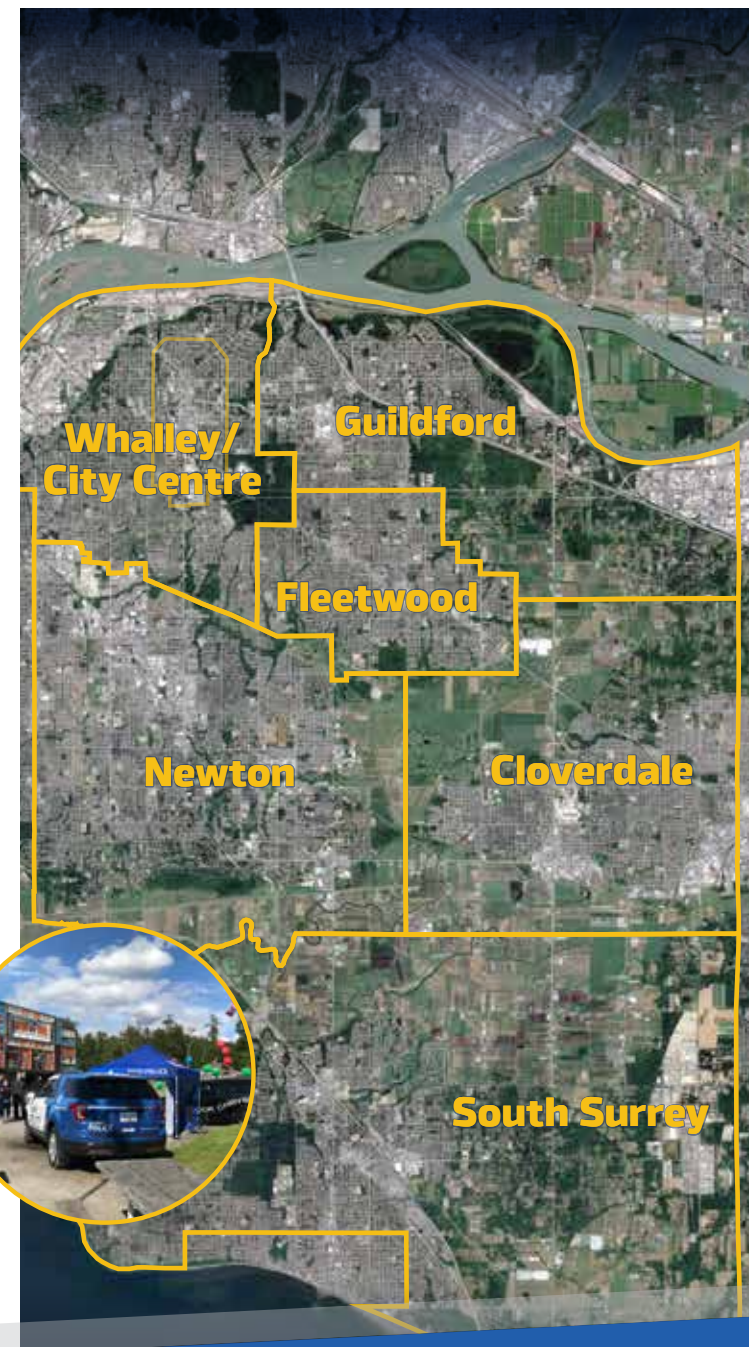
Citizen Engagement

Gathering Feedback

The purpose of the Surrey Police Transition Citizen Engagement Strategy was to increase public awareness and receive feedback about people's vision and priorities for the new city police department. The feedback was designed to help inform implementation of the new department.

The City of Surrey held 23 citizen engagement events spanning from May 17 to June 23, 2019 in six town centres.

- Whalley/City Centre
- Fleetwood
- Guildford
- Newton
- Cloverdale
- South Surrey



Citizen Engagement Events

The citizen engagement events included Community Consultation Sessions, Pop-Up Kiosks, and Survey Stations.

- **Community Consultation Session:** These were open house-style events with modular displays and interactive activities. A station was set up for kids to draw, colour and play lego, giving parents time to ask questions and provide input. Community Consultation Sessions were held at high-traffic locations such as recreation and community centres, libraries, and parks.
- **Pop-Up Kiosk:** These were visual displays providing key information about the transition and an opportunity for citizens to ask staff questions. Pop-Up Kiosk events were designed to help share information and to encourage survey participation.
- **Survey Station:** Teams were dispatched to high-traffic areas across the City with iPads to introduce the plan and encourage members of the public to complete a survey.

This consultation program was one of the most comprehensive the City has ever run for any major initiative. Only the consultation completed for the Parks, Recreation and Culture 10Year Strategic Plan undertook more events and created more points of direct engagement with citizens. The City's consultation approach is to create multiple types of events and pathways for citizen engagement. As with LRT, Skytrain and other projects, the City's consultation sessions tend to be an open house, informational style of format rather than presentation style events with a keynote speaker. Using this drop-in approach makes consultations more accessible for busy residents and enables them to work through information at their own pace.

