

## Message from the Chair of the Police Services Board



The task of preparing a business plan for the Aylmer Police Service was more difficult than I had initially imagined. Having a commerce and sales background, my personal business plans usually consist of setting targets and goals based on dollars or market share, and then determining strategies and activities to help reach those goals.

The theory is similar in policing, but the unfortunate irony is that the more you try to enforce the law, prevent crime or the harder you look for crime the more you find. The more law you enforce, crime you prevent or prosecute, the greater your expenses will be in manpower, court time and overtime. Our Chief has often reminded me that policing is a service, not a profit centre.

As we prepare our business plan “To Serve and Protect”, our job is to determine how we can best allocate our financial and physical resources to meet the needs of our community and the Core Adequacy Standards set out by our Provincial Government.

Over the past several months, the Chief and Deputy Chief, members of the Aylmer Police Service and members of the Police Service Board have been diligently reviewing policies, compiling statistics, and studying demographic trends. We commissioned a comprehensive public survey prepared by the University of Western Ontario to try to get the pulse of our community on policing matters. Meetings have been conducted with other Police providers and Social Service providers to establish necessary reciprocal relationships when assistance is required.

On-going training remains a priority to keep our officers abreast of changing legislation, changing trends and the newest technology. Preparing to deal with an aging population and lifestyles in the year 2000 is part of the challenges that require attention in our plan.

I feel preparing this blue print for the future of the Aylmer Police will prove this to be a valuable document in making Aylmer a more pleasant and safer place to live.

Paul Bode  
PSB Chair

## Message from the Chief of Police



To the Citizens of Aylmer

As we enter into a new millennium, the Aylmer Police Service enters one hundred and thirty years of existence.

Many things have changed in the last century, and policing has changed also. Perhaps the most dramatic changes have taken place in the last five years. To keep up with legislative requirements dealing with communication, technology and the changing trends of the criminal element in our population, we must plan and improve our methods of providing policing for the citizens of Aylmer.

The days of having the night watchman checking only the core area of town and feeding the boiler in the Town Hall basement are long gone. We have a mobile and technically advanced population, and for that reason the police must constantly update our mode of delivery. We must be ever vigilant for the changing trends of criminal activity in our community.

Planning has become a major component of policing over the last decade. It is only appropriate that the Aylmer Police Service strategically plan our future. We must ask ourselves a few basic questions.

1. What are the priorities and objectives of the citizens of Aylmer?
2. How are we going to serve and protect the community?
3. How are we going to provide a safe environment for persons both in their homes and public places?
4. How are we going to ensure that citizens feel secure in their community?
5. How and when are we going to address those priorities and meet those objectives, while remaining within legislative standards and requirements?
6. How are we going to economically reach those objectives?

With the assistance of civic-minded groups and individuals we hope that this Business Plan will accomplish that goal.

