



WEST NIPISSING OUEST
POLICE

BUSINESS PLANNING
EXTERNAL SCAN

COMMUNITY CONSULATION

2008-10-04

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BUSINESS PLANNING REQUIREMENTS

The *Police Services Act* and Regulations requires the Police Services Board to prepare, at least once every three years, a business plan that addresses the core business functions of the police service, including how it will provide adequate and effective police services. The Board, in partnership with the Chief of Police, must prepare a detailed strategy for the development of the Business Plan, consistent with requirements of the regulations. This plan must provide quantitative and qualitative performance objectives and indicators relating to:

- Organizational Issues;
- The police service's provision of community-based crime prevention initiatives, community patrol, and criminal investigation services;
- Community satisfaction with police services;
- Emergency calls for service;
- Violent crime and clearance rates for violent crime;
- Property crime and clearance rates for property crime;
- Youth crime and clearance rates for youth crime;
- Police assistance to victims of crime and re-victimization rates;
- Road safety;
- Information technology;
- Police facilities; and
- Resource planning.

The following is a summary of findings from the Town Hall meeting that was held on Saturday October 4th, 2008.

EXTERNAL SCAN – COMMUNITY CONSULTATION MEETING

The Police Service hosted a breakfast 'Town Hall' meeting on October 4th 2008 at the Legion Hall in Sturgeon Falls. This was an open invitation to the entire community aimed at gathering critical data on community policing priorities. With the assistance of students and staff from Nipissing University, community members numbering in excess of 80 were asked the following question:

Based on your knowledge of your community, identify the **POLICING PRIORITIES** for the West Nipissing Police Service.

What follows is summary of the information gathered and its application to the Business Planning process currently underway. Combined with information gathered from the Board, Police Service Members, results of the Community Survey and other sources related to the police service and its service delivery, a Business Plan will be prepared in keeping with the *Police Services Act* and Regulations thereto.

METHODOLOGY

The citizens who attended were divided into four teams. Group A was formed representing the residents of Field, Cache Bay, and Sturgeon Falls; Group B was formed representing the residents of Verner, Lavigne, and Kipling; and Group C and Group D were formed representing residents of Sturgeon Falls. These steps were taken to identify any variances between urban and rural residents. Each participant was asked to first individually list their policing priorities and then report the items listed to the facilitator. All items were listed on flip charts. Once exhausting the individual lists of concerns, each member was then asked to come forward and identify their top priorities using color coded stickers; red, yellow, and green. Through this methodology, each item listed by the participants was given a numerical score, signifying the level of concern accorded by residents to this item.

FINDINGS

All items and their related numerical value for each of the four teams are listed in Table 1 (attached). The items listed by the participants can be categorized into two major issues: governance and operations. Governance issues include leadership, accountability, transparency, communication, staffing levels and training, and other administrative issues. The operational issues include visibility, enforcement of specific statutes, youth crime issues, and other law enforcement priorities. Each of these identified issues can be classified into one of the mandated Business Planning categories as set out by the Ministry's guideline on business planning.

Of significance is the identification of governance issues. Three of the four groups placed this issue as one of the top priorities of the police service. This result mirrors the Board's findings from their internal scanning exercise which was conducted on September 17th, 2008.

Visibility was identified by all groups with some variations. A greater presence in rural areas is identified as well as bicycle and foot patrols in downtown areas. A variety of traffic and road safety concerns are expressed including speeding, all terrain vehicles and pedestrian safety. Drug enforcement is listed as a top priority by two of the four groups. Other crime issues include domestic violence and drunk driving. Other matters can be listed as quality of life issues including noise complaints and jake brakes on trucks.

Some issues identified such as street design and sentences are outside the police service's direct mandate. However, these are issues that can be communicated to the appropriate agencies and, if required, reviewed and acted upon with community partners.

The information in Table 1, in conjunction with other sources and data will be utilized to develop the foundation of the new Business Plan. These results should not be taken in isolation but combined with crime trend data, other survey results, and other internal and external scan sources in developing organizational and service delivery priorities, goals and objectives.

