



## A Message from the Chief of Police

In 2004, the Durham Regional Police Service continued to demonstrate why we are Leaders in Community Safety.

From effective joint forces projects and province-wide initiatives to innovative new administrative and operational procedures, we continued to demonstrate the creativity, effectiveness, professionalism and old-fashioned know-how of our members.

Extensive consultations were held in 2004 with the public and our members during the development of our new three-year Business Plan. We opened our first Collision Reporting Centre in Pickering, which saves motorists time by allowing them to report non-injury collisions without police involvement. We ended the year collecting funds in all of our community offices for tsunami relief as Durham Region citizens reached out to help survivors.

This report summarizes many of our activities and highlights the work done in each of our five Community Police Offices. Our many operational and administrative achievements in 2004 are too many to mention, but include several successful joint operations, researching and selecting an entirely new dispatch and record storage system and opening a new Community Police Office in Whitby.

We also worked closely with our Police Services Board and responded to the new "policy governance" model they began to implement in 2004. All in all, 2004 was a year of significant change and many organizational and operational achievements.

Yours sincerely,

*Kevin McAlpine*  
 Kevin McAlpine  
 Chief of Police



### Organizational Divisions

Most police services operate effectively by utilizing two distinct but integrated organizational divisions: Administration and Operations. The majority of employees, including most Police Officers, work in Operations and are the "frontline" face of policing. However, they are supported through a select team of sworn and civilian employees in various specialized functions who work under the direction of Senior Officers on the Administration side.