

NO: **P014**

DATE: **October 26, 2015**

PUBLIC SAFETY COMMITTEE

TO: **Mayor & Council**

DATE: **October 23, 2015**

FROM: **Crime Reduction Strategy Manager**

FILE: **7450-30**

SUBJECT: **Surrey Crime Prevention Society - Measurements and Outcomes Framework**

RECOMMENDATION

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

INTENT

The purpose of this report is to update the Public Safety Committee on the development of a 'measurements and outcomes framework' for Surrey Crime Prevention Society (SCPS) designed to ensure their increase in funding is making a positive impact on community safety issues in the city, that their actions align with City specific goals and projects, and that will also serve to enhance their annual reporting process.

BACKGROUND

As a not for profit organization in the City of Surrey, SCPS is a volunteer based organization that delivers community safety programs. Dedicated volunteers with SCPS are the additional eyes and ears of the community who participate by observing, reporting and recording various activities throughout the City of Surrey. Governed by a Board of Directors, SCPS has been an active participant and proud community partner in the City Surrey since 1982.

SCPS takes a 360 degree holistic approach to community safety through programs delivered by their extensive team of over 350 trained and dedicated volunteers. SCPS is committed to supporting community safety and public awareness while aligning with the goals of its community partners.

Since their inception in 1982, SCPS has received various levels of financial support from the City. Corporate Report No: F052 titled 'Surrey Crime Prevention Society – On-going Grant' was presented to the Finance Committee on December 15, 2014. The report recommended that Council approve an increase of \$145,500 to the on-going annual grant provided to the Surrey Crime Prevention Society, for a total of \$230,000, to support the crime prevention initiatives undertaken throughout the City. The report is attached as Appendix I. The recommendation which was made to the Finance Committee was approved, with Council further recommending that staff from the City's Crime

Reduction Strategy Office, By-law Department, Fire Services and the RCMP work with SCPS to develop measures and outcomes to ensure the increase in funding is making a positive impact on community safety issues in the city and that SCPS's actions and activities align with City specific goals and projects. For example, SCPS programs compliment the Surrey RCMP's Strategic Framework by enhancing public safety, community engagement and mobilization and also supports Surrey Fire Services' initiatives as demonstrated by the example outlined in Committee Report Poog - 'Smoke Alarm and Educational Campaign Update' dated September 14, 2015.

DISCUSSION

With a measurement and outcomes process in mind, City and SCPS staff has developed a 'SCPS Measurements and Outcomes Framework' attached as Appendix II. Each of the Society's programs is written with inputs, activities, outputs, as well as short/immediate/and long term goals. As well, indicators have been identified as a means to develop measures initially designed to develop a baseline, and ultimately to capture results.

The programs which are captured in the framework include:

- Traffic Safety Program – Speed Watch | Cell Watch
- Community Enhancement – Anti Graffiti | Adopt-a-Street
- Community Safety Tours – Newton | Downtown Surrey | Fleetwood | Guildford | South Surrey & Cloverdale
- Citizen's Community Safety Watch
- Special Events
- Special Projects – example – Fire Services Home Safe Programs support
- LEAP Work Experience Program – Learn | Experience | Achieve | Participate
- Community Safety Youth Leadership & Mentorship Program

This framework is designed to assist in SCPS's annual reporting process, making it easier to evaluate how the funding is contributing to community safety in the City of Surrey. SCPS will provide detailed reports to the City in January annually, outlining the Society's key achievements and results specific to the work they have completed up until the end of December. Details of their work will also be captured utilizing this new framework, to measure their progress on each of the activities, inputs, outputs, indicators and outcomes. Additional information reported back to the City beginning in 2016 will also include outcomes in the following categories:

- Marketing | Communications | Community Relations
- Training | Development
- Administration

Outcome measurement is a process that assists in planning and developing programs and activities with a clear focus and with stated desired outcomes. It is used to ensure that programs are not merely 'activities' but instead are well thought out projects with actions, purpose and measurable results.

The Ministry of Justice's Safe Communities Working Group toolkit, titled *Splash and Ripple: Using Outcomes to Design and Guide Community Justice Work* was used as the guiding document to develop the framework for SCPS and its work for the City. This toolkit can be found at: <http://www.pssg.gov.bc.ca/crimeprevention/shareddocs/pubs/safe-community-splashripple-guide.pdf>

SUSTAINABILITY CONSIDERATION

The 'measurements and outcomes framework' for Surrey Crime Prevention Society (SCPS) supports overall objectives of the City's Sustainability Charter and specifically, creating a safe and secure environment for the City's residents, businesses and visitors. The priorities and objectives outlined in the framework are well aligned with the following Charter action items:

- SC5: Plan for the Social Well-Being of Surrey Residents
- SC11: Public Safety and Security; and
- SC17: Crime Reduction Strategy

CONCLUSION

The Surrey Crime Prevention Society has been an active and engaged community partner providing crime prevention and community safety programs in the City for over 30 years. As time has evolved, increases in funding requests from the Society to the City have also taken place. At the same time the City's needs, challenges and processes have also changed. Given times of fiscal constraint, increased accountability and in keeping with our desire for government transparency, it has become increasingly necessary to ensure that the funding provided to the Society is not only in alignment with our organizational objectives, but that it is also making a positive impact. The outcomes and measurement framework developed in 2015 will serve as an effective measurement and reporting tool designed to ensure accountability and fiscal responsibility.

