

BUSINESS PLAN 2015 UPDATES



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- Business Planning Background and Authority
- Process
- Vision/Mission/Values
- Strategic Themes
- Reporting and Accountability



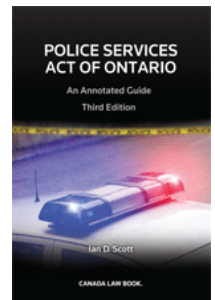
BUSINESS PLANNING AUTHORITY & REQUIREMENTS

Ontario Police Services Act,

Ontario Adequacy Standards Regulation 3/99,
subsections 30(1) (2) and 32 (2),

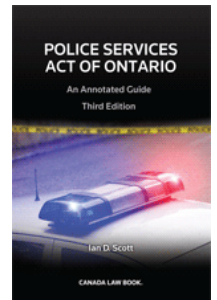
Police Boards shall prepare a business plan at least
once every three years as follows:

30. (1) Every board shall prepare a business plan for its
police force at least once every three years. O. Reg.
3/99, s. 30 (1).



BUSINESS PLANNING AUTHORITY & REQUIREMENTS

- (2) The business plan shall address,
- (a) the objectives, core business, and functions of the police force, including how it will provide adequate and effective police services;
 - b) quantitative and qualitative performance objectives and indicators relating to,
 - (c) information technology;
 - (d) resource planning; and
 - (e) police facilities



Source O. Reg. 3/99, s. 30 (2)



PROCESS

- Extensive Consultation
 - Public Forums
 - Business Forums
 - On-line/telephone surveys
 - Internal consultations and survey
 - Key Stakeholder input
- Led by Staff Team
- Revised and Re-aligned Vision/Mission/Values
- Strategic Themes/Goals/Objectives



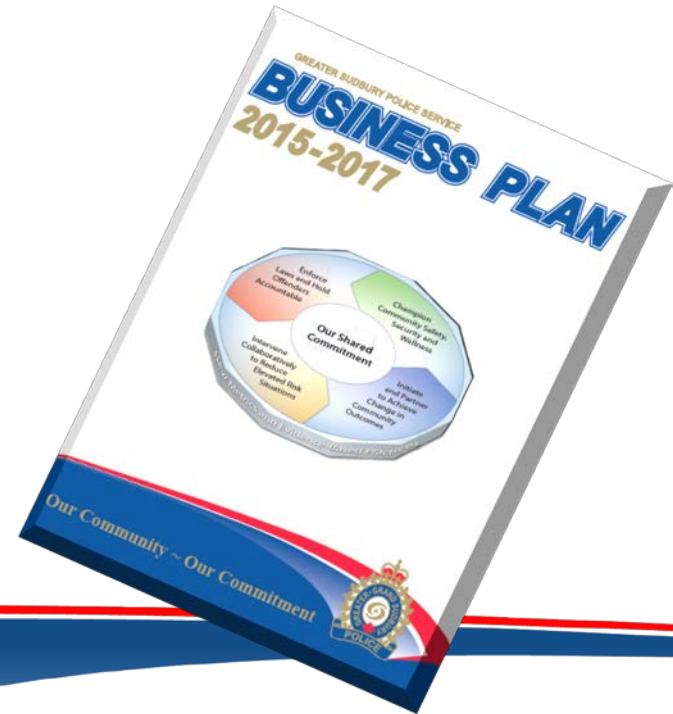
STRATEGIC THEMES

Mobilizing and Engaging Our Community

Community Safety and Law Enforcement

Service Excellence

Our Members



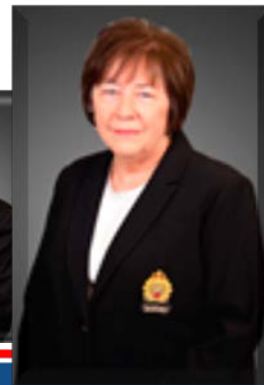
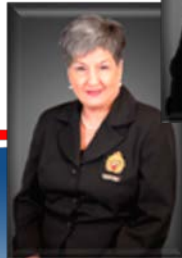
REPORTING & ACCOUNTABILITY

Each area is co-lead by members of the Senior Leadership Group who are responsible for mobilizing and engaging people and resources

Reporting against key indicators and performance measures

Accountability to the Police Services Board

Annual Reporting to the Community



Business Plan 2015 Updates

Strategic Theme: *Mobilizing and Engaging Our Community*

*Co-leads: Inspector Mike Chapman, Patrol Operations Division
& Craig Maki, Manager of Communications*



GOAL #1

Building sustainable networks with agencies, organizations, and citizen groups engaged in increasing access to community supports



GOAL #1 Continued

- Rapid Mobilization Table
- Violence Threat Risk Assessment
- Mental Health Protocol with HSN
- Noah's Space
- VIPP (Violence Intervention & Prevention Program)
- Community Action Networks
- SAVS (Sudbury & Area Victim Services)

giant
support
one
share
moment
laugh
collaborate
network
community
inspire



GOAL #2

Identifying new and enhanced strategies to further assist community members through working groups, service support networks, and public input.



