



**2004 - 2006
Business Plan**



Message from the Chair of the Police Services Board

Over the past few months, the Deputy Chief and the Aylmer Police Service Board, along with various interested parties have been diligently working on the Business Plan for the Aylmer Police Service. The Plan lays out the goals of the Service for the next three years.

As part of the business plan, a survey has been conducted to determine the needs of the community. The survey results help establish priorities and to place resources in required areas. The survey along with Provincial Adequacy Standards and input from various groups have generated the required information to prepare the Plan.

Policing has its own challenges just like any other service or business. The balance between the cost of providing services and service required and demanded by its clientele are always competing. Increased Adequacy Standards from the Province, increasing time for investigations, and the courts have put extreme pressure on costs, which have been increasing at much higher rate than the other services provided by the Town of Aylmer.

The Board will endeavour to carry out this Plan using the resources necessary “To Serve and Protect” the citizens of the Town of Aylmer.

On behalf of the Board, I would like to thank all of the participants in preparation of this Business Plan for the Aylmer Police Service.

Yours truly,

**Paul Toth
Chairman**



To the Citizens of Aylmer

The Aylmer Police Service is accountable to the citizens of Aylmer. To this end, the Service and the Aylmer Police Services Board strives to provide adequate and effective policing to our citizens, while maintaining a realistic fiscal responsibility.

As we enter into our second business plan, we recognize that we have achieved and maintained several of our goals and objectives over the last three years. There were some that were not met, but we are striving to do so on an ongoing basis.

As I have stated in the past, planning has become a major component of policing. It is only appropriate that the Aylmer Police Service continues to strategically plan our future. We must again ask ourselves a few basic questions.

1. What are the priorities 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?

The Aylmer Police Service will continue to provide service to victims of crime in a compassionate manner. Steps have been taken to train all officers on victim assistance as well as enhanced training on domestic violence investigation. The Aylmer Police Service has entered into agreements with and supports the efforts of several agencies including Victim Services Elgin and Elgin Alliance to End Violence.

We undertake to be diligent and relentless in our efforts to serve and protect the citizens of Aylmer.

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.

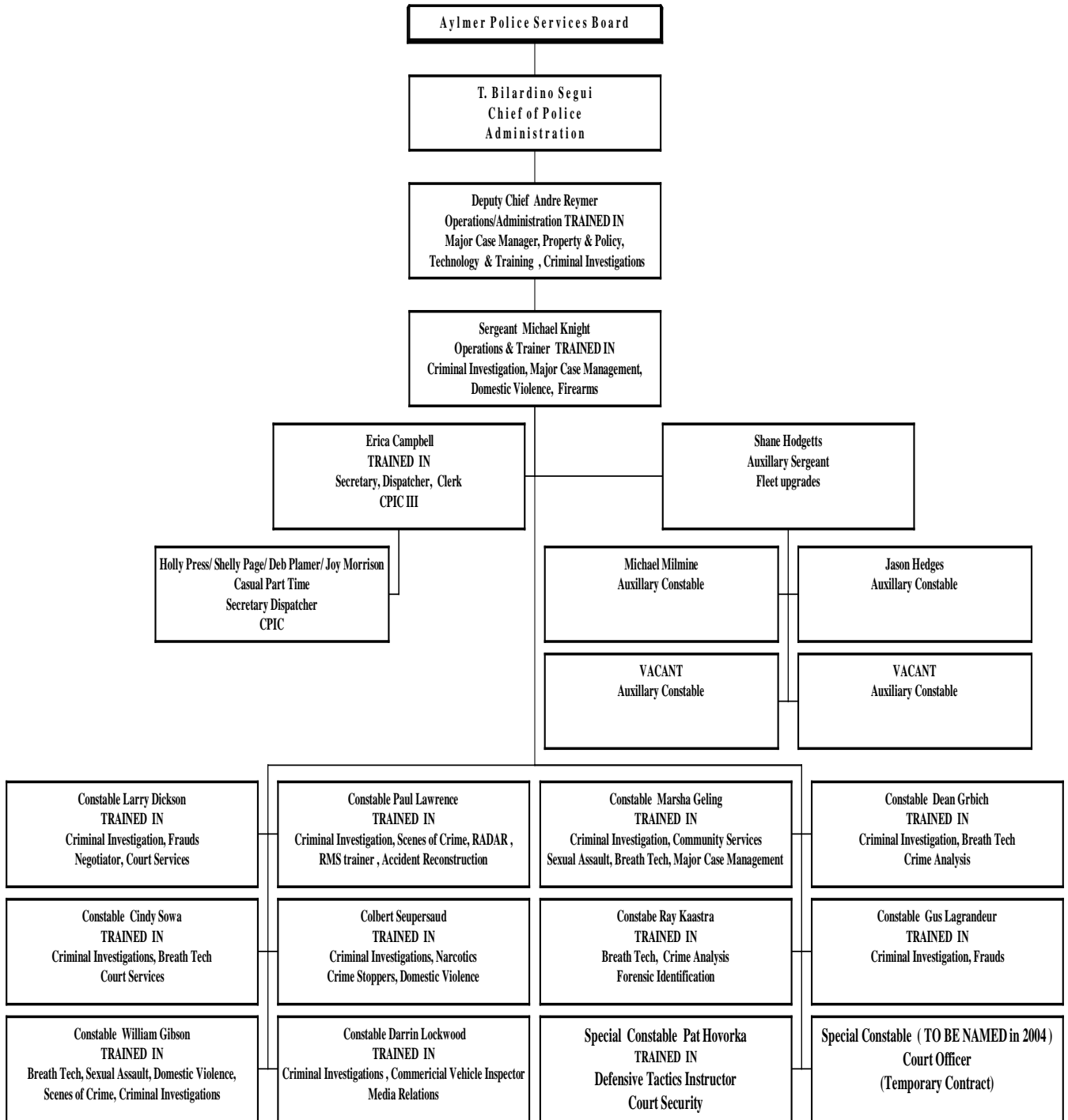
The Aylmer Police service is committed to professionalism and the service provided will be synonymous with excellence.

Acknowledgments

The preparation and production of this Business Plan was largely credited to the dedication of the planning committee. This committee was comprised of all persons effected by the plan, our community stakeholders. The community is represented by the Civilian Advisory Committee. Members include those from business, clergy, seniors, students, teachers, and concerned residents. The business side was represented by members of the Aylmer Police administration, Police Association, Police Board, and Town Council. Together members met semi monthly from November 2003 until May 2004 to bring this plan to completion. Their work and dedication is to be commended.



Aylmer Police 2004





Environmental Scan

Population

- 1970 - 4,543
- 1980 - 5,127
- 1985 - 6,046
- 1996 - 7,018
- 2003 – 7,120

Nearest Cities

- Distance (kilometres)
- City of St. Thomas - 12 km
- Town of Tillsonburg - 20 km
- City of London - 30 km
- City of Toronto - 177 km

(2003 Census is noted, Statistics Canada estimates 8143 as noted on page 8)

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 and the London District Catholic School Board. Two private schools are also in Aylmer: Immanuel Christian School and The Church of God.

Elementary Schools

- McGregor Public School
- Davenport Public School
- Assumption Catholic School
- Immanuel Christian School
- Church of God

Secondary Schools

- East Elgin Secondary School . *The high school 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 (1,700 sq.ft.) - \$134,000 . Rentals - Average cost for two-bedroom apartment - \$500.00 per month plus utilities. Aylmer's tax base is comprised of approximately 2600 homes.



Facilities

- Community Complex with twin ice pads completed in 2004
- Seven parks and a conservation area
- Walking / cycling trails through the parks
- Four baseball diamonds, two soccer fields, public outdoor pool, and tennis courts
- Catfish Creek Conservation waterway
- Fairgrounds with Curling rink

Geography

The Town of Aylmer is favourably connected with the primary road network in Southwestern Ontario. Major transportation arteries serving the Town are Highway 3 and the former 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 base. The largest industry is Imperial Leaf Tobacco. Tobacco is grown in the rural community surrounding Aylmer. Some of the other non-retail related employers which add to the local economy include Amtelecom, the Aylmer Express, ICS Couriers, the Ministry of Natural Resources, and the Thames Valley District School Board. In addition, many of Aylmer residents are employed in neighbouring cities such as London, St. Thomas, and Tillsonburg where the major focus of their industrial base is automotive related.

Community Survey

In 2000 the first community survey was contracted out to the University of Western Ontario and consisted of a telephone survey. In 2004 a similar written survey consisted of 1000 of them being distributed to Aylmer and area population to ensure certain groups be specifically covered. The portioning was adjusted to keep the greater majority of the respondents as actual Aylmer ratepayers. It was agreed the distribution be as follows:

| | |
|------------------------|-----|
| ▪ Aylmer Residents | 700 |
| ▪ East Elgin Secondary | 100 |
| ▪ Malahide Township | 100 |
| ▪ Chamber of Commerce | 50 |
| ▪ Aylmer seniors | 50 |

The purpose of the surveys was to solicit community opinion of the Aylmer Police services provided to them. The 2004 survey was gauged against the previous 2000 survey results. Then 1247 households were contacted and 311 people completed the survey for a 24% response rate. In 2004 we received 252 responses from 1000 surveys for a 25% response rate. The responses were received and tabulated by the planning committee.