Table 1 – SUMMARY OF IDENTIFIED PRIORITIES**Group A**

	Field, Cache Bay, Sturgeon Falls (9 members scoring)	Red N x 3	Yellow N x 2	Green N x 1	Total
1	cottage theft crime prevention	3		1	4
2	visibility	9	2	2	13
3	safety	3			3
4	good management	6			6
5	private agendas	3			3
6	accountability and transparency	6	10	2	18
7	lack of services	6	4		10
8	internal investigation		2	1	3
9	training they receive	3		1	4
10	customer service training, consistency, fairness	3	2		5
11	speed in small communities			1	1
12	response times			2	2
13	drinking and driving	3		1	4
14	equity with citizens in small communities		4		4
15	foot patrol	3		1	4
16	friendliness		2	2	4
17	stereotyping within classes	3	2		5
18	non interference with community organizations	3	2		5
19	non-biased Board	3			3
20	same rules for officers as citizens	6	2	2	10
21	off road vehicles on streets		2	1	3
22	response to noise complaints		2	1	3
23	selective policing	3	4	3	10
24	cost per household/occurrence and clearance rates	6	4	1	11
25	external investigations by organizations	6	6	2	14
26	domestic violence		4	3	7
27	parking downtown	3			3
28	networking				0

Table 1 – SUMMARY OF IDENTIFIED PRIORITIES (Con't)**Group B**

	Verner, Lavigne, Kipling (4 members scoring)	Red N x 3	Yellow N x 2	Green N x 1	Total
1	more cars/patrols	6			6
2	a greater rural presence	6			6
3	response time lower	3		2	5
4	know the area (not get lost)		2		2
5	know more about what's going on (e.g. drugs)				0
6	monitor/enforce traffic laws/speed	3			3
7	monitor 4 wheelers/speeding - underage	3	2		5
8	9-1-1 come to help when called for emergency	6			6
9	presence for special events/car rally - carnival		6		6
10	better coordination with OPP		4	1	5
11	be connected to local alarm (e.g. store alarm)		4		4
12	drunk driving prevention - RIDE	3			3
13	trucks where not supposed to	3			3

Table 1 – SUMMARY OF IDENTIFIED PRIORITIES (Con't)**Group C**

Sturgeon Falls (16 members scoring)		Red N x 3	Yellow N x 2	Green N x 1	Total
1	drugs (recovery, testing, prevention)	30			30
2	noise (parties, car stereos, barking dogs)	15	4	1	20
3	proportional sentences		4	2	6
4	theft	6		1	7
5	visibility (urban & rural)	21	10	3	34
6	speeding	24	4		28
7	safety in public transit	3	2		5
8	transport trucks - jake brakes		2	1	3
9	school safety	3	8		11
10	police feedback in investigations	12	8	3	23
11	police communication through media	15	10	1	26
12	encourage public responsible in crime reporting	3	8	3	14
13	curfew	3	2	2	7
14	police accountability	6	2	4	12
15	properly trained officers		6		6
16	additional officers		12	2	14
17	tenant not paying rent	3	2	3	8
18	police/youth relations	6			6
19	pedestrian education			1	1
20	police participation in activities within community		2	3	5
21	police response to aging population		4	5	9
22	register of recovered property		2	2	4
23	enforcement of smoking bylaw	3	2	2	7
24	police foot patrol/bicycle patrol	3	2	6	11

Table 1 – SUMMARY OF IDENTIFIED PRIORITIES (Con't)**Group D**

Sturgeon Falls (16 members scoring)		Red N x 3	Yellow N x 2	Green N x 1	Total
1	leadership on the police force safety and security for citizens - neighborhood	36	6	2	44
2	watch	18	6	1	25
3	foot patrol in downtown - become a hang out	18	2	1	21
4	drug control - high school drug dealing traffic control (speed/parking/King to John over	30	2	2	34
5	bridge)	3	6	3	12
6	vandalism	9	6	1	16
7	young offender programs removal/control ATV's off roads in town	3	21	2	26
8	(downtown) youth education (sidewalks, pedestrian control	3		3	6
9	school hours)		4	6	10
10	police liaison youth and elderly	3	4	2	9
11	follow up on theft calls	3	4	1	8
12	equal justice - no favoritism	3	6	2	11
13	more patrols around senior citizen homes	3	12	2	17
14	computer fraud education	3		2	5
15	more bilingual police representation	6	10	3	19
16	disabled parking enforcement young officers need supervision and training		2	1	3
17	(role & responsibilities)			2	2
18	OPP representation vs. Municipal	9			9
19	noise complaints - enforcement	3	2	1	6
20	better exits from side streets onto King		6	3	9
21	firearm control	6	2	1	9
22	police salaries		2	2	4
23	transparency into police force		6	4	10