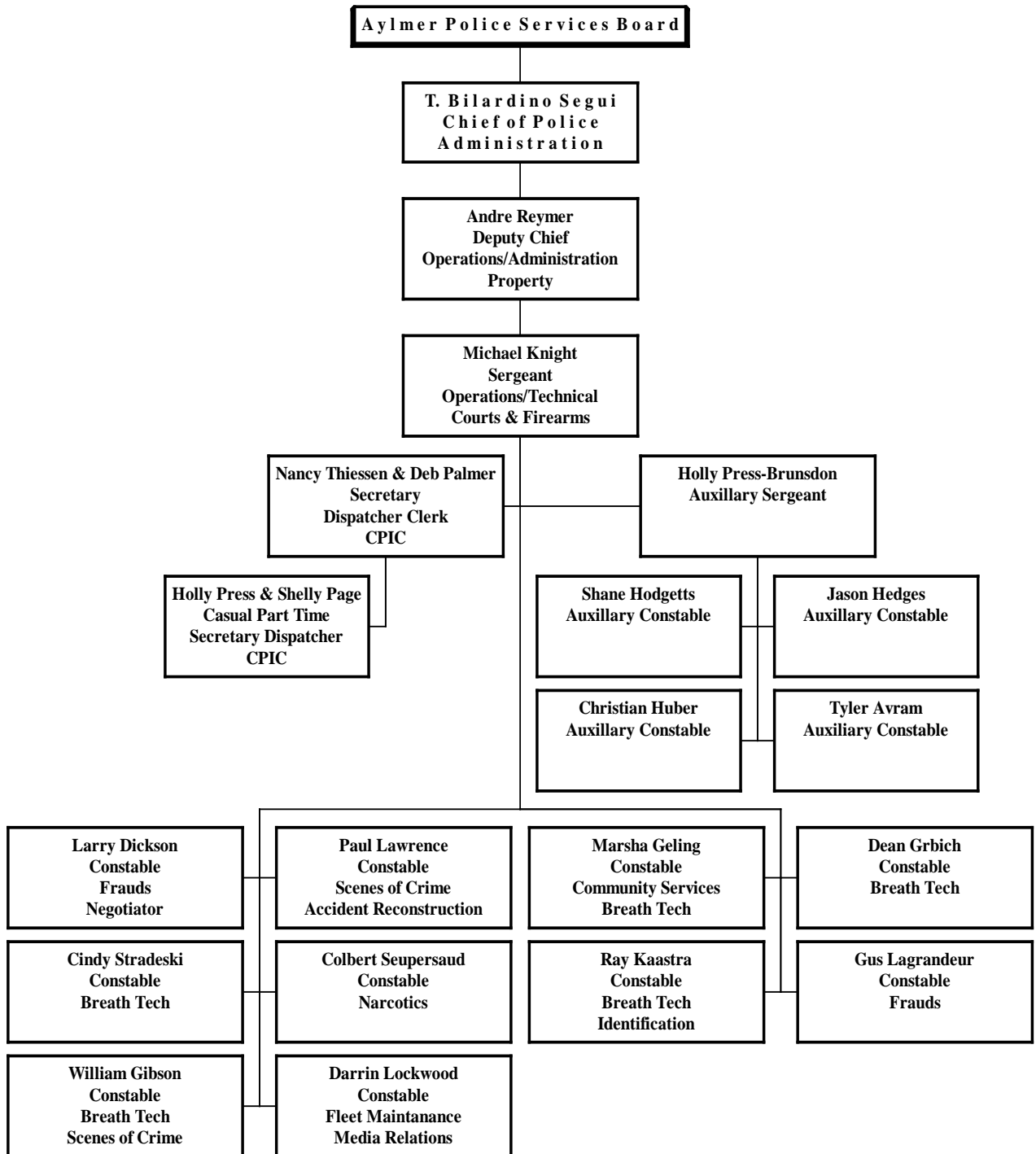
Yours truly

Bil Segui  
Chief of Police

## **MISSION STATEMENT**

*The Aylmer Police Service shall continually strive to protect life and property. We shall dedicate ourselves to providing a courteous and quality service that will be responsive to the needs of the community. The Aylmer Police Service is committed to professionalism and the service provided will be synonymous with excellence.*

Aylmer Police 2000



## **Environmental Scan**

### **Population**

- 1970 - 4,543
- 1980 - 5,127
- 1985 - 6,046
- 1996 - 7,018
- 

### **Nearest Metropolitan Cities - Distance (kilometres)**

- City of St. Thomas - 12 km
- Town of Tillsonburg - 20 km
- City of London - 30 km
- City of Toronto - 177 km
- City of Detroit, Michigan - 193 km
- City of Buffalo, New York - 180 km.

## **Local Government**

Municipalities in the province of Ontario derive their existence from the Province and are subject to provincial legislation for jurisdiction to act, primarily The Municipal Act. The Town of Aylmer is located within the County of Elgin and participates in the County Government -- an upper tier of government where urban and rural municipalities share certain common responsibilities and services such as welfare, maintenance of a county roads system, a county health unit, senior citizens housing and services, a county library system and certain tourism and planning functions. Aylmer has a seven member municipal council consisting of a Mayor (head of council), a Deputy Mayor and five Councillors. The Mayor represents the Town on County Council.

Elgin County elects one representative to the Provincial Legislature in Toronto and one representative to the Canadian Federal Parliament in Ottawa.

Public education within Elgin County falls under the jurisdiction of the Thames Valley District school Board, the London District Catholic School Board, and a private school organization, Immanuel Christian School in Aylmer.

### **Elementary Schools**

- McGregor Public School
- Davenport Public School
- Assumption Catholic School
- Immanuel Christian School

### **Secondary Schools**

- East Elgin Secondary School

The highschool has the largest student population in all of Elgin County

### **Housing**

Homes Price Range - \$85,000 to \$250,000 Average costs for three-bedroom home (1,800 - 2,000 sq.ft.) - \$110,000

Rentals - Average cost for two-bedroom apartment - \$500.00 per month, utilities included

**Transportation**

The Town of Aylmer is favourably connected with the primary road network in Southwestern Ontario. Major transportation arteries serving the Town are the former Highway 3 and Highway 73. The latter provides access North about 20 km to Hwy. 401 which is a major four-lane divided highway extending from Windsor to the Ontario/Quebec border. As well, Hwy. 402 is a direct route from London to Sarnia

**Industry**

The Town of Aylmer has an industrial and agricultural base. The largest Industry and employer is Imperial Leaf Tobacco. It relies on the agricultural industry for tobacco, much of it grown in the immediate rural community surrounding Aylmer. The second largest employer is Amtelecom Inc. which is predominantly a telecommunications company with many subsidiaries. Many Aylmer residents are employed in neighbouring cities such as London, St.Thomas, and Tillsonburg. The majority of their industry is automotive.

**Community Survey**

University of Western Ontario Statlab results from 2000 “A Survey of the Opinions of Aylmer Residents Regarding the Services Provided by the Aylmer Police”.