The demographic of respondents were 75% Aylmer residents , 60% being female with the largest age groups being 35-44 and 65 & over. 42% had post secondary education with 90% being homeowners.

The following is a comparison between survey trends in the last 4 years;

| SURVEY QUESTIONS | 2000 | 2004 |
|--|-------------|-------------|
| Crime levels in Aylmer | | |
| ➤ increased | 40% | 40% |
| ➤ stayed the same | 43% | 37% |
| ➤ decreased | 11% | 8% |
| Crime elsewhere | | |
| ➤ more in Aylmer | 6% | 6% |
| ➤ the same in Aylmer | 61% | 47% |
| ➤ less then elsewhere | 24% | 26% |
| Contact with Aylmer Police in past 3 years | | |
| ➤ Officer was punctual | 50% | 62% |
| ➤ Officer provided follow-up | 60% | 50% |
| ➤ Officer provided follow-up | 40% | 43% |
| Public know an Aylmer Officer | 66% | 76% |
| Public recognize an officer | 84% | 85% |
| Feeling of Safety | | |
| ➤ at home | 84% | 90% |
| ➤ In public/outdoors | 66% | 67% |
| Police quality of service | | |
| ➤ Excellent | 85% | 76% |
| ➤ Adequate | 11% | 15% |
| ➤ Poor | 1% | 1% |

Few problems stood out as issues in Aylmer with the majority of the respondents making them as “somewhat” of a problem (3 out of 5). An equal number surveyed stated “I don’t know”. Public opinion was highest on our ability to enforce laws and treating people fairly. The respondents did score the police lower in their ability to prevent crime. Services



and programs cited as important included R.I.D.E, Victim Services, and Community Policing.

- Complete tally & comments provided as Appendix “A” & “B” to this plan.

Objectives of the Aylmer Police

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 of Policing

The Aylmer Police provide the six services necessary to ensure the delivery of adequate and effective policing;

- 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, or through contracting out, as provided for in the Adequacy Standards Regulation.

Crime Trends (Statistics Canada Crime rate for Elgin County-published 2002)



The screenshot shows a web browser window with the address bar displaying a URL from the Ontario Police Services Board. The page title is "Crimes in Municipalities - Number, Rate and Clearance Rates, Major...". The table below lists statistics for three municipalities: St. Thomas, Aylmer, and Elgin County. The columns include 2002 Population, Violent Crime Number and Rate, Violent Crime Clearance Rate, Property Crime Number and Rate, Property Crime Clearance Rate, Total Criminal Code Number and Rate, and Total Criminal Code Clearance Rate.

| Geography | 2002 Population | Violent Crime - Number | Violent Crime - Rate | Violent Crime - Clearance Rate | Property Crime - Number | Property Crime - Rate | Property Crime - Clearance Rate | Total Criminal Code - Number | Total Criminal Code - Rate | Total Criminal Code - Clearance Rate |
|--|-----------------|------------------------|----------------------|--------------------------------|-------------------------|-----------------------|---------------------------------|------------------------------|----------------------------|--------------------------------------|
| ST. THOMAS, MUNICIPAL, ONT. (ST. THOMAS, ONT., 3555) | 35,136 | 283 | | 80.0 | 1,376 | 3,916 | 18.7 | 2,707 | 7,704 | 34.0 |
| AYLMER, MUNICIPAL, ONT. (AYLMER, ONT., 3504) | 8,143 | 58 | 688 | 85.7 | 253 | 3,107 | 46.2 | 568 | 6,975 | 56.9 |
| ELGIN COUNTY, ONT. (OPP - 3510) | 41,516 | 224 | 540 | 95.5 | 900 | 2,100 | 22.6 | 1,756 | 4,230 | 39.4 |

Police Coverage & Visibility

The Aylmer Police provide two police officers on patrol twenty-four hours per day, seven days per week. In order to accomplish this a compressed forty-eight hour work week of twelve hours shifts are utilized with one hour overlap start and finish times. Police officers work four day blocks of two day shifts and two night shifts with four days off afterwards. To ensure efficiency first days shifts and first night shifts are considered “call shifts”. This officer would usually respond to calls for service from the public. Second dayshifts and night shifts are utilized for follow-up investigations from their first shifts, and community service work such as foot patrol, and school visits.

Officers are on general cruiser patrol in two of three marked Aylmer Police cruisers. Enforcing traffic laws and responding to traffic complaints are part of cruiser patrol. Beat duty may consist of downtown walking patrols, school walk throughs, or bicycle patrol. Officers aim to be visible to the public at all times through both types of patrols. Peak pedestrian and vehicle traffic times for work & school are monitored by cruiser patrols. Investigations, especially criminal, often require a great degree of time. Certain criminal offences require Police Services dispatch more than one officer respond as per legislation. Much of an investigation involves interviewing people, which usually occurs at the Police Station. Officers generally do much of their own data entry on computers situated at the police station. The end result is that an investigating officer spends a great deal of initial investigative time out of the public eye.

The introduction of the new *Youth Criminal Justice Act* replaced the *Young Offenders Act* in 2003. Philosophically the Act seeks to rehabilitate youth offenders by diverting them from the court system. Police officers are now formally tasked with creating, referring, and



monitoring programs for offenders. The probation tasks are now also on the shoulders of the police. Better police & youth interaction is a benefit, but it comes with the cost of a greater time commitment.

Witnesses are interviewed when they are available, not when the officer is. Again this is also generally day time hours. Aylmer residents can be assured that their neighbourhoods are patrolled as they sleep. The end result is that the public may often be left with the impression that during waking hours they do not see police officers actively on the street. The Aylmer Police strive to keep a balance of day to night patrols, however, when an emergency arises the first 24 hours are often crucial for an investigative commitment.



Budget Forecast

A Business Plan is prepared by the Aylmer Police Services Board once every three years. The plan will include a yearly budget comprising of;

- Operational (supplies, maintenance, uniforms, etc)
- Non-operational (salaries & benefits)
- Capital (cruiser, & other one time purchases)

The budget is a forecast for a future based on known and anticipated costs and circumstances.

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.

| | Actual 2003 | Budget 2004 | Forecast 2005 | Forecast 2006 |
|------------------------|--------------------|--------------------|----------------------|----------------------|
| Operational | \$175,665 | \$157,710 | \$209,000 | \$222,000 |
| Non Operational | \$1,134,274 | \$1,243,585 | \$1,247,000 | \$1,411,000 |
| Capital | \$24,510 | \$37,985 | \$43,000 | \$37,000 |
| Total | \$1,334,449 | \$1,439,280 | \$1,499,000 | \$1,670,000 |
| Increase | | 7.9% | 4.1% | 11.4% |

Budget Highlights

2003

- OMERS (Ontario Municipal Employees Retirement Service) began partial pension deductions after a 3 year holiday
- 27th pay period of 2004 rolled back to 2003

2004

- full OMERS deductions began with another surplus holiday beginning this year.
- 2 year retroactive contract wage settlement (2003-2004)
- new cruiser & new Radar device

2005

- new cruiser & RADAR equipment
- pension holiday completed at year end
- new contract year for wages and benefits

2006

- new cruiser
- OMERS holiday over, full 8% payments again
- Community Policing Grant completed, \$30,000 less revenue



Community Based Crime Prevention

Objective 1: Through community awareness & programs increase Crime Stoppers Tips.

Performance Indicators:

| Crime Stoppers Calls | 2001 | 2002 | 2003 |
|------------------------------|-------------|-------------|-------------|
| Total Calls for Elgin | 189 | 194 | 181 |
| Useable | 160 | 170 | 167 |
| Aylmer Calls | 11 | 10 | 14 |
| Programs | 1 | 2 | 2 |

Events that promote the Crime Stoppers program will be tracked in RMS. These events include fundraisers such as Bail & Jail, Rock & Bowl, sponsored R.I.D.E. , and school lectures. They all increase the awareness and support the program. On & off duty officers along with the public volunteers are utilized.

Accountability: Crime Stoppers liaison, Deputy Chief

Objective 2: Through Officer presence & teaching programs we reduce school related police occurrences .

Performance Indicators:

| Year | | Secondary School | 5 Elementary Schools |
|-------------|--------------------------|-------------------------|-----------------------------|
| 2001 | School visits | 30 | 39 |
| | calls for service | 46 | 45 |
| 2002 | School visits | 30 | 50 |
| | calls for service | 44 | 31 |
| 2003 | School visits | 33 | 49 |
| | calls for service | 54 | 31 |

Officer walk throughs of schools as part of the Adopt-a-School program where two Aylmer officers are assigned to each school in Aylmer. Leisure time high visibility promotes safety & security amongst students & staff. Officers may lecture classes when invited on topics they may specialize in.

