



"One of our strengths is that we recruit high quality people to our Service."

- Comment from DRP member during consultations.

The consultations were well attended by a wide range of individuals and organizations. More than 1,000 comments were collected, grouped, prioritized, and used to gain a first-hand understanding of the priorities and concerns of the Durham community and Police Service members. The information gathered from those who attended consultations and independently submitted written briefs provided the foundation for the 2005 – 2007 Business Plan.

The messages were clear and consistent, reiterating the need to continue to work together to achieve the vision of community safety across Durham Region and address the dominant concerns of traffic enforcement, youth issues, and more police visibility.

SURVEY RESULTS

In addition to consultations, surveys of the Durham Region community and of Police Service members were conducted to gain an understanding of priorities, perceptions, concerns, and needs.

COMMUNITY SURVEY

In June 2004, the DRP conducted its second public opinion survey across Durham Region to identify the public's perceptions and attitudes towards policing, and their satisfaction levels with police services. The results show that the vast majority of Durham Region residents feel safe in their community (93%), and are satisfied with the quality of the police service they receive (89%).

As well, most people feel the police are approachable always or most of the time (83%), fair to people like themselves (82%), and available when needed (76%). These results mirror those conducted during a similar public opinion survey in 2002.

When asked what the top one or two priorities should be for the DRP, the most popular response was "more police patrols/more police presence" at 40%. The next two priorities were youth

crime/gangs/teenagers (19%) followed by traffic safety/speeding (15%). These issues are remarkably consistent with those identified in public consultations.

INTERNAL MEMBERS' SURVEY

The results of the public opinion survey are complemented by responses from a survey of our members held in May 2004. Members were asked about issues relating to their safety, their work environment, service delivery, and training. About two-thirds of our members had no major concerns or felt positively about issues across all of these areas. In fact, to corroborate views on community participation in public safety, 82% of members felt positively or had no major concerns with the community's willingness to provide the police with assistance. Suggestions from members related to work process improvements are addressed through specific initiatives in the Business Plan.

The Plan outlines a continuing commitment to keep the community and our members informed of the Plan's implementation, and to ensure that community participation will be regular and ongoing. The issues and priorities raised in consultations and surveys are addressed through goals, objectives, and action plans identified in the 2005 – 2007 Business Plan.