

STRATEGIC PLAN 2017-2019

VISION

A Safer Community Together

MISSION

To protect the lives, property and rights of all through service excellence and community engagement.

CORE VALUES

Trust is the foundation of all we do.

 ${f R}$ espect for the dignity and rights of all.

Understanding our community.

Safety through service excellence.

Transparency at all times.

AREAS OF FOCUS

COMMUNITY SAFETY TOGETHER PROFESSIONAL, DIVERSE AND SUPPORTIVE WORKPLACE QUALITY SERVICE AND FISCAL RESPONSIBILITY

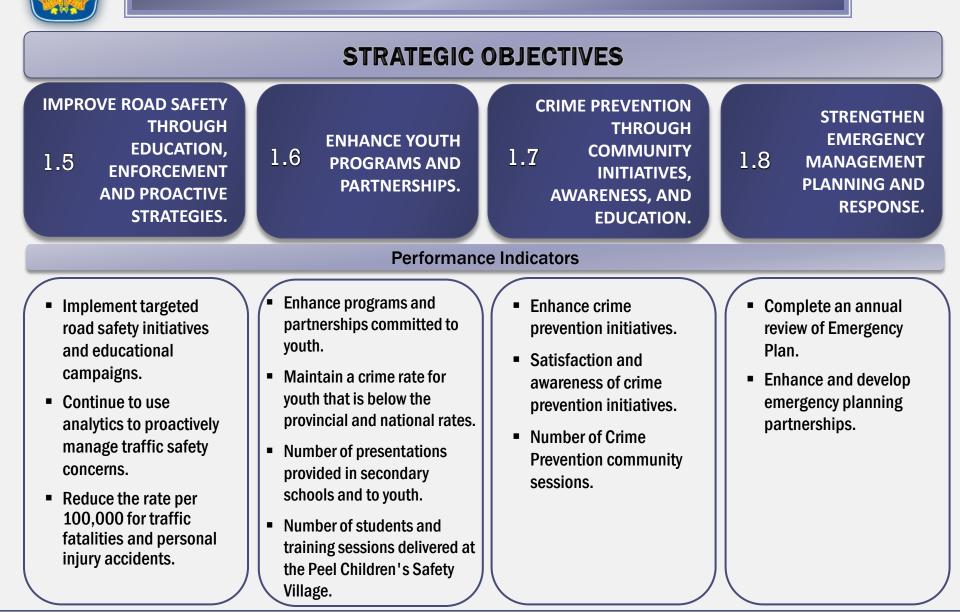
1. COMMUNITY SAFETY TOGETHER

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secondary education.

Number of recruiting

outreach initiatives.

2. PROFESSIONAL, DIVERSE AND SUPPORTIVE WORKPLACE

STRATEGIC OBJECTIVES			
ATTRACT AND RETAIN PROFESSIONAL, SKILLED 2.1 EMPLOYEES THAT REFLECT THE COMMUNITY.	PROMOTE THE HEALTH, WELL-BEING AND 2.2 SAFETY OF ALL EMPLOYEES.	INCREASE EMPLOYEE 2.3 ENGAGEMENT AND COMMUNICATION.	PROVIDE OPPORTUNITIES FOR 2.4 PROFESSIONAL DEVELOPMENT AND TRAINING.
Performance Indicators			
 Percentage of new hires from the identified groups designated in accordance with the Province's Equal Opportunity Principles. Representation of designated groups at all levels within the organization. Monitor attrition rates. Percentage of employees with post- 	 Develop and promote initiatives that support physiological and psychological health and wellness. Provide proactive and educational initiatives to enhance employee safety. Conduct workplace inspections and assessments 	 Conduct an Employee Survey measuring employee engagement and enablement. Enhance employee awareness and feedback through internal communication systems. Conduct internal surveys seeking feedback on specific programs and services. 	 Number of members enrolled in continuing education courses. Number of training hours. Number of internal courses offered. Number of members who participated in courses and conferences. Number of acting hours/professional development opportunities. Number of internal job postings. Number of external committee memberships (i.e. OACP, CACP, IACP).

assessments.

- Number of internal standing committees.
- Number of career advancement opportunities.



3. QUALITY SERVICE AND FISCAL RESPONSIBILITY

STRATEGIC OBJECTIVES

3.1 MAINTAIN PUBLIC TRUST, CONFIDENCE AND SATISFACTION BY DELIVERING QUALITY SERVICES AND ENSURING TRANSPARENCY AND ACCOUNTABILITY.

REVIEW BUSINESS AND RISK MANAGEMENT PROCESSES TO ADDRESS CHANGING DEMANDS.

Performance Indicators

3.2

- Conduct Residential and Business Community Surveys to measure levels of community satisfaction during each strategic planning cycle.
- Quarterly reports to the Police Services Board on public complaints.
- Publication of Police Service Act decisions.
- Conduct ongoing review of Peel Regional Police Directives to ensure compliance with the Ontario Policing Standards and applicable legislation.
- Continued pursuit of recognition or certification through Excellence Canada in quality and healthy workplace.
- Continue the Proud to be Peel campaign to enhance professionalism and accountability.

- Complete a review of the police staffing formula.
- Complete a geographical review of call volumes.
- Optimize service delivery and resource allocation.
- Develop an annual Business Plan.
- Participate in Provincial/Federal reviews of policing.
- Continuous mitigation of risk through ongoing Risk Management reviews.
- Number and type of audits conducted.



3.3

3. QUALITY SERVICE AND FISCAL RESPONSIBILITY

STRATEGIC OBJECTIVES

LEVERAGE SHARED SERVICES AND STRENGTHEN PARTNERSHIPS.

3.4

PROVIDE FACILITIES, EQUIPMENT, INFORMATION AND 4 TECHNOLOGY TO MEET PRESENT AND FUTURE NEEDS.

Performance Indicators

- Number of external committees.
- Number of Joint Forces Operations.
- Continued pursuit of Provincial and Federal grant funding opportunities.

- Undertake and complete Facilities Projects in accordance with the Facilities Plan.
- Undertake a space feasibility study.
- Develop an annual 10-year Capital Plan.
- Introduce, enhance and replace information and technology systems in accordance with the Information and Technology Plan.
- Introduce, enhance and replace equipment to provide safe and effective delivery of services.
- Business transformation through technology.

 Demonstrate environmentally responsible management practices.

3.5

ENGAGE IN RESPONSIBLE

MANAGEMENT PRACTICES.

ENVIRONMENTAL