GOAL #2 Continued



GOAL #3

Updating systems and processes to effectively communicate these strategies to the public.



GOAL #3 Continued

- Continuous upgrading to the GSPS website
- Media Release Process refined to include Facebook and Twitter
- New accounts added to Facebook and Twitter and the number of employees allowed access has increased
- We are also using Instagram as a Social Media Platform



GOAL #4

Reaffirming our commitment to crime prevention and the collaborative provision of victim assistance programs.



GOAL #4 Continued

- Community Safety Personnel hired and assigned to Crime Prevention and Seniors Liaison positions
- Autism Registry created – will be changed to the Vulnerable Person Registry
- GSPS personnel assigned to work directly with SAVS and provide better access to victim services



GOAL #5

Developing new opportunities for our volunteers.

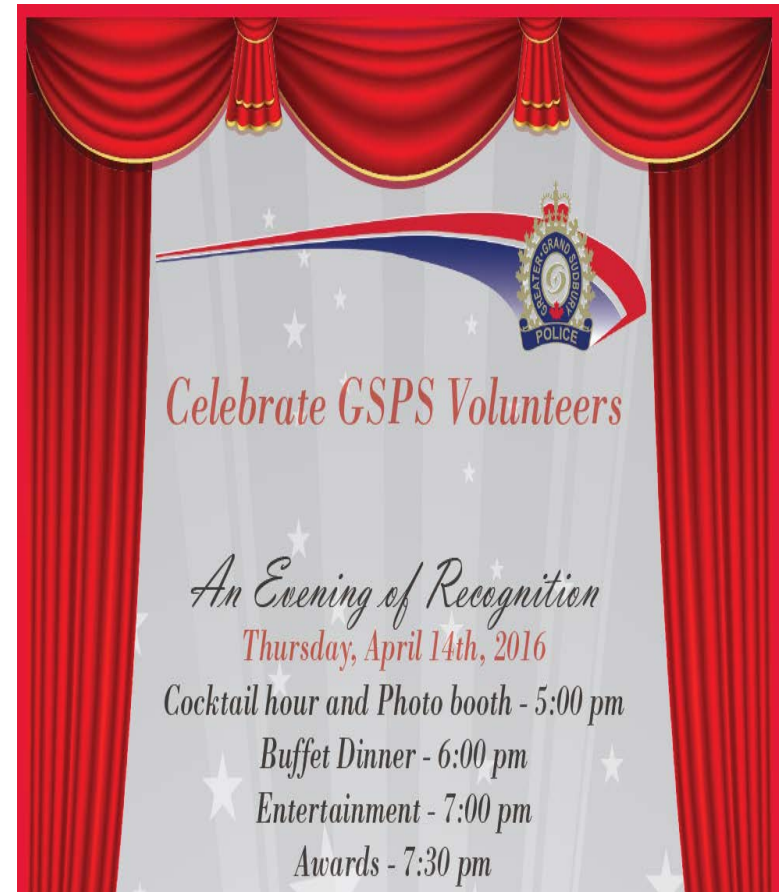


GOAL #5 Continued

Offer 5 different volunteer programs:

- Police Auxiliaries
- Citizens on Patrol (COP)
- Storefront Friendly Call Program
- Lions' Eye in the Sky
- Event Volunteer

GSPS hosts an annual
'Volunteer Appreciation Awards Night'
during Volunteer Week where our
volunteers are recognized for their
accomplishments.



Business Plan 2015 Updates

Strategic Theme: *Community Safety and Law Enforcement*

*Co-leads: Inspector Dan Despatie, Criminal Investigations Division
& Lori Marconato, Manager of Records and Customer Service*



GOAL #1

Targeting drugs and organized crime through enhanced partnerships

- Joint Forces Operations (JFO) with other law enforcement agencies
- Partnerships with community based agencies for drug and organized crime initiatives



GOAL #2

Reducing incidents of violent crime through increased analytics, prevention and intervention techniques

- Notifications of Community Crime (NOCC)
- Selected platform and preparing for roll out of crime maps on website
- Proactive initiatives generated reducing levels of violent crime in our community



GOAL #3

Heightening enforcement of prolific offender strategies through risk focused and strategic analysis