Colleen Kerr
Crime Reduction Strategy Manager

CK/mc

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Appendix I Corporate Report No: F052 Surrey Crime Prevention Society – On-going Grant
Appendix II SCPS Measurements and Outcomes Framework



CORPORATE REPORT

NO: F052

COUNCIL DATE: **DECEMBER 15, 2014**

FINANCE COMMITTEE**TO: Mayor & Council****DATE: December 10, 2014****FROM: General Manager, Finance & Technology****FILE: 1850-20****SUBJECT: Surrey Crime Prevention Society – On-going Grant Increase**

RECOMMENDATION

The Finance and Technology Department recommends that the Finance Committee recommend that Council approve an increase of \$145,500 to the on-going annual grant that is provided to the Surrey Crime Prevention Society, for a total of \$230,000, to support the crime prevention initiatives undertaken throughout the City.

INTENT

The City has received a request from the Surrey Crime Prevention Society (SCPS) for a significant increase in the annual support that is provided to them by the City. This report addresses that request.

BACKGROUND

SCPS has been receiving some level of financial support from the City since their inception in 1982. In 1995, the City established an “on-going grant” of \$43,500 annually, to support their Crime Watch Patrol (now known as Citizens Community Safety Watch). In 2001, Council approved an additional \$25,000 annually, to support their Anti-Graffiti program. Since 2005, Library and Recreation Services also began to contract SCPS to undertake Community Safety Tours, Citizens Community Safety Watch and additional Anti-Graffiti clean-up on City property. In 2008, the City increased the annual on-going grant from \$68,500 to 82,500 and has only provided a modest increase of an additional \$1,000 in 2008 and 2009. The City now provides \$84,500 annually to SCPS from the Community Grant program and an additional \$55,300 from Library and Recreation budgets for a total of \$139,800 annually in financial support.

DISCUSSION

SCPS has been providing Crime Prevention Services to the City since 1982. These services include Community Safety Tours, Citizens Community Safety Watch, Traffic Safety Program and participation in special events. These services are delivered by over 350 volunteers who contributed over 26,000 volunteer hours in 2014. The City has contributed \$84,500 from the City

Grant Program and \$55,300 from Recreation and Libraries to assist SCPS in delivering their various programs.

As part of the 2015 Community Grant application process, SCPS requested an increase of \$145,500 to their annual on-going grant, which would bring their annual grant amount to \$230,000 and would see total funding increase to \$285,300. This increase is required to address the on-going demands throughout the City. Specific program increases include:

- Increasing the number of locations and the number of days per week that **Community Safety Tours** are conducted. This would see services begin in Cloverdale and South Surrey as well as services be expanded from three to five days per week.
- Increase the number of days per week that the **Citizens Community Safety Watches** are conducted. This would see service increase from two to four days per week.
- Increase the number of shifts that the **Traffic Safety – Speed Watch** program is delivered. This would increase service from one shift per day to two shifts per day.
- Increase the capacity of the **Anti-Graffiti** program to allow more clients to participate and improve the ability to address more community clean-up within the City.
- Support the **Mentorship and Leadership** program as well as the **LEAP – Learn Experience Achieve Participate** work experience program. The mentorship program works with youth at risk and leadership students in Surrey, while the LEAP program offers youth an opportunity to participate in SCPS programs with the support of their senior volunteers.
- Support attendance at **Special Events**. This allows SCPS to increase community awareness about their initiatives as well as providing information on actions that the general public can undertake to become more aware of crime and help to deter it.

Staff has evaluated this request and found that it supports the City's Crime Reduction Strategy by supporting public involvement in crime reduction and increasing public awareness, therefore staff are recommending that Council support an increase to the annual on-going community grant for SCPS from \$84,500 to \$230,000, with the funding to be included in the 2015 to 2019 Financial Plan.

CONCLUSION

Based on the above discussion, it is recommended that the Finance Committee recommend that Council approve an increase of \$145,500 to the on-going annual grant that is provided to the Surrey Crime Prevention Society to support the crime prevention initiatives undertaken throughout the City.

Vivienne Wilke, CGA
General Manager,
Finance & Technology

Measurements and Outcomes Framework

Project Name: Citizens Community Safety Watch (CCSW)

Time Frame: January 2015 – December 2015

Citizen's Community Safety Watch: Volunteers are the additional "eyes and ears" for communities in the city. Surrey RCMP regularly relies on our volunteer tours to support their services. Our volunteers tour in vehicles and never engage in any unsafe activities but only observe and report as required. This program operates Thursday through Sunday evenings from 9:00 pm – 2:00 am. Volunteers are required to commit to a minimum of one shift/month, but are more than welcome to participate as much as desired. Participants must have a valid Novice (N) License or Class 5 License and provide a clean driving abstract to participate.