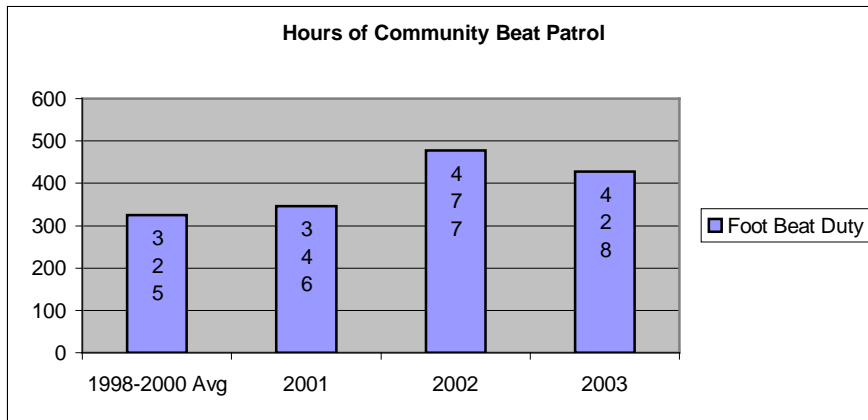
Accountability: Community Services Officer, Chief



Community Patrol

Objective 1: Maintain Officer beat time on the street and parks re-enforcing public safety & confidence.

Performance Indicators:



High public visibility of uniformed officers in high traffic areas will instill public safety in those areas while deterring some random acts and offences.

Accountability: patrol officers, Chief

Objective 2: Respond to localized complaints with directed patrols and enforcement

Performance Indicators: chart complaints against assigned directed patrols and their outcomes.

Accountability: patrol officers, Deputy Chief



Criminal Investigation Services

Objective 1: Increase Criminal complaint clearance rates through thorough and enhanced criminal investigations utilizing personnel with the appropriate knowledge, skills, and abilities.

Performance Indicators:

| Year | Violent Crime | Clearance Rate | Property Crime | Clearance Rate | Total Criminal Code | Clearance Rate |
|-------------|----------------------|-----------------------|-----------------------|-----------------------|----------------------------|-----------------------|
| 2000 | 118 | 80% | 249 | 31% | 703 | 44% |
| 2001 | 80 | 76% | 320 | 23% | 752 | 35% |
| 2002 | 56 | 86% | 253 | 46% | 568 | 56% |
| 2003 | 54 | 96% | 191 | 25% | 440 | 39% |

Maintain and increase year end clearance rates as reported to Statistics Canada annually.

Accountability: Chief

Objective 2: Continue to increase and enhance training and expertise within the police service. All Aylmer Police officers have General Investigative Techniques which is a pre-requisite for all additional specialized training modules.

Performance Indicators: Yearly Training log reported in Annual Reports. Training to be sought will include Advanced Interviewing, Sexual Assault, Fraud, and Forensic Identification seminars.

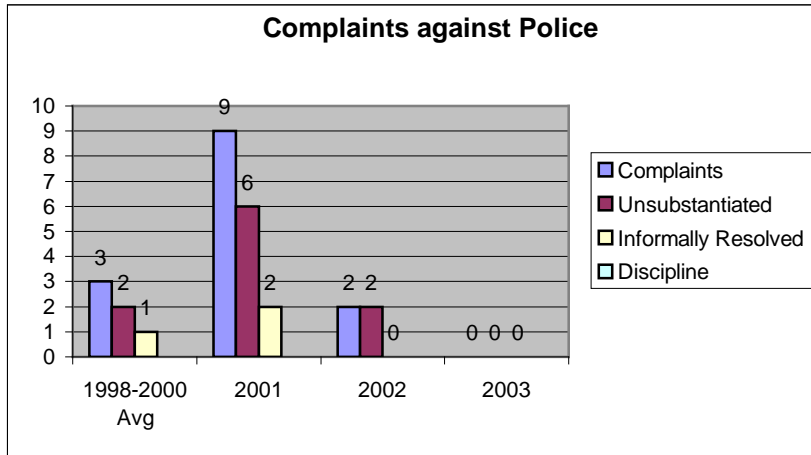
Accountability: Sergeant, Deputy Chief



Community Satisfaction

Objective 1 : Reduce public complaints through professional service delivery .

Performance Indicators:



Through continued professional service delivery, open community meetings fostering a positive community service level the Aylmer Police will in turn reduce complaints from the public.

Accountability: all officers, Chief

Objective 2: Maintain surveyed satisfaction level from community.

Performance Indicators:

| | 2000 | 2004 | 2007 |
|---------------------------|-------------|-------------|------|
| Survey Sample | 1247 | 1000 | |
| Respondents | 311 | 252 | |
| Percentage | 24% | 25% | |
| Satisfaction level | 81 % | 76 % | |

Survey levels -maintain high satisfaction with service from 3 year surveys

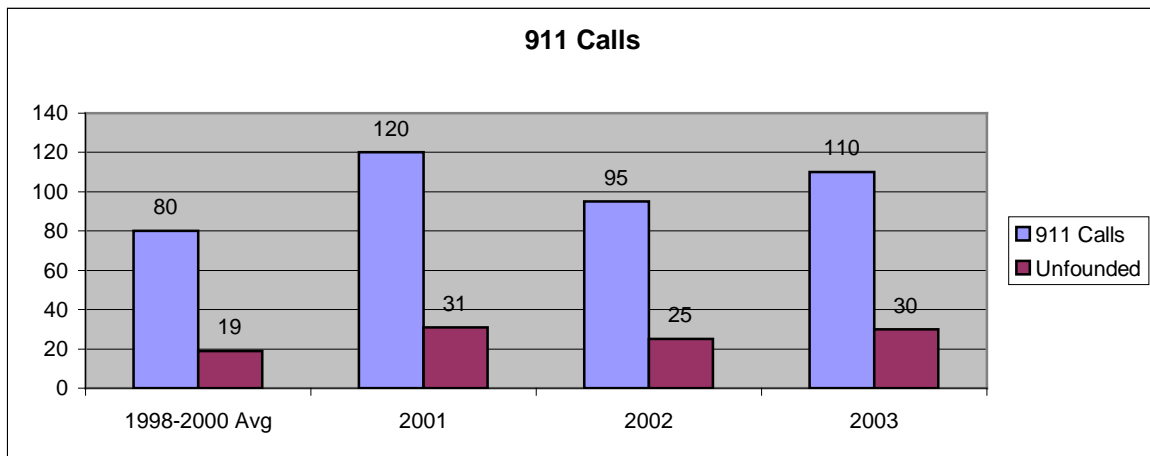
Accountability: Deputy Chief



Emergency Calls for Service

Objective 1: To reduce unfounded 911 calls through advice & education. Establish partnerships with other local 911 service providers & telecommunications companies to promote community awareness.

Performance Indicators:



Accountability: Dispatchers, Community Services Officer, Deputy Chief

Objective 2: Provide more than one officer to respond to all police 911 calls to ensure the safety of the public and the officers.

Performance Indicators: Records Management System (RMS) tracking of all officers dispatched to 911 calls. Identify the calls for service that were bona fide emergencies and their outcomes.

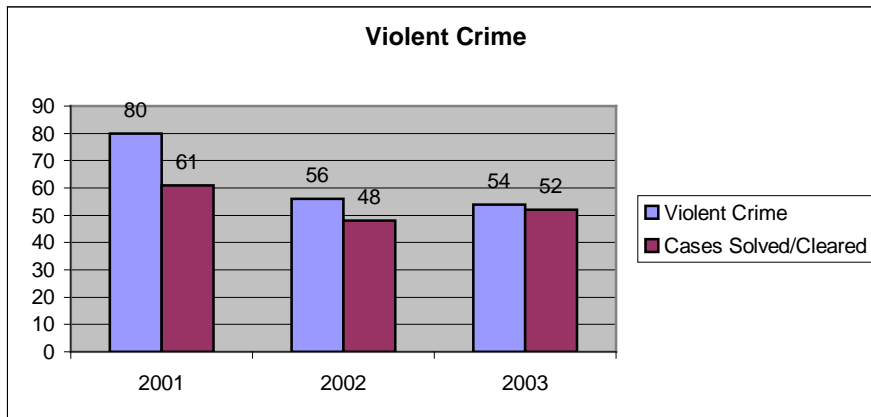
Accountability: Dispatchers, Deputy Chief



Violent Crime

Objective : Maintain high enforcement and clearance rates on Violent Crimes .

Performance Indicators:



The Violent Crime rate has dropped by more than 50% in the last four years and the clearance rate has increased 20%. It is believed high clearance rates coincide with lower occurrence rates. Domestic Assaults and Robberies are captured in this data.

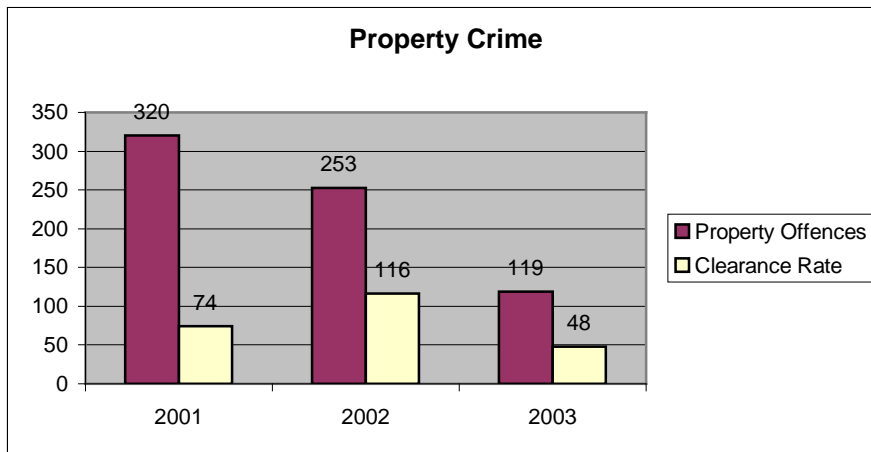
Accountability: Deputy Chief



Property Crime

Objective : Increase clearance Rates for property offences through property identification programs and promoting prompt reporting by victims.