- Tracking incidents of enforced related Bail and Probation Orders
- Enforcement strategies developed in conjunction with new community partners
- Media Communiques Relating to Awareness & Education



GOAL #4

Expanding youth crime initiatives through community and youth empowerment

- Students engaged through youth programs
- Through those initiatives partnerships created
- Presentations by Community Safety Personnel including: VIP, bullying and Positive Deed tickets



GOAL #5

Developing new approaches for safeguarding homes and property through collaborative innovative crime prevention initiatives

- Crime prevention programs such as NOCC and CPTED provide a new approach to safeguarding homes
- Crime prevention presentations
- Bike patrols across the city
- Crime prevention partnerships which include Crime Stoppers, SAVS, local pawn shops



GOAL #6

Securing the safety of citizens through strategic focus on keeping our roads safe

- Engineering, Enforcement and Education
- Complaint areas identified in order to develop solutions for known road safety problem areas
- 12 month high visibility program for both prevention and enforcement
- Reduce Impaired Driving Everywhere (RIDE)
- MSV, ORV and Marine patrols
- Presentations and partnerships on road safety



Business Plan 2015 Updates
Strategic Theme: *Service Excellence*

*Co-leads: Inspector John Somerset, Administrative Support
& Brett Lavigne, Manager of Information Technology*



GOAL #1

- Consistent internal and community messaging on the development of community safety and well-being partnerships and public education strategies.
- New performance measures
- Social media traffic – Twitter Facebook and Instagram
- Tracking of external media releases



GOAL #2

Our increased visibility and participation in community events

- Community Safety Personnel recruited
- Robust and rigorous customer service training
- Attendance at community events tracked



GOAL #3

Demonstrated Service commitment that recognizes and respects community diversity

- Partnership with Friendship Center and Aboriginal community
- MKWA Aboriginal Student Program

- Intercultural student ride along program



- New Intercultural Community Liaison position
- Inclusion Team, Race Relations Committee



GOAL #4

- Detailed efficiency and effectiveness reviews and ongoing best practice research to advance levels of excellence in all aspects of service provision
- 2015 Budget Presentation
- Efficiency and Effectiveness review awarded to KPMG
- Accredited Communications Training Plan created
- Digital Evidence Working group created
- Alternative Response retooling
- Tracking IT projects completed during 2015



GOAL #5

- To ensure facilities and equipment meet the needs of our members



- Internal Facilities Committee
- Joined City of Greater Sudbury Facilities Review Committee
- Mandate of Equipment Committee expanded and formally defined
- Architectural review of Headquarters relative to renovations underway



Business Plan 2015 Updates

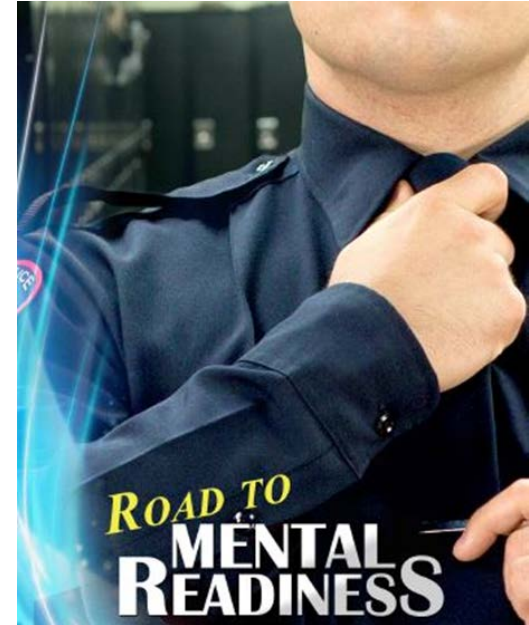
Strategic Theme: *Our Members*

*Co-leads: Insepctor Todd Zimmerman, Operational Support
& Carrie-Lynn Hotson, Manager of Human Resources and Staff Development*



GOAL #1

Developing workplace wellness strategies to enhance working conditions and foster a healthy and productive environment



Reduce Stigma and Increase
Resiliency in Police Employees
Sept-January 2016 - R2MR training of all
Service Members



GOAL #1 Continued

- *Presentations on Health and Safety Issues*
- *Creation and Training of our PEER SUPPORT TEAM*



CONFIDENTIAL SUPPORT & GUIDANCE

PEER SUPPORT TEAM

Alain Gagnon	Mike Chapman	Robin Marcotte	Marc Brunette	Ruth Joly
Todd Bigmucolo	Valerie Tiplady	Ray Prevost	Arlington Mullens	Heather Sutherland
Diane Wilkins	Victor Leroux	Sharon Baiden	Jason Tarnopolsky	Chad Boyd
Christina Carmichael	Sherry Young	Ian Delongchamp	Mike Robinson	Todd Lefebvre
Marjorie Jeffery	Carrie-Lynn Hotson	Ann Barbeau	Holly MacKinnon	Guy Renaud
Mickey Teed	Peter Orsino			



