

The 2002 - 2004
Business Plan
identifies four main
goals, 9 major
objectives, 13 specific
performance measures
and 35 action plans.

E x e c u t i v e S u m m a r y |

The 2002-2004 Business Plan of the Durham Regional Police (DRP) establishes a blueprint that will help guide program and service delivery decisions and it ensures that the citizens of Durham Region will continue to receive a high level of police service.

A culmination of literally thousands of ideas and suggestions from employees, community stakeholders and citizens, the Business Plan identifies a series of achievable targets in the areas of communication, administration, response and employee support.

These targets - the key objectives of the organization - are supported by practical action plans, realistic costing estimates and suitable performance measurements to ensure they will all be met over the next three years.

Municipal police services are rapidly changing, dynamic organizations that must always adapt to community needs while staying within the parameters of strict federal and provincial legislation. In Durham Region, the delivery of excellent police services in a challenging environment has been a long tradition. Some of the challenges facing the Durham Regional Police include consistent population growth, a large geographical jurisdiction and a unique rural/urban mix.

In order to keep police services in step with community needs and priorities, it is essential that a regular public consultative process be ingrained in the policing culture. Through the establishment of this Business Plan, the Durham Regional Police Services Board and the DRP have embraced the concept of regular public consultation as an essential component of doing business. We must plan together for a safer community.

However, talking to people and coming up with a response plan is only half the battle. A series of mechanisms must also be established to closely monitor our progress to ensure accountability and achievement of intended results. This Business Plan will be evaluated, at a minimum, on a quarterly basis and annually on a more comprehensive basis.

We strongly believe that this Business Plan is not a static document, but rather a living document that will constantly be evaluated, fine-tuned and reviewed. It will enable us to listen more frequently to the citizens we serve, to share information more quickly with our stakeholders and improve our ability to communicate internally and externally.

The Business Plan does much more than satisfy the provincial Adequacy Standard Regulation. It provides clear and concise steps that will improve the Service immediately and make it even more responsive in the future.

“The mindset of policing has changed. Businesses are successful because of using these types of plans. We need to be doing the same.”
– from a police officer



Environmental Scan | Durham Region Analysis

Durham Region is located directly east of the City of Toronto and is one of five large municipal jurisdictions that comprise the Greater Toronto Area (GTA), Canada's largest urban center.

Covering a vast 2,463 square kilometers (1,000 sq. miles), Durham Region is the largest geographical jurisdiction in the GTA, stretching from Lake Ontario in the south to Lake Simcoe in the north.

There are eight member municipalities in Durham Region: the Town of Ajax, the Township of Brock, the Municipality of Clarington, the City of Oshawa, the City of Pickering, the Township of Scugog, the Township of Uxbridge and the Town of Whitby.

The landscape features significant portions of the Oak Ridges Moraine, a ridge of sand and gravel that crests across the middle of the Region in an east-west direction. Durham Region is also known for its rolling farm fields, streams, horse farms and forests.

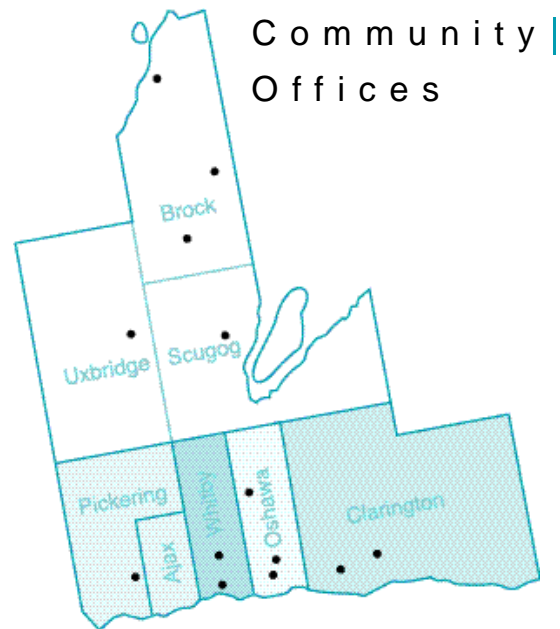
Durham Region is ideally situated for continued growth and prosperity due to an educated workforce, an outstanding educational system and easy access to national and international markets via the Trans Canada Highway, Highways 401 and 407, the St. Lawrence Seaway, nearby Pearson International Airport, and the Oshawa Airport.

Demographics

The population of Durham Region was 531,000 in May of 2001. A majority of Durham Region residents – 90 per cent – live in the five southern municipalities.

Durham Region citizens are both younger and wealthier than their provincial counterparts.

According to 1996 Statistics Canada figures, 31 per cent of Durham's population is 19 years of age or younger, compared with 27 per cent provincially. Only 9 per cent of Durham's population is 65 years old or older, compared with 12 per cent for the provincial average.



Durham Regional Police operate five major community offices and several satellite facilities to serve the people of Durham Region.

The average household income in Durham Region in 2000 was estimated to be \$68,507, higher than the GTA average (\$66,146) and the Toronto average (\$58,158). The estimated 2000 income per capita is \$23,450, compared to \$23,404 in the GTA and \$22,185 for Toronto.

Growth

Durham Region continues to experience steady growth, with the population increasing at an annual rate of 2.3 per cent between 1996 and 2001. The population has been estimated at 567,000 by 2004 and 760,000 by the year 2011.

Over the past five years, the Region has experienced an average annual assessment growth increase of 1.8 per cent. Growth is taking place across the Region, particularly in the southern municipalities. Although most construction is taking place in the residential sector, there have been impressive increases in the non-residential sector over the past few years.