Performance Indicators:



Many property offences go unsolved largely due to the complainant's inability to identify their property. Promoting the cataloguing of serial numbers and offering programs to assist the community will assist in investigations and prompt return to owners.

Accountability: Community Services Officer, Chief

Youth Crime

Objective: Reduce incidents of Youth Crime by;

- maintaining school contacts as stated in Community Patrol and the utilization of innovative diversion methods and extra judicial measures.
- Maintain exposure to youth through open street interaction and participation in youth programs and events.
- Encourage the Crime Stoppers program within East Elgin Secondary school.

Performance Indicators:

Tracking clearance rates by youths charged and the increasing number who are diverted through the Youth Criminal Justice Act.

Accountability: Sergeant, Chief

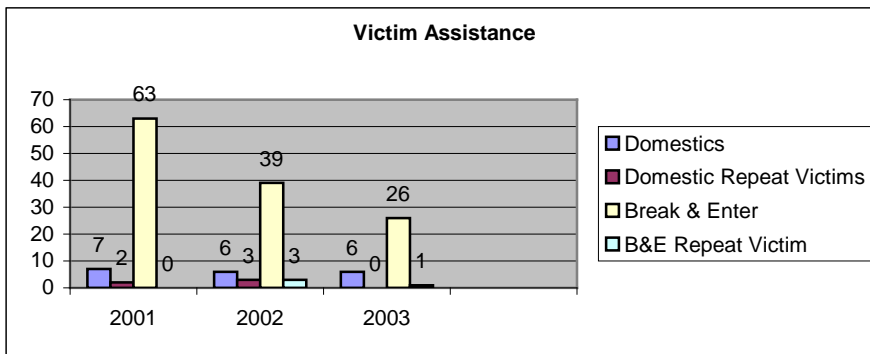


VICTIM ASSISTANCE

Objective: Maintain low repeat victimization rates in Domestic Violence and Break & Enter crimes through ;

- Utilization of victim resources such as VCARS (Violent Crime and Referral Service), VWAP (Victim Witness Assistance Program), Womens Shelter
- Encourage utilization of tailored safety plans provided through police
- CPTED (Crime Prevention Through Environmental Design) where changes in property & practices will enhance personal security

Performance Indicators:



The offence rates are decreasing and repeat offences will be tracked through RMS & victim service groups.

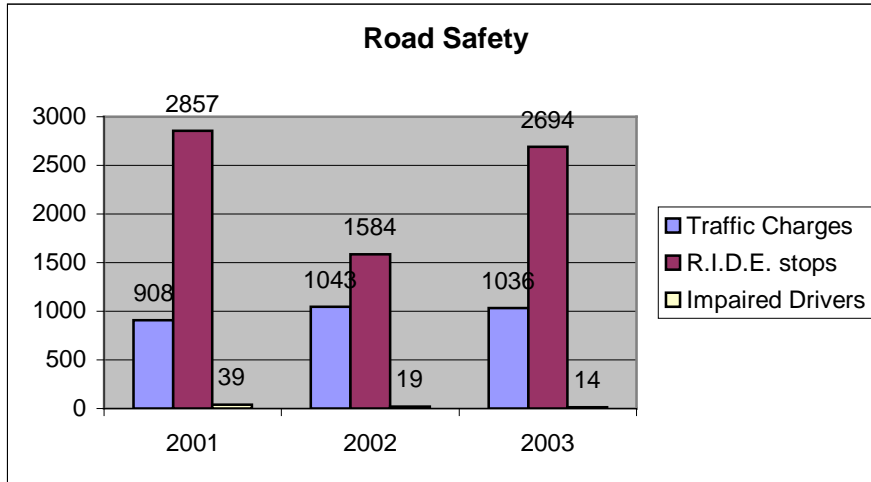
Accountability: Domestic Violence Trainers, Chief



ROAD SAFETY

Objective 1: Through traffic patrols and targeted programs :

- Increase Provincial Offence Act Enforcement ,
- maintain RIDE stops and reduce Impaired Drivers



Accountability: Sergeant, Deputy Chief

Objective 2: Schedule year long traffic strategies & programs

Performance Indicators:

| Month | Safety Program |
|-----------|---|
| January | RIDE |
| February | Car Seat Clinics |
| March | RIDE |
| April | Spring Seat Belt Campaign / RIDE |
| May | Bicycle Rodeo & Safety / Aggressive Driving Week |
| June | 4 County Traffic programs / Child Safety Week |
| July | RADAR programs / RIDE |
| August | Commercial Vehicle Inspections / 4 County Traffic |
| September | School Bus awareness / RIDE |
| October | Fall Seat Belt Campaign |
| November | Overnight parking enforcement / RIDE |
| December | Holiday RIDE |

Accountability: Sergeant, Deputy Chief



Information Technology

Current Status

The Aylmer Police are stakeholders in OPTIC (Ontario Police Technology Information Co-operative). We have evolved 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. A Firewall system was implemented in 2002 and 2003 utilizing a Provincial Technology Grant. Although connected to the Internet and Intranet the Aylmer Police remain protected internally. Photographic evidence is digitally stored and made available through an in house server. OPTIC is currently costing a digital mug shot system and the Aylmer Police could participate with current procedures in place. The Aylmer Police installed a video interview and surveillance system within the police building in 2001.

- Objectives:**
1. Website for the Aylmer Police
 2. Witness Video room
 3. Portable computer and projector

- A website would allow for public awareness and access to on-going police concerns and announcements. Linking it to the Town of Aylmer would enhance the public profile of our community for present and future residents and investors. Creation of the site could be contracted out or requested to be a project/contest for our secondary school students. Hosting would be external for security reasons.
- A separate video taped “soft” interview room for witnesses and victims is more suitable than using the “hard” interview room in the detention area in proximity to prisoners. The second room could also double as a back-up system in case the primary failed. A room for this purpose is already in place. The existing video system is capable of accepting additional equipment.
- A laptop computer makes data portable. Presentations in the courts and public will be more effective using the computer and projector with conventional software. A portable system can also be loaded with RMS and other police applications and also serve as a back-up in case of a primary system outage.



Resource Planning

Aylmer Police Administration will implement resource planning by quarterly meeting with the entire staff to discuss new issues and reinforce the business plan objectives and goals. The combination of manual tracking through officer reports and computer analysis through RMS 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 quarterly 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 June 2004. 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 was constructed in 1997 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. An average 40 groups per year use our community room.

A building committee consisting of Police Management, Police Association, and Police Services Board has been set to review current and future concerns;

- Short term issues include painting the cell block for easier cleaning of potential body fluids, and general interior paint job.
- A mid term project would be for a larger report room and records officer work area. This would require light construction and furniture replacement.
- Longer term goals include building enlargement and secure storage/parking.

The Police building is inspected 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

- Appendix “A” List of contact information for key personnel responsible for this plan.
- Appendix “B” 2004 Community Survey
- Appendix “C” 2004 Survey Comments to questions 5 & 15



Appendix “A”

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

Aylmer Police
20 Beech St.E.,
Aylmer, Ontario
N5H 3H6

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(519)765-1580 Fax
aylmerpolice@amtelecom.net

Aylmer Police Services Board
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Aylmer, Ontario
N5H 2R9

Aylmer Town Hall
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Aylmer, Ontario
N5H 1H4

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(519)765-1446 Fax
aylmerlib@amtelecom.net

**Ministry of Public Safety
and Correctional Services
-Policing Services**
25 Grosvenor Street
12th floor
Toronto, Ontario
M7A 2H3

(416)314-3000

Chief T.B. (Bil) Segui

(519)773-3144

Deputy Chief Andre Reymer

(519)773-3144

Paul Toth
Chairman
Aylmer Police Services Board

write to the Board address above



Appendix “B”

2004 COMMUNITY SURVEY

1000 SURVEY'S WERE SENT OUT AND 265 WERE RETURNED. 252 WERE VALID AND 13 WERE INVALID GIVING A 26.5% RETURN RATE. THE FOLLOWING IS BASED ON THE 252 RETURNS. *Some questions were not answered resulting in fluctuating rates.*

1. For the town of Aylmer, please rate each of the following problems on a scale of 1 to 5, where 1=not a problem, and 5= a very serious problem.

