

## C o n s u l t a t i o n   P r o c e s s | (continued)

### F i n d i n g s

*“A Business Plan is an excellent beginning for communication between the residents and the Police.”*  
– from a citizen

In October 2001 an initial review was made of the notes from each of the meetings and all correspondence received to date. This was followed in November by a subsequent review of the notes and any additional correspondence that had been received. Issues, priorities, and concerns were drawn from the comments and recorded. As each set of notes were reviewed, trends and themes began emerging. Based on the entire consultative process, the following principles have been identified and have formed the basis for the development of the goals, objectives and action plans for the current Durham Regional Police Business Plan:

- C o m m u n i c a t i o n
- A d m i n i s t r a t i o n
- R e s p o n s e
- E m p l o y e e   S u p p o r t

The strategic, operational, and administrative priorities of the Durham Regional Police for the 2002-2004 time period will flow from this document.

### N e x t   S t e p s

Community consultation is a key, essential component of the process and will be an ongoing commitment of the organization. Public surveys assist in identifying the public's policing attitudes, perceptions, needs, priorities and satisfaction levels. Therefore, in early 2002, a Public Needs Survey will be conducted. Concurrently, a survey of the members of the Service will also be completed.

Through our consultation process it became evident that it will be necessary to develop a more extensive, and accurate, inventory of businesses, community groups and associations both regionally and by community office. This will assist us in ensuring that information is distributed in a timely fashion, and reaches the correct individuals, at these groups, agencies and associations.

The Durham Regional Police is also committed to developing a process where issues raised through the community consultation process are dealt with expeditiously. Various approaches will be investigated and a series of focus groups established to assist us in understanding the best ways of gathering community opinion.

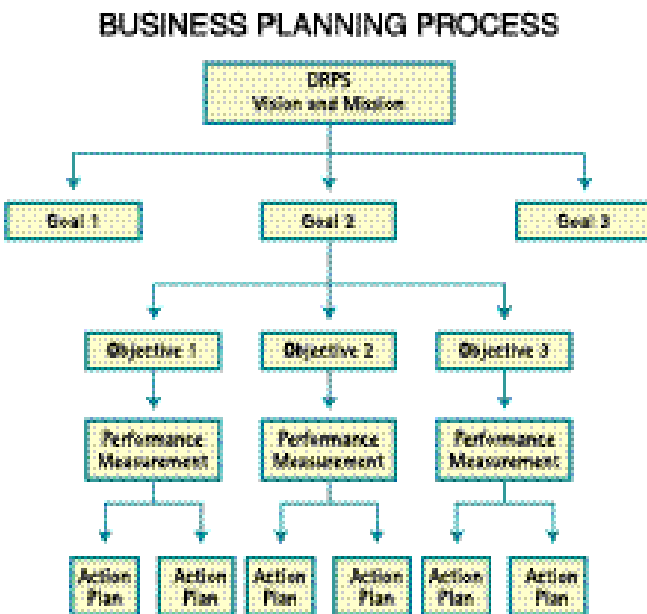
We will continue to plan together as part of the community we police in order to fulfill our mission of ensuring public safety, working with all members of our community, and holding ourselves accountable to improved effectiveness in everything we do.

*“There is a need for the Durham Regional Police to do more outreach with various community groups and organizations, especially diverse cultural groups.”*  
– from a community group representative



## The Business Plan | Goals and Components

As illustrated, the general structure of the Business Plan has goals arising from the vision and mission. In turn, strategic objectives, performance measures and action plans provide the course of action, the assessment tools, and the details of how the goals will be accomplished.



**Goal** - A goal describes a desired outcome. Four goals have been established for the Durham Regional Police 2002–2004 Business Plan. These goals are:

### Communication

Reinforce our communication infrastructure

### Administration

Build effective systems that support excellent police service delivery

### Response

Create a safer community by maximizing the efficiency and effectiveness of police operations

### Employee Support

Optimize the development of our members



**Objective** - Specific, measurable, actionable, and compatible items that provide the identified course of action for attaining a selected goal. An objective has both action plans and a performance measure associated with it.

**Performance Measurement** - An evaluation and assessment tool assigned to a specific objective. The purpose of the performance measurement tool is to provide an indicator to determine if an objective is being met. Performance measures must be reliable and valid.

**Action Plans** - An action plan is a specific undertaking that works towards achieving a specific objective. The action plans developed will provide the tactics from which our police service will strive to attain our goals and objectives. The action plan framework is designed to allow an activity to be broken up into manageable components.

*What?* - What is planned to be done to work towards the objective.

*How?* - How do we plan to carry out the action plan.

*Who?* - Who is responsible for ensuring the action plan is completed? Although the individual(s) listed is ultimately accountable they will assemble a team of people who will assist them in the completion of the action plan.

*When?* - When is the action plan to be completed.

*Cost?* - What is the cost of implementing this action plan.