

# SARSCENE 2010 Montreal

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Managing For Results: Performance  
Measurement in SAR  
A British Columbia Perspective



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British Columbia  
averages over 1,000  
ground and inland search  
and rescues per year



## We need to determine:

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- Who is doing what,
- under what circumstances,
- within what authority,
- with what resources,
- to achieve what objectives,
- within what timelines?



# Creating the Coordinated, Integrated, Layered Response

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GSAR and Provincial Ministry Meet – 1989)

Provincial SAR Advisory Com. /BCSARA-  
Representation

Agreed to:

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- O
- M

Plan  
Organize  
Manage



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# GSAR Response Capability (current)

2,500 volunteer women and  
men deliver the service  
93 SAR Groups



# Assessments First

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- Hazard, Risk and Vulnerability Analysis – local and regional



# Operational Needs Assessment

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- Response and readiness.
- SAR Group capability, equipment, training, group size, access in and around local area/region – all seasons?
- Mutual assistance protocols – in place and/or to be established?
- Pre-plans – in place and/or to be established and exercise schedule
- Overlaps and gaps in operational coverage



## Operational Needs Assessment cont'd

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- Deficiencies in training and equipment (3 and 5 year plan to eliminate)
- Prioritize, based upon needs analysis, training and equipment requirements (3 and 5 years)
- Established financial and in-kind requirements - 3 and 5 year period in support of training and equipment
- Establish Training Standards with Justice Institute of BC - and budget for training



## Operational Needs Assessment cont'd

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- Establish a Train the Trainer Program and budget
- Establish regional and local training and budget
- Establish funding sources in support of needs ( fund raising, lottery, government, NIF , other)
- Develop Strategic Plan for GSAR in Province



## Operational Needs Assessment cont'd

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- Develop a Business Plan
- Establish Public Education/Awareness and Prevention Program Schedule and Budget (AdventureSmart)
- Meet with Minister - present business plan



# Performance Measurements

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How can we measure our performance in how SAR in BC is:

1. Organized?
2. Trained?
3. Supported?
4. Delivered?
5. Makes Use of Public Education?



## Some ways to measure are:

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- Return on investment
- Does GSAR meet the needs and expectations of the “customers?”
- Does GSAR meet the needs and expectations of Police of Jurisdiction, BC Ambulance Service, other authorized tasking Agencies and EMBC/ PEP?



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## Cost to The Tax Payer:

The all included cost to *deliver* the SAR Services by trained volunteers currently costs the province \$1,600,000 per year and is climbing with the increased number of call-outs.

Replacement in DIRECT SALARY \$  
(volunteers to paid model)

Estimated \$4,500,000.00 Annually-  
excluding infrastructure and capital costs



## Best Practices REVIEW Process for a Search and/or Rescue

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- Developed for British Columbia and approved by EMBC/PEP, the BC Search and Rescue Association and recently accepted by Search and Rescue Volunteers Association of Canada (SARVAC)
- A method in which a SAR's participants present their work, in a formal setting that allows for acknowledgment of Best Practices, and the identification of "things" that Hindered the SAR that need to be changed. Process: a way to "measure" performance
- A formal report is issued and follow up is done by EMBC/PEP and Police of Jurisdiction



## Recap of: Managing for Results – Performance Measurements in SAR

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- Customer Satisfaction: High
- Return on Investment: Untouchable
- Government and Tasking Agency Satisfaction: High
- SAR Volunteers Delivering the SAR Service: High level of satisfaction in assisting those in need
- Can we improve, absolutely!



Overall – BC's SAR Service manages for results and does seek and obtain a high level of performance that can and is measured.



Questions?