TOTAL COMPLETED
SURVEYS

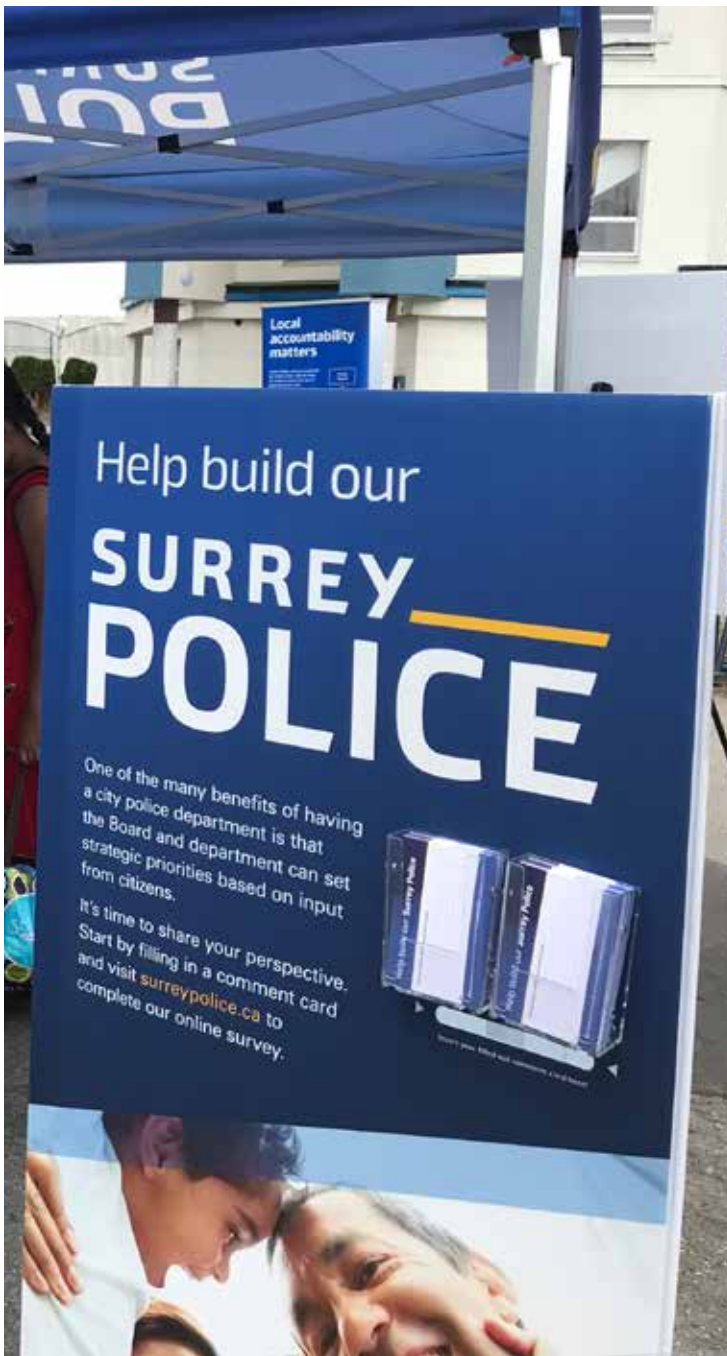
11,103

Citizen Engagement Events Completed

Date	Facility Name	Type of Event	Attendance*
May 17-21	Cloverdale Rodeo	Pop-Up Kiosk	1,000
May 23	Cloverdale Recreation Centre	Consultation Session	300
May 24	Grandview Heights Aquatic Centre	Pop-Up Kiosk	150
May 27	Holland Park	Survey Station	25
May 28	Fraser Heights Recreation Centre	Pop-Up Kiosk	50
May 29	Fleetwood Community Centre	Consultation Session	50
May 30	Bear Creek Skateboard Park	Survey Station	10
May 31	Central City Courtyard	Pop-Up Kiosk	120
June 1	Punjab Banquet Hall - Payal Business Centre	Consultation Session	10
June 2	Gurdwara Sahib Dasmesh Darbar	Pop-Up Kiosk	600
June 5	Surrey Sports & Leisure Complex	Consultation Session	100

Date	Facility Name	Type of Event	Attendance*
June 7	Bear Creek Pavilion	Pop-Up Kiosk	75
June 8	Bridgeview Community Centre	Consultation Session	10
June 11	Scott Road Park and Ride	Survey Station	60
June 12	King George Station	Survey Station	60
June 13	Crescent Beach	Survey Station	150
June 14	Surrey Museum	Pop-Up Kiosk	35
June 15	South Surrey Recreation & Arts Centre	Consultation Session	250
June 16	Newton Athletic Park	Pop-Up Kiosk	550
June 17	Guildford Recreation Centre	Consultation Session	35
June 19	Newton Recreation Centre	Consultation Session	35
June 21	Chuck Bailey Recreation Centre	Consultation Session	10
June 23	Guru Nanak Sikh Gurdwara	Pop-Up Kiosk	500

* estimated number of attendees



Engagement Notification and Outreach

Webpage and Video

Information related to the engagement program timeline, the online survey, and a video about the new Surrey Police was made available on www.surreypolice.ca. The video received 4,181 views.