| | | | | | | | TOTAL RESPONSES | Don't Know | | | | | |
|------------------------|----|----|----|----|----|------------|-----------------|------------|-----|-----|-----|-----|-----|
| | 1 | 2 | 3 | 4 | 5 | Don't Know | | 1% | 2% | 3% | 4% | 5% | % |
| Break & Enters | 11 | 57 | 76 | 40 | 26 | 38 | 248 | 4% | 23% | 31% | 16% | 10% | 15% |
| Thefts | 8 | 58 | 63 | 60 | 30 | 32 | 251 | 3% | 23% | 25% | 24% | 12% | 13% |
| Stolen Vehicles | 19 | 64 | 70 | 39 | 22 | 35 | 249 | 8% | 26% | 28% | 16% | 9% | 14% |
| Vandalism | 5 | 34 | 78 | 72 | 41 | 20 | 250 | 2% | 14% | 31% | 29% | 16% | 8% |
| Family disputes | 7 | 42 | 71 | 51 | 33 | 46 | 250 | 3% | 17% | 28% | 20% | 13% | 18% |
| Traffic violations | 9 | 50 | 70 | 47 | 38 | 37 | 251 | 4% | 20% | 28% | 19% | 15% | 15% |
| Drugs | 7 | 28 | 62 | 60 | 62 | 21 | 240 | 3% | 12% | 26% | 25% | 26% | 9% |
| Liquor offences | 6 | 49 | 72 | 59 | 36 | 28 | 250 | 2% | 20% | 29% | 24% | 14% | 11% |
| Youth Crime | 5 | 33 | 72 | 64 | 53 | 23 | 250 | 2% | 13% | 29% | 26% | 21% | 9% |
| Assaults | 10 | 52 | 74 | 48 | 20 | 38 | 242 | 4% | 21% | 31% | 20% | 8% | 16% |
| Frauds | 38 | 73 | 53 | 15 | 6 | 64 | 249 | 15% | 29% | 21% | 6% | 2% | 26% |
| Robbery | 30 | 65 | 63 | 40 | 14 | 37 | 249 | 12% | 26% | 25% | 16% | 6% | 15% |
| Noise & disturbances | 32 | 79 | 73 | 22 | 13 | 32 | 251 | 13% | 31% | 29% | 9% | 5% | 13% |
| Intoxicated persons | 29 | 70 | 67 | 39 | 15 | 31 | 251 | 12% | 28% | 27% | 16% | 6% | 12% |
| Violence against women | 18 | 41 | 61 | 41 | 17 | 73 | 251 | 7% | 16% | 24% | 16% | 7% | 29% |



| | | | | | | | | | | | | | | |
|------------------------|-----------------|----|----|----|----|----|------------|-----|-----|-----|-----|-----|-----|--|
| Bias motivated crime | 36 | 57 | 45 | 19 | 6 | 82 | 245 | 15% | 23% | 18% | 8% | 2% | 33% | |
| Racial tensions | 59 | 61 | 44 | 24 | 6 | 56 | 250 | 24% | 24% | 18% | 10% | 2% | 22% | |
| Speeding cars | 7 | 41 | 70 | 65 | 44 | 16 | 243 | 3% | 17% | 29% | 27% | 18% | 7% | |
| Parking | 53 | 71 | 47 | 23 | 22 | 26 | 242 | 22% | 29% | 19% | 10% | 9% | 11% | |
| Police harassment | 106 | 31 | 21 | 6 | 9 | 69 | 242 | 44% | 13% | 9% | 2% | 4% | 29% | |
| By-law enforcement | 50 | 67 | 47 | 9 | 12 | 63 | 248 | 20% | 27% | 19% | 4% | 5% | 25% | |
| Other (please specify) | see comments #1 | | | | | | | | | | | | | |
| | | | | | | | AVG | 14% | 28% | 33% | 21% | 13% | 22% | |

2. Over the past few years, do you think crime in Aylmer has:

| | Decreased | Remained the same | Increased | Don't Know | TOTAL RESPONSES |
|--|-----------|-------------------|-----------|------------|-----------------|
| | 21 | 94 | 101 | 35 | 251 |
| | 8.4% | 37.5% | 40.2% | 13.9% | |

3. In terms of the amount of crime, how do you think Aylmer compares with other communities of similar size in the area?

| | Much Less Crime | Less Crime | About the same crime | More crime | Much more crime | Don't know | TOTAL RESPONSES |
|--|-----------------|------------|----------------------|------------|-----------------|------------|-----------------|
| | 8 | 65 | 115 | 15 | 1 | 41 | 245 |
| | 3.3% | 26.5% | 46.9% | 6.1% | 0.4% | 16.7% | |



4. On a scale of 1 to 5, where 1 = very poor, 3 = adequate and 5 = excellent, how would you rate the performance of the Aylmer Police in carrying out the following functions:

| | | | | | | Don't know | TOTAL RESPONSES | | | | | | Don't Know % | |
|-------------------------------|-----------------|----|----|----|----|------------|-----------------|----|-----|-----|-----|-----|--------------|--|
| | 1 | 2 | 3 | 4 | 5 | | | 1% | 2% | 3% | 4% | 5% | | |
| Solving serious crime | 8 | 21 | 59 | 63 | 40 | 59 | 250 | 3% | 8% | 24% | 25% | 16% | 24% | |
| Enforcing the laws | 6 | 17 | 66 | 82 | 56 | 24 | 251 | 2% | 7% | 26% | 33% | 22% | 10% | |
| Investigating crime | 3 | 13 | 68 | 76 | 49 | 41 | 250 | 1% | 5% | 27% | 30% | 20% | 16% | |
| Enforcing Traffic | 12 | 30 | 59 | 80 | 43 | 18 | 242 | 5% | 12% | 24% | 33% | 18% | 7% | |
| Preventing Crime | 11 | 32 | 87 | 53 | 20 | 39 | 242 | 5% | 13% | 36% | 22% | 8% | 16% | |
| Providing information | 12 | 24 | 71 | 66 | 41 | 33 | 247 | 5% | 10% | 29% | 27% | 17% | 13% | |
| Responding promptly to calls | 15 | 14 | 40 | 78 | 60 | 36 | 243 | 6% | 6% | 16% | 32% | 25% | 15% | |
| Relating to minorities | 9 | 13 | 62 | 55 | 28 | 81 | 248 | 4% | 5% | 25% | 22% | 11% | 33% | |
| Handling basic complaints | 12 | 18 | 63 | 82 | 46 | 29 | 250 | 5% | 7% | 25% | 33% | 18% | 12% | |
| Protecting property | 14 | 22 | 78 | 68 | 32 | 33 | 247 | 6% | 9% | 32% | 28% | 13% | 13% | |
| Providing a visible presence | 17 | 26 | 53 | 84 | 63 | 5 | 248 | 7% | 10% | 21% | 34% | 25% | 2% | |
| Being approachable to talk to | 18 | 15 | 36 | 80 | 89 | 12 | 250 | 7% | 6% | 14% | 32% | 36% | 5% | |
| Helping victims of crime | 11 | 12 | 41 | 61 | 47 | 73 | 245 | 4% | 5% | 17% | 25% | 19% | 30% | |
| Keeping order on the street | 19 | 13 | 59 | 83 | 55 | 22 | 251 | 8% | 5% | 24% | 33% | 22% | 9% | |
| Treating people fairly | 17 | 11 | 48 | 70 | 68 | 34 | 248 | 7% | 4% | 19% | 28% | 27% | 14% | |
| Community Relations | 11 | 10 | 50 | 78 | 66 | 29 | 244 | 5% | 4% | 20% | 32% | 27% | 12% | |
| Other (please specify) | SEE COMMENTS #4 | | | | | | | | | | | | | |
| | | | | | | | AVG | 5% | 8% | 25% | 31% | 22% | 15% | |



5. Are there any specific problems or crimes in Aylmer that you feel the police should be addressing?

No, or specify below:

