



Robert G. Boychyn
Chair
Durham Regional Police
Services Board

M e s s a g e | f r o m t h e C h a i r

Dear Citizens of Durham Region:

As you read through the pages of our first ever Business Plan, please keep in mind that although this document was assembled by our employees, it was really written by the citizens of Durham Region.

This very fact is crucial to the ongoing success of the Durham Regional Police. Public participation is essential to the success of any community policing service. Community safety is everybody's responsibility and although the police serve in the "front line," they do their jobs more effectively when citizens involve themselves in the process.

As the civilian body that oversees the Durham Regional Police, the Durham Regional Police Services Board has made a commitment that our citizens must have a prominent voice in how police services are to be delivered. This Business Plan is proof of that commitment.

The 2002-2004 Business Plan captures the ideas and thoughts of thousands of our citizens. This public input, distilled into achievable, realistic objectives and action plans, will serve as a blueprint for the delivery of police services over the next three years. Furthermore, this plan illustrates our leadership approach to community safety.

More than anything else, the 2002-2004 Business Plan has reinforced our belief that the Durham Regional Police is listening to community stakeholders and is doing an excellent job keeping citizens safe.

Yours sincerely,

Robert G. Boychyn, Chair



Kevin McAlpine
Chief of Police

M e s s a g e | f r o m t h e C h i e f

The Durham Regional Police understands that strategic business planning is a significant factor in ensuring our ability to deliver excellent police services to our community. We will establish clear goals, devise strategies and allocate resources to make certain that the goals are achieved.

In these challenging times, we must be absolutely sure that our goals are clear and that they reflect the needs of our citizens. We have to be sure that we maintain our high level of service while responding to the ever-evolving needs of the citizens of Durham Region.

In this our first Business Plan, we have identified our goals and objectives for the Plan period based on comments gleaned directly from our citizens, our community groups, our municipal leaders and our members. We have also identified realistic action plans designed specifically to accomplish these objectives and have created the right measurement tools to ensure that we have, in fact, hit the target.

This Business Plan is our commitment to the citizens of Durham Region that we will continue to keep our community safe through the delivery of excellent police services.

Yours in public safety,

Kevin McAlpine, Chief of Police



Terry Ryan
President
Durham Regional Police
Association

M e s s a g e | f r o m t h e A s s o c i a t i o n

I am pleased to see that the Durham Regional Police has taken on the development of a Business Plan. The idea of a business plan, in my opinion, is long overdue for an organization of this size. This is a step in the right direction for the Service to look towards the future with a plan. The members and the public deserve to know what the police community in the Region of Durham has in store for the upcoming years.

The structure of a business plan provides the framework in which input and ideas are followed to make a plan a success. The key to this whole process is that the appropriate resources be committed in order to get the job done effectively. I congratulate the Business Plan Steering Committee for their hard work in compiling and processing the future plans of the Durham Regional Police.

The members of our Service are the heart and soul of the organization. They are an outstanding group of committed, professional people who daily provide exceptional service to the citizens of Durham Region. The Business Plan will be the roadmap to assist them in ensuring they can continue to be the best police service in the province.

Terry Ryan, President