Media and Outreach

The Surrey Police Citizen Engagement received significant media coverage, with local news stations often attending and reporting on engagement events. The upcoming engagement events were promoted over four days at the Cloverdale Rodeo to 100,000 attendees.

Digital Displays

Digital displays featured Surrey Police Citizen Engagement Program information on screens at community centres and libraries. Information was also shown on three large outdoor digital billboards in Surrey.

Online Survey Design and Implementation

The City published an online survey which could be accessed 24 hours a day 7 days a week, and which could also be completed in-person at consultation events on iPad kiosks or with staff assistance and translation services.

Surveys were anonymous and confidential. No identification was needed to be eligible to complete a survey. The survey did ask respondents to identify where they lived by choosing a neighbourhood in Surrey, by indicating they worked but did not live in Surrey, or by saying they did not work or live in Surrey.

Questions were grouped into four main areas:

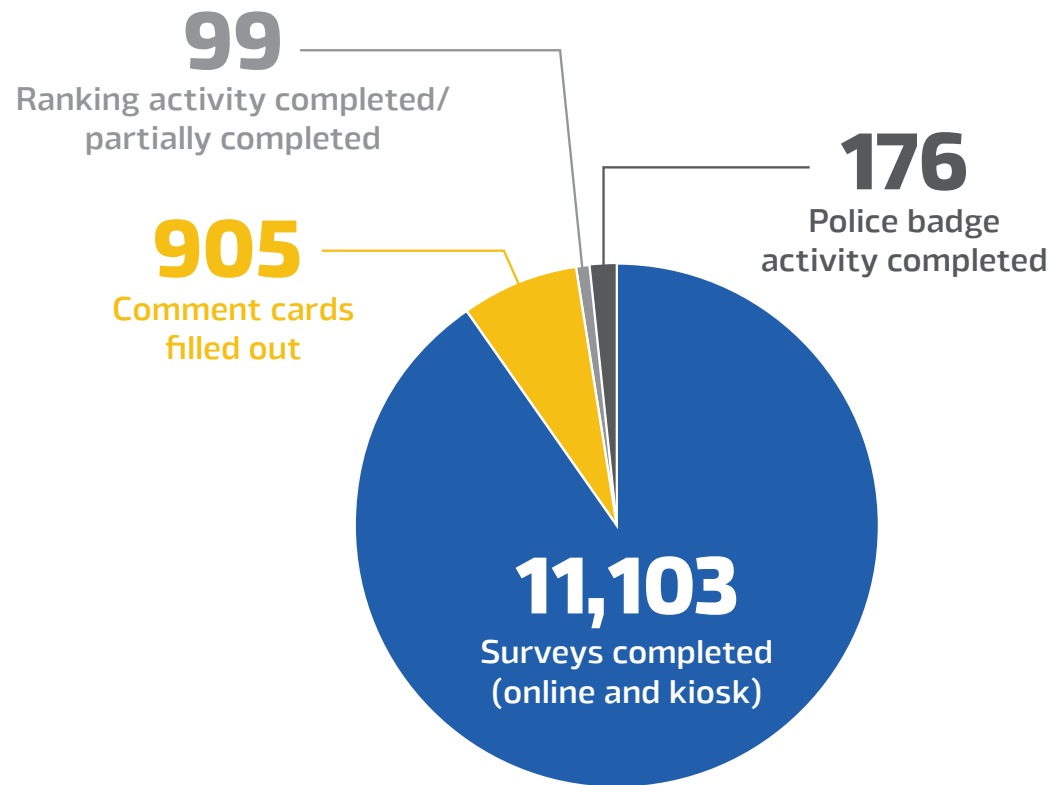
- a) Ranking of safety priorities;
- b) Perceptions of personal safety;
- c) Policing approaches that citizens would like to see in their community; and
- d) An open comment field for any other citizen feedback.

All questions were optional and individuals chose to answer the questions that were relevant for them. For this reason all percentages relate to the number of people choosing to answer that question rather than number of responses for the survey as a whole.