| | | |
|----|-------|--------------|
| NO | 146 | Appendix "C" |
| | 57.9% | |

6. On a scale of 1 to 5 show important are the following services or programs to you?

| | | | | | | | TOTAL RESPONSES | | | | | | Don't Know % |
|-------------------------|----|----|----|----|-----|----------|-----------------|-----|-----|-----|-----|-----|--------------|
| | 1 | 2 | 3 | 4 | 5 | Not Sure | | 1% | 2% | 3% | 4% | 5% | |
| Neighbourhood Watch | 6 | 9 | 27 | 89 | 110 | 6 | 247 | 2% | 4% | 11% | 36% | 45% | 2% |
| Community Policing | 7 | 6 | 31 | 64 | 128 | 11 | 247 | 3% | 2% | 13% | 26% | 52% | 4% |
| Patrol in cruisers | 5 | 8 | 23 | 86 | 124 | 3 | 249 | 2% | 3% | 9% | 35% | 50% | 1% |
| Foot patrol / Beat Duty | 6 | 9 | 43 | 95 | 90 | 3 | 246 | 2% | 4% | 17% | 39% | 37% | 1% |
| Bicycle patrol | 34 | 24 | 71 | 60 | 53 | 9 | 251 | 14% | 10% | 28% | 24% | 21% | 4% |
| Apprehending Criminals | 4 | 5 | 18 | 15 | 150 | 14 | 206 | 2% | 2% | 9% | 7% | 73% | 7% |
| Disorderly youth | 4 | 6 | 25 | 68 | 125 | 8 | 236 | 2% | 3% | 11% | 29% | 53% | 3% |
| Traffic enforcement | 4 | 11 | 35 | 98 | 100 | 3 | 251 | 2% | 4% | 14% | 39% | 40% | 1% |
| Minority Relations | 8 | 19 | 63 | 64 | 73 | 24 | 251 | 3% | 8% | 25% | 25% | 29% | 10% |
| R.I.D.E. | 5 | 8 | 30 | 51 | 133 | 15 | 242 | 2% | 3% | 12% | 21% | 55% | 6% |
| Block Parents | 9 | 7 | 38 | 75 | 95 | 7 | 231 | 4% | 3% | 16% | 32% | 41% | 3% |
| School Programs | 2 | 3 | 30 | 85 | 117 | 5 | 242 | 1% | 1% | 12% | 35% | 48% | 2% |
| Violence against Women | 5 | 3 | 30 | 71 | 131 | 7 | 247 | 2% | 1% | 12% | 29% | 53% | 3% |
| Crime Stoppers | 4 | 5 | 32 | 77 | 120 | 4 | 242 | 2% | 2% | 13% | 32% | 50% | 2% |
| Public Complaints | 6 | 7 | 80 | 72 | 80 | 6 | 251 | 2% | 3% | 32% | 29% | 32% | 2% |
| Victim Assistance | 2 | 4 | 22 | 75 | 129 | 12 | 244 | 1% | 2% | 9% | 31% | 53% | 5% |



Other (please specify)

see comments #6

AVG 3% 3% 15% 29% 46% 4%

7. Have you had contact with an Aylmer Police Officer within the past three (3) years?

| | NO (go to #9) | Yes |
|--|---------------|-------|
| | 95 | 156 |
| | 37.8% | 62.2% |

TOTAL RESPONSES

251

IF YES, please think back to your most recent contact with the Aylmer Police Officer. On a scale of 1 to 5, where 1=Not at all, 3 = somewhat, and 5=very much, was the Officer...

| | 1 | 2 | 3 | 4 | 5 | Not Sure | TOTAL RESPONSES | 1% | 2% | 3% | 4% | 5% | Don't Know % |
|--------------------------|----|---|----|----|-----|----------|-----------------|-----|----|-----|-----|-----|--------------|
| Punctual | 7 | 2 | 14 | 43 | 76 | 9 | 151 | 5% | 1% | 9% | 28% | 50% | 6% |
| Professional | 5 | 7 | 7 | 29 | 105 | 0 | 153 | 3% | 5% | 5% | 19% | 69% | 0% |
| Fair | 9 | 5 | 14 | 36 | 88 | 4 | 156 | 6% | 3% | 9% | 23% | 56% | 3% |
| Honest | 8 | 2 | 9 | 32 | 106 | 4 | 161 | 5% | 1% | 6% | 20% | 66% | 2% |
| Neat in appearance | 3 | 2 | 6 | 32 | 113 | 0 | 156 | 2% | 1% | 4% | 21% | 72% | 0% |
| Knowledgeable | 4 | 3 | 12 | 37 | 95 | 2 | 153 | 3% | 2% | 8% | 24% | 62% | 1% |
| Concerned for your issue | 12 | 6 | 14 | 31 | 87 | 1 | 151 | 8% | 4% | 9% | 21% | 58% | 1% |
| Effective | 19 | 5 | 17 | 27 | 79 | 5 | 152 | 13% | 3% | 11% | 18% | 52% | 3% |
| | | | | | | | AVG | 4% | 2% | 7% | 20% | 49% | 2% |

8. After your initial contact with the Police, did anyone from the Aylmer police provide you with information about the case status or follow-up?

| | yes | no |
|--|-------|-------|
| | 64 | 85 |
| | 43.0% | 57.0% |

TOTAL RESPONSES

149



9. Do you know any of the Aylmer police officers ?

| | yes | no | not sure | TOTAL RESPONSES |
|--|-------|-------|----------|-----------------|
| | 191 | 48 | 13 | 252 |
| | 75.8% | 19.0% | 5.2% | |

10. Do you think you would recognize at least one Aylmer Police Officer if you saw them, say, on the street?

| | yes | no | not sure | TOTAL RESPONSES |
|--|-------|------|----------|-----------------|
| | 203 | 22 | 14 | 239 |
| | 84.9% | 9.2% | 5.9% | |

11. On a scale of 1 to 5, where 1 = very unsafe and 5 = very safe, how safe do you feel in Aylmer

| | 1 | 2 | 3 | 4 | 5 | TOTAL RESPONSES | 1% | 2% | 3% | 4% | 5% | Don't Know % | |
|-----------------------|---|---|----|----|----|-----------------|------------|----|----|-----|-----|--------------|----|
| In your home | | 2 | 1 | 20 | 90 | 124 | 237 | 1% | 0% | 8% | 38% | 52% | 0% |
| Around shops & stores | | 1 | 2 | 16 | 90 | 134 | 243 | 0% | 1% | 7% | 37% | 55% | 0% |
| At school | | 3 | 6 | 31 | 70 | 83 | 193 | 2% | 3% | 16% | 36% | 43% | 0% |
| At work | | 1 | 0 | 22 | 76 | 105 | 204 | 0% | 0% | 11% | 37% | 51% | 0% |
| In public buildings | | 3 | 3 | 18 | 87 | 132 | 243 | 1% | 1% | 7% | 36% | 54% | 0% |
| While driving | | 8 | 9 | 42 | 91 | 91 | 241 | 3% | 4% | 17% | 38% | 38% | 0% |
| In parks | | 7 | 19 | 53 | 82 | 76 | 237 | 3% | 8% | 22% | 35% | 32% | 0% |
| In your neighborhood | | 2 | 1 | 27 | 85 | 137 | 252 | 1% | 0% | 11% | 34% | 54% | 0% |
| In the downtown | | 0 | 2 | 28 | 87 | 125 | 242 | 0% | 1% | 12% | 36% | 52% | 0% |
| | | | | | | | AVG | 1% | 2% | 13% | 37% | 49% | 0% |



12. Overall, on a scale of 1 to 5, where 1 = very poor, 3 = adequate, and 5 = excellent, how would you rate the quality of police service in Aylmer?

| | 1 | 2 | 3 | 4 | 5 | Don't know | TOTAL RESPONSES |
|--|------|------|-------|-------|-------|------------|-----------------|
| | 7 | 3 | 37 | 108 | 80 | 11 | 246 |
| | 2.8% | 1.2% | 15.0% | 43.9% | 32.5% | 4.5% | |

13. Judging from the number of Aylmer Police Officers you see in the community, would you say there are:

| | Too few Officers | The right number | Too many | Don't know | TOTAL RESPONSES |
|--|------------------|------------------|----------|------------|-----------------|
| | 59 | 107 | 31 | 48 | 245 |
| | 24.1% | 43.7% | 12.7% | 19.6% | |

14. On a scale of 1 to 5, where 1 = not important at all, 3 = neither important nor unimportant, and 5 = very important, how important is it to you for the Town of Aylmer to maintain its current level and type of police service?

| | 1 | 2 | 3 | 4 | 5 | TOTAL RESPONSES |
|--|------|------|-------|-------|-------|-----------------|
| | 10 | 8 | 29 | 46 | 148 | 241 |
| | 4.1% | 3.3% | 12.0% | 19.1% | 61.4% | |

15. Do you have any additional comments or concerns?

see comments #15

Appendix "C"

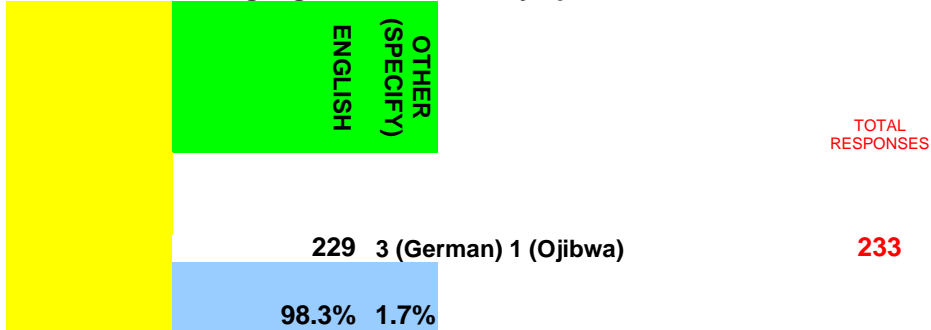
DEMOGRAPHICS

Now we would like to know a little about you so that we can group your responses with those of other people who are similar to you.