**Summary**

On average, few respondents think there are serious problems in Aylmer. Where there were differences by age group, the most common pattern is that the youngest age group is most likely to find the problem serious, and the oldest age groups is the least likely. Consistently, where there was a difference by gender, the females were more likely to find the item serious.

Although there were few, if any problems considered serious, nevertheless 39.7% think crime has increased in Aylmer over the past few years, and 43% of respondents thought crime had stayed the same. A majority of respondents (59.1%) feel that there is the right number of police officers in Aylmer, and a further 27.9% feel there are too few. Only 10.4% feel there are too many. Respondents see Aylmer as having about the same (61.5%) or less (24.3%) crime than other communities of about the same size in the area. Only 6.3% feel Aylmer has more or much more crime.

The performance of the Aylmer Police force was considered to be uniformly high on all items. Nevertheless, on all items there were a few respondents who rated the police as “very poor” (this was typically about 1% of respondents). While male and female respondents rated the police similarly on average, on six items there were differences in the ratings by age group. For all six items, the oldest age group rated the force more highly than the other age groups.

All services or programs mentioned were rated as important. Crime, however, seems to be considered the most important general category, followed by issues with youth. By age,

the youngest age group tended to rate the issues as less important than did the older age groups. Females, on average, felt the issues were more important than did the male respondents.

Almost one half of the respondents had had contact with an Aylmer Police Officer within the past two years. They rated the Officer very highly on all the items mentioned.

One hundred and ten respondents had been a victim or a witness to a crime in Aylmer. Of these 110, 85 had reported the problem to the police, over half of them (52.9%) within five minutes. They also reported very rapid response from the Police, 60% saying that the Police Officer arrived within five minutes of reporting the crime. A follow – up was provided by the Aylmer Police in 40.7% of cases.

The majority of respondents (66.8%) say that they know an Aylmer Police Officer, and 83.9% say they would recognize an Officer if they saw them on the street.

Most residents feel safe in Aylmer, although they feel less safe at night. Women feel less safe than men at night. How safe the respondent felt did not depend on their age group.

Overall, the Aylmer Police got a very good to excellent rating from the respondents, with a mean of 4.28 out of 5. 85.1% of respondents gave an overall rating of 4 or 5 out of 5. In addition, 69.5% of the respondents felt it was very important to them that Aylmer maintain its Police Force. These responses did not differ by gender or age group.

## Crime Trends

<b>Offence/Crime</b>	<b>1995</b>	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999</b>
Motor Vehicle Thefts	30	46	13	30	27
Break and Enters	88	107	51	54	37
Drug Charges	11	13	21	15	15
Assaults	87	99	98	124	90
Theft Under \$5000	230	293	212	205	140
Domestic Disturbances	17	34	27	33	25
Impaired Drivers	34	36	53	38	31

*For a further and more detailed breakdown of crime and police statistics please refer to the Aylmer Police Annual Reports.*

## Objectives

1. To serve and protect the community;
2. To provide a safe environment for persons both in their homes and public places;
3. To ensure citizens feel secure in their community.

## Core Functions

The Aylmer Police provide the six police services necessary to ensure the delivery of adequate and effective police services,

1) Crime Prevention; 2) Law Enforcement; 3) Victims Assistance; 4) Public Order Maintenance; 5) Emergency Response and 6) Administration & Infrastructure.

The six core services are provided directly to the community by members of the Aylmer Police. Functions are those services which will be provided to the community, either by direct means by the Aylmer Police, or through contracting out, as provided for in the Adequacy Standards Regulation.

## Budget Forecast

A Business Plan is prepared by the Aylmer Police Services Board once every three years. The plan will include an outline of the planned expenditures, capital allocations and revenues for each of the years covered by the plan. The budget is a forecast for a future based on known and anticipated costs and circumstances. It is presented in a spreadsheet format with comparative changes percentile each year for ease of analysis.

*Note: this is a forecast only and is not the actual budget. An annual budget will be presented in the beginning of each year reflecting known factors for that year.*

<u>Year</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
<b>Operational</b>	152025	161870	166726	171728
<b>Non-Operational</b>	981970	1002910	1032997	1063987
<b>Capital</b>	44665	37000	38110	39253
<b>Total</b>	1178660	1201780	1237833	1274968
% increase		2	3	3

Budgetary highlights are largely represented by an annual police cruiser purchase in its capital budget. Non-operational is the largest portion and is predominantly officer salary and benefits. Based on a three-year collective agreement the budgetary increased are reflective of the salary settlement. Operational costs include the maintenance of equipment and police facility. Training costs are included as well and have increased due to Adequacy Standards requirements.



**Community Based Crime Prevention**

***Introduction:***

Crime Prevention within the Town of Aylmer in many ways is dependent on the public’s willingness to assist the police. Through programs that are in existence at this time the police are attempting to get further public involvement. This is accomplished through the use of Operation Lookout, Robbery prevention programs, Anti shoplifting program, Combat Auto-theft, Operation Identification, Values Influences and Peers program, Say No to drugs, Crime Stoppers, Block Parents as well as other programs that are requested by the public. The Aylmer Police want the community in which it works in to feel safe.