Input Received

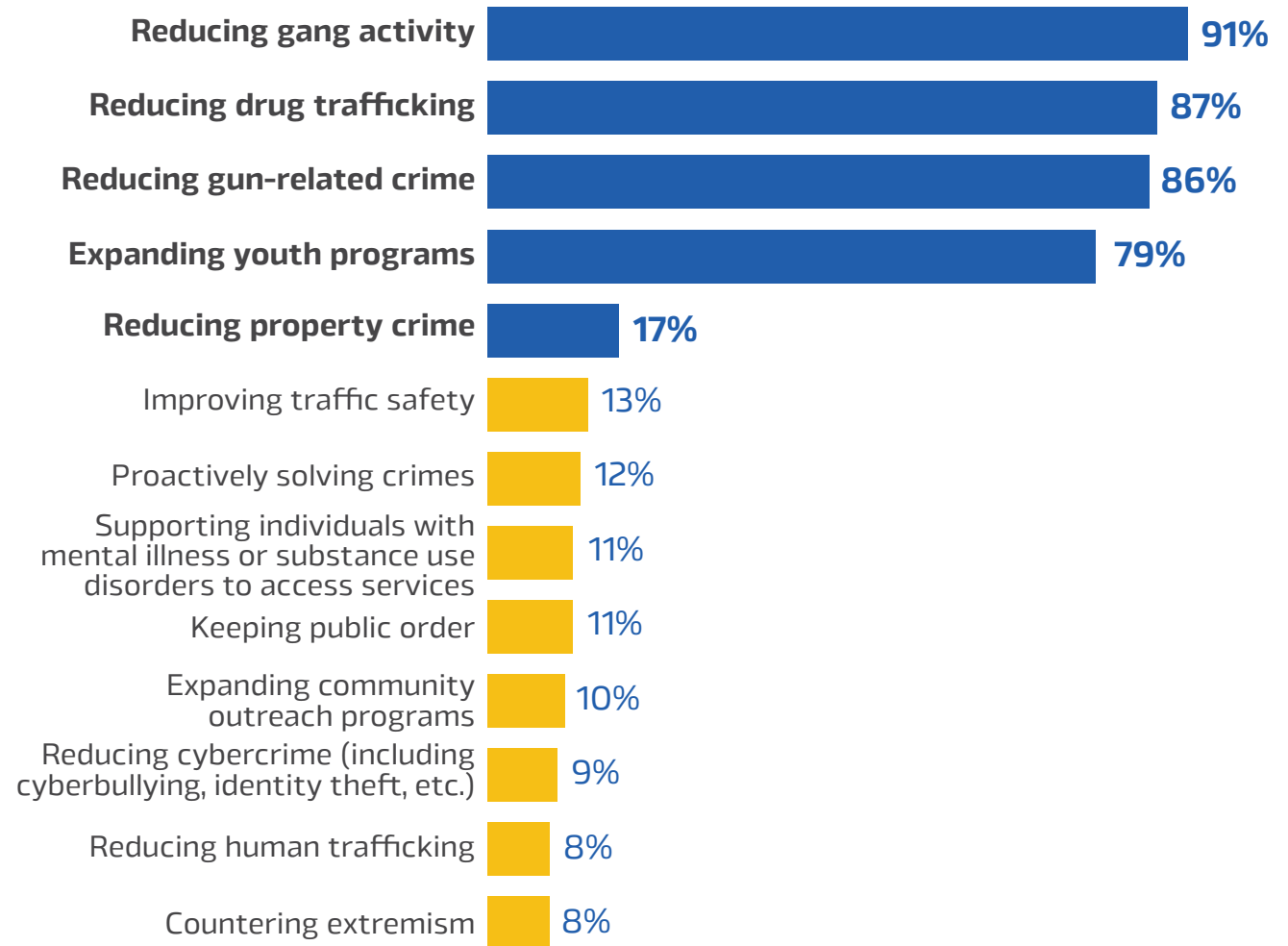
As shown below, 12,283 pieces of input were received from our citizens through our online survey and other activities at the events.