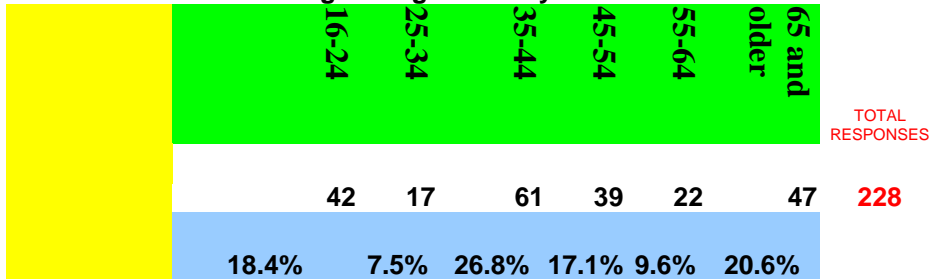
| | MALE | FEMALE | TOTAL RESPONSES |
|------------|-------|--------|-----------------|
| D1. Gender | 91 | 139 | 230 |
| | 39.6% | 60.4% | |



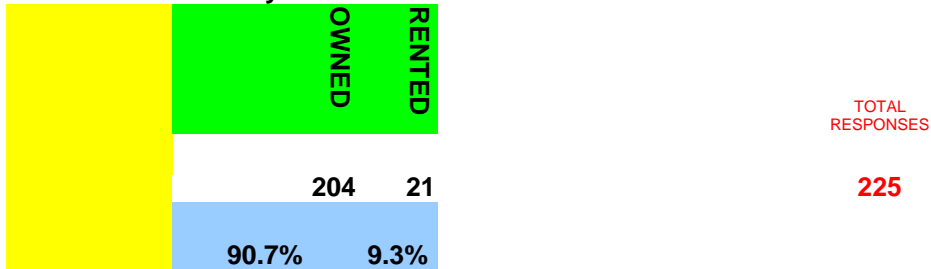
D2. What is the language most commonly spoken in this household?



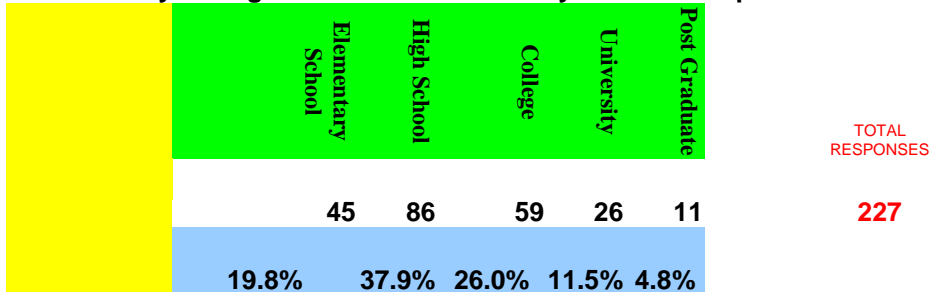
D3. Into which of these age categories do you fall?



D4. Is the residence you live in owned or rented?



D5. What is your highest level of education you have completed?





D6. Which of the following categories best describes your household income in 2003, before taxes?

| | less than \$19,999 | \$20,000 - \$39,999 | \$40,000 - \$59,999 | \$60,000 - \$79,999 | \$80,000 and over | REFUSED | TOTAL RESPONSES |
|--|--------------------|---------------------|---------------------|---------------------|-------------------|---------|-----------------|
| | 14 | 34 | 39 | 33 | 42 | 61 | 223 |
| | 6.3% | 15.2% | 17.5% | 14.8% | 18.8% | 27.4% | |

D7. What is your relationship to the Town of Aylmer? [PLEASE CHECK ALL THAT APPLY]

| | live in Aylmer? | work in Aylmer? | school in Aylmer? | shop in Aylmer? | recreation in Aylmer? | TOTAL RESPONSES |
|--|-----------------|-----------------|-------------------|-----------------|-----------------------|-----------------|
| | 170 | 85 | 90 | 172 | 121 | 230 |
| | 73.9% | 37.0% | 39.1% | 74.8% | 52.6% | |



Appendix “C”

Question 5 : Are there any specific problems or crimes in Aylmer that you feel the police should be addressing?

- Young Offenders: Vandalism, assaults, weapons at the high school
- Vandalism-greater attention to reduce
- Loose dogs-fine the owners
- Crosswalk light infractions
- Noise pollution
- Bored youth, not a police shortcoming
- Youth on street late at night
- Speeding on Melanie Drive
- Cars turning g left on red lights
- So-called restoration companies doing poor work
- Drug dealers at high school
- Young kids out after 2am
- Everything
- Speeders on side streets & stop signs
- Seem like a lot of drug busts, more school drug checks
- Speeding near schools
- Seatbelts, especially Mexican families with small kids running around the vehicle
- 2 hours beat a day like St.Thomas
- more RIDE programs
- Dingle St speeders
- Bicycle violations
- A more benign, helpful police presence is missing in the community
- Crimes may be prevented if police more approachable
- Lack of activities for kids fosters crime
- More foot officers to prevent crime from happening
- Avoid treating adolescent foolishness as crime like the high school with it's science lab
- Watch surrounding parks with kids & drugs
- Underage drinking
- Melanie Drive congested with parked cars
- Parking in no parking zones
- Themselves (officers)
- Random drugs test at high school
- Vandalism & property theft
- Stop more kids & question them at night
- High school vandalism
- By-law enforcement
- Child abuse
- Drop in high school more
- Parking ticket lady is prejudiced against student violators
- Bullying
- Scooters & skateboards downtown
- Teen & adult alcohol & drug abuse
- Vandalism in parks
- Unplated vehicles
- Fights in parks
- Student parking at high school

Question 15 : Do you have any additional comments or concerns?

- Take away the donut shops and get in shape.
- Discussed O.P.P. before, too expensive, let Aylmer be unique.
- O.P.P. costs less but service would plummet as O.P.P. are under staffed
- Do not use O.P.P. policing in Aylmer. O.P.P. are not familiar with county or people who live here.
- Keep up the good work.
- I feel very strongly for “in town” policing.
- Concerned about the cost to maintain these services - taxes are too high now.
- Some officers spend all their time at L.C.B.O. and corner of Elgin Street/Talbot Street East visiting - seen taking coffee there.
- Perhaps to review feasibility and costs an amalgamation of Aylmer Police and St. Thomas Police could be reviewed
- Yes, keep our police in the Town of Aylmer
- Traffic Speeds - red lights, more persons - not in vehicles
- Keep up the good work, be approachable.
- If the police officers are taken away, there will be definitely more crime in Aylmer, especially in B&E, and drugs.
- Many of the police officers do a terrible job around town as far as I've seen. Bring O.P.P. to Aylmer.
- Build a skateboard park - get a mall
- I believe the O.P.P. in Aylmer are very respectful and courteous. However there are too many youths who violate the law and parents who mistreat their children.
- It would be nice to actually see officers on the street instead of sitting in the station or coffee shops. Actually caring about the taxpayers of the town instead of making big money for little or no work. Ride programs should be conducted when drunks are on the street not near a funeral home during visitation hours.



