

STRATEGIC GOAL | Administration

Build effective systems and processes that support accountability and excellence in police service delivery.

OBJECTIVE A1	To develop a comprehensive Facilities Plan that ensures adequate facilities to meet the current and future needs of the Service.		
OUTCOME	The Service will have a Facilities Plan, which addresses current and future needs to better serve the community.		
SPONSOR	Director Business Services		
Action Plan	Measures	Timeline	Lead Accountability
A1.1 Develop a comprehensive Facilities Plan that ensures adequate facilities to meet current and future needs of the Service.			
	Annual report	Q4 2005	Director Business Services
A1.2 Evaluate and proceed with the following expansion projects.			
(a) Regional Support Facility (Whitby Project – Phase II).	Facility completed	Q4 2006	Director Business Services
(b) Construction of the Firearms Training Range.	Facility completed	Q4 2006	Director Business Services
(c) Reorganization and movement of members/equipment from current Headquarters to new Durham Regional Administrative Facilities.	Reorganization completed	Q3 2005	Director Business Services
(d) Reallocating space at the current Headquarters and having better provisions for the Emergency Command Centre.	Facility completed	Q4 2005	Director Business Services Support: Emergency Planning Officer

STRATEGIC GOAL | Administration

OBJECTIVE A2	To develop a comprehensive Equipment Plan to ensure current and future needs are met.		
OUTCOME	The Service will have an Equipment Plan, which ensures that all members have access to well-maintained equipment appropriate to their job function.		
SPONSOR	Director Business Services		
Action Plan	Measures	Timeline	Lead Accountability
A2.1 Eliminate common and persistent members' equipment concerns.			
(a) Develop and publish a members' equipment plan to ensure the purchase, issue, care and maintenance of all equipment is coordinated.	Annual Review	Q1 2005	Manager Fleet/QM
(b) Continue internal survey of members to obtain feedback and suggestions from members on quality of equipment.	Internal member survey	Q2 2007	Manager Corporate Planning

STRATEGIC GOAL | Administration

OBJECTIVE A3	To provide information and communication technology solutions designed to increase efficiency and effectiveness of policing.		
OUTCOME	A new Service-wide computer-aided dispatch and record management system will assist members to provide more efficient and effective service to the public, allowing members better access to the records management systems of other police services.		
SPONSOR	Deputy Chief Administration		
Action Plan	Measures	Timeline	Lead Accountability
A3.1 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.			
(a) Undertake changes to existing hardware to accommodate the new CAD/RMS system.	System implemented	Q3 2005	CAD/RMS Project Management Steering Committee
(b) Develop and deliver detailed training programs based on the new CAD/RMS system to all members of the Service.	Training delivered to all members	Q3 2005	CAD/RMS Implementation Team
A3.2 Publish link to Information Technology (IT) Strategic Plan to identify IT priorities consistent with service needs.			
(a) Undertake changes to existing hardware to accommodate the new CAD/RMS system.	IT Plan published annually	Q1 2005	Manager Information Technology

STRATEGIC GOAL | Administration

OBJECTIVE A4	Manage and evaluate business processes more effectively.		
OUTCOME	A business management system will be put in place that coordinates organizational processes and monitors their success.		
SPONSOR	Business Services Director		
Action Plan	Measures	Timeline	Lead Accountability
A4.1 Identify and develop operational indicators/measures to monitor unit core functions and assess performance.			
	Indicator framework established	Q1 2005	Manager Corporate Planning
A4.2 Develop a business management system to effectively coordinate, track, and communicate the role of committees.			
	System developed and fully implemented	Q3 2005	Manager Corporate Planning
A4.3 Continue to develop and implement a project management system for organizational projects.			
(a) Design a system to ensure that organizational projects follow standard project management practices to ensure effective use of resources.	System developed and fully implemented	Q3 2005	Manager Corporate Planning