Key Findings

Priority Issues

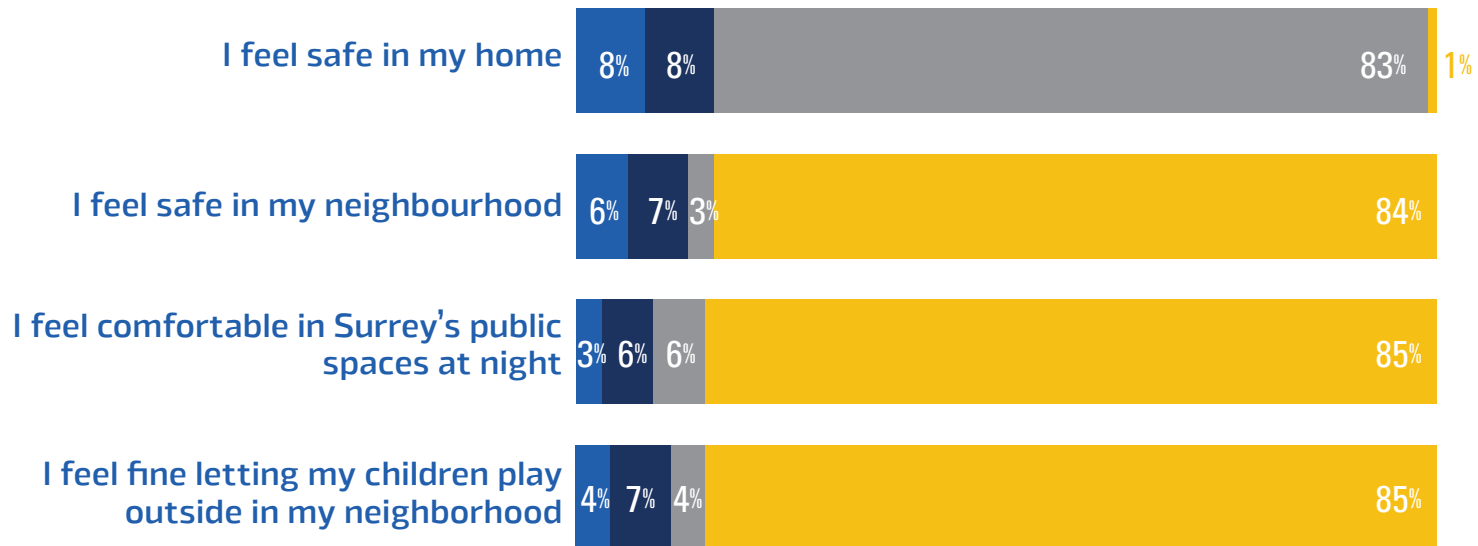
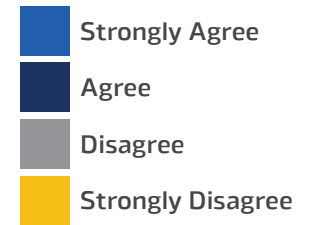
The online survey asked people to note the top five most important things for the new Surrey police to address:



Key Findings

Personal Safety

The online survey asked people to rate how much they agreed or disagreed with the following statements:

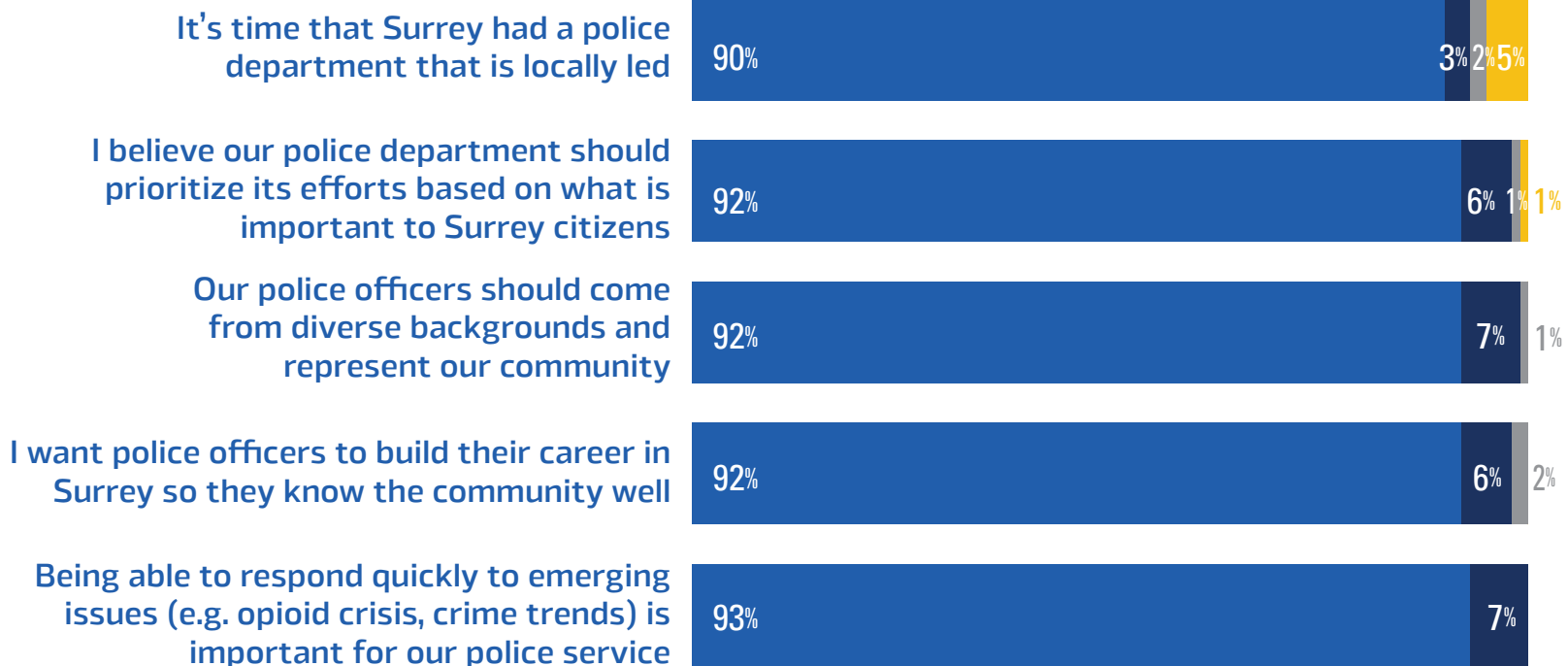


Note: The data displayed is based on the number of responses per question. Each question was optional.

