

2009-2011 Business Plan

Port Hope Police Service

“The Port Hope Police Service (PHPS) shall provide high quality, ethical policing services, with transparency, professionalism and accountability in order that the citizens of Port Hope feel safe in their homes and community.”

Message from the Board

On behalf of the Police Services Board for the Municipality of Port Hope, I am pleased to present the 2009-2011 Business Plan for the Port Hope Police Service. While this plan follows the Framework for Business Planning laid out by the Ministry of Community Safety and Correctional Services, the content of the plan was developed by the members of the Police Services Board in concert with the Chief of the Port Hope Police Service. It literally represents months of work and demonstrates this Board's ongoing commitment to meeting its responsibility under the Police Services Act.

But a plan is only as good as its implementation. It is the officers and staff of the Port Hope Police Service who will be responsible for its success. The Board presents the 2009-2011 Business Plan, with every confidence that the men and women of the PHPS will deliver a level of service that will meet and often exceed its objectives.

The Board also acknowledges the important role that its community partners play in making community policing a reality in the Municipality of Port Hope.

Working together we can accomplish our ultimate goal, that of ensuring that the citizens of Port Hope continue to feel safe in their homes and community.

It should also be said that the intent of this document is not to suggest cost saving opportunities but rather to identify performance indicators that can be compared against prior years and/or other police agencies and may drive process changes that result in cost savings in the future.

-David Houston, Chair

Message from the Chief

The Port Hope Police Service has a distinguished history of providing effective and efficient service to the community. Our success is a direct result of the dedication of our members and the active support of our many community partners. Our quality of life is significantly dependent on our shared responsibility in this regard.

To meet this challenge in an ever changing world the 2009-2011 Business Plan provides direction for the Service and standards by which our community efforts will be measured.

As Chief of Police, I am committed to ensuring that all our members are equipped, trained and prepared for their mission: to be always deserving of your trust by providing professional, unbiased and effective police services.

-Emory Gilbert, Chief of Police

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1. Priorities for 2009-2011

The Core Business of Policing ...and other Functions

The core businesses of the Port Hope Police Service are:

- crime prevention & education
- communications & dispatch (for police)
- emergency response
- investigation
- victim assistance
- law enforcement
- counter-terrorism

Communications & dispatch for external agencies (fire, ambulance), the Screening Program and the Parking Authority all continue to be functions provided by the Police Service but none are defined as core businesses.

Strategic Priorities for 2009 - 2011:

1. to maintain efficient and effective policing operations
2. to demonstrate a commitment to best practices, through Policy development, planning and performance measurement
3. to build and maintain working relationships/partnerships with community, municipal agencies, other police services, and crown attorneys, through communication
4. to provide strategic investment in information technology and facilities, through resource planning
5. to promote professionalism, accountability, and transparency through training

2. Consultation Plan

Stake-Holder Group	Specific Stakeholders	Consultat'n Focus	Consultat'n Method	Timing
1. Municipal Council		Input on Business Plan	Annual Meeting, presenting Business Plan (BP) and Annual Report, and soliciting input	May /June
2. School Boards	Kawartha Pine Ridge District Bd. of Ed.	Input on Business Plan	Mail-out of letters, attaching Business Plan (BP) and Annual Report, soliciting input	Mail-out in May Input due in June
	Peterborough Victoria Northumberland Clarington Catholic District School Board			
	Trinity College School			
	School Principals			
3. Community Orgs./ Groups	Ruth Clarke Seniors Activity Centre	Input on Business Plan	Annual Meeting presenting Business Plan (BP) and Annual Report, and soliciting input	May/June of each year
	Northumberland Big Sisters/ Big Brothers			
	Northumberland Children's Aid Society			
	Northumberland Respite Services			
	Northumberland Services for Women			
	Kinark Child & Family Services			
	Rebound Youth Services			
	Youth Advisory Cttee			
	Parks & Recreation Cttee			
	Haliburton Kawartha Pine Ridge District Health Unit			
Haliburton				