How We Achieve			What We Want To Achieve			Why We Achieve	
Inputs	Activities	Outputs	Short Term Outcomes		Intermediate Outcomes	Long Term Outcomes	
Staff hours Volunteers hours Vehicle, gasoline, and maintenance fees Office Equipment Shift, incident, equipment report sheets Applications to run the SAR program Information from community partners Green SCPS jackets Radios and associated equipment Gas certificates for volunteers	<p>Training - Volunteers are trained on CCSW protocols and responsibilities during their first 2 shifts</p> <p>Vehicle tours - Volunteers serve all five districts as additional eyes and ears throughout Surrey every Thursday, Friday, Saturday, and Sunday from 9pm - 2am including requests from community partners to tour specific areas (community partners include RCMP and Surrey Fire Department).</p> <p>Observing and reporting - Suspicious or unsafe behaviour is reported to emergency services</p> <p>Stolen Automotive Recovery (SAR) - Volunteers cross-reference license plates on city streets to a stolen vehicle database</p> <p>Monitor for impaired drivers -Volunteers observe behaviours outside hot-spots for impaired driving (busy restaurants, pubs, and bars). Police are called immediately when suspected intoxicated individuals are seen attempting to drive a vehicle</p> <p>Assist individuals requiring emergency services - Individuals who are suspected to be intoxicated or found unresponsive in public places are reported to the appropriate agency</p> <p>Fire safety - Volunteers in the CCSW program tour the around determined areas of Surrey parks, observing for signs of active fires or unattended bonfires</p>	<p>A minimum of 40 volunteers to be trained annually for the CCSW Program</p> <p>415 CCSW shifts will be conducted annually in pairs of 2 volunteers.</p> <p>4200 volunteer hours will be contributed to the program</p> <p>16,000 km of Surrey Streets will be toured</p> <p>5 Districts within the City of Surrey</p> <p>Approximately 180 incidents are identified by SCPS volunteers</p> <p>62,000 vehicle license plates will be scanned using SARS</p> <p>10 suspected impaired driving calls are projected to be generated</p> <p>Approximately 5 medical calls to BC Emergency are projected</p> <p>205 tour teams will be designated to parks to specifically observe for signs of fires (1 team per shift at a designated period of time)</p>	1	Training increases knowledge of volunteers with regard to the CCSW program which allows them to efficiently participate in the program.	7	Volunteers gain valuable skills, knowledge and experience through volunteerism allowing them to develop their professional and personal portfolios	9 Deter criminal activity in public spaces by the reporting of suspicious and criminal behaviour, resulting in decreased crime rates in specific hot spots throughout the City of Surrey
			2	Volunteers provide information through observations to all relevant Community Partners immediately creating opportunities for response. Volunteers document all reports made and are able to speak to the incident when required.	8	The community is safer because there are more people trained to act as eyes and ears, reporting suspicious / criminal activity, or community safety concerns.	
			3	Volunteers tour parking lots resulting in the identification of a stolen vehicle which is immediately reported to the RCMP for follow up			
			4	Volunteers utilize knowledge obtained through training including note taking and report writing to identify suspected impaired drivers and will report them to the RCMP immediately.			
			5	Volunteers will utilize their training to call BC Emergency Services in the event they find an individual in need of medical support.		The community is safe because fires are reported sooner than if they were not observed and reported.	
			6	Volunteers will immediately respond to fire hazards or active fires by notifying the Surrey Fire Department (and the RCMP as required)			
<p>Note: Volunteers are not expected to generate a specific number of calls for service. The numbers provided are a baseline based on an average projected from the annual reality. Calls generated to community partners are on an as required basis.</p>			Short Term Indicators (Projections)		Intermediate Indicators		Long Term Indicators
			1	Volunteers will achieve an average of 90% pass rate on the training quiz to demonstrate the comprehension of knowledge obtained during training	7	Self-directed testimonials will be gathered from 10% of volunteers in the CCSW program demonstrating their personal and professional development (samples will be provided)	9 Surrey RCMP provides quarterly crime statistics in all 5 districts, while the City of Surrey provides vehicle crime tracking hot spots on COSMOS (online mapping system)
			2	Checklists of all relevant "hot spots" visited are completed at the end of every tour shift indicating the area was observed – all districts with designated hot spots will see a 75% annual visitation rate	8	The number of known positive outcomes as a result of calls for service made, will be tracked to indicate the contribution of SCPS volunteers to the enhancement of community safety. SCPS is made aware of the outcome from community partners of approximately 10% of calls made by volunteers.	
			3	There will be approximately 20 vehicles recovered through SAR's			
			4	6% of all calls made through the CCSW program will be in the identification of suspected impaired drivers			
			5	3% of all calls made through the CCSW program will support those in need of immediate medical attention			
			6	14% of all calls made through the CCSW program will be in response to fire hazards and active fires in the City of Surrey			

Measurements and Outcomes Framework

Project Name: Community Safety Volunteer Tours (CSVST)

Time Frame: January 2015 – December 2015

Community Safety Volunteer Tours: This program is delivered in Newton, Fleetwood, Downtown Surrey, Guildford, Cloverdale, Clayton Heights and South Surrey. Volunteers tour areas on foot and bike, reporting on suspicious activities within these communities to various community partners. This program operates Tuesdays, Thursdays, Fridays, Saturdays and Sundays from 3:00 pm – 7:00 pm (4:00pm – 8:00pm summer hours from May-October). Volunteers are required to commit to a minimum of one, two hour shift/week. Participants must be at least 16 years of age or older to participate in this program unless otherwise approved by senior management.