- A good, open relationship between the senior Davenport & E.E.S.S. students and the Aylmer Police would help to stop the youth problems. If everyone gets to know each other they will sense trouble before it gets out of hand. (ex-Johnny all of a sudden doesn't want to say hi to an officer - why? Talk to him, his friends, stop trouble--ex-neighbours notice group of girls always hanging out on the sidewalk and forcing others to walk on opposite side of street to get around them-talk to them before abuse gets worse.) Be a friend to youth first.
- I am very pleased with police services, however I would like to see the police become more vigilant with youth crime. Using various methods and tactics in finding out who is (are) the ones causing damage to personal property. We need to put a stop to vandalism in our community.
- If they leave we will have little presence of law enforcement. Response will be slow and everything goes to London O.P.P. Bigger is not better. We need efficiency and accountability which we get. Maintaining a profile around daily is important. It should not always be about saving money. Some things are worth keeping.
- The chief and deputy chief are particularly to be commended. How many female officers are there? What is the status of your victims services? I never read about it in the paper. I think the police should have a representative on town counsel. You could call it "Town Counsel Services Board". Those politicians need to be watched. I have removed my fingerprints and other DNA from these forms.
- It is good to see police officers involved in community activities. It sets a good example for the youth in the community.
- Enforcing laws - overzealous on some - no common sense enforcing traffic - never around. Could give 100 tickets/day so the O.P.P. would be just as effective in that they wouldn't be around or would be around as much as Aylmer Police.
- Speeding a concern in Aylmer. I wish our police would nab more speeders.
- Foot patrol - if we have a "community police force" but I rarely see any walking so if you get rid of the Aylmer Police the number of police we now see walking will be the same.
- Assaults - police over re-act. Police make this a problem use very little common sense.
- Honest - I was lead to believe something that later proved be false. Chewed gum with mouth open entire time they spoke.
- Where is that "meter maid" - give her a pair of roller skates.
- They are never "on the street" - must be a trick question.
- We rarely see any - where are they? I know by the tax bill we have more than enough.
- Aylmer Police force cannot expect to continually increase the budget double digit & expect the tax payers to pay.
- I don't want O.P.P. stay with our police.
- Should have more "updates" in Aylmer Paper.
- The cost of our policing is an area which alarms me. Taxes for this town are very high compared to other towns this size. Other towns seem to have more to offer (eg. Public transit, full time fire prevention etc.)
- Maybe you should have a "meet the officer" gathering for people like me. I only know 1 or 2.
- I have too little to do with the police to adequately answer.
- I sincerely wish for the Aylmer Police to maintain service of Aylmer. It is a small town and local police know the community and the people, also come at once instead of 2-3-4 hrs after event.
- I really wonder if this town needs a full time police force when at any given time or day you can drive by the liquor store and see a cruiser sitting there - on some days up to 4 hours. I also disagree with using a cruiser to pick the kids up from school and drive them to where ever. We have to arrange transportation for our children when we are working. What would happen in an emergency - We wait while the officer continues to drive his children home? We pay a lot of money in taxes for police service and I really wonder if we would be better served by O.P.P. given the slacking off observed almost daily.
- Control of the criminal element in any community is essential. Protecting society from those who would prey on it is a must if that society is to function in a normal healthy manner. As important is the resolution of conflicts that may occur within households or between neighbours before they escalate to the point at which they become a crime.
- I and many Aylmer residents, I have talked to feel the Aylmer Police Force is "very arrogant." Also, I did not know chasing skirts was part of a police officers job in Aylmer. I hope things can change for the better in Aylmer or if not I would like to see change in the matter of bringing in the O.P.P.
- Doing a fairly good job.
- Need to be more visible.
- Need to reinforce laws (eg - speeding, seatbelts)
- Need to be more involved in community and schools
- I fear losing local police service.
- Enforcement of parking around high school is lacking.
- Any personal contact of or with police force has been quite favourable and satisfactory. Although it will be more expensive I would very much like to see our own Aylmer force continues to serve in Aylmer rather than be serviced by O.P.P.
- If changes in policing would take the service out of our community it is my opinion that response time would be much greater - something that can be dangerous for someone who is a victim of violence in their home or a victim of robbery or assault.
- I don't think the taxpayers are getting their money's worth - I also think the police officer who neglected to check the oil in the destroyed engine should be held financially responsible. The O.P.P. could do better or at least as well for hopefully less money. I don't think hiring more police would solve any problems at all except for putting more strain on the taxpayer.
- OPP can not provide the same level of service . Stop vandalism. Clean up the streets. Stop people from speeding. Police need to show a good presence at high school.
- Policing is very important in this community and there will always be a need for it. In my opinion there should be more patrolling to help prevent some of the incidents I have seen in the past and any cutbacks would be a great disadvantage to Aylmer.
- My main concern, if there's a need for a police officer I would want one here ASAP. It's not important whether it's city police or OPP as long as we get prompt and efficient service in time. I have lived here in Aylmer for five years with my husband and two children. I have never needed the assistance of the police nor have I seen a crime nor vandalisms just a lot of aggressive driving and young kids speeding down Melanie as if it was Indy 500. Same with speeding on John St thru lights to Tim Horton's. Also the property taxes in Aylmer are outrageously high. That's a bigger concern.
- I have lived in the town for 47 years have watched the level of performance and service increase - need more foot patrol/cruisers to assist in youths at large at night. Good work ladies and gents - we appreciate all of your work.
- As a home owner I prefer local police services even at a higher expense then long distance OPP service. I want local policing as stated previously not OPP who may move out in 4 years and cost more in the future.
- Police arrived at attempted break in of cars within 2 minutes. Excellent service
- Our police officers provide an excellent service to the town and to lose this service would provide those who want to disobey the law an excellent opportunity to fulfill their bad actions. Keep us safe and sound - keep Aylmer Police around.
- Doing an excellent job. Would like to see it maintained.
- There are too many cruisers
- It seems like your hands are tied by society and it's laws (criminal rights)
- Keep up the good work
- I think the Aylmer Police do a great job and I think having an Aylmer Police they only have to really focus on Aylmer and surrounding areas which means they are always around for anything
- There is a fine line between what we can afford and what we would like. To an outsider it seems that the police are always wanting a 10% increase in funding when inflations is 2%. Certainly 42% of the Town's budget is too high
- I feel proud that our community have police officers of our own. I feel it sends out a message that any type of criminal offences wont be tolerated. If we went to say OPP policing I think certain individuals would take that as an opportunity knowing if that a policing would be down. Our police service is an important essential service just as our ambulance service to our community. If the budget is such a problem the town needs to be creative and suck it up somehow. Why is it our important citizen based services that always suffer. Ex: teachers, nurses, police - the building blocks of our future.
- Important to have adequate policing in the community must be affordable
- Hope you can keep present police force
- Parents should be made more responsible for their teenage children
- Get rid of half of police save million
- A police presence is only noticeable if there is a problem or a special event



- To difficult to know whether there are too few or too many officers
- Police get paid enough
- Visibility of OPC good but should assist when violations happen. It at least looks good
- Don't care who does it as long as citizens are protected
- I don't know any officers personally but know the names of 3. My safety feelings would change depending on the time of day. I would not feel safe going in a park or in my Neighbourhood at night. I hardly see any police officers around town driving or walking. It was hard to respond fairly to some questions since I'm not properly informed and haven't had any dealing with Aylmer Police. I would hope that all the services in question are important to Aylmer Police. You may want to ask the officer that lives on Pine Street to slow down when he leaves home often when I lived over there I saw him speeding up and down Pine St.
- Thanks. Keep up the good work
- Concern about the drugs that being held right on the street - either smoking right in front of you or hiding behind buildings. Having teachers at East Elgin selling drugs to the students - nothing is being done about it. Raiding the school will not help - they need to get them out of the schools. Get better teachers that we as parents feel safe.
- As a senior living on 2% GIC I find the police budget terrible. No need for expensive cars. Perhaps 35% of people retire on fixed income. Who is paying for burnt out motor in cruiser?
- Publish wages and fringe benefits so the public knows these things.
- Question putting a former policeman on board. Like setting fox in chicken pen.
- Police should not expect same wages and benefits as Toronto police who probably have guns out several times a shift. When the cost of living is 20% more in Toronto. You need some Seniors on police board who went through depression to negotiate. Tell them what we can afford if not happy lay down your badge. Someone has to stop this wage increases
- I have a grave concern if officers are not able to work in pairs at night due to budgeting restrictions. This would put a single Police Officer at risk and that is totally inconceivable. I also believe Community Policing creates a sense of Community Partnership, pride and ownership which translates into better service and a greater willingness to serve.
- Keep up the good work
- In today's society it is very important to keep our community policing in our community. I believe it would be a large mistake to consider giving up our local Police force. Take an example of the PUC - no more office in our community - and I feel the new company Erie Thames who are based in Ingersoll really have forgot about Aylmer
- Response time is much faster in town due to the fact that officers are on duty and have an office in the town. If we were to use OPP the response time is much slower due to the bigger area they patrol
- I believe without a police presence in the town of Aylmer a number of crimes would increase by an amazing amount. I would probably spend a lot more time going to Tillsonburg for my usual downtown business if the police were gone from the town of Aylmer
- I strongly recommend keeping our Police Service.
- The amount of students driving to and from high school and how they speed down the street where young kids are walking
- I think the town of Aylmer has an excellent Police Force and I think they should remain in town. It is comforting to know that if you need an officer you would have one within a couple of minutes versus a couple of hours.
- Lets keep the police in Aylmer
- People in Aylmer do not know how good they have it because the police do their job routinely and professionally and the fact that the general public does not even realize this is the reason we are safe in our business and household
- It would be good for some kind of report published to allow citizens to see what is happening in Aylmer.
- I have been disappointed with some issues but I understand policing is a huge job. Thanks for the work you do
- Keep the police here. Cost is necessary
- Thanks for asking. Maintain crime level and increase officers
- Many know families of thieves. Why are they still functioning
- Need local police for local needs and culture
- We have compact police for our community size. Do not want OPP regardless of cost
- Enforce bikes on sidewalks and dogs running loose
- Pay 450 in taxes and get 150 in service, better than OPP
- I am concerned about young children being on the road (specifically Victoria N) because of young drivers speeding up and down this street all times of day and night especially on the week ends. They also cause plenty of noise
- I feel that for the town of Aylmer to turn the policing of our community over to the OPP would lose a great deal of a very essential service. Response time to incidents would increase drastically and therefore the townsfolk would suffer. Our police persons are all a very great asset to the town of Aylmer and provide an excellent quality of service. Take our police away and watch criminals have a field day with townsfolk property as the ultimate prize
- Although policing takes a sizeable portion of our municipal budget, I still feel very strongly that it is extremely important to keep our local force. There are too many social problems in today's society to compromise the communities safety.
- Called police for teenagers making disturbance - came 1/2 hr later - it was too late they were gone
- Called police for possible break and enter and they never came or called
- These need policing: attention to noise pollution - excessively noisy neighbours - pollution caused by leaving engines running over 5 minutes
- Police need to be more visible not in coffee shops
- Noise pollution after 11pm and again at 3am even after calling police
- Stop the nonsense of forcing the OPP on out town. Do what other provinces do and just have RCMP. OPP have too much power
- Doing a fine job in Aylmer
- Cracking down on youths hanging around in parks (packs of more than5)
- Groups of youths on the streets after 12 (13-15 yr old)
- Live outside off Aylmer but feel they do a good job
- Aylmer Police provide a safe environment and assist people when needed. They are involved immensely in providing a drug free school
- We have a good service and it is important to maintain our police service and as a taxpayer I for one want our Police as is
- There is no going back
- Police budget requires more security
- Stricter policing of disabled parking