<b>Qualitative Objectives:</b>	<b>Quantitative Objectives:</b>	<b>Performance Indicators:</b>
<ul style="list-style-type: none"> <li>• To increase the community's participation in helping to prevent and solve crimes</li> <li>• To develop an effective Program for reducing school related occurrences</li> </ul>	<ul style="list-style-type: none"> <li>• To increase the number of crime stoppers tips by <b>5%</b></li> <li>• To reduce the number of school related occurrences by <b>2%</b></li> </ul>	<ul style="list-style-type: none"> <li>• # of Crimestoppers tips received</li> <li>• value of property recovered from Crime stoppers tips</li> <li>• # of hours spent by police officers delivering school based programs</li> <li>• number of school related occurrences</li> </ul>

***Achieving the Objectives:***

These objectives will be achieved by designating an officer as a Crime stoppers liaison. Crime stoppers will be initiated within the school system as well as presentations to the general public to create more awareness. Funds will be allocated for Crime stoppers in order to purchase placards and attend meetings with Crime stoppers.

The Adopt a School program that is in effect with the Aylmer Police and police will attempt to enforce policies that are in effect with the school boards i.e. Safe schools policy. It is expected that with more community involvement and awareness the public can assist in the Prevention of Crime.

**Community Patrol**

***Introduction:***

The Aylmer Police Service strives to be a service that is approachable to the community. The community in which the police work in need to feel safe. By having foot patrol, the Adopt a School program and having a marked cruiser patrolling in both residential and business areas accomplishes some of this. Having officers on foot patrol in the retail business area of town whenever time permits helps establish a visible police presence and deter those who might otherwise commit a crime or behave in an anti-social manner. The Adopt a School program has been very successful with uniformed officers attending in the schools and visiting with them. Through visibility and education it is hoped that the public will gain the feeling of being secure.

<b>Qualitative Objectives:</b>	<b>Quantitative Objectives:</b>	<b>Performance Indicators:</b>
<ul style="list-style-type: none"> <li>• To improve the visibility of Patrol officers</li> <li>• To effectively respond to problems of crime and disorder identified in the community</li> </ul>	<ul style="list-style-type: none"> <li>• To require patrol officers to spend at least <b>5%</b> of their patrol time on foot</li> <li>• To require officers to spend <b>5%</b> of their time on directed patrols</li> </ul>	<ul style="list-style-type: none"> <li>• The officers will enter on the statistics sheet the amount of time spent on foot patrol</li> <li>• The officers will document the amount of time spent on directed patrols</li> </ul>

***Achieving the Objectives:***

The Aylmer Police will continue the existing programs. A committee of representatives from the community has been formed in order to have input to assist in determining community crime and disorder concerns. Tracking has already been in place by utilizing the OMPPAC system and will continue to do so.

**Criminal Investigation Services**

**Introduction:**

Criminal Investigation Services can be broken down into the three roles that it plays in Policing within the Town of Aylmer;

- 1) Identify criminal activity, both the persons involved and the offences committed,
- 2) Investigate the criminal activity via interviews, surveillance, joint operations and other investigative means,
- 3) Bring the offender before the Courts; Assemble a Crown Brief, Evidence and Prepare witnesses.

Criminal investigation is conducted by all uniformed members of the Aylmer Police Service with some officers specially trained and responsible for dealing with certain offences.

Ultimately, our goal is to prevent criminal activity through detection and prosecution, thereby ensuring that members of our community feel safe within the community and have confidence in their policing services.

Initiatives that are geared toward achieving these goals are used with varying amounts of emphasis and are always changing. They include:

1. Crime Prevention;
  - public speaking engagements directed to educate merchants and home owners,
  - use of media.
2. Crimestoppers
  - detection of crime,
  - prosecution of offenders.
3. Informants;
  - identify persons responsible for criminal activity.

<b>Qualitative Objectives:</b>	<b>Quantitative Objectives:</b>	<b>Performance Indicators:</b>
<ul style="list-style-type: none"> <li>• To promote and ensure excellence in Criminal Investigation Services.</li> </ul>	<ul style="list-style-type: none"> <li>• To ensure that each criminal investigator receives at least 80 hrs of General Investigative training, to be supplemented with relevant skills development.</li> <li>• To reduce the percentage of charges dismissed each year within the courts by <b>10 %</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• “Skills Development” to be monitored and documented by Supervisor.</li> <li>• Conviction / Dismissal ratio analyzed and documented.</li> <li>• Statistics to be compiled by type and frequency of offences.</li> </ul>

***Achieving the Objectives:***

The Aylmer Police Service will strive to exceed the minimum training requirement endorsed by provincial guidelines. Ontario Police College courses such as General Investigative Techniques and Advanced Interviewing are recognized as valuable components of this training. Ongoing conferences and seminars, as appropriate, are equally valuable in maintaining a viable Investigations team. New training will be endorsed as the need is identified. Similarly, existing initiatives and programs will undergo constant change and revision to remain current. Statistical data will be captured through court services and are reported in the annual year end report.

