Corporate Report

NO: R257

COUNCIL DATE: Deember 8, 2003

REGULAR

TO: **Mayor & Council**   DATE: **December 1, 2003**

FROM: **City Manager**   FILE: **7400-01**

SUBJECT: **Police Services**

1.0   RECOMMENDATIONS

.1   That Council approve the Policing Priorities, Levels of Service and Performance Indicators as listed in Appendix 'A' as its input and direction for the RCMP in the delivery of Police Services in Surrey.

.2   That Council work with the RCMP to "refine" these Levels of Service and Performance Indicators with a view to improving them year by year.

.3   That Council accept RCMP's strong commitment for a cooperative partnership to deliver Councils' policing priorities and direction (see Appendix 'B').

.4   That Council strongly endorse a long-term commitment to the RCMP as the City's Police Services Provider.

2.0   BACKGROUND

At the Regular Council meeting of 28th April 2003, Council adopted the following resolution:

"*That Council consider the possibility of implementing a municipal police force*."

Following this, discussions were held by Council with Senior RCMP staff at meetings held between May and July 2003. Council developed a list of "Top Policing Issues & Needs" from the Community's perspective. This list formed the basis of further discussions at different times between the Mayor, individual Councillors, City Manager and Senior RCMP staff. Discussions were also held with the Provincial Solicitor General, all with a view to focus on "best" policing arrangement for the City.

3.0   DISCUSSION

At the October 2003 Council Retreat, the issue of "what" and "how's" of "best" policing options for Surrey to deal with the Community's top policing priorities were discussed. These included:

- Drug, Auto and Property Crime
- Prostitution

- Increasing crimes by youth and young offenders
- Response to 911 calls
- More crime prevention activities, such as more street level police, more visibility
- More school liaison

Council noted the need for greater problem solving focus in communications to various communities. Policing Priorities, Levels of Service and Performance Indicators were finalized through further discussions between Council, Senior RCMP Staff and City Manager, and are summarized in Appendix 'A'.

The current policing priorities include reducing crime, improving response to 911 calls, enhancing crime prevention programs, improving communications, and optimization of Human Resources. The key objective is to establish and deliver progressively, improved levels of service year by year. It should be noted that the City's Five Year Financial Plan commits to increases in resources in support of the City's Policing Services.

Senior RCMP Staff have expressed strong support and commitment for Council's proposed policing direction. This is more specifically described in their letter attached as Appendix 'B'. It is, therefore, submitted that the RCMP is best positioned to meet the new policing challenges to deliver the current and emerging community's policing priorities at the necessary levels of service to meet community expectations.

4.0   CONCLUSION

This report summarizes a policing direction to reflect Council's priorities, Levels of Service and Performance Indicators for which Senior RCMP staff have offered their full commitment and support. The report recommends endorsement of the RCMP as the City's police service provider.

Umendra Mital, P. Eng.
City Manager

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Attachments: Appendix 'A' & 'B'

Appendix 'A'

CITY OF SURREY

Policing Priorities, Levels of Service and Performance Indicators

Surrey City Council provides the following input towards policing priorities and performance levels in the City of Surrey with a view to improving levels of service year over year.

POLICING PRIORITY	LEVEL OF SERVICE/ PERFORMANCE INDICATORS
1.0 <u>Reduce Crime Rate</u>	
• Drug Crime, Auto Crime, Property Crime and Prostitution	• Establish appropriate baselines
	• Establish progressively increasing "achievement targets" for "various crimes" by Town Centres
• Customized and "expedient" pro active strategies to reduce crime in Town Centres	• Number of customized initiatives by Town Centres to deal with emerging "hot zones"
• To decrease the involvement of youths in property crime.	• Number of youth involved in property crime
• Enhanced police response to investigation of violent crimes	• Percentage of violent crimes "cleared"
	• Number of robberies and assaults using weapons

• Reduce overall crime rate	• Reduction in the growth of crime

2.0 <u>Improve 911 Response</u> • Increase organizational efficiency and enhance customer service by improving response to calls for service • To maintain a high level of quality customer service	• Establish "improved" police response time for "emergency" calls. • Promptly respond (e.g. say within 3-4 rings) with "considerate and caring" attitude. • To explore alternative response systems including other resources, specifically to address "non-urgent" 911 calls to improve service for "non-emergency" calls.
3.0 <u>Enhanced Crime Prevention</u> • More visible street level policing (foot, bike, etc)	• Number of officers on bike & foot at street level • Targets for optimal use of other resources such as Auxiliary police, Bylaw officers, etc. • Number of hours spent on prevention

• School liaison	programs in schools.
	• Number of police officers in the school liaison program
	• Enhance Crime Prevention Programs, participants and partnerships
• Maintain and/or introduce new programs which improve recovery of property, in partnership with area residents, business and commercial property owners	• Number of information presentations delivered, number of people attending lectures and seminars; number of information releases, level of citizen involvement
	• Material developed and distributed re: Internet safety awareness
	• Number of CEPTED audits
	• Number of preventative vehicle theft strategies
• CEPTED use	
• To actively promote preventative vehicle theft technique in communities	
	• Number of youth Drug/Crime education programs and level of youth participation
• Increase the involvement of youth in crime reduction strategies	• Number of reports through High School Crime Stoppers program
	• Number of reports from youth reporting crime

4.0 **Improved Communications**	
• Communication and information sharing with Council	• Timely sharing of information with Council.
• Community communications	• Enhance problem-solving measures in communications to communities to convey the City & RCMP's point of view.
• Community issues & priorities	• Number of Police-Business & Police-Community forums to solicit their input
	• Level of presence/attendance by RCMP staff at various community events
	• Number of partnerships to help elderly become less vulnerable to crime
	• Periodic survey to gauge community priorities and issues by City & RCMP
	• Number of success stories shared with communities.
• Enhance and build Police-Community Partnerships	

5.0 **Human Resource Optimization**	
• Recruitment & Retention Issues	• Expedient recruitment of positions
	• Increased average years of service per member

• Leadership, Management and Direction	• Increased participation and mentoring by management/supervisory staff
• Optimization of Civic Staff	• Optimization of Civic Services by reviewing and implementing appropriate models to ensure most effective approach for the utilization of resources.
	• RCMP membership to be reflective of the City's diversity, as well as their needs and issues
• Increase the number of "local" applicants who are representative of the diverse community	• Increase in number of ideas submitted by "frontline" staff and follow through on their implementation.
• Increase "front-line" staff input to improve efficiency and effectiveness	• Submission of an annual 'Best Practices' Report to OIC and Mayor & Council.
• Explore and develop "best practices" from public/private sector to improve future service delivery	
6.0 Monitoring Progress	• Semi-annual progress report regarding this direction.