How We Achieve			What We Want To Achieve				Why We Achieve		
Inputs	Activities	Outputs	Short Term Outcomes		Intermediate Outcomes		Long Term Outcomes		
Staff hours Volunteers hours	Training - Volunteers are trained on CSVST protocols and procedures during their orientation first 2 shifts	A minimum of 80 volunteers to be trained annually for the CSVST Program	1	Training increases knowledge of volunteers with regard to the CSVST program which allows them to efficiently participate in the program.	6	Volunteers in Surrey are more proficient in their communication, leadership, team building, time management, and interpersonal skills by volunteering and being engaged within their community	10	By observing and reporting suspicious and criminal activity to appropriate services, SCPS supports the enhancement of safe communities within Surrey	
Vehicle, gasoline, and maintenance fees Office Equipment	Foot, bike, and vehicle tours are conducted in Downtown Surrey, Newton, Guildford, Fleetwood, South Surrey, Cloverdale - Volunteers are the additional eyes and ears in the city of Surrey 5 days per week	765 CSVST shifts will be conducted annually in pairs of 2 volunteers. 10,000 volunteers hours will be contributed to the CVST program	2	Volunteers provide information through observations to all relevant community partners immediately creating opportunities for response. Volunteers document all reports made and are able to speak to the incident when required.	7	Volunteers work with community partners to enhance community safety throughout the City of Surrey. The partnering agencies receive comprehensive reporting allowing them to utilize the SCPS as a valuable tool in the delivery of their programs, initiatives and events, resulting in a safer community.			
Shift, incident, equipment report sheets	Observing and reporting - Suspicious or unsafe behaviour is reported to emergency services	An estimate of 360 calls for service will be generated by SCPS volunteers							
Portable biohazard boxes and trash grabber	Meetings with community partners and other outside agencies - local businesses, non-profit organizations, and police departments meet up to discuss community issues	24 community meetings will be attended by staff and volunteers	3	Staff and volunteers receive information relevant to their community safety tours allowing for the efficient and safe delivery of the program.					
Bicycles, associated equipment, and maintenance fees	Arranging for the safe disposal of syringes and other biohazards as required - Volunteers observe any risk to community relating to syringes or bio-hazards, report this risk to the Team Lead or Community Safety Specialist who will then either safely dispose of the hazard into portable biohazard bins and/ or will notify the respective authorities.	Approximately 250 needles will be disposed of.	4	Biohazardous material such as needles are immediately removed from the area in a safe manner by trained staff or team leads and/or respective community agency reducing risk to the community. All encounters with biohazards are recorded, tracked and shared with partner agencies	8	Community safety is enhanced by reducing biohazard waste in public areas.			
Information from community partners									
Green SCPS jackets LOAC Books Radios and associated equipment	Lock Out Auto Crime (LOAC) audits - Volunteers issue 'Crime Prevention Notices' educating drivers on their susceptibility to auto theft	24,000 LOAC audits to be conducted annually	5	Drivers are given prompt reminders about locking up their belongings	9	Through education, driver behavior changes, resulting in valuables being removed from vehicles.			
Note: Volunteers are not expected to generate a specific number of calls for service. The numbers provided are a baseline based on an average projected from the annual reality.			Short Term Indicators (Projections)			Intermediate Indicators		Long Term Indicators	
			1	Volunteers will achieve an average of 90% pass rate on the training quiz administered to demonstrate the comprehension of knowledge obtained during training	6	Testimonials can be used to evaluate whether volunteers are developing communication, team work and leadership skills	10	Surrey RCMP provides quarterly crime statistics in all 5 districts, while the City of Surrey provides vehicle crime tracking hot spots on COSMOS (online mapping system)	
			2	1:2 - 1 call for service will be made for every 2 volunteer shifts	7	The number of known positive outcomes as a result of calls for service made will be tracked to indicate the contribution of SCPS volunteers to the enhancement of community safety. SCPS is made aware of the outcome of approximately 10% of calls made by volunteers.			
			3	An average of 2 meetings will be attended per month with 3 key actions recorded from each meeting					
			4	1:3 - 1 needle will be disposed of for every 3 volunteer shifts	8	There will be a reduction in the number and frequency of needles being found in the tour areas.			
			5	There will be a 12% reduction of vehicles that fail the LOAC audits in target areas.	9	SCPS has dramatically increased the number of LOAC audits to educate the public in preventing auto theft. SCPS conducted 183.4% more vehicle audits in 2015 than in 2014, which has played a role in the decline of auto crime rates in 2015.			

Measurements and Outcomes Framework

Project Name: Traffic Safety – Speed Watch & Cell Watch
Time Frame: January 2015 – December 2015

Traffic Safety & Cell Watch: Volunteers support awareness around traffic safety issues including speeding in school zones, playground zones and high risk crash sites and distracted driving. Our volunteers monitor and collect data with regards to drivers on their cell phones. Their presence supports the community initiative by reminding drivers to deter from talking and texting while driving. This program operates Monday-Friday. Volunteers are required to commit to a minimum of one, three-hour shift/week. Participants must have a valid Class 5 License to participate. Volunteers are incorporating new technology in the tracking of speeders with a new application created by the Vancouver Police which records speeders and uploads this data into a document.