Key Findings

Policing Approaches

The online survey asked people to indicate the extent to which they agree or disagree with the following statements:

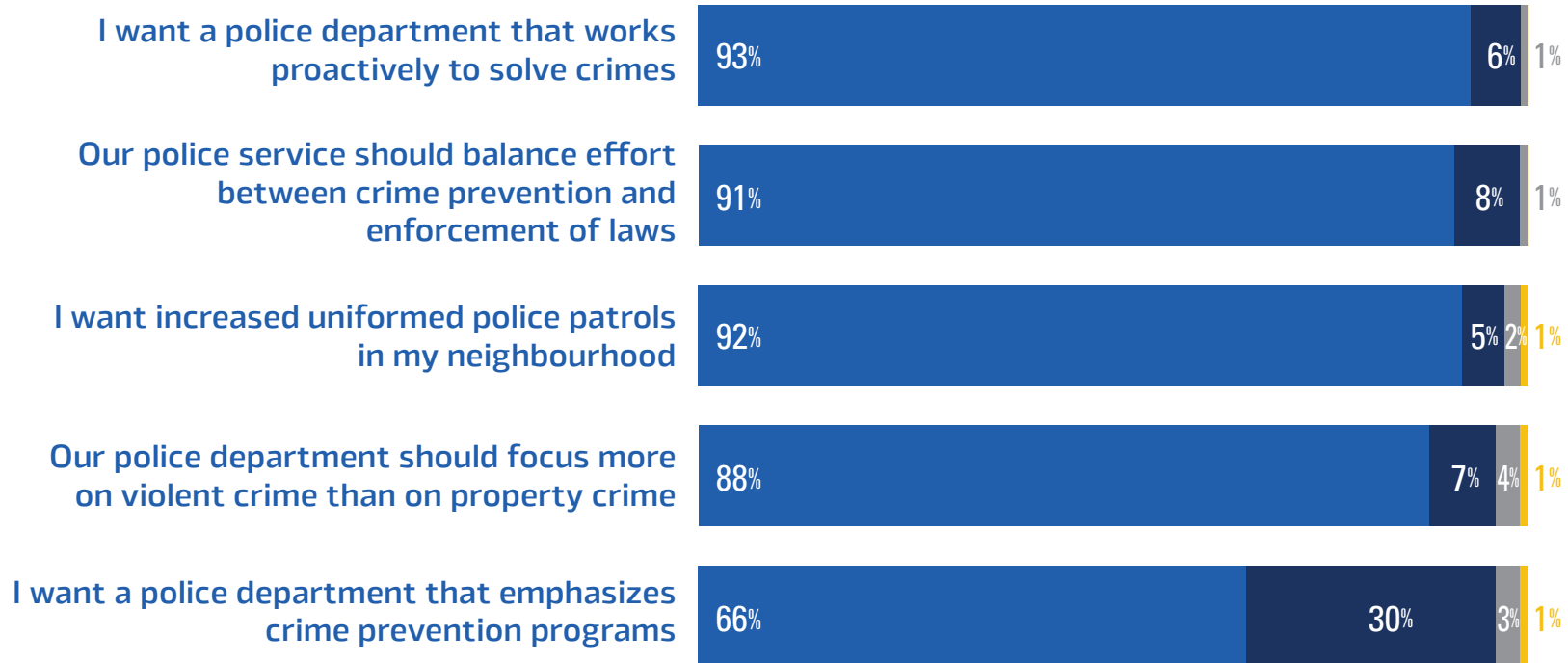


Note: The data displayed is based on the number of responses per question. Each question was optional.

Key Findings

Policing Approaches

The online survey asked people to indicate the extent to which they agree or disagree with the following statements:



Note: The data displayed is based on the number of responses per question. Each question was optional.

Suggestions from Citizens

From feedback collected from the online survey comments as well as comment cards collected at the events, 14 themes of suggestions related to a new Surrey Police Department emerged.

A. Eliminate Gun Violence

Many comments mentioned feeling unsafe due to gun violence and want to see police actively work to address gun violence and prevent targeted shootings.

"I feel very unsafe in my neighbourhood as I've heard gunfire on my street."