Generally, these initiatives are part of the day to day operations of the service and, as such, will be managed by the uniformed members they are assigned to. The community shall be encouraged to provide feedback via the Civilian Advisory Committee. The symbiotic relationship between the Service and the community will be strengthened as improved enforcement is achieved and tolerance for crime decreases.

**Community Satisfaction*****Introduction:***

In order for the community to assist police in Crime prevention and other facets of the police functions, community satisfaction plays a vital role. Residents need to be confident with the police officers. If the public is not satisfied with what has occurred it does reflect on the police. The police have formed a civilian advisory, as well conducted a Public Opinion Survey for the first year. It is expected that the civilian advisory committee can keep us abreast of some of the public opinions and views.

<b>Qualitative Objectives:</b>	<b>Quantitative Objectives:</b>	<b>Performance Indicators:</b>
<ul style="list-style-type: none"> <li>To increase the overall level of satisfaction with the police service in the community</li> </ul>	<ul style="list-style-type: none"> <li>The number of persons surveyed who report either being satisfied or very satisfied with the police service by 3%</li> <li>To decrease the number of citizen complaints by 25%</li> </ul>	<ul style="list-style-type: none"> <li>The % of persons reporting being either satisfied or extremely satisfied with the police service</li> </ul> <p>The number of complaints lay against member of the police service.</p>

***Achieving the Objectives:***

The survey conducted by the Aylmer Police will be conducted prior to a new business plan developed in the third year. This is to be able to include the public’s concern in regards to where the Aylmer Police service is going. The community advisory committee will also assist police in the concerns of the citizens. The supervisor will report to the advisory committee in efforts that the police are making.

**Emergency Calls for Service**

***Introduction:***

Emergency calls for service plays an important role in the Aylmer Police Service’s operations. Having an emergency response service within the approximately two square mile radius of the Town of Aylmer certainly has a tremendous impact towards the overall safety of the citizens of Aylmer and protection of community property. Recently, the existing 911 Service has been enhanced to include a county wide structure. This has certainly streamlined the existing system and improved the quality of emergency response by ambulance, fire, and police. The Aylmer Police shall strive to improve the community’s 911 System by refining emergency response times and reducing non-emergency calls which tax the 911 System.

<b>Qualitative Objectives:</b>	<b>Quantitative Objectives:</b>	<b>Performance Indicators:</b>
<ul style="list-style-type: none"> <li>• To improve the 911 system</li> </ul>	<ul style="list-style-type: none"> <li>• To dispatch 911 calls within <b>1</b> minute 75% of the time</li> <li>• To have police officers arrive at an emergency call within <b>2</b> minutes 75% of the time</li> <li>• To reduce the % of non-emergency calls to the 911 system by <b>20%</b></li> </ul>	<ul style="list-style-type: none"> <li>• % of 911 calls dispatched within 1 minute</li> <li>• % of priority calls where police arrive 2 minutes</li> <li>• % of non-emergency calls placed through the 911 system</li> </ul>

***Achieving the Objectives:***

These objectives will be achieved through the normal transition from municipal to enhanced county 911 system. Existing programs shall evolve and incorporate educational programs designed to create an enhanced public awareness of the proper use of the 911 system. Funding will be allocated towards this goal of public awareness. Statistical data shall be gathered by way of the existing OMPPAC calls for service data bank and correlated by the supervisors.

**Violent Crime**

***Introduction:***

Because of the high profile and impact of violent crime, the Aylmer Police must be able to dedicate resources immediately as the need is identified. Failing to do so would jeopardize the safety and sense of security of the community. Numerous initiatives, whether local, provincial, national or international, are designed to identify and track persons responsible for violent crime. Some, accessed via computer network, are currently in place and relatively easy to maintain. Others require training and interaction with other participating agencies. Information is shared and dedicated personnel investigate and analyze the actions and behaviours of the violent criminal.

<b>Qualitative Objectives:</b>	<b>Quantitative Objectives:</b>	<b>Performance Indicators:</b>
<ul style="list-style-type: none"> <li>• To create an atmosphere of security and safety in the community.</li> <li>• To enhance the police response to domestic violence.</li> </ul>	<ul style="list-style-type: none"> <li>• To reduce the number of crimes against persons by 5%.</li> <li>• To increase the clearance rate for crimes against persons by 5%.</li> <li>• To increase the % of domestic violence occurrences that result in a conviction.</li> <li>• To reduce the number of robberies by 5%.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of crimes against persons.</li> <li>• % of crimes against persons that are cleared.</li> <li>• % of domestic violence charges which result in a conviction.</li> <li>• Number of robberies.</li> <li>• % of robberies which are cleared.</li> </ul>

***Achieving the Objectives:***

The Aylmer Police has made itself available to an increasing list of initiatives designed to prevent or solve violent crime. This list currently includes, but is not limited to, ViCLAS, DNA Databank, and various offender profiling and threat assessment techniques. Developing initiatives, such as the sex offender registry and firearms registry, shall also be

used to our advantage. Evolving sciences and the newest technologies will continue to be utilized as required. Communications between involved agencies and the use of partnerships, Crime Conferences and Joint Operations are expected and shall continue. Community awareness of violent crime, via media, where appropriate, can draw attention to incidents of concern and play a positive role in an investigation. Prevention and investigative strategies will continue to change as various initiatives are implemented.