TO LEARN MORE ABOUT OUR PEER SUPPORT TEAM YOU CAN CONTACT **ROBIN MARCOTTE OR DIANE WILKINS**



GOAL #2

Monitoring communication protocol reviews to increase awareness and improve the effectiveness of information delivery



GOAL #2 Continued

- **Civilian Professional Development Lunch and Learns** (job postings, selection processes, interview prep, ongoing professional development)
- **Promotional Committee** - members provided input to redesign our promotional process
- **Police Training Officer Review Committee (PTO)** - member input and ideas used to improve program and create new process
- **Debriefing** - ongoing sessions made available to all interview candidates (Sworn and Civilian) by HR



GOAL #3

Tailoring internal and public acknowledgements of contributions made by our team members to appropriately reward exceptional effort



**NICKEL AWARDS
PRESENTED TO
DESERVING STAFF
MEMBERS**



GOAL #3 Continued

Annual Awards Night – recognizing members for their years of service

Board Introductions - of newly hired and promoted members

Volunteer Awards Night 2015 - over 200 GSPS volunteers recognized

Twitter, Facebook, GSPS Website - used to recognize the efforts of members in real time and on a public level

Community Service Awards Night-recognizes community and GSPS members for their outstanding work



GOAL #4

Implementing leadership development training and accomplishment recognition to encourage career advancement



GOAL #4 Continued

Leadership Training for all supervisors on R2MR and Performance Management

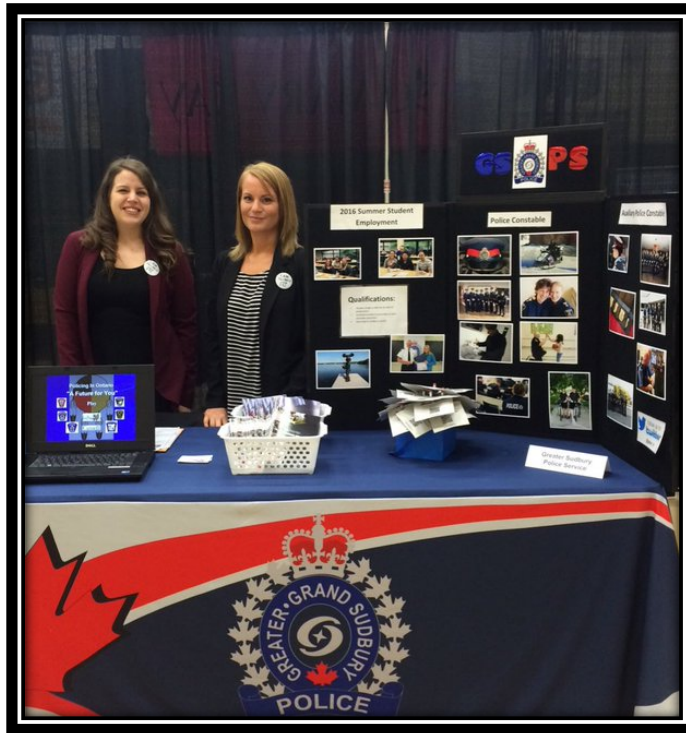
Training Programs being utilized to train all new employees (performance appraisals based on training matrix, coaches, and ongoing monthly training sessions)

Enhanced Promotional Process used to identify and develop leaders in our Organization



GOAL #5

Recruitment, career and succession planning to increase options and promote goal achievement



Recruitment Fairs at Cambrian College and other institutions helps to increase interest in GSPPS



**Part-Time
Armourer**

**Part-time
CSP-Youth
Safety**

**Crime
Analyst**

**New External
Hires into our
Organization in
2015-2016**

**IS
Technician**

**Summer
Students**

**New Police
Constables**



GOAL #5 Continued

Upcoming Employment / Volunteer Opportunities at GSPS

- Intercultural Community Liaison Personnel – 1 year internship
- Transcribing and Communicator/911 Dispatcher Positions
- Auxiliary Officer Positions
- Volunteer Positions
- Secondary & Post Secondary Summer Student Positions





Conclusion

2015 Progress Report Card

- Positive results
- Aligned with the Business Plan authorized by the Board
- Reflective of our Vision/Mission/Values
- Innovative evolution of Our Shared Commitment Model
- Landmark introduction of Community Safety Personnel
- Well-positioned for next activities period



QUESTIONS?