B. Emphasize Community Engagement

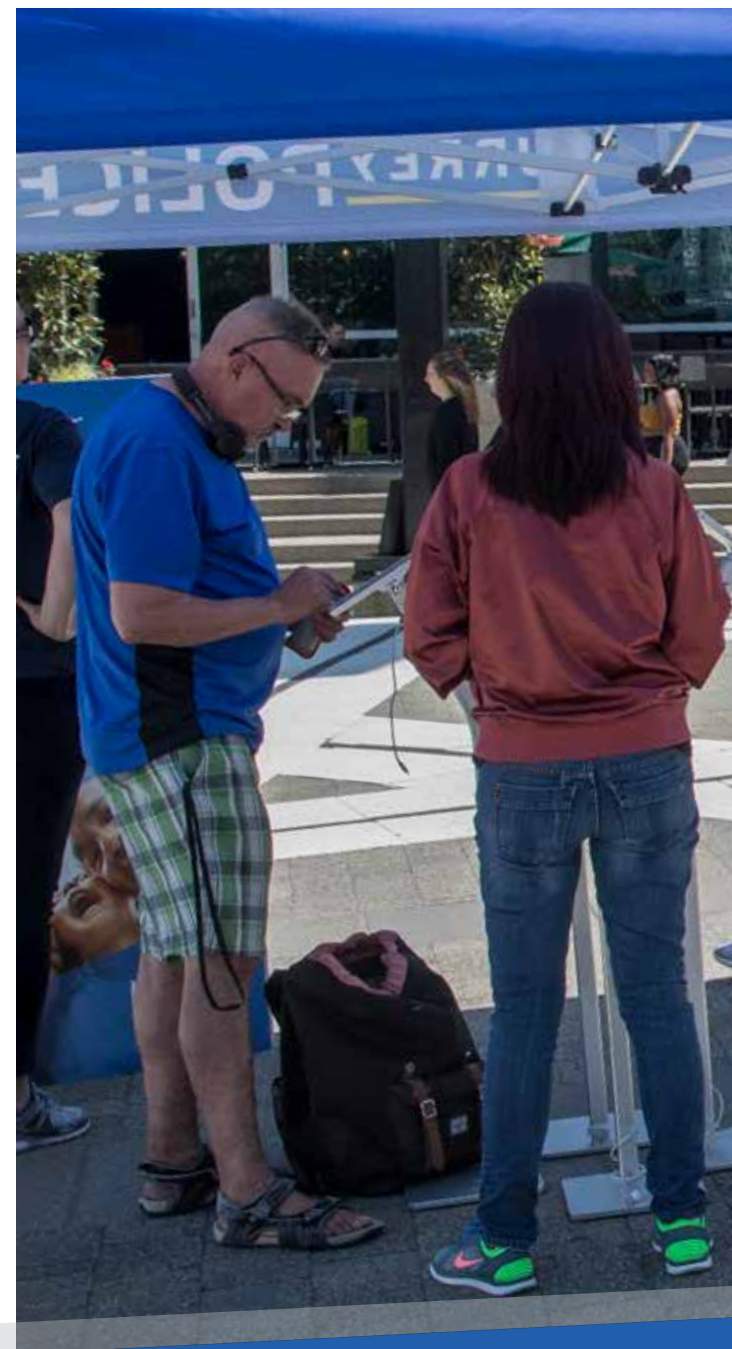
Much of the feedback provided asked for an emphasis on community engagement through outreach events and youth programming to foster a stronger sense of community. Feedback also suggested that an emphasis on community engagement would create mutual trust and reliability between police officers and members of the community.

"Surrey police should focus to engage local community in order to reshape their community. More local officers should be hired and more local youth should be involved in programs run by Surrey Police."

C. Ensure a Strong Police Presence in the Community

Many comments suggested that there should be a strong police presence in the community and public spaces such as libraries and community centres, as well as on the streets to prevent crime. Positions such as Community Safety Officers and Neighbourhood Liaisons were suggested for monitoring residential areas.

"The police should be out on the streets proactively dealing with criminals, not reacting to crime after the fact."





D. Shorten Police Response Times

Reducing police response times was a key theme identified from the feedback received. Many would like to see police respond to local issues quickly and deal with incidents in a fast and responsible manner.

"We want to have a better and faster police department to fight all the crime in Surrey. They should patrol streets and alleys all night."

E. Hire More Officers

Much of the feedback provided stated that there needs to be more police officers hired in Surrey. Comments stated concerns surrounding the number of current officers are not enough for Surrey's population.

"I feel the current staffing levels in relation to our population is very low. We need more police. There has been too much violent crime happening. Police need the technology and tools."

F. Ensure Police Officers are Local

Many comments suggested that police officers who are local to Surrey would result in a better understanding of what the community needs and stronger relationships with the residents.

"We will reap the benefits down the road with local, home grown officers."

G. Address Sex Crimes

Concerns were raised about how there should be more of an effort made to prevent and deal with sex crimes. Comments suggested providing more support for victims and doing more to charge those accused.

"Please work on reforming the way we deal with sex crimes. We need more support for victims and more of an attempt made to charge accusers. These issues need to be taken more seriously."

