



B u s i n e s s P l a n n i n g | P r o c e s s

“Citizens are supportive of Police Services and will be supportive of this type of consultative business plan.”

– from a member of a municipal council

The Durham Regional Police (DRP) planning process is a comprehensive exercise supported by research on growth and development trends in key police indicators.

The purpose of such a comprehensive undertaking is to elicit accurate information from a variety of sources. This undertaking begins with a thorough preliminary review of our environment, organization and operations. To identify the issues that challenge our police service, the Corporate Planning and Development Unit of the DRP, has conducted extensive internal and external consultations. These consultations, in addition to our preliminary review, allow us to make informed decisions with information provided directly from both police and community members.

A decision is only as good as the information made available to the people responsible for such decisions. The better the information, the more effective the decision. This business planning process allows the best information to be made available to the decision makers in order to meet the needs of the members of the DRP and the broader community.

A Business Plan Steering Committee, consisting of representatives from all ranks and Community Police Offices within the DRP, gathered the information, made available through the preliminary review, size-up, and consultations, and crafted vision and mission statements, goals, objectives, and action plans that have met with the approval of the Durham Regional Police Services Board.

On January 1, 2002 the DRP Business Plan will be implemented. This implementation will be supported by an infrastructure that will provide for continuous and regular re-evaluation. The re-evaluation will allow us to determine the effectiveness of the business plan in meeting the needs of the community and the police service.



“I commend this process. It’s an excellent framework for discussion, dialogue, and beginning a forward-thinking process.”

– from a civilian member



Community | Consultation Process

Introduction

From June to October 2001, extensive consultations were held with our members, citizens, community organizations, business leaders, educators, and political leaders from across Durham Region in the development of this Business Plan.

In order to ensure that each of the representative groups had an opportunity to speak directly with us, an information package was provided and formalized meetings were scheduled. In addition, a special page was created on the Durham Regional Police website (www.police.durham.on.ca) and media releases were issued advising the community of the consultation process, listing dates of meetings and inviting their participation in the process.

The information gathered has provided a first-hand understanding of the priorities and concerns of the community.

Methodology

Citizens - Representatives of the Business Planning Steering Committee attended Community Days at the Community Police Offices in Ajax-Pickering and Clarington and also attended several community events, including the Orono Fair. Media releases, media interviews, and postings on the Durham Regional Police website were also used in order to invite citizens to share their ideas.

Citizens from all walks of life also came out to the presentations made to the municipal and regional councils, taking advantage of that opportunity to provide input. Issues that required immediate attention were forwarded immediately to the respective Community Offices for follow-up.

Business Leaders, Community Organizations and Groups - Business leaders and members of community organizations were invited to submit a written commentary or to attend one of 16 meetings held in the eight municipalities of Durham Region.

Over 1,000 letters were sent to a wide array of community organizations. Many of these groups took the time to either



write or attend a meeting, providing valuable thoughts regarding police service delivery issues.

Educators - Meetings were held in October with the directors, chairs and executive members of both the public and Catholic school boards. Representatives from both boards praised the consultation effort and pledged to continue their strong partnerships with the police service.

Municipal and Regional Councils - In September presentations were made to all municipal councils. A presentation was also made in September to the Durham Region department heads. Municipal and Regional Council members were also invited to attend the community consultation meetings throughout Durham Region.

In addition, in March 2001, the first in a series of quarterly briefings from the Police Services Board was established with Regional Council. These updates provide not only information on the business planning process, but a regular snapshot of activities within the Service.

Durham Regional Police Members - A crucial component of the consultative process is the involvement of members from all levels of the Service. Through attendance at shift briefings and at scheduled business plan meetings, over 80 per cent of our members were given a first-hand opportunity to provide input. A videotape copy of the Foundations in Business Planning presentation was also produced and made available to all members.