



# COMMITTEE REPORT

NO: P002

DATE: February 29, 2016

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## PUBLIC SAFETY COMMITTEE

TO: Mayor & Council

DATE: February 23, 2016

FROM: Manager, Bylaw Enforcement & Licensing  
Services

FILE: 7400-01

SUBJECT: Community Safety Patrol Pilot Project Update - Newton

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## RECOMMENDATION

The Bylaw Enforcement & Licensing Division recommends that the Public Safety Committee receives this report as information.

## INTENT

The purpose of this report is to update the Public Safety Committee on the implementation of the Community Safety Patrol pilot program which is currently operating in the Newton Town Centre.

## BACKGROUND

On July 20, 2015, the Public Safety Committee approved Committee Report No. P006; 2015 titled "Community Safety Patrols Update – Newton", attached as Appendix "I", which approved the Community Safety Patrol pilot program within the Newton Town Centre. The objective of this pilot program was to provide a dedicated presence in the Newton Town Centre and to enhance the integration between the community and enforcement services in the area (RCMP, Transit Police, Bylaw Enforcement, and local security).

## DISCUSSION

The Bylaw Enforcement led Community Patrol Team has been staffed to the approved 2016 budget level (4 officers). Training and orientation has been completed and the Community Patrol Officers (CPO's) are patrolling their designated areas and engaging with the community, businesses and stakeholders.

The immediate focus has been on providing a presence and integrating with the District 3 RCMP office, the newly established Newton Business Improvement Association (BIA) security patrol, Bylaw Enforcement, Parks, Recreation & Culture, and Libraries. Regular meetings have been established and CPO's are addressing priority areas.

To ensure alignment with the Public Safety Strategy currently under development, staff are working closely with the Director, Public Safety and other City departments. As a result of this collaborative and integrated approach, we will be able to ensure the Community Safety Patrol pilot project compliments other initiatives addressing public safety in the Newton community. Community engagement has been an overarching principal as we implement this program and address the needs of the community.

Typical activities include the following:

- Engaging with the public to address any questions or concerns;
- Referring members of the public to the appropriate departments where applicable;
- Providing an enforcement presence in the Newton Town Centre. This includes liaising with businesses and the Newton BIA to ensure the needs of the businesses are being met from a safety and security perspective;
- Identifying ways to improve security and prevent crimes in the area by using the principals of Crime Prevention through Environmental Design(CPTED), which all CPO's have been provided training on;
- The CPO's work both early morning and late evening shifts so that they are able to proactively address issues at both times of the day;
- CPO's play both reactive and proactive roles in a deterrence and problem solving approach;
- Initial feedback from the public has been very positive; and
- In the next 6 months, we expect to see an improvement in the Newton Town Centre in terms of strengthened community ties and less negative interactions within the community.

## **SUSTAINABILITY CONSIDERATIONS**

Community safety patrols support overall objectives of the City's Sustainability Charter 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 Community Safety Patrol pilot program implementation has started to achieve the expected results. Over the coming months, community engagement and stakeholder interaction will continue to guide this program forward and work on improving the experiences of the residents and businesses within the Newton Town Centre.



Jas Rehal, CPA, CMA  
Manager, Bylaw Enforcement & Licensing Services

JR/mm

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c.c. City Manager  
RCMP OIC

Appendix "I": Poo6;-Community Safety Patrols Update – Newton

## COMMITTEE REPORT

NO: P006

COUNCIL DATE: July 20, 2015

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TO: **Police Committee** DATE: **July 16, 2015**

FROM: **Manager, By-law Enforcement & Licensing Services** FILE:

**Officer in Charge, Surrey RCMP Detachment**

SUBJECT: **Community Safety Patrols Update - Newton**

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### RECOMMENDATION

The By-law Enforcement & Licensing Department and the Surrey RCMP recommend that:

1. The Police Committee receive this report as information; and
2. Approve the transition plan for the Community Safety patrols as outlined in this report;

### INTENT

The purpose of this report is to update Council on the "Community Safety Patrol Pilot" project that was initiated by the City in April 2014, and to confirm review the transition plan for the current Community Safety Patrol for the remainder of 2015 and on an ongoing basis.

### BACKGROUND

In February 2008, RCMP "E" Division, Lower Mainland District initiated a pilot project for Community Safety Officers (CSO). Surrey was one of the Detachments that participated in the project and 9 CSO's were recruited. The objective of the CSO project was to contribute to community safety through visible, accessible policing and crime prevention services. The primary purpose was to provide increased police visibility and operational support, while assisting in the delivery of crime prevention and public reassurance programs. The CSO pilot was a key initiative under the Surrey Crime Reduction Strategy and represented the first step towards a tiered policing model in Surrey.

