

t a b l e o f c o n t e n t s

Vision, Mission, and Values	1
Business Principles	2
Message from the Chair	3
Message from the Chief of Police	4
Message from the Durham Regional Police Association	5
Executive Summary	6
Business Planning Process	8
Environmental Analysis	10
Consultations	14
Survey Results	15
The Business Plan Model	16
The 2005 – 2007 Business Plan – Strategic Goals	18
Communication	20
Administration	22
Response	24
Employee Support	26
Monitoring and Evaluating Performance	28
Appendix: 2005 – 2007 Goals, Objectives, and Action Plans	30
Acknowledgements	53