How We Achieve			What We Want To Achieve			Why We Achieve	
Inputs	Activities	Outputs	Short Term Outcomes		Intermediate Outcomes	Long Term Outcomes	
Staff hours Volunteers hours Vehicle, gasoline, and maintenance fees Office Equipment Shift, incident, equipment report sheets Electronic speed reader, radar guns, distracted driving signs, and speed signs Radios and associated equipment Information from community partners Green SCPS jackets	<p>Training - Volunteers are trained on Traffic Safety protocols and procedures during their SCPS classroom and field training in addition to training provided by ICBC</p> <p>Speed Watch - Volunteers set up reader boards clocking speed in school zones and high frequency crash sites in the City of Surrey</p> <p>Cell Watch - Volunteers set up "Stop distracted driving" signs, providing a visible presence and reminder on the issue.</p> <p>Fatal Vision Distracted Driving Course (FVDDC) - Volunteers assist children under the age of 12 to drive go-karts wearing fatal vision goggles, simulating the effects of impaired and distracted driving</p> <p>Participating in traffic safety special events SCPS volunteers interact with and educate the public on traffic safety issues.</p>	<p>A minimum of 10 traffic safety volunteers are trained on the delivery of the Traffic Safety Program annually</p> <p>2000 volunteer hours dedicated to delivering the Speed Watch Program 280 Speed Watch Shifts will take place 70,000 vehicles clocked in school and high frequency crash zones 3 school locations will be identified by staff to perform a pre and post evaluations</p> <p>450 volunteer hours dedicated to the delivery of the Cell Watch Program 140 Cell Watch Shifts will take place 34,000 vehicles clocked to observe for distracted driving</p> <p>8 FVDDC based projects will be conducted annually</p> <p>20 traffic safety specials events will be conducted annually.</p>	1	Training increases knowledge of volunteers with regards to the Traffic Safety program which allows them efficiently participate in the program. SCPS volunteers are expected to drive in a safe manner and this behaviour will translate into their day to day driving behaviour.	6	The behaviour of safe driving is cultivated in the City of Surrey, which will result in a decrease of preventable motor vehicle deaths or injury.	The City of Surrey will experience a high level of community safety.
			2	Volunteers are immediate reminders to drivers to slow down through their visual presence accompanied with Speed Watch equipment.	7	Traffic safety awareness is promoted and raised in the general public by working with partnering organizations and agencies Children and their parents are reminded of the consequences caused by impaired and distracted driving, creating opportunities for conversations regarding safety	
			3	Volunteer's presence accompanied with signage are an immediate reminder to drivers to put their phones away.			
			4	Volunteers engage the community creating heightened ownership by drivers, volunteers and community members			
			5	The community is provided with information regarding community safety programs and an opportunity to participate in hands on activities obtaining realistic experiences.			
			Short Term Indicators (Projections)		Intermediate Indicators		Long Term Indicators
			1	Volunteers will achieve an average of 90% pass rate on the training quiz administered to demonstrate the comprehension of knowledge obtained during training	6	Volunteers can indicate through testimonials that their participation has helped them understand the impact of unsafe driving practices. The program helps many volunteers change their behaviour by reducing their speed and avoiding distractions while driving Self-directed testimonials will be gathered from 10% of Traffic Safety volunteers	RoadSafetyBC, ICBC, Transport Canada's National Collision Database, BC Injury Research and Prevention Unit, and Traffic Injury Research Foundation provide statistics and resources for information related to motor vehicle accidents in British Columbia
			2	Volunteers will identify 22% of all vehicles clocked as speeding (10km over the speed limit)	7	Testimonials will be gathered from partnering agencies demonstrating the value in the program delivered (samples will be provided)	
			3	Volunteers will identify 3% of all vehicles clocked as driving distracted			
			4	Volunteers will engage will 4,000 members of the community			
			5	85% of event organizers provide positive feedback to SCPS for the programs provided.			

Measurements and Outcomes Framework

Project Name: Community Enhancement – Anti-Graffiti & Adopt A Street
Time Frame: January 2015 – December 2015

Community Enhancement – Anti-Graffiti | Adopt-A-Street: SCPS partners with BC Corrections and other agencies who work with clients who are fulfilling court-appointed hours. Many of these clients are first-time young offenders and are mentored by program staff on community engagement and positive behaviours. Clients who have committed a crime in Surrey and are appointed hours through the courts are able to participate in this program by either removing graffiti from public spaces or picking up litter on streets that are adopted by Surrey Crime Prevention Society.

How We Achieve			What We Want To Achieve			Why We Achieve		
Inputs	Activities	Outputs	Short Term Outcomes		Intermediate Outcomes	Long Term Outcomes		
Staff hours	Orientation - Clients complete orientations in order to be efficient in program protocols and responsibilities	25 client requests to participate in the program are received annually	1	Clients are made aware of expectations and procedures in order to participate in the program effectively and safely.	7	Civic pride in Surrey is increased as demonstrated by a decrease in graffiti incidents and littering/illegal dumping.	10	behavior Residents and businesses in the City of Surrey take civic pride in the areas they live, work, and play.
Volunteers hours	Referrals -Clients are referred to SCPS and participate in and are supervised in conducting community enhancement programs for court appointed hours		2	Graffiti is immediately removed creating beautification of the area				
Vehicle, gasoline, and maintenance fees	Graffiti paint-outs - Clients identify and remove graffiti on city streets	700 client participation hours Graffiti will be removed from 1,400 locations throughout the City of Surrey	3	The City of Surrey is made aware of graffiti on City Property in order to promptly address the issue	8	At-risk individuals understand the value and importance of contributing positively as role models to others in their community		
Office Equipment	Reporting - Graffiti in areas inaccessible to SCPS are reported to the City of Surrey	700 graffiti reports will be made to the city	4	Garbage is removed from City property, beautifying the area				
Shift, incident, equipment report sheets	Community Clean- Up- garbage is cleaned from 105A City Parkway and 82avenue (between 120 th & 128 th) as part of an adopt a street program	A minimum of 24 site visits will be made to these locations for garbage pickup and street clean up	5	Clients are given the opportunity to complete their court appointed community service hours.	9	Increased amount of graffiti is reported and the amount of graffiti ignored by residents is decreased		
Paint remover and related equipment	Engage at-risk individuals to participate within their communities – SCPS staff work with low to moderate risk individuals by engaging them in positive activities	20 at-risk individuals participate in the Community Enhancement program	6	Public interaction between SCPS staff and volunteers and the public results in an increased knowledge of the importance of, and how to report graffiti				
Radios and associated equipment	Public education and community engagement - SCPS volunteers interact with the public about reporting graffiti to the appropriate outlets	4,000 "Do Your Part" cards will be distributed to residents and businesses annually						
*Clients are individuals who are assigned court appointed community service hours and are expected to complete them doing community service. Clients referred to SCPS are either residents of Surrey or were charged with for acts committed in the City of Surrey			Short Term Indicators (Projections)		Intermediate Indicators		Long Term Indicators	
			1	100% of clients are trained in how to report and remove graffiti	7	A clean and litter free community is an indicator of resident civic pride.	10	Surrey is a graffiti and litter free City.
			2	100% of graffiti found and that meets the criteria of our program will be removed				
			3	SCPS will have a 100% follow up rate on reported graffiti to ensure effective communication with the City of Surrey By-laws				
			4	SCPS will ensure a minimum of 25% of client hours are committed to community clean up.				
			5	60% client completion rate will be evaluated	8	SCPS receives testimonials from individuals who have completed their community service hours, with a number of individuals expressing their extreme satisfaction with how SCPS programs have made an impact in their lives (Samples will be provided)		
			6	SCPS will see a 10% increase in public interactions each year with respect to community clean up and graffiti removal.	9	The City of Surrey provides annual graffiti reports on its website.		

