

What We Heard – Policing Priorities for Surrey

The Surrey Police Board acts on behalf of the residents and businesses of Surrey to determine the priorities, goals and objectives of Surrey Police Service (“SPS”). Community is at the heart of what we do, and gathering your input into the priorities for your police service is a cornerstone of the municipal policing model. **The Surrey Police Board is listening.**

Community consultations were conducted in 2024 and 2021 ([view the findings here](#)). During those consultations, we heard that you consider **the top threats to public safety to be:**

1. Violent crime (81%)
2. Organized crime / gangs (75%)
3. Intimate partner violence (70%)
4. Non-violent property crime (66%)
5. Road safety (43%)

Extortion threats and shots fired, targeting individuals and businesses within the city has surged since the consultations were conducted. Addressing extortions and shots fired has become the top priority for the Surrey Police Board and SPS, as they are a crime problem that cannot be ignored.

To address these top threats to public safety, you told us **you want to see:**

- **More SPS officers with a visible presence in the community**, who are actively engaging with the public and delivering community-based policing
- **More early intervention and prevention programs**, including tried-and-true programs like Block Watch, Speed Watch, School Resources Officers, and other youth programs
- **Proactive public education about SPS and municipal policing**—available in multiple languages and across various platforms—to enhance trust in SPS and improve feelings of safety.
- The **Surrey Police Board seeking public input** that shapes the direction of SPS.
- SPS policies, operations and programs developed (and delivered, as appropriate) **with diverse community partners** at the local level.

The people of Surrey understand that starting up a new police service is an opportunity to do things differently and that will require:

- Officers and staff who are resilient, who listen, and who are responsive to ideas that come from the community they serve.
- **Intercultural competency, and trauma-informed policing**
- An internal culture that allows SPS staff to be **healthy, engaged and satisfied with their work.**

Finally, what we heard from the consultations, and since, is that successfully **completing the police transition is a priority**. Success means everyone in our community is safe, feels safe, and is satisfied with SPS. This will lead to healthy relationships between the public and police that will support a reduction in crime, enhanced public participation in crime prevention, and community safety and well-being.

The information above will be used to inform our **2026 Strategic Plan**. Strategic targets to measure progress, including demonstrating value for money and return on investment of public resources, will be monitored and reported on publicly by the Surrey Police Board.

If you would like to provide feedback on “What We Heard”, we encourage to you email YourPoliceService@surreypoliceboard.ca or to attend a [Surrey Police Board meeting](#), which are open to the public for both in-person and online attendance.