In January 2013, the CSO pilot project was discontinued by the RCMP and it was determined that the CSO's would transition into alternate roles.

In April 2014, the Police Committee supported a transition from the CSO model to the Community Constable model in Surrey, to allow for expanded authority, while maintaining a focus on community and crime prevention programs. The Police Committee also authorized a 36 week Community Safety Patrol (CSP) pilot project. The City sourced this service through the BC Commissionaires to provide 10 uniformed CSP personnel to conduct regular foot, vehicle and static patrols in the areas of the City that have been the source of community concerns. Given the required timelines to implement this project, a single source negotiated contract was utilized.

In October 2014, the Police Committee endorsed a recommendation to increase the establishment of the Surrey RCMP from 703 police officers to 803 police officers. Once in place, the additional staff will afford front line officers more time to build relations with citizens and become familiar with the unique characteristics of each community. It will also increase front line capacity to perform proactive duties on a consistent basis (including high visibility patrols and engaging with the community outside of an enforcement role). These additional officers have started to arrive in Surrey.

In November 2014, a national RCMP directive was issued in which Community Safety Officers and Auxiliary Constables were to be provided direct oversight when working in uniform. With this policy direction, the Surrey RCMP recommended in February 2015 to the Police Committee that the current Community Safety Patrol with the BC Commissionaires be removed from the Surrey RCMP. Currently, the CSP project is under the direction of the By-law Enforcement and Licensing Department. CSP patrols continue.

In addition to the Community Constable, Surrey Detachment has the largest composition of Auxiliary Constables in the Province of British Columbia. The Auxiliary Constables provide support to Regular Members of the RCMP with community engagement initiatives, including those that take place in Newton.

At the February 16, 2015 meeting, the Police Committee approved the following motion:

**C. Committee Reports**

**1. OIC Surrey RCMP Detachment**

**Item No. P001 Community Safety Patrols Update – Commissionaires Contract**

It was

Moved by Councillor Gill  
Seconded by Councillor Martin

That the Police Committee refer the RCMP's request, to discontinue the use of the Commissionaires in performing the community safety patrol function, back to the RCMP to establish a transition plan that would provide overlap, in terms of visibility and community patrols, by the Community Safety Patrol program until the RCMP's approved capacity is realized.

Carried

**DISCUSSION**

Since February 2015, staff have consulted with the community and local businesses and these consultations have supported the patrol. The presence and interaction in the community is providing a sense of security.

A transition plan has been developed under the following principles:

- **Community Safety & Crime Prevention** – to work with the community to identify criminal and nuisance behaviour that impact perception of safety; and
- **Community Engagement** – To increase public involvement and positive interactions in community safety.

The transition plan is based on four components:

**Community Safety Patrol Transition Plan:**

1. **RCMP:** The RCMP will support the City of Surrey and specifically the By-law Enforcement & Licensing Department through the transition period. For the past twenty-two weeks, the RCMP has enhanced the policing in the Newton Core by way of overtime. The enhanced police presence has generated the following:
  - a. Business contacts/community engagement 571
  - b. Civic facility contacts 297
  - c. Street checks 463
  - d. Violation Tickets served 203
  - e. Arrests 40

As detailed in previous reports, the RCMP Community Safety Officer Pilot Project has been discontinued. The Community Safety Officer will be replaced by a Community Constable. The Training for the prospective Community Constables has been tentatively scheduled for September 28, 2015. The funding for the training has not been confirmed by the Human Resources Officer. If approved, the projected graduation date after the 21 weeks of training is Monday, February 29th, 2016. The Community Constables would return to Surrey Detachment and be posted accordingly.

As detailed previously in this report, the Surrey RCMP have recently received approval to increase our establishment from 703 police officers to 803 police officers. The additional staff will afford front line officers more time to build relations with citizens and become familiar with the unique characteristics of each community, including Newton. It will also increase front line capacity to perform proactive duties on a consistent basis (including high visibility patrols and engaging with the community outside of an enforcement role).

2. **By-law Enforcement:** The By-law Enforcement & Licensing Department will continue to lead the Community Safety Patrol resources through the transition period and ensure appropriate community coverage.