Measurements and Outcomes Framework

Project Name: (LEAP) High School Work Experience Program - Learn, Experience, Achieve, Participate
Time Frame: January 2015 – December 2015

LEAP (Learn. Experience. Achieve. Participate.) High School Volunteer Work Experience Program: SCPS recruits high school work experience students throughout the Surrey and Delta school districts to participate in our LEAP High School Work Experience Program. This program is funded by multiple agencies and the City of Surrey. High school students are offered the opportunity to participate in community safety programs with accredited hours in support of their Graduation Transitions plan. Students participate in Community Safety Volunteer Tours as well as with special events and special projects in the community. Schools are provided with feedback on student participation. Students set goals and these are reviewed regularly while participating in the program. Students are invited to continue their volunteering with SCPS once they have completed their program.

How We Achieve			What We Want To Achieve		Why We Achieve
Inputs	Activities	Outputs	Short Term Outcomes	Intermediate Outcomes	Long Term Outcomes
Staff hours Volunteers hours Shift, incident, equipment report sheets Program specific equipment SCPS green jackets	<p>Program specific training - LEAP students receive specific training after being placed in their programs (CSV, Traffic Safety, Special Events, Office Administration)</p> <p>LEAP students participate in CSV, Traffic Safety, Special Events, Administrative duties with the support of an experienced volunteer within the various programs</p> <p>Self-evaluations (pre/post) - Self-administered surveys were given to students, measuring their self-perceived skills before and after the LEAP program</p>	<p>40 high school students are estimated to be successfully trained in this SCPS program annually</p> <p>Approximately 2,300 volunteer hours will be contributed by LEAP students.</p> <p>Approximately 2,100 volunteer hours will be contributed by experienced volunteers to support the experience for Leap Students</p> <p>Pre and post self-assessments are completed by 95% of the students to measure their skill development</p>	<p>1 High school students will have the relevant skills to participate in their assigned program.</p> <p>2 Students gain meaningful experiences in enhancing community safety while improving their communication, leadership, time management, and interpersonal skills. Experienced volunteers gain valuable skills in mentorship and develop leadership skills</p> <p>3 LEAP students can identify skills they have developed and measure the improvement based on assessments through the pre and post evaluations and work on areas that still require improvement.</p> <p>Information is shared with the schools to support the students experience in the program.</p>	<p>4 LEAP students apply skills learned at SCPS towards personal, academic, and professional aspects of their lives. They are also offered additional opportunities to continue to support the enhancement of community safety by volunteering with SCPS</p> <p>Experienced volunteers develop strong skills that are transferable to future opportunities within their personal and professional lives.</p>	<p>5 Exposing Surrey youth to programs that support community safety helps them make positive decisions and become successful working professionals. Increased youth engagement is linked to violence prevention and suicide prevention.</p>
This unique opportunity is not offered anywhere else according to the administration at Delta and Surrey districts.			Short Term Indicators (Projections)		Long Term Indicators
			1	Volunteers will achieve an average of 90% pass rate on the training quiz administered to demonstrate the comprehension of knowledge obtained during training	<p>4 Evaluations will be used to assess program satisfaction with students with an expectation of 85% participation.</p> <p>Testimonials will be received from 50% of the participants which will help to support the pursuit of additional funding to sustain the program</p>
			2	The program is expecting a 90% completion rate.	
3	SCPS aims for a 10% increase in their perceived skill development				
			5	A decrease in negative activity by youth is determined through reports received from various community partners.	

Measurements and Outcomes Framework

Project Name: Community Safety Youth Leadership and Mentorship Program
Time Frame: January 2015 – December 2015

Community Safety Volunteer Youth Leadership and Mentorship Program: Lead volunteers with SCPS will be trained as Mentors and work with Youth at Risk in the City of Surrey. These youth will be identified through a selection process with community partners. Youth at risk are vulnerable and at a higher risk of being recruited into criminal or problematic lifestyles. The Community Safety Volunteer Youth Leadership and Mentorship Program offers important life skills and provides an alternative to students who may otherwise be influenced into less desirable activities. Leadership students are invited to experience the many programs offered by Surrey Crime Prevention Society and are teamed up with experienced volunteers.