H. Reduce the Number of Sex Workers on the Streets

Reducing the number of sex workers on the streets was a concern raised in the feedback received. Comments suggested more uniformed and undercover police presence in concentrated areas.

"More uniformed and undercover police patrolling city centre for drug trafficking and prostitution. This area is a mess."

I. Engage Youth/Create More Youth School Programs

Many comments suggested that the Surrey Police should focus on engagement with youth in the community and in school to address drug and gang prevention. Programs could be for both youth and their caregivers to build relationships with local police officers. Implementing School Liaison Officers in elementary and high schools was also suggested.

"I think it's important to have a strong focus on preventative programs that involve our youth. Being seen as approachable and friendly through programs that begin as early as elementary can help students build relationships with officers."

J. Address Drug and Gang Prevalence

Much of the feedback provided discussed the problems with drugs and gangs in Surrey. Many comments stated concern about youth being recruited into gangs, illicit drug use in public spaces, and drug trafficking. Suggestions from the feedback to address these issues include having more uniformed officers on foot at night and offering gang prevention programs for youth and their caregivers.

"Focus on gang violence. Surrey's had a horrible reputation for decades. It's time to change that."





K. Address Homelessness

Concerns were raised about the number of people experiencing homelessness in Surrey and the lack of support services offered to marginalized people.

“Focus on building community connections and being a conduit for support services rather than punishing marginalized people. Ensure the positive shifts being made with the current RCMP working with health services in regards to homelessness continues.”

L. Avoid Racial Profiling

Concerns were raised about police using race as an identifier when profiling individuals and that this type of profiling should stop.

“Stop selectively picking what type of people you are going after.”

M. Make Crime Statistics More Public

Some comments stated that crime statistics in Surrey should be made more publicly available so that the community can be better informed on things happening in local neighbourhoods.

“Have a TV channel that runs 24 hours broadcasting updates on crime committed daily in the city.”

N. Reduce Crime

Much of the feedback received discussed the amount of crime in Surrey and the need to reduce it. Comments stated that with the current levels of crime community safety is at risk and there needs to be more police officers working to actively prevent crime.

“I think it is important for the City to realize that we need police officers to be able to actively solve crime and be active members in our community by being involved with understanding our community.”

Concerns Identified

From feedback collected from the online survey comments as well as comment cards at the events, six themes of concern emerged.

Concerns were grouped by how many times they were mentioned out of the 12,283 input points received.

The most significant concerns raised were related to costs and about moving from contracted service delivery by RCMP to a city police department.

A. Concerns about moving from contracted service by RCMP to a city police department

Comments expressed concern about phasing out the RCMP. Some stated that they currently feel very safe with the RCMP because they already know the community they work in. Others suggested giving the RCMP more resources to address the issues instead of transitioning to a new police model.

Throughout the engagement program a group of residents attended the events to collect signatures from citizens to petition the City to keep the RCMP in Surrey.

"How will Surrey Police differ? Hire more RCMP officers to patrol Surrey. They need RESOURCES not a new police force. Spend money on funding RCMP! Changing the patch will not change anything!"

Approximately 6% of responses mentioned this.





B. Create a Transparent Cost Projection

Concerns were raised about a lack of transparency in the cost projections for transitioning from the RCMP to a Surrey Police Department. Feedback stated that information such as equipment and facilities costs, impact on property taxes, and the City's debt load should be made available. Many comments suggested that there was not enough information available to make an informed decision about the transition from RCMP to a Surrey Police Department.

"It is critical that the public have true consultation with full access to the report recently completed about the plans and true costs to implement a new police force. We can all want things but we also have to understand what the cost is!"

Approximately 1.5% of responses mentioned this.

C. Concerns About the City Being Able to Afford a Surrey Police Department

When the projected costs of the RCMP to Surrey Police transition were published, this brought many comments expressing concerns about cost and how the budget was being spent.

"Creating a new police force will cost millions of dollars that are much better spent elsewhere in the City such as on transportation, infrastructure and parks."

Approximately 1% of responses mentioned this.

D. Hold a Referendum

Comments suggested holding a referendum to determine whether or not to transition from RCMP to Surrey Police. Much of the feedback received suggests that people do not feel that their opinions are being heard with regard to this matter.

"A referendum with full details of costs and implications (positive and negative) is necessary to determine if the Surrey residents want to move from RCMP to Municipal."

Less than 1% of responses mentioned this.

E. Concerns About a Tax Increase

Comments expressed concern about a tax increase in relation to transitioning from the RCMP to Surrey Police, as well as the cost related to supporting more officers.

"Consider how much of a tax increase will be needed to pay for a police force the size that Surrey needs. How are we going to pay for the number of officers we will need, the cost of all the needed equipment and facilities and vehicles?"

Less than 1% of responses mentioned this.

F. Keep the Police Independent from Politics

Concerns were raised about the potential for police board decisions to be political.

Less than 1% of responses mentioned this.