Through the remainder of 2015, By-laws will continue to work with the RCMP and the community to define an enhanced community patrol service to all Surrey town centres. This By-laws' team would patrol priority areas within the City of Surrey including but not limited to the Newton Town Centre. The team would focus on:

- Community engagement/liaison;
- Enforcement Presence;
- Lower level nuisance enforcement and additional enforcement presence in public areas; and
- Strengthen liaison with RCMP district offices, Transit Police, Parks & Recreation staff, and the community.

The new resources would initially involve 4 staff (subject to 2016 Budget approval) and will focus in the Newton Town Centre. Depending upon the results of this initiative, additional funding may be sought in future years to broaden its scope. Relevant metrics



will be established for this initiative and regular reporting will occur to Council through the Police Committee.

3. **Newton BIA**: It is anticipated that in all town centres, the responsible community groups will continue to provide resourcing to support the initiatives that the community identifies. Specific to the Newton Town Centre, discussions have occurred with the BIA to encourage its establishment of a community patrol/community watch program similar to the City Centre model. The RCMP and By-laws will continue to work with community groups to develop, implement and monitor viable options. In addition, by continuing the Community Safety Patrol, the program would provide:

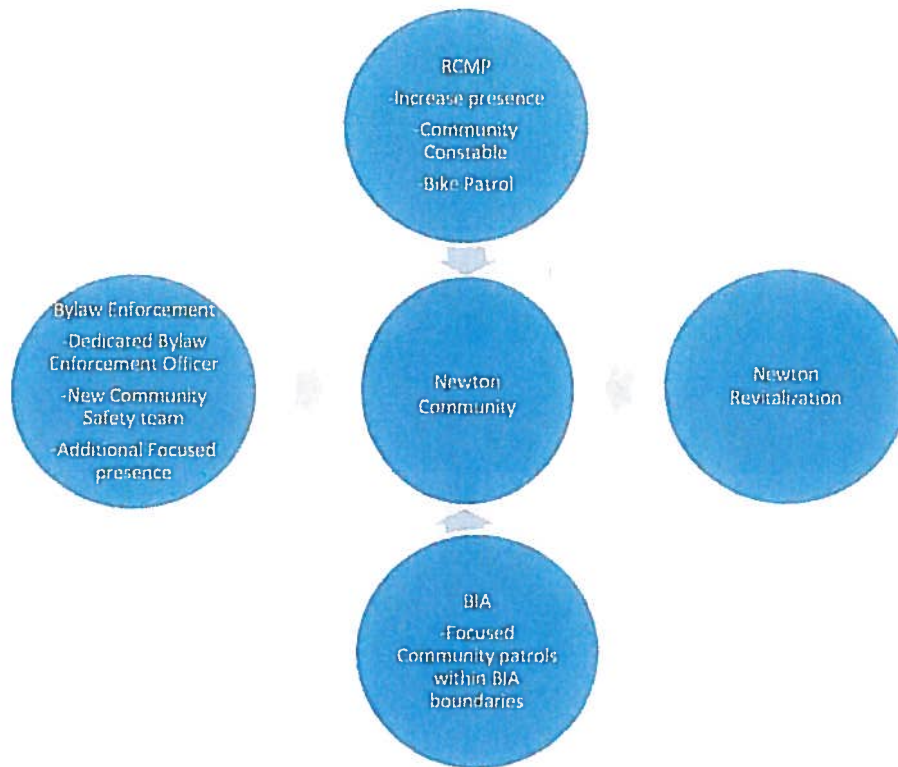
- Focused patrols within the Newton BIA including observing, recording and reporting incidents to the RCMP.
- A higher level of consumer confidence on safety in the Town Centre
- Increased level of communication and intelligence with RCMP
- Ability to address gaps in "Safety Audit" throughout the Town Centre

#### 4. **Newton Revitalization**

- Public Open House on the draft Newton Town Centre Plan was held April 22, 2015
  - 73 members of the public attended
  - 92% either "supported" or "supported with some concerns" the plan
- Town Centre Plan Update and Implementation Strategy to Council for approval in July 2015;
- Phase 1 of implementation including storm water pond and park beginning in Summer 2015; and
- Currently in the detailed design phase for additional fitness space to the Newton Wave Pool with construction anticipated to being fall of 2015.

