

HALTON REGIONAL POLICE SERVICES BOARD

ADEQUACY STANDARDS POLICY DOCUMENT

Policy No & Subject.:	B-AI-001 - Business Planning
Date Approved:	November 23, 2000
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Reporting Requirement:	Annually (see Policy No. B-AI-011)
Revision Dates:	
Service Directive Linkage:	EXE-020 Business Planning

1. **Business Planning (pursuant to O. Reg. 3/99 and PSM Guideline No. AI-001)**

- 1.1 It is the policy of the Board that a Business Plan be prepared at least once every three (3) years that addresses:
- a) the objectives, core business and functions of the Service, including how it will provide adequate and effective police services;
 - b) quantitative and qualitative performance objectives and indicators relating to:
 - i) the Service's provision of community-based crime prevention initiatives, community patrol and criminal investigation services;
 - ii) community satisfaction with police services;
 - iii) emergency calls for service;
 - iv) violent crime and clearance rates for violent crime;
 - v) property crime and clearance rates for property crime;
 - vi) youth crime and clearance rates for youth crime;
 - vii) police assistance to victims of crime and re-victimization rates; and
 - viii) road safety;
 - c) information technology;
 - d) police facilities; and
 - e) resource planning.
- 1.2 To support this policy, the Chief of Police and the Board:
- a) shall utilize a consultative strategy for the development of the Business Plan;
 - b) will consider when developing the performance objectives, factors such as:
 - i) the Service's existing and/or previous performance, and estimated costs;
 - ii) crime, calls for service and public disorder analysis and trends, and other social, demographic and economic factors that may impact on the community;
 - iii) the type of performance objectives, indicators and results being used/achieved in other similar/comparable jurisdictions;
 - iv) the availability of measurements for assessing the success in achieving the performance objectives; and
 - v) community expectations, derived from the consultation process, community satisfaction surveys, and victimization surveys.

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- c) will review during the Business Plan preparation, the estimated cost projections for each year that the plan covers.
- d) will ensure that in conjunction with the Business Plan preparation, that an information technology plan be developed:
 - i) that evaluates of the Service's information technology needs, including its capacity to electronically share information with other agencies, organizations and community groups;
 - ii) that requires the periodic review of key business processes, practices and related technology to identify possible changes that may reduce the administrative workload of front-line officers; and
 - iii) that addresses information technology acquisition, updating, replacement and training.
- e) will ensure that in conjunction with the Business Plan preparation a facilities plan be developed that, at minimum, ensures that the Service maintains one or more police facilities that are accessible to the public during normal working hours, and that during all other hours public telecommunications access to a communications centre.

1.3 To further support this policy, the Chief of Police:

- 1.3.1 will determine 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 required standards:
- 1.3.2 Where it is determined that the police facilities do not meet the requirements in 1.3.1. (a), (b) and (c), shall prepare a plan for the Board that sets out options and costs in order to meet the requirements.
- 1.3.3 shall implement a resource planning and deployment methodology that is either automated or manual, and which takes into account the business plan and existing demands for service; and
- 1.3.4 at least once every business cycle, will undertake and report back on workload assessments and service delivery evaluations for the following areas:

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- (i) crime prevention;
- (ii) law enforcement, including separate assessments and evaluations for the service's community patrol, communications and dispatch, crime analysis, criminal intelligence, criminal investigation and investigative supports functions;
- (iii) providing assistance to victims;
- (iv) public order maintenance; and
- (v) emergency response services for the six functions identified in sections 21(1) and 22 of the Adequacy Standards Regulation.

1.4. To further support this policy, the Board and the Chief of Police:

- 1.4.1 shall establish a process, with municipal council if required, for the communication of the business plan to:
- (a) members of the police service; and
 - (b) members of the public.