## Property Crime

### ***Introduction:***

Property Crime typically involves Mischief, Break & Enter, Theft or Arson. Although generally protected by insurance, the cost of property crime has a significant impact on both our local economy and our sense of security.

The Aylmer Police will respond to all forms property crime. Many property crimes are spontaneous and they are difficult to prevent. Educating the owners of businesses, homes, vehicles and other property and encouraging their participation could significantly deter property crime. Directed patrols, Beat Duty and Property Checks by the Aylmer Police Service has, and will continue to have, an important role in preventing property crime.

<b>Qualitative Objectives:</b>	<b>Quantitative Objectives:</b>	<b>Performance Indicators:</b>
<ul style="list-style-type: none"> <li>• To provide an effective police response to property crime.</li> </ul>	<ul style="list-style-type: none"> <li>• To reduce the number of property crimes by 5%.</li> <li>• To increase the clearance rate for property crime by 5%.</li> <li>• To reduce the number of Break &amp; Enters by 5%.</li> <li>• To increase the clearance rate for Break &amp; Enters by 5%.</li> <li>• To reduce the number of vehicle thefts by 5%.</li> <li>• To increase the clearance rate for vehicle thefts by 5%.</li> </ul>	<ul style="list-style-type: none"> <li>• Number of crimes against property.</li> <li>• % of property crimes cleared.</li> <li>• Number of Break &amp; Enters.</li> <li>• % of Break &amp; Enters cleared.</li> <li>• Number of vehicle thefts.</li> <li>• % of vehicle thefts cleared.</li> </ul>

***Achieving the Objectives:***

The Aylmer Police Service shall continue efforts to deter property crime. Existing programs shall be maintained with emphasis placed upon the greatest need. Community education shall occur through interaction and various speaking engagements. Analysis of property crime shall continue under the present format and shall clearly indicate current trends in property crime.

**Youth Crime**

***Introduction:***

Youth Crime directly impacts on the municipality of Aylmer and thus affects the operations of the Aylmer Police. Community and policing resources are geared to the apprehension, prosecution, and punishment of offenders. Youth Crime however, has the added element of education. Pro-active and re-active educational programs have generally assisted in allowing a young person to integrate positively into society and allow them to become productive citizens. Towards this end, the Aylmer Police shall continue to become involved in youth-oriented programs within the community.

<b>Qualitative Objectives:</b>	<b>Quantitative Objectives:</b>	<b>Performance Indicators:</b>
<ul style="list-style-type: none"> <li>• To decrease the number of young persons involved in criminal activity</li> </ul>	<ul style="list-style-type: none"> <li>• To reduce the number of crimes against persons committed by young persons by 50%</li> <li>• To reduce the number of property crime offences committed by young persons by 50%</li> <li>• To reduce the number of vehicle thefts committed by young persons by 50%</li> <li>• To increase the clearance rate for youth crime by 50%</li> </ul>	<ul style="list-style-type: none"> <li>• Number of crimes against persons committed by young persons</li> <li>• Number of property crimes committed by young persons</li> <li>• Number of vehicle thefts committed by young persons</li> <li>• Number of break and enters committed by young persons</li> <li>• 50% of youth crimes which are cleared</li> </ul>



***Achieving the Objectives:***

Objectives will be achieved through a combination of daily visible enforcement coupled with a continuance of educational programs beginning at a youth's early age. Officers will continue to be involved in community service programs designed to educate the youth from pre-school to adulthood. Lectures and presentations shall continue at the school level as well as to various community groups. Active participation is such programs as bicycle rodeos, and Block Parents further enhance education. Officers are encouraged to coach sports teams and become active in community groups. Officers are assigned community schools and become familiar with the staff and students. It is expected that a high visibility on both enforcement and education will prove to be reflective in achieving the above performance indicators.

**Assistance to Victims*****Introduction:***

Police respond to a variety of calls and many of them have a victim to that crime. The Aylmer police strive to be understanding and compassionate to those victims. Providing information and referring the victims to those services that are available can assist the victim. The Aylmer police work in cooperation with many services such as Violence against women, family violence centre, and Family and Children's services. Victims can be referred to these agencies. When officers attend the scene of a property crime officers give advice in regards to home and property security. This is in attempts in making the victim feel safe and secure.