Stake-Holder Group	Specific Stakeholders	Consultat'n Focus	Consultat'n Method	Timing
	Northumberland Victoria Access Centre			
	Northumberland Child Dev't Centre			
	Community Care			
	Children's Case Coordination Services for Northumberland County			
	Port Hope Community Awareness & Emergency Response (CAER) Group			
	Peterborough/ Kawartha Victim Crisis Assistance & Referral Service (VCARS)			
4. Businesses	Heritage Business Improvement Association	Input on Business Plan	Mail-out of letters, attaching Business Plan (BP) and Annual Report, soliciting input	Mail-out in May
	Chamber of Commerce			Input due in June
5. Port Hope Police Service (PHPS)	Command staff Other officers	<ul style="list-style-type: none"> ▪ Crime highlights ▪ Crime prevention initiatives ▪ Crime trends ▪ Policing trends ▪ Public disorder trends ▪ Other policing or public security matters 	Annual Meeting	May
	Civilian staff			

Stake-Holder Group	Specific Stakeholders	Consultat'n Focus	Consultat'n Method	Timing
6. Victims of Crime/ Circumstance	Seniors groups · Ruth Clarke Seniors Activity Centre	Satisfaction with policing services	Annual Meeting	May/June
	Victims of family violence	Police Response to Victims of Family Violence	Surveys possibly delivered through Victim Service groups	Year 1 of business cycle
7. Public	Every household in Port Hope	Satisfaction with policing services	Survey distributed through mail with drop-off at Town Hall & Police Headquarters	Year 2 of business cycle

3. Performance Objectives & Indicators

(See Appendix A for Port Hope Police Services Statistics 2006 -2008)

3.1 Efficient & Effective Policing

3.1.1 Community-based Crime Prevention

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To increase school based crime prevention programming, targeting mischief; damage and theft concerns	To reduce the number of school-related occurrences by 5%	# of hours spent in community service # of Community Policing Volunteer Committee (CPVC) hours # of school-related occurrences
Increased consultation with seniors re safety issues	Increased # of presentations to seniors re safety issues , with target of 27	# of presentations to seniors groups

3.1.2 Community Patrol

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To enhance visibility of patrol officers in community	Require patrol officers to spend 70% of their duty time on patrol	# of hours of duty time spent by patrol officers on foot/bike/cruiser # of patrol hours

3.1.3 Criminal Investigation Services

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To reduce drug-related crime by increasing enforcement	To decrease drug-related crimes by 5% To increase enforcement by 5%	# of drug-related occurrences # of charges laid # of officer hours involved in drug-related enforcement

3.1.4 Emergency Calls for Service

Qualitative Objectives	Quantitative Objectives	Performance Indicators
to respond promptly to any and all citizen calls for service	To respond to 100% of calls for service within appropriate time	<ul style="list-style-type: none"> • Total # of calls for service • # of level 1 , level 2, level 3 calls for service • #of level 1* calls • #of level 2* calls • #of level 3* calls • #of level 4* calls

*for definitions of level 1, level 2, level 3, level 4 calls, see Appendix B

3.1.5 Property Crime

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To provide an effective police response to property crime	To reduce the # of property crimes by 5% To increase clearance rate for property crime by 5%	# of crimes against property # of charges laid % of property crimes cleared

3.1.6 Violent Crime

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To ensure compliance with provincial mandates on charges laid in incidents of domestic violence (DV)	To maintain compliance at 100% To increase violent crime clearance rate by 5%	# of reported incidents of domestic violence # of charges laid in cases of domestic violence # of reported incidents of violent crime * #of violent crimes cleared

***Note:** Increased stats on domestic violence may in part be due to increased reporting, due to increased awareness of domestic violence as a crime and to increased enforcement.

3.1.7 Youth Crime

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To decrease the # of young people involved in criminal activity	To reduce the # of criminal incidents involving young persons by 5%	# of charges laid against youth # of youth diverted to community programs (i.e. Rebound) # of youth crime cleared

3.1.8 Road Safety

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To improve road safety in the community	To increase the level of enforcement by 5%	# of charges laid for careless driving, speeding & intersection offences # of motor vehicle collisions # of hours in RIDE checks # of drunk driving charges

3.1.9 Victim Assistance

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To contain /reduce impact on victims of crime	To increase police referral rate to victim services by 5%	# of DV offenders who have been previously charged with a DV charge in the preceding 12 months *
		# of victims of crime utilizing victim services

***Note:** Increased stats on domestic violence may in part be due to increased reporting of the crime.

4 Performance Measurement

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To improve accountability through performance measurement	To identify, a minimum of one qualitative objective , one quantitative objective and one performance indicator for each of the eight functions set out in the Adequacy Standards	Qualitative and quantitative objectives, & performance indicators for: -provision of criminal investigation services, -crime prevention, -community patrol -community satisfaction -emergency calls for service -violent crime -property crime -youth crime - assistance to victims -road safety

3.3 Partnership Building

3.3.1 Community Satisfaction

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To increase the overall level of satisfaction with the police service in the community	To increase the number of persons surveyed every second year who report being satisfied (or very satisfied) with the police by 5% (see Consultation Plan #7) To decrease the # of complaints by 5%	# of persons reporting being satisfied (or very satisfied) with the police service # of substantiated complaints laid against members of the police service*

***Note:** The # of complaints in this business planning period may be affected by the introduction of the new independent police review process.

3.3.2 Partnership Building

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To continue liaison with Northumberland Services for Women	Maintain 100% police referral of victims to VCARS and/or Northumberland Services for Women, as appropriate Increase the ratio of meetings attended/ meetings held by 5%	# of referrals to Northumberland Services for Women, VCARS, VWAP, SupportLink # of meetings on DV issues attended / total mtgs held # of officers trained in DV

3.4 Supplementary Services

3.4.1 Parking

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To increase compliance with the parking by-law	To reduce the # of parking violations by 5% To reduce the # of disabled violations	# of parking violations

3.4.2 Communications

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To answer all emergency calls	To answer 100% of calls % of coverage (202 hours =100% coverage)	# of dispatch hours

3.4.3 Screening & Freedom of Information (FOI)

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To provide criminal background checks for volunteer agencies, employers and other organizations in a timely and efficient manner	% of background checks returned within three days # of background checks per staff hour	# of hours needed to provide background checks # of background checks # of staff hours

3.5 Training/ Awareness Education

Qualitative Objectives	Quantitative Objectives	Performance Indicators
To enhance awareness of domestic violence issues by providing training to all staff by Northumberland Services for Women and VCARS.	To ensure that each officer completes the victim services training	# of hours of victim services training completed ,on average, by each officer

4. Communications & Information Technology Plan

4.1 PHPS Communications & Information Technology Review

Westin Engineering Inc. was contracted in January 2009 to review and summarize the communications equipment and systems used by the PHPS:

- for compliance to applicable legislation and requirements;
- for effectiveness and efficiency and to compare to appropriate best practices; and
- to better understand the capital and operating costs that may be occurring currently and may be reasonably anticipated in the upcoming years.

Study Requirements

1. Document all current police service voice radio and telecommunication communication equipment and related systems, hardware, software, stock and infrastructure (hereafter referred to as “equipment and system”).
2. Identify whether the current equipment and system and associated personnel support complies with the relevant Police Service Act, Adequacy Regulations and other applicable policies and best practices and why, and if not, identify the necessary improvements required and the projects costs.
3. Summarize the capital, operating and maintenance costs associated with the current equipment and system and identify recent cost trends (e.g. last 5 years) and likely projected costs for the next 1 - 5 years and 5 – 10 years.

4. Provide adequate details for the information technology plan sufficient for the PHPSB Business Plan including:
 - a. An evaluation of the current PHPS information technology hardware, software and training needs including its capacity to electronically share information with other agencies, organizations and community groups;
 - b. A review of key business processes, practices and related technology to identify possible changes that may reduce the administrative workload of front line officers; and
 - c. The identification of needs and means to address technology acquisition, updates, replacement and training
5. Identify if there are other cost effective and efficient services, equipment and systems (and other options) that may be reasonably available and affordable (i.e. including compliance with the Police Services Act, Adequacy Regulations and other applicable polices and best practices) and summarize the associated capital, operating and maintenance benefits of the equipment and systems.