**Remainder of 2015:** Toward the end of 2015, when the RCMP, By-laws and the Community resources are operational, the current Community Safety Patrol model will begin to transition out of operation. Specifically, the current arrangement with the BC Commissionaires will end no later than December 31, 2015. Until that time, the CSP program will remain under the control of the By-law Enforcement & Licensing Department and will concentrate in the Newton area with limited patrols in other City centres. The specific transitioning staffing plan (timing and staffing levels) will be determined as the resources of the 3 stakeholders are confirmed and put into place.

As the transition progresses to 2016, the current model of dedicated BC Commissionaire and RCMP will evolve into a tiered model. This tiered model will have staff on the grounds engaging with residents/businesses, an increased By-law Enforcement presence and an increased capacity within the RCMP. In addition, area revitalization plans are being finalized and implementation is to begin shortly.



## FUNDING

The City has funded the existing CSP project through operational and RCMP contract savings and will strive to fund the remainder of the contract from further savings throughout 2015. The total cost of the project is expected to reach \$950,000 (inclusive of GST) by its completion which will be no later than December 31, 2015.

Funding for the ongoing RCMP staffing levels and the additional By-laws resources will be requested in the 2016 budget process.

## SUSTAINABILITY CONSIDERATIONS

Community safety patrols support the overall objectives of the City's Sustainability Charter; specifically this initiative supports the following Charter goal:

- SC11: Public Safety and Security

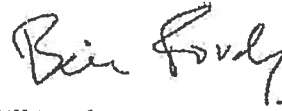


**NEXT STEPS**

Once this report is approved, the By-law Enforcement & Licensing Department and the Surrey RCMP will work with key stakeholders to implement the transition plan through 2015. In addition, staff will finalize the related 2016 budget requests and will finalize the contractual arrangements with the BC Commissionaires for service for the remainder of 2015.



Jas Rehal,  
Manager, By-law & Licensing Department



Bill Fordy  
Chief Superintendent Bill Fordy  
Officer in Charge (OIC)  
Surrey RCMP

cc: City Manager

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Appendix "I": Community Safety Patrol Proposal

**Newton Business Improvement Association**  
#200-7380 King George Blvd, Surrey BC, V3W5A5  
T 604-593-2294 | E info@newtonbia.com | W www.newtonbia.com

**Newton BIA**  
**Community Safety Patrol Proposal**  
**June 12th, 2015**  
**#200-7380 King George Blvd**

**Presented By:**

**Philip Aguirre**

**Executive Director**

**Newton Business Improvement Association**

**Recommendation:**

The Newton Business Improvement Association proposes that the City of Surrey, with oversight through the Bylaw department and supervision of Jas Rehal, extend the CSP - Community Safety Patrol in Newton until Dec 31, 2015. At such time the Newton component of the CSP program will transition to the authority and financial responsibility of the Newton BIA. Subject to a new contract created between the private security company and The Newton BIA.

**Background:**

In April 2014, The Police Committee authorized a 36 week Community Safety Patrol (CSP) pilot project. The City subsequently signed a contract with the BC Commissionaires to provide 10 uniformed CSP personnel who would conduct regular foot, vehicle and static patrols in areas of the City that have been the source of community concern.

On February 16<sup>th</sup>, 2015 a Committee Report was presented by the OIC Bill Fordy for a Community Safety Patrols Update - Commissionaires Contract. "Should the City choose to continue or expand the contract with BC Commissionaires, the RCMP recommends amending the contract accordingly to reflect direct oversight and direction (full care and control) by the City Manager's Office, By-Law Enforcement, or the Crime Reduction Strategy Managers office."

With oversight being transferred to By-Law Enforcement the contract with the Commissionaires has been extended until June 30<sup>th</sup>, 2015 to allow for a decision to be made on the future direction of the CSP program.

On April 21<sup>st</sup>, 2015 a meeting was held with the City Manager, Bylaw Manager, OIC & the Newton BIA ED. A transition plan for the CSP was proposed between the City and the Newton BIA pending a new contract negotiated with the security provider, currently the Commissionaires.

**Notes from the RCMP Report:**

- The long term value in terms of enhanced policing was not evident.
- Despite the increased presence, there was no noticeable reduction in crime in the areas patrolled by the Commissionaires.
- Further there was little in the way of incident reports generated or intelligence gathered during the pilot period.
- Local businesses and other clientele with which Commissionaires interacted (including offenders) is generally positive.
- The high visibility nature of the patrols, as well as the dress and deportment of the patrollers themselves, was well received.

