



2007 - 2009 Business Plan



Message from the Chair of the Police Services Board



Preparing the Aylmer Police Business Plan for 2007-2009, the priority as in previous years will be to “Serve and Protect”. Our main job in this undertaking is the allocation and Physical Resources to meet the needs of our community and ensure that the Core Adequacy Standards set out by our Provincial Government are followed.

Over the past several months the Police Chief, Deputy Chief, members of the Police Service Board, the Police Association, the Chamber of Commerce, CAO Town of Aylmer, and the Police Advisory Committee met diligently reviewing policies, compiling statistics and studying demographic trends. A survey was randomly delivered to homes through out our Community by East Elgin Secondary students. This survey was to better understand the needs and priorities for our Community.

Like other Community Services, Policing has its own challenges. The cost of providing Adequate Policing remains high with ongoing legislation changes, new technology for Fighting crime all require ongoing training and commitment from our Aylmer Police Officers.

The Aylmer Police Service Board will endeavor to carry out this plan to “Serve and Protect” the citizen’s of the Town of Aylmer and to work locally to leave a Legacy in our Community for “Today, Tomorrow, and Beyond”.

Sincerely,

Penny S. Tolmie, Chair
Aylmer Police Service Board



To the Citizens of Aylmer

Planning has become a major component of policing and it only appropriate that the Aylmer Police Service continues to strategically plan our future. To that end I wish to present our third business plan.

The planning committee has conducted meetings, sought out public opinion, and received input from all stakeholders. We have crafted another road map for the Aylmer Police and its community to move forward.

Past challenges have helped mold future goals. We are continuing to grow as a police service in our ongoing efforts to address increasing demands for service. Balancing fiscal responsibility with public safety is a constant struggle. The community survey is once again a testament to public satisfaction of our police service while still requesting certain service improvements.

We undertake to be diligent in our efforts to achieve the goals in this plan and 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.



ENVIRONMENTAL SCAN

Population

- 1970 - 4,543
- 1980 - 5,127
- 1996 - 7,018
- 2003 – 7,158
- 2006 – 7,069

Nearest Cities

- Distance (kilometers)
- City of St. Thