



## EXECUTIVE SUMMARY

The 2005 – 2007 Business Plan of the Durham Regional Police Services Board is a road map of strategies and specific initiatives to guide the Police Service in its program and service delivery decisions over the next three years. This Plan is vital to move the Durham Regional Police (DRP) beyond immediate needs and ensures that service delivery continues to be effective, efficient, and responsive to the evolving needs of our citizens.

Wide ranging consultations with Police Service members, community stakeholders and groups, and citizens were held in the Spring of 2004 to seek their views and suggestions on where most police effort should be concentrated over the next three years. Surveys of the public and of police members were also undertaken to guide policing priorities. The strategic goals and initiatives contained in the 2005 – 2007 Business Plan are shaped by this feedback.

With continuing growth and development in Durham Region, increasingly complex criminal investigations, and an ever-changing legislative environment, the demand on resources remains high across all core police functions. We respond to these demands by continuing to ensure our service delivery is in line with community needs and by improving police operations – both critical to excel in our vision as leaders in community safety.

To this end, the strategic goals in the Business Plan are designed to increase community linkages, provide more effective administrative support to police operations, improve the effectiveness and efficiency of front-line operations, and strengthen human resource development. These broad directions are captured in the four strategic goal areas of Communication, Administration, Response, and Employee Support (C.A.R.E.).



## Communication

*Build effective communication methods, strategies, and infrastructure to improve internal and external relationships.*

## Administration

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

## Response

*Create a safer community by maximizing the efficiency and effectiveness of policing operations.*

## Employee Support

*Provide opportunities and services designed to assist members in their personal and professional development.*

The objectives and specific action plans that follow from these strategic goals focus our policing efforts on meeting the most pressing community needs – youth issues, gang activity, and traffic safety – and augment our efforts for crime prevention and assistance to victims.

To support these operational activities, initiatives are outlined that apply business principles in our management of police operations, augment outreach to our community partners, and draw on the skills and abilities of all our members to deliver programs and services.

The DRP is continually challenged to make the best use of its financial and human resources to remain proactive and responsive to competing public safety needs. In addition to day-to-day activities, we have maintained our flexibility to respond to unforeseen events like the August 2003 Blackout, the SARS outbreak, and train derailments. Initiatives in the 2005 – 2007 Business Plan will be achieved by reallocating existing resources and working within budget projections.

The Police Services Board and the Police Service's leadership will carefully monitor the initiatives outlined in the Business Plan to ensure their implementation. Regular updates on the Plan's progress will also be provided to the community through the Police Services Board and through updates to Regional and Municipal Councils.

Taken together, the strategic directions in the 2005 - 2007 Business Plan continue to demonstrate the DRP's leadership in community safety, its commitment to improve the accessibility of police services, and its desire to ensure that it remains a leading-edge employer of choice in the community.