4.2 PHPS Communications & IT Review (CITR) Final Report

The CITR Final Report, dated October 27, 2009 was submitted to the Port Hope Police Services Board by Westin Engineering, Inc. The Board approved the plan contained in the report and directed staff to incorporate the resources required to implement the recommendations of the report into its Business Plan. The Capital & Operating Budgets contained in Appendix D, include the implementation costs of \$252,021 for 2010 and \$272,846 for 2011.

5. Resource Planning

WORKLOAD ASSESSMENT & SERVICE DELIVERY EVALUATION PLAN

Mandatory Areas	Workload Assessments	Service Delivery Evaluations
Crime Prevention Law Enforcement <ul style="list-style-type: none"> • Community Patrol • Communications & Dispatch • Crime Analysis • Criminal Intelligence • Criminal Investigation & Investigative Support Victim Assistance Public Order Maintenance Emergency Response Services <ul style="list-style-type: none"> • Major Incident Commanders 	Year 2	Year 1
<ul style="list-style-type: none"> • Tactical Unit • Hostage Rescue Unit • Crisis Negotiators • Police Explosive Forced Entry Tech'ns. • Explosive Disposal Tech'ns. 	Services provided through Shared Service Agreements with other Police Agencies (see Appendix E)	

6. Police Facilities Plan

6.1 PHPS Facilities Review

Rebanks, Pepper, Littlewood Architects Inc. was contracted in March 2009 to study and summarize:

- the existing PHPS facility for compliance to applicable legislation and requirements; and
- the estimated cost of bringing the current PHPS facility into compliance with applicable legislation.

Study Requirements

1. Review the background documents including:
 - The MCSCS Report on the Inspection of the Port Hope Police
 - The 2006 Port Hope Police Headquarters Building Expansion Study
 - The Facilities Review done as part of the County Policing Study
 - The Municipal Review
 - Municipal Official Plan Growth Projections
2. Document the current police service facilities.
3. Identify whether the current facilities are compliant with the Police Service Act, Adequacy Regulations and any other relevant legislation and why, and if not, identify the necessary improvements required and the estimated costs of making such improvements.
4. Using available projected growth information from the municipality and consequent estimated growth in the PHPS, identify anticipated additional facility requirements for the next 1-5 years, 5-10 years and 10-20 years.
5. Summarize the capital, operating and maintenance costs associated with the current facilities. Using recent cost trends (e.g. last 5 years) and projected growth of police service, identify the likely projected costs for the next 1 - 5 years and 5 - 10 years and 10 - 20 years.
6. Provide adequate details for the facilities plan sufficient for the PHPS Business Plan including:
whether:
 - a) all police facilities:
 - i) meet or exceed provincial building and fire codes;
 - ii) have sufficient space for the efficient organization of offices and equipment;
 - iii) be adequately heated, ventilated, illuminated and, where appropriate and practical, air conditioned, when in use;
 - iv) have lockers, separate change area, if members are required to change at the workplace, and washroom facilities, and where appropriate and practical, shower facilities; and
 - v) have appropriate security measures and communications;
 - b) members of the police service have available:

- i) appropriate and secure working, records and equipment storage space; and
 - ii) separate or private areas for interviewing purposes; and
 - c) the police service's lock-up facilities meet the following requirements:
 - i) the minimum cell size is 7' x 4'6" x 7' high;
 - ii) fire extinguishers are secure and readily available in the lock-up area, but out of reach of the person in custody;
 - iii) smoke and heat detectors are installed in the lock-up area;
 - iv) toilet facilities are provided in each lock-up;
 - v) no unsafe conditions exist, including means of attaching ligatures;
 - vi) first aid equipment, including airway devices for mouth to mouth resuscitation, are readily available;
 - vii) lock-ups are separate from public view;
 - viii) confidential interviews with legal counsel can be accommodated;
 - ix) a proper area for prisoner processing is provided;
 - x) cell keys are in a secure location and master or duplicate keys are readily available;
 - xi) the area where prisoners are processed and/or searched is well illuminated, secure and has no hazardous conditions present;
 - xii) compliant with the police service's policy and procedures with respect to communicable diseases; and
 - xiii) a means of constantly communicating with the main desk area and/or the communications centre is available.
7. Identify if there are other cost effective and efficient options that may be reasonably available and affordable (while maintaining compliance with the Police Services Act, Adequacy Regulations and other legislation) and summarize the associated capital, operating and maintenance benefits of each of these options.

6.2 Final Report on the PHPS Facilities Review

The Final Report on the PHPS Facilities Review, dated October 28, 2009 was submitted to the Port Hope Police Services Board by Rebanks, Pepper, Littlewood Architects Inc. The Board approved the plan contained in the report and directed staff to incorporate the resources required to implement the recommendations of the report into its Business Plan. The Capital & Operating Budgets contained in Appendix D, include the implementation costs of \$199,800 for 2010 and \$1,258,925 for 2011.

7. Budget Forecast

See Appendix D for Financial History (2006 – 2008)

Description	Category	2009	2010	2011
Policing	TOTAL	\$3,329,857	\$3,402,462	\$3,538,560
Facilities	TOTAL	-	\$199,800	\$1,258,925
Communications	TOTAL	\$563,642	\$838,209	\$882,481
Screening	TOTAL (to Reserves)	(\$339,950)	(\$353,548)	(\$367,690)
Parking Authority	TOTAL (to Reserves)	(\$31,000)	(\$32,240)	\$33,530)
PSB	TOTAL	\$68,300	\$70,500	\$71,910
CPVC	TOTAL	\$2,500	\$2,500	\$2,500
Reserve Contributions	TOTAL	\$370,950	\$385,788	\$401,220
Reserve Expenditures	TOTAL	\$372,300	\$839,013	\$1,934,451

2006-2008 PHPS STATISTICS

3.1 Efficient & Effective Policing

3.1.1 Community-based Crime Prevention

#	2006	2007	2008
# of hours spent in community service	1050	991	1202
# of CPVC volunteer hours	1453 (estimated)	1696 (estimated)	1823
# of school-related occurrences	82	93	117
# of presentations to seniors groups	Not available (n/a)	n/a	25

3.1.2 Community Patrol

#	2006	2007	2008
# of hours of duty time spent by patrol officers on foot/bike	447	383	600
# of patrol hours (including foot, bike, cruiser)	will begin collecting in 2009		

3.1.3 Criminal Investigation Services

#	2006	2007	2008
# of hours of paid court time	2782	2740	2558*

*in 2008 the court officer position was civilianized and the hours dropped from 2080 hours per year as a police officer to 1820 hours per year as a civilian position, which explains the reduction in court time on 2008

3.1.4 Emergency Calls for Service

#	2006	2007	2008
level 1 calls for service	823	873	805
level 2 calls for service	1424	1414	1445
level 3 calls for service	219	170	202
total level 1, level 2 and level 3 calls for service	2466	2457	2452
level 4 calls for service	2637	2304	2284
total calls for service	5103	4761	4736

3.1.5 Property Crime

# / %	2006	2007	2008
# of crimes against property	485	364	336
# of charges laid	358	563	444
% of property crimes cleared	20%	22.9%	26.4%

3.1.6 Violent Crime

# / %	2006	2007	2008
total reported incidents of violent crime	82	63	83
reported incidents of domestic violence	58	78	57
% of violent crimes cleared	95.7%	90.6%	100%

3.1.7 Youth Crime

# / %	2006	2007	2008
# of charges laid against youth	115	97	105
# of youth diverted to community programs (i.e. Rebound)	39	51	56
% of youth crime cleared	100%	100%	100%

3.1.8 Road Safety

# / %	2006	2007	2008
# of charges laid for careless driving, speeding & intersection offences	891	866	1113

3.1.9 Victim Assistance

#	2006	2007	2008
# of DV offenders who have been preciously charged with a DV offence in the preceding 12 months	Will begin collecting in 2009		
# of victims utilizing victim services	4	22	23

3.1.10 Drug –Related Occurrences

#	2006	2007	2008
# of drug-related occurrences	47	39	44
# of charges laid	58	71	73
# of officer hours involved in drug-related enforcement	2080	2080	2773

3.2 Performance Measurement

– the indicators provided in all other sections relate to this priority

3.3 Partnership Building

3.3.1 Community Satisfaction

#	2006	2007	2008
# of persons reporting being satisfied (or very satisfied) with the police service	Will begin collecting in 2009		
# of citizen complaints laid against members of the police service	1	5	1

3.3.2 Partnership Building

#	2006	2007	2008
# of referrals to Northumberland Women's Shelter	0	7	8
# of meetings on domestic violence issues attended	8/10	7/10	7/10

3.4. Functions

3.4.1 Parking

#	2006	2007	2008
# of parking violations	3245	4165	3246

3.4.2 Communications

#	2006	2007	2008
# of dispatch hours	12,839	12,564	12,380

3.4.3 Screening & Freedom of Information (FOI)

#	2006	2007	2008
# of background checks per hour	8.6	8.5	5.3
# of background checks	56,738	66,638	40,905
# of staff hours	6568	7857	7774

3.5 Training/ Awareness Education

#	2006	2007	2008
# of hours of victim service training completed, on average, by each officer	1-2 hours per officer per year	8 hours per officer per year	8 hours per officer per year

APPENDIX B

Definitions/Abbreviations:

1. PHPSB – Port Hope Police Services Board
2. PHPS – Port Hope Police Service
3. BP – Business Plan
4. n/a – for the purposes of this document n/a stands for not available
5. Level 1 Call for Service – requires immediate response (crime in progress, perpetrator at the scene)
6. Level 2 Call for Service – requires immediate response (serious offence, perpetrator has left the scene)
7. Level 3 Call for Service – requires high level of investigation but does not require emergency response (serious offence, reported after the fact)
8. Level 4 Call for Service – response based on officer availability – (minor offence, not in progress)
9. VCARS – Victim Crisis Assistance & Referral Service –provides confidential immediate emotional and practical support/assistance to victims of crime, tragic circumstance, disaster 24 hours/day, 7 days per week by trained, accredited volunteers who respond at request of police or fire services on consent of victim; referrals to community agencies; court support; telephone support.
10. Shared Services Agreements – Under Section 21 (2) of the Police Services Act, a police services “board can enter into an agreement to provide any of the emergency response services through another police force” (See Appendix E)
11. Provincial Services - those investigative services provided by the Ontario provincial Police as provincial resources, pursuant to Section 19 of the Police Services Act i.e. Emergency Air Services, Provincial Auto Theft Team, Provincial Weapons Enforcement unit, Ontario Illegal Gaming Enforcement Unit

Approved by:
PSB Resolution # 137/08 (November 13th, 2008)
Municipal Bylaw #120/2008 (December 2nd, 2008)

APPENDIX C

Communications Protocol between PHPSB & the Municipality of Port Hope

The PHPSB Administrator will act as a liaison between the Board and the Municipality as it relates to administration and management within the Board office. The Administrator will receive all inquires in relation to the Board and provide to the Municipality all decisions of the board. The minutes of the regular monthly PHPSB meetings once approved will be forwarded to the Municipal Clerk to be referred to the Protection to Persons and Property Committee of the Whole meeting for information purposes.

BUSINESS PLAN

The PHPSB Business Plan will be updated every three years and will be annually reviewed through the Port Hope Police Service Annual Report.

The PHPSB will present annual updates in regard to the Business Plan each September as a delegation to Council at a Committee of the Whole meeting.

At a minimum of every three years PHPSB will present the Draft Business Plan for comments as a delegation to Council at a Committee of the Whole meeting in September of the year in which the Plan is to be updated. The PHPSB would request that the Municipality post the Draft Business Plan on its web site for comments for a period of not less than one month and that the Draft Plan come back to a Protection to Persons and Property Committee Meeting and that any public comments and comments of Council and/or municipal staff be forwarded to the PHPSB no later than December 31st.

The PHPSB will complete the Business Plan no later than January 31st at which time the PHPSB Administrator will provide a copy to the Municipality to be forwarded to the PP&P committee and request that the Business Plan be posted on the Municipal Web site by February 28th.

ANNUAL REPORTS

The PHPSB will present its annual report(s) for the Port Hope Police Service and the OPP to the Municipality as a delegation to Council at a Committee of the Whole meeting each April.

