

COMMITTEE REPORT

NO: **P006**

DATE: **June 19, 2017**

PUBLIC SAFETY COMMITTEE

TO: **Mayor & Council**

DATE: **June 15, 2017**

FROM: **Director, Public Safety**

FILE: **7450-30**

SUBJECT: **Public Safety Strategy Implementation – Update 5**

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 implementation of the City of Surrey Public Safety Strategy (the "Strategy").

BACKGROUND

On September 19, 2016 the Public Safety Committee endorsed the Public Safety Strategy and communications plan. The Strategy was launched by Mayor Hepner on October 24, 2016. In January 2017 the Public Safety Committee endorsed the Public Safety Strategy Implementation and Monitoring Plan. The goal of the plan is to ensure full implementation of the Strategy with a focus on communication and performance measurement. It also outlined updated governance roles for the Public Safety Leadership Group and Public Safety Working Group.

DISCUSSION

Strategic Initiative Update

The Public Safety Strategy includes 35 strategic initiatives, all of which are in various stages of implementation. In each Committee Report on the Public Safety Strategy an update on various initiatives is provided. In this report updates on the Integrated Services Network and the Business Safety Audits strategic initiatives are provided. An update is provided on the City Centre Response Plan via a separate Committee Report.

Integrated Services Network (ISN)

In collaboration with provincial government partners, a business case for the Surrey Integrated Services Network (ISN) has been in development since 2016. A Working Group and a Steering Committee have been established and have met regularly. The recent change in government has slowed progress and while staff continue to work with the ISN Working Group to complete the business case for final sign off by the Steering Committee, it is clear that there will be a need to re-engage incoming Ministers prior to anticipated presentation to the Treasury Board in the Fall 2017. While the election has delayed Treasury Board approval, staff are continuing to liaise with senior government officials to ensure this work continues in a timely manner.

Business Safety Surveys

The business community are key partners in the Public Safety Strategy. One of the main strategic initiatives included in the Strategy is the Business Safety Survey project. This initiative is focused on gathering important insights into public safety issues encountered by street level businesses. This work builds on surveys that the Downtown Surrey Business Improvement Association (DSBIA) has been undertaking for some time. Previously, the DSBIA used student interns to conduct face to face surveys with local businesses to identify safety concerns. The DSBIA would then publicise the issues found in the research through media outreach and press releases. In recent years the other BIAs have expressed an interest in conducting similar surveys. To broaden and standardize the approach, a Public Safety strategic initiative was incorporated into the Strategy. Staff have secured expert advice from Dr. Irwin Cohen, and Dr. Amanda McCormick, of the University of the Fraser Valley to strengthen the survey and to provide training to the BIA staff and student interns on survey methodologies and processes.

Throughout the summer months the BIA student interns will be collecting and analysing the data from business owners and managers across the city. Late in the summer a workshop will be held with relevant City departments and the BIAs to review the findings and take a proactive approach to finding solutions to priority issues identified. The goal of this work is to improve the data collected, and focus the project on collaboration between BIAs, the City and other partners in a proactive solution-focused manner.

Communications and Engagement

As part of the Roll Out of the Public Safety Strategy, the Public Safety team, with the support of 35 City and community agency partners, held a series of six major town centre interactive events across Surrey in the first months of 2017. As well, Public Safety was profiled at 16 City events during that time. Working with partner agencies enabled the team to extend the reach of the communications messages and engage community members on multiple levels. At three of the events new strategic initiatives were introduced.

The events were extremely successful with stakeholders stating how pleased they were with the overall organization of the events and the level and depth of interaction with the community. They also acknowledged and appreciated the benefits of engaging with other community stakeholders and learning more about the work they do.

The Public Safety Town Centre events reached over 4,000 Surrey residents directly, providing advice about how to keep their neighbourhoods safe while encouraging them to explore a variety of interactive booths on topics such as crime prevention, personal safety, transportation safety,

emergency preparedness, child and youth programs, volunteer opportunities and various community services. Feedback received from the community was positive with most residents noting that they learned something new about public safety and were happy to see so many agencies out talking to the public about topics important to them.

Lessons learned at the Town Centre Events include: the importance of being linked to an event or location where there is already a captive audience, having partners, and having staff on hand who speak multiple languages. The Public Safety Team is holding a workshop and appreciation lunch for our partners who participated in the events where we will gather ideas for how we can continue to engage meaningfully in the future.

The events also gained significant local media coverage as part of the Public Safety Communications Plan which outlines additional community, stakeholder and internal staff engagement initiatives that will roll out over the balance of the year. Next steps include the partner workshop, a follow up consultation with stakeholders to touch base and look at how they fit in to the strategy, and the planning of two major community engagement events a year. As well the team is advancing an internal staff engagement plan to assure all partners and City departments are communicating consistently and clearly about the City's work on public safety.

Performance Measurement Framework and Scorecard

Work is currently underway to implement a performance measurement framework for Public Safety. In the spring, the Public Safety Office provided a two-day training session on performance measurement for 30 staff involved in strategic initiatives. This was an important step in building capacity across the City in development of results focused program measures. The Public Safety Working Group has been working on developing a Public Safety Scorecard to report on progress of the strategy in the first year. Small cross-functional teams have been developed to design measures and gather new data to support reporting. The Public Safety Office anticipates presenting the Framework for review and endorsement to the Public Safety Committee in September 2017. A year one report, including a Performance Measurement Scorecard, will be presented to the Public Safety Committee in November, 2017.

SUSTAINABILITY CONSIDERATIONS

Implementation of the City of Surrey Public Safety Strategy supports the Public Safety theme in the Sustainability Charter 2.0 allowing us to significantly deliver on all related Desired Outcomes and Strategic Directions outlined in the Sustainability Charter 2.0.

The Public Safety Strategy also supports the **Health and Wellness** theme. Specifically the strategy supports the following **Wellness and Recreation** Desired Outcomes:

- DO1: Residents participate in a wide range of recreation and leisure opportunities.
- DO3: Residents feel a sense of belonging and connectedness, and have opportunities for social interaction in their neighbourhoods and community.

CONCLUSION

Through a series of major town centre events, and partner events, the Public Safety Office has been able to maintain excellent momentum on implementation of the Strategy and, as a result, received significant local media coverage. Over 4,000 citizens were reached directly to provide information and advice on public safety and to encourage participation in strategic initiatives. As well, good progress is being made on implementation of new strategic initiatives like the ISN and work is underway to enhance existing programs such as the BIA surveys. The Public Safety Office is implementing a new performance measurement framework and anticipates sharing the Public Safety Scorecard year one report with the Committee at the end of the year.



Terry Waterhouse
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