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As established by provincial legislation, the DRPS is guided by a three-year Business Plan, which identifies key objectives and operational priorities.

In 2005, the Service's second three-year plan came into effect. The new 2005-2007 Business Plan clearly established 22 objectives and 49 action plans for both operational and administrative units. The full Business Plan is available on line at www.drps.ca. The following is a summary of the progress of some of the key objectives:

Objective	Goal	Current Status
To provide information and communication technology solutions designed to increase efficiency and effectiveness of policing.	Implementation of a new Service-wide computer-aided dispatch and record management system (CAD/RMS) with linkages to other police services in Ontario and Canada.	New CAD/RMS system implemented.
Undertake a review of front line policing practices to improve operational efficiency and increase focus on proactive community-based policing.	Review current frontline policing practices and evaluate for efficiency/effectiveness.	Patrol Staffing Analysis Project team formed. Pilot for Regional ARU implemented Q3 2006. CAD and workload analysis ongoing.
Reduce crime, particularly youth crime and maintain public safety and order by providing high standards of service in the community.	Renew strategy to reduce youth crime/disorder	Youth Committee formed. Recommendations made for renewal of internal and external programs.
Reduce unlawful activity of identified gangs	Develop and implement sustainable enforcement initiatives to target gangs and weapons.	Internal Task Force Proposal prepared by G.E.U. members. Designed to monitor identified gang members, and ensure compliance with Judicial interim releases.
Develop a revitalized approach to recruiting that is reflective of ethnic, cultural and gender diversity in the community.	Develop a recruiting strategy that is reflective of ethnic, cultural, and gender diversity in the community.	Strategy developed and implemented



Public Complaints

The level of public complaints received in 2005 remained at historically low levels considering the nature of the business and the volume of calls every year.

In 2005, there were 100 public complaints received, twelve less than the year before. Every public complaint is taken seriously and is investigated either by the supervisor on duty or the Professional Standards Unit.

The majority of complaints are quickly resolved after an initial discussion with supervisors. Many complaints are found to be unsubstantiated or unfounded after initial investigation. In some instances, further follow up is required. If the complaint is found to have merit, the punishment for the Officer can range from a verbal reprimand to outright dismissal.

In police services, the most frequent public complaints involve allegations of improper language, rudeness or poor attitude amongst police officers. Of the 100 complaints received in 2005, 27 involved allegations of Excessive Use of Force, 48 involved allegations of Discreditable Conduct and 29 involved allegations of Neglect of Duty. In total, 70 were found to be unsubstantiated, vexatious or withdrawn by the applicant.

In July 2005, a 14-month internal review into activities of former members of the Durham Regional Police Drug Investigation Unit was completed. No Police Services Act charges were laid after a thorough internal investigation, however, a number of administrative, supervisory and documentation processes were changed. An external review by the O.P.P. had earlier resulted in no criminal charges being laid.

The Special Investigations Unit

Every year, some Police Officers inevitably find themselves in life-threatening or dangerous situations while on duty. From Emotionally Disturbed Person calls to Domestic, Officers are specially trained in how to deal with these situations.

In Ontario, when a person is seriously injured or killed during any police activity, the Special Investigations Unit must be notified.

In 2005, the SIU were called to Durham Region 10 times but only invoked their mandate seven times. In every incident, our police officers were cleared of any wrong doing and were deemed to have acted appropriately.

Public Complaints History