Please note that Appendix D – Financial History (2006 – 2008) appears as a separate document on this website

APPENDIX E

PHPSB Shared Service Agreements for EMERGENCY RESPONSE SERVICES

Policy #	Services	Included in existing contracts with		Currently Under Negotiation	In-House Provision
		OPP	Durham	CPS	
ER - 001	Preliminary Perimeter Control & Containment	X		x	
ER - 002	Tactical Units	X	x		
ER - 003	Hostage Rescue Teams	X	x		
ER - 004	Major Incident Command	X	x		
ER - 005	Crisis Negotiation	X	x		
ER - 006	Explosives	x	x		
ER - 007	Ground Search for Lost or Missing Persons	x		x	
ER - 008	Emergency Plan				PHPS
ER - 009	Underwater Search & Recovery Units	x			
ER - 010	Canine Units	x	x		
	Collision Reconstruction Program	x			
	Forensic Identification Program	x			
	Electronic Interception Program	x	x		
	Surveillance-Physical, Video, Photo	x			
	Air Support Unit	x	x		
	Technical MV Collision Investigation	x	x		

PROVINCIAL SERVICES

The O.P.P. provides the following investigative services as provincial resources pursuant to Section 19 of the Police Services Act:

Provincial Weapons Enforcement Unit* - investigates importation and trafficking of illicit firearms/explosives.

Ontario Illegal Gaming Enforcement Unit – investigates illegal gaming across Ontario in partnership with a variety of police agencies and investigates all illegal gaming pertaining to Part VII of the Criminal Code within the Province of Ontario, with an emphasis on organized crime.

Provincial Auto Theft Team* - provides expert identification of vehicles and their component parts, investigates large scale, organized thefts of motor vehicles and construction equipment. This team is the lead agency in Ontario.

Provincial Special Squad* - is a joint police services unit comprised of intelligence officers of the OPP, Metro Toronto Police Force, Peel Regional Police and the RCMP. This Unit investigates the movement of organized crime members, suspected criminals and missing persons travelling on various airlines and coming in contact with related agencies such as Canadian and US Customs and Immigration, Ministry of Transport, rental car agencies, etc.

Provincial Level Drug Enforcement* - investigation of importation and trafficking that is almost without exception, multi-jurisdictional. The section initiates the majority of proceeds of crime investigations in Ontario.

Anti-Rackets Investigation* - investigates/case manages enterprise crime, including frauds and municipal and judicial corruption involving secret commissions.

Behavioural Sciences Services* – investigative support of a psychological and behavioural nature, specifically Criminal Investigative Analysis, Threat Assessment, and Violent Crime Linkage Analysis.

Project “P” – deals with the manufacture, sale and distribution of obscene material within Ontario and also investigates the communication of statements which willfully promote hatred towards a person of an identifiable group.

Emergency Based Air Services – to assist in emergent search and rescue initiatives and to provide support and assistance to specialized police units during crimes in progress or emergent situations.

Chief Firearms Office - The Chief Provincial Firearms Officer represents the Solicitor General in all firearms matters and administers Canada's gun control program in Ontario.

Private Investigators and Security Guards Section – administers and enforces provisions of the Private Investigators and Security Guards Act, licenses, regulates and investigates the activities of private investigation and security guard agencies and licensed individuals, and conducts quasi-judicial hearings throughout the province to determine eligibility for licensing.

**OPP services focused on multi-jurisdictional, organized, high level or complex crimes only*

APPENDIX F

Community Satisfaction Survey 2010

YOUR THOUGHTS ON CRIME

1. Do you feel safe....

in your home?	Yes	No
in your neighbourhood?	Yes	No
in public buildings?	Yes	No
in rural areas?	Yes	No
at the waterfront?	Yes	No
in the downtown areas?	Yes	No
while driving in Port Hope?	Yes	No
in local parks?	Yes	No

2. To what type of crime do you feel most vulnerable?
 - Impaired Driving Violations
 - Vandalism
 - Break & Enter
 - Vehicle Theft
 - Robbery
 - Other Theft
 - Telephone Scams
 - Assault
 - Sexual Assault
 - Domestic Violence
 - Bullying

3. In the past year, do you feel that the crime rate has:

	In your neighbourhood?	In the municipality?
Increased		
Decreased		
No change		
Uncertain		

YOUR PRIORITIES

4. Using the following scale, please indicate the level of importance you believe the Port Hope Police Services (PHPS) should place on each of the following:

1-very important 2-important 3-less important
 4- of little importance 5-no opinion

- Responding to emergencies 1 2 3 4 5
- Responding to quality of life issues (barking dogs, noise complaints, problems with neighbours) 1 2 3 4 5
- Providing crime prevention information 1 2 3 4 5
- Informing the public about crime 1 2 3 4 5
- Traffic enforcement & road safety 1 2 3 4 5
- Conducting criminal investigations 1 2 3 4 5
- Visibility of police in your neighbourhood 1 2 3 4 5
- Assistance to victims 1 2 3 4 5
- Drinking & driving 1 2 3 4 5
- Illicit drugs 1 2 3 4 5
- Youth crime 1 2 3 4 5
- Property crime-theft, B&E, vandalism 1 2 3 4 5
- Violent crime – domestic violence, sexual and/or physical assault 1 2 3 4 5
- Internet & technological crime 1 2 3 4 5
- Crimes against seniors 1 2 3 4 5
- Visible minority relations 1 2 3 4 5

5. Using the following scale, please indicate what value to the community you place on the following program:

- CrimeStoppers 1 2 3 4 5
- V.I.P. Program (Values, Influences & Peers) 1 2 3 4 5
- School Liaison 1 2 3 4 5
- Bicycle Patrol 1 2 3 4 5
- Foot Patrols 1 2 3 4 5
- Traffic Education 1 2 3 4 5
- R.I.D.E. 1 2 3 4 5
- Drug Investigations 1 2 3 4 5
- Crime Prevention 1 2 3 4 5
- Victim Services 1 2 3 4 5
- Local Community Policing Cttees. 1 2 3 4 5
- Directed Traffic Enforcement 1 2 3 4 5
- PHPS Website 1 2 3 4 5

YOUR ASSESSMENT OF PHPS' SERVICES

6. Please indicate what type of contact, if any, you may have had with a member of the PHPS, in the past 12 months:
- No contact
 - Request for help / assistance
 - Victim of a crime

9. How often do you see police officers in your neighbourhood?

- Never
- Rarely
- Occasionally
- Often
- Most of the time

10. How well does the PHPS exhibit the following?

	1- very good	2- good	3-average	4-poor	
		5-very poor	6-no opinion		
· Fairness	1	2	3	4	5 6
· Courtesy	1	2	3	4	5 6
· Honesty	1	2	3	4	5 6
· Well-groomed	1	2	3	4	5 6
· Neat uniform	1	2	3	4	5 6
· Knowledge of the job	1	2	3	4	5 6
· Concern for the public	1	2	3	4	5 6
· Professionalism	1	2	3	4	5 6
· Approachability	1	2	3	4	5 6
· Visibility	1	2	3	4	5 6

11. What impression do you have of the PHPS, based on the local newspaper coverage?

- Very positive
- Positive
- Somewhat positive
- Not positive at all

12. In your opinion, what should the top three priorities be for the PHPS over the next three years?

i) _____

—

ii) _____

—

iii) _____

ABOUT YOURSELF

13. Please tell us about yourself:

- Male
- Female

14. Age:

- 12-17
- 18-30
- 31-49
- 50-64
- over 65

15. Do you have any children under the age of 18?

- Yes
- No

16. Are you a....

- Resident of urban Port Hope?
How long _____?

Do you have any recommendations for service improvements, comments, or suggestions for the PHPS?

PLEASE RETURN YOUR COMPLETED QUESTIONNAIRE TO THE PORT HOPE TOWN HALL.

The information collected herein will be used by the Port Hope Police Services Board (PHPSB) in the development of its three-year business plan.

The PHPSB wishes to acknowledge and thank the Haldimand Police Services Board whose 2004 questionnaire served as a prototype for the creation of this document.

For further information on this survey or the Port Hope Police Services Board, please contact:

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