- A specific area of concern centred on the limited power/authority of the Commissionaires, and community expectations that they could provide a more robust first response (i.e., be able to address a situation directly rather than just observe and report).
- Business stakeholders also expressed a desire for CSP personnel to take on more of a property security role.
- From an RCMP perspective, there is also an inherent risk and liability issue with the current contract arrangement whereby CSP personnel are 'directed' by District Commanders.
- There is also concern that CSP personnel could be confronted with situations for which they are not properly trained or equipped to handle. These issues and concerns were only magnified by recent attacks targeting uniformed law enforcement and military personnel in Canada and abroad.
- There is also an opportunity cost (lost) to Commissionaires performing the patrol and community 'point of contact' functions. Aside from the fact that some situations can be dealt with more effectively with enforcement in the first instance, having a regular member performing foot patrols and other reassurance policing activities (i.e., engaging and interacting with the public directly, building relationships and shared understanding of local issues) provides firsthand knowledge and familiarity required for effective file follow up and working collaboratively with the community stakeholders on other problem oriented policing efforts.

**Sustainability Considerations:**

Community safety patrols support the overall objectives of the City's Sustainability Charter, and more specifically, creating a safe and secure environment for the City's residents, businesses and visitors. In particular, the project supports the Charter's goal to "Create a City that is, and is perceived as being safe and secure".

**Other Strategic Considerations:**

Surrey RCMP led community safety patrols and reassurance policing efforts supports three strategic priority areas within the Surrey RCMP 2013-2017 Strategic Framework, and the following objectives in particular:

- a) Community Safety & Crime Reduction - to work with the community to address special events, signal crimes and nuisance behavior that impact perceptions of safety and quality of life.
- b) Community Engagement - to increase public involvement and positive interaction with police and police programs; to improve overall community satisfaction with Surrey RCMP engagement efforts.

**Notes from Newton BIA:**

The Newton BIA would like the Community Safety Patrol to continue. The Newton Business Improvement Association proposes that the City of Surrey, with oversight through the Bylaw department and supervision of Jas Rehal, extend the CSP - Community Safety Patrol in Newton until Dec 31, 2015. As a result, the Newton component of the CSP program will transition to the authority and financial responsibility of the Newton BIA. Subject to a new contract created between the private security company and The Newton BIA.

This decision is based on the following information:

- Newton BIA commitment to providing a safe community
- Provide a higher level of consumer confidence on safety in the Town Centre
- Having the ability to have a targeted approach to safety concerns
- Business stakeholders also expressed a desire for CSP personnel to take on more of a property security role.
- Newton BIA business & community outreach and communication
- Increased level of communication and intelligence with RCMP
- Special event security
- Ability to address gaps in "Safety Audit" throughout the Town Centre
- Provide information to consumers at the street level
- Provide a higher level of information to NIST - Newton Integrated Services Team
- Provide a higher level of intelligence for the Newton BIA "Safety Committee"
- Provide another layer of depth and information for the "Facewatch" CCTV initiative
- Detect Graffiti and report to the Newton BIA comprehensive "Graffiti Removal Program"
- Create internal stats for the Newton BIA to enhance safety advocacy
- Detect & aid in the Area Enhancement projects of "Clean Team" and "Community walk"
- Provide a higher level of co-operation with Surrey Crime Prevention

**Newton Business Improvement Association:**

The Newton BIA is committed to creating a safe, vibrant & dynamic Newton Town Centre for the community. Focusing on the four pillars of Safety, Area Enhancement, Marketing, & Government Relations. The goal of the Newton BIA is to bring everyone to the table, from businesses, residents, three levels of government, youth, seniors and the RCMP to have one voice for Newton.

Newton is a diverse, growing, economically viable business community. The outlook of Newton is on the rise as key stakeholders are working together to showcase the amazing people, businesses and facilities that Newton has to offer.

Executive Director: Philip Aguirre – Owner Old Surrey Restaurant  
Coordinator: Nasrin Baji  
Background: Established March 2013  
Office Opened September 2014

List of Board Members:

Linda McCabe	Value Industries
Santosh Nahal	Kings Cross
Jaspal Brar	The Co-operators
Richard Jazen	Fast Signs
Chandon Sabharwal	Sabharwal Law Group
Suman Basnyat	S Basnyat & Co. Inc
Harry Lamba	The UPS Store
Shannon Gnocato	Gateway Casinos
Jodi McDonald	Organic Grocer
Mehran Kiai	Newton Crossing
Casey Lotfail	WINGS Restaurant

Philip Aguirre  
Executive Director  
Newton Business Improvement Association



June 15, 2015