<b>Qualitative Objectives:</b>	<b>Quantitative Objectives:</b>	<b>Performance Indicators:</b>
To provide adequate support for victims of domestic violence	To reduce the recidivism rate for domestic violence by 3%	% of domestic violence offenders who have been charged with a domestic violence charge in the preceding 12 months
To implement pro-active Initiatives that reduce repeat victimization for victims of property crime	To decrease the rate of repeat victimization for break and enters by 3%	Number of persons each year who are victims of two or more break and enters

***Achieving the Objectives:***

Objectives will be achieved by using the officers who are responding to the variety of calls to be sensitive, understanding and helpful to the victim. Aylmer Police distribute bill C-79 (victim Rights) pamphlets advising victims and witnesses of their rights and offering

resource numbers. Victims of property crimes will receive advice in regards to home security, lighting and possible ways to prevent these crimes. Seminars on preventing the property crimes will also be conducted throughout the year. Information will be obtained from the computer system that is utilized by the Aylmer Police.

**ROAD SAFETY**

***Introduction:***

Road safety has become a concern within the Town of Aylmer drinking and driving, speeding and aggressive driving have been pointed out as concerns from the public. Many initiatives have been started and will continue with the police. The Road Safety Challenge, Seat belt campaigns, Road Safety Committee, Car Seat clinics, Bicycle Safety, Aggressive driving campaign, and RIDE programs can be included in these. The Aylmer Police feel it is important for all citizens to feel safe when using the streets within the town.

<b>Qualitative Objectives:</b>	<b>Quantitative Objectives:</b>	<b>Performance Indicators:</b>
<ul style="list-style-type: none"> <li>To improve road safety</li> </ul>	<ul style="list-style-type: none"> <li>To increase the number of charges laid for careless driving, speeding and intersection related offences by 2%</li> <li>To increase the number of persons stopped at RIDE spot checks by 3%</li> <li>To reduce the number of impaired drivers on the road</li> </ul>	<ul style="list-style-type: none"> <li># of charges laid for speeding, careless driving and intersection related offences</li> <li># of persons stopped at RIDE spot checks</li> <li>No of persons administered an approved screening device test</li> <li># of persons charged with impaired driving, over 80 mgs and/or refuse breath test</li> </ul>

***Achieving the Objectives:***

These objectives will be achieved by in-service training for officers who are patrolling the roads to ensure they are aware of the objectives of the police service. The Aylmer Police will continue to be involved with various committees to promote Road safety awareness and programs such as car seat clinics and RIDE programs. Information required for performance indicators is already in existence and utilized by police. Ride programs and traffic violation statistics will be submitted by the Officer in charge of each program.

## **Information Technology**

The Aylmer Police are stakeholders in the OMPPAC system (Ontario Municipal & Provincial Police Automative Co-operative) and the newly developing OPTIC (Ontario Police Technical Information Co-Operative). It is evolving into two joined systems CAD/RMS (Computer Aided Dispatch/Records Management System). The Aylmer Police also have a CPIC terminal (Canadian Police Information Centre) which allows the Aylmer Police access and maintenance to Federal and provincial databases which include the RCMP criminal records and the Ministry of Transportation licence database. The current system ties International, Federal, Provincial and Municipal Police agencies together. The systems also allow for Internet access, which allows worldwide contact. The Aylmer Police have an e-mail address [aylmerpolice@amtelecom.net](mailto:aylmerpolice@amtelecom.net) which is on the Town of Aylmer's webpage. Accessibility is balanced with security for an efficient use of technology & communications with the public. Future goals include establishing an Aylmer Police webpage to assist in our community interaction and awareness.

As our CAD/RMS is updated so will the Aylmer Police hardware requirements. Our technology is constantly updated and annually reviewed. The Aylmer Police installed a video interview/surveillance system within the police building. The current basic function is to make recorded interviews within a designated room. The system will also be designed for future expansion to allow for additional recording devices within the police building for security and monitoring purposes.

Training is an on-going process. The Aylmer Police are evolving to a paperless system. All reports are submitted by data entry. Officers have a working knowledge of computers and windows applications as base for their day to day activities. The new CDA/RMS is tentatively slated to start in Aylmer at the end of 2001. Training will be provincially provided and requires approximately 40 hours per employee.

## **Resource Planning**

The Chief of Police will plan implement resource planning by semi-annually meeting with the entire staff to discuss and assign the business plan objectives and goals. The first meeting will be at the start of the year and a second meeting within six months to track and re-evaluate those same goals. Resource planning includes the implementation of specific training and financial allocations for that training and program development. The combination of manual tracking through officer reports and computer analysis through OMPPAC will assist in the reporting. The annual budget will reflect the financial requirements while the year-end report will detail all current and planned training schedules. At monthly Police Service Board meetings the Chief of Police will issue a report which includes crime trends, provincial and criminal charges, call analysis, human resource statistics, police pursuits, and public complaints. This report provides a year to date comparison and a report for the same month from the year prior. A budget comparison will also be reported on monthly.