How We Achieve			What We Want To Achieve				Why We Achieve		
Inputs	Activities	Outputs	Short Term Outcomes		Intermediate Outcomes		Long Term Outcomes		
Staff hours Volunteers hours Shift, incident, equipment report sheets Program specific equipment SCPS green jackets	Recruitment of Mentor - Mentors are selected from an internal pool of outstanding SCPS volunteers	A minimum of 15 mentors will be recruited	1	The selection of individuals as mentors who are the best suited candidates for the role	10	Participants contribute positively to the programs according to SCPS guidelines Youth mentees will demonstrate positive behaviour in personal choices and behaviour	12	Youth in Surrey will understand how the decisions they make can have a significant impact in their communities. This will support youth as a deterrence from criminal and delinquent behaviour	
		Mentors will go through a 3 phase recruitment - application, 1 st interview & 2 nd interview							
	Mentors must make a 1 year commitment to the program								
	Training of mentors - Mentors receive training that helps them work with mentees	15 mentors will completed a full day training	2	Mentors obtain increased knowledge and tools to work with mentees effectively					
	Recruitment of mentee - Mentees are referred by community partners to SCPS	A minimum of 15 mentees will participate in this program	3	Mentees receive an opportunity to experience a positive environment while working with an influential mentor					
	Collaborative orientation - Mentors and mentees receive guidelines about their roles and responsibilities' in the program	All Mentorship pairings must undergo a 2 hour collaborative orientation before participation in the programs Mutual goals are set with the mentee and the mentor		4	A mutual understanding is established between the mentee and mentor with regards to the mentorship relationship				11
				5	A clear understanding of protocols are provided to all parties involved including the mentor, mentee, parent guardians and referring agency				
				6	Mentors introduce mentees to positive behaviour and interactions with volunteers, the community and community partners (refer to community safety tours outcome page)				
	Program Participation – Mentors and mentees participate in the following program: Community Safety Tours Traffic Safety Special Events (selective)	Mentors and Mentees participate in 2 hour Community Safety Tours Mentors and Mentees participate in 3 hour Traffic Safety Shifts		7	Mentees and mentors are obtaining knowledge about safe driving practices through participation (refer to outcomes noted on pg. 3 for Traffic Safety)				
			8	Mentees are given the opportunity to connect with other individuals in the community in a positive environment (refer to Special Events outcome page)					
Evaluation - Mentees and mentors are interviewed about their progress at the program's half way point and during completion. Follow-ups are also completed 6 months after completion	15 mentors and 15 mentees will participate in midpoint evaluations. Weekly follows are documented for the mentor and the mentee Mentees participate in a 6 month follow up interview		9	Progress reports are shared with the mentees allowing them to feel a higher sense of accountability for the goals they set					
			Short Term Indicators		Intermediate Indicators		Long Term Indicators		
			1	80% of candidates selected will meet all requirements to be successful including a one year commitment	10	Completion rates are tracked internally by SCPS staff and an overall annual 80% success rate is tracked for mentee and mentors Mentees who participate in the 6 month follow up will be making positive choices – 25% response rate from mentees which generally sees a 75% success rate	12	A decline in youth crime rates in Surrey over a period of time	
			2	Mentors will obtain an average of 90% on the knowledge assessment at the end of the training					
			3	80% of all youth participating in the program will successfully finish the term assigned to the program					
			4	75% of the mentorship relationships will have external benefits -i.e. recommendations made to the mentee or mentors person growth that deemed beneficial	11				
			5	A confidence is established with all parties involved as demonstrated by testimonials provided by participants (samples will be provided)					
			6	80% of the mentorship relationships will meet their established goals for program participation in the Community Safety Tours					
			7	80% of the mentorship relationships will meet their established goals for program participation in the Traffic Safety Program					
			8	80% of the mentorship relationships will meet their established goals for program participation in Special Events					
			9	An 80% satisfaction rating is obtained from both the mentee and mentors with regards to program participation					

Measurements and Outcomes Framework

Project Name: Special Events
Time Frame: January 2015 – December 2015

Special Events: Surrey Crime Prevention Society supports special events throughout the city. These events include Fusion Festival, Canada Day Celebrations, Blueberry Festival, Vaisakhi Parade, Cloverdale Rodeo Parade and Fair, Children’s Festival, Newton Community Festival, Fraser Heights Country Festival, Downtown Surrey Festival, and many more. Volunteers also support community events for other charities in the city. Volunteers are sent a detailed email with information relating to special events as they occur and may sign up accordingly.

How We Achieve			What We Want To Achieve				Why We Achieve		
Inputs	Activities	Outputs	Short Term Outcomes		Intermediate Outcomes		Long Term Outcomes		
Staff hours Volunteers hours Shift, incident, equipment report sheets	Tour Event Area - Volunteers conduct foot and bike tours during the event	20 events supported 140 volunteers participated 680 volunteer hours	1	Volunteers provide information through observations to all relevant community partners and event organizers immediately creating opportunities for response. Volunteers document all reports made and are able to speak to the incident when required.	6	Volunteers work with community partners to enhance community safety throughout the City of Surrey. The partnering agencies receive comprehensive reporting allowing them to utilize the SCPS as a valuable tool in the delivery of their programs, initiatives and events.	10	Encourage community engagement as a cultural norm within residents, youth, businesses, and the elderly in the City of Surrey through special events providing support in the enhancement of community safety and public education.	
Vehicle, gasoline, and maintenance fees	Traffic Safety – volunteers participate in the delivery of traffic safety initiatives in support of the event (includes speed watch, cell watch and distracted driving obstacles)	10 events supported 55 volunteers participated 280 volunteer hours	2	The community is provided with information regarding community safety programs and an opportunity to participate in hands on activities obtaining realistic experiences (distracted driving).	7	Traffic safety awareness is promoted and raised in the general public by working with partnering organizations and agencies			
Office Equipment Radios and associated equipment	Traffic Control – Volunteers support traffic control and assist with parking within parking lots for events	5 events supported 55 volunteers 250 volunteer hours	3	Drivers are given an immediate indication as to where they should park and which direction is safe.					
Event request from community partners	Support Event Organizers in a capacity that fits within the scope of SCPS	50 requested events participated 1500 volunteer hours contributed to the support of special events	4	Community organizer’s receive immediate support	8	Foster community engagement and positive relationships with community partners and participants			
Information pamphlets SCPS green jackets	Engage the public and event attendees -SCPS actively distributes information cards and pamphlets from the City of Surrey, ICBC, and Transit Police; it is estimated that SCPS will connect with over 10,000 individuals by handing out information cards	15 events supported 60 volunteers 280 volunteer hours	5	Public interaction between SCPS staff and volunteers and the public results in increased awareness of resources available in the City.	9				
Note: Special events are based on requested submitted and approved			Short Term Indicators (Projections)		Intermediate Indicators				Long Term Indicators
			1	Checklists of all relevant “hot spots” visited are completed at the end of every tour shift conducted at the special event indicating the area was observed – all events with designated hot spots will see a 95% annual visitation rate	6	The number of known positive outcomes as a result of calls of service made will be tracked to indicate the contribution of SCPS volunteers to the enhancement of community safety. SCPS is made aware of the outcome of approximately 10% of calls made by volunteers.	10	The number of individuals who attended the special event can be a possible indicator for degree of community engagement	
			2	Event organizers provide feedback demonstrating a 85% positive contribution rate	7				Testimonials will be gathered from partnering agencies demonstrating the value in the program delivered (samples will be provided)
			3	Event organizers provide feedback demonstrating a 90% positive contribution rate					
			4	Event organizers provide feedback demonstrating a 90% positive contribution rate in the form of testimonials (samples will be provided)	8				
			5	SCPS will see a 10% increase each year in public interactions for the same events that occur annually.	9				

Measurements and Outcomes Framework

Project Name: Special Projects
Time Frame: January 2015 – December 2015

Special Projects: Surrey Crime Prevention Society supports Special Projects at the request of community partners including but not limited to the RCMP, City of Surrey, ICBC and Surrey Fire. Under the supervision of Management and staff, volunteers support these programs which are incorporated into the core programs currently offered by SCPS. Community partners request support by Surrey Crime Prevention Society and each project request is reviewed by Senior Management to ensure resources are available to support the request. These project requests are fluid and change as required. Volunteers receive the necessary training to support these special projects and SCPS ensures all projects are measured and results reported to the respective community partners as required.

How We Achieve			What We Want To Achieve		Why We Achieve	
Inputs	Activities	Outputs	Short Term Outcomes		Long Term Outcomes	
Staff hours Volunteers hours Shift, incident, equipment report sheets Office equipment	Training - Volunteers are provided with an overview of project, outlining their roles and responsibilities	A minimum of 10 volunteers will be trained for the Fire Safety Project (Phase 1) in partnership with Surrey Fire Services. A minimum of 20 volunteers trained for Transit Watch in partnership with Transit Police A minimum of 10 volunteers trained for ICBC Speed Watch training in partnership with ICBC special projects A minimum of 40 volunteers trained for LOAC SARS audits in support of requests for RCMP special projects	1	Training increases volunteer with regard to various policies and procedures which allows them to efficiently participate in the special project.	6	There is a reduction in crime and increased public education and awareness about the initiatives.
Vehicle, gasoline, and maintenance fees Information from community partners Green SCPS jackets Radios and associated equipment Applications to run the SAR program SARS Laptops	Education and public awareness - Volunteers interact the public supporting education and awareness initiatives requested by community partners	<u>Fire Safety:</u> <ul style="list-style-type: none"> ▪ 200 interactions will be made with the public regarding fire safety ▪ 100 fire ban information cards will be distributed to the public. ▪ 50 hours will be contributed by volunteers. <u>Transit Watch:</u> <ul style="list-style-type: none"> ▪ Distribution of 500 transit cards ▪ 2,000 volunteer hours <u>ICBC:</u> <ul style="list-style-type: none"> ▪ 10 events participated in ▪ 30 volunteers ▪ 90 hours <u>RCMP:</u> <ul style="list-style-type: none"> ▪ 10 events participated in ▪ 20 volunteers ▪ 50 hours ▪ 1000 LOAC Audits 	2	SCPS staff and volunteers provide the community with information relevant to resources available in the City.		
	Recording – All information gathered during the special projects is recorded and shared with community partners.	100% of community partners are provided with an annual report of work completed by SCPS Summary reports are provided after the completion of all special projects to community partners and as requested throughout the term of the project. <ul style="list-style-type: none"> ▪ Fire Safety receives 1 summary report and status updates as requested ▪ Transit Watch receives bi-monthly reports and 1 summary report ▪ ICBC receives monthly reports ▪ RCMP receives 1 report per requested LOAC special project 	3	Creates an opportunity to share information promptly and allows for revisions to guide the project towards success.		
	Evaluations and feedback – participants of the special project including SCPS staff, volunteers and community partners provide feedback regarding the special project	100% of community partners will receive a request to provide feedback via evaluations per special project participated	4	Provides SCPS will constructive feedback and validation for project completed		
Note: Projects are on an as needed basis and may not be duplicated year to year. Some projects are pilot projects with the potential to continue			Short Term Indicators		Intermediate Indicators	Long Term Indicators
			1	100% of individual trainings will be evaluated based on information shared and a qualification measure will be established accordingly	5	The designated outcome for special projects receive a 85% success rate – information which is gathered by the community partners
			2	SCPS will see a 10% increase year over year in public interactions for the same events that occur annually in correspondence to event attendance.		
			3	100% of reports from SCPS will be submitted to partners in a timely manner		
			4	SCPS will gather evaluations from 80% of special projects participated in (samples will be provided)		
					6	Reports and statistics shared by community partners.