The Chief of Police will prepare an annual year end report which will include workload assessments and service delivery evaluations for the following areas:

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

## **Communication**

The business plan will be communicated to the members of the Aylmer Police Service through its semi-annual meetings. It will be made a part of the Policy & Procedure manual for the members and thereby always be available. Since this is a public document it will be presented to Aylmer Town Council during open session in December 2000. Annually the Chief and the Board will prepare an evaluation of the business plan to be presented to council. The public will be invited through the media to attend these presentations. Copies of the business plan and all subsequent evaluation reports shall be in document form and made available to the public. The Civilian Advisory Committee will continue to meet at their own discretion with the administration of the Aylmer police. The business plan was prepared in consultation with this group and will continually be evaluated through them. On going public input is essential to the efficient operation of the Aylmer Police.

## **Police Facilities**

The Aylmer Police maintains our sole police facility located at 20 Beech St.E., Aylmer, Ontario. The building is 3 years old and conforms to all legislative requirements. As legislation changes the Aylmer Police will conform accordingly. The Police Station is accessible to the public during normal working hours 9am to 5pm. From 5pm to 9am and on weekends and holidays the interior of the facility is closed to the public. There is, of course, 24 hour patrol policing with telephone availability in the lobby. The boardroom, when not in use for police purposes, is available to the public without charge.

The Police building is inspected monthly by a joint health & safety committee as part of the WSIB (Workplace Safety & Insurance Board) requirements and the Aylmer Police

Occupational Health & Safety Policy. The Chief of Police will review and report back to the board, at least once every business cycle, on whether the Aylmer Police meet or exceed all items listed in section 6 of the Board's Policy AI-001

## **Appendices**

- List of contact information for key personnel responsible for this plan.
- Glossary and Terms of Reference
- [Community Satisfaction Survey 2000](#)

**CONTACT INFORMATION FOR THE AYLMEER POLICE AND  
RELATED AGENCIES**

**Aylmer Police** (519)773-3144  
20 Beech St.E., (519)765-1580 Fax  
Aylmer, Ontario [aylmerpolice@amtelecom.net](mailto:aylmerpolice@amtelecom.net)  
N5H 3H6

**Aylmer Police Services Board**  
C/O Aylmer Police  
20 Beech St.E.,  
Aylmer, Ontario  
N5H 3H6

**Aylmer Town Hall** (519)773-3164  
46 Talbot St.W., (519)765-1446 Fax  
Aylmer, Ontario [aylmerlib@amtelecom.net](mailto:aylmerlib@amtelecom.net)  
N5H 1H4

**Ministry of Solicitor General** (416)314-3000  
**and Correctional Services**  
**-Policing Services**  
25 Grosvenor Street  
12<sup>th</sup> floor  
Toronto, Ontario  
M7A 2H3

**Chief T.B. (Bil) Segui** (519)773-3144

**Deputy Chief Andre Reymer** (519)773-3144

**Paul Bode** write to the Board address above  
Chairman  
Aylmer Police Services Board

## GLOSSARY AND TERMS OF REFERANCE

<b>Aylmer Police Service Board</b>	employer of the Aylmer Police comprising of five members from the community, Town Council, and provincial appointment
<b>Civilian Advisory Committee (A.P.S.A.C.)</b>	voluntary members of the community, assorted organizations and affiliations who advise the Chief of Police on their community concerns
<b>Criminal Offence</b>	a contravention of a federal act or law. Severity determined by Indictable or summary conviction. (eg: Criminal Code, Canada Evidence Act, Controlled Drugs and Substances Act, and Young Offenders Act).
<b>Indictable Offence</b>	a serious criminal offence punishable by a prison sentence.
<b>Summary Conviction Offence</b>	less serious criminal offence punishable by a fine of 6 months in jail.
<b>Criminal Code</b>	Federal legislation prohibiting criminal offences (eg: Murder, Assault, Impaired Driving, and Theft).
<b>Provincial Offence</b>	a contravention of provincial legislation (eg: Highway Traffic Act, Liquor Licence Act, and Trespass to Property Act).
<b>Municipal By-law</b>	a municipal law passed by Town council and only enforceable within the municipality.
<b>Police Officer</b>	also known as a “peace officer” - a person employed for the preservation and maintenance of the public peace.
<b>Aylmer Police Officer</b>	A police officer for the Province of Ontario and employed by the Aylmer Police Services Board. Empowered to enforce Town by-laws, provincial, and federal legislation.
<b>Young Offender</b>	with the meaning of the Young Offenders Act as a person 12 years of age or more but under the age of 18 who is charged with a criminal offence.
<b>Young Person</b>	within the meaning of the Provincial Offences Act as a person 12 years of age or more but under the age of 16 years old who is charged with a Provincial Offence.
<b>R.I.D.E.</b>	acronym for “Reduce Impaired Driving Everywhere”. Provincial law allows for the random spot checks to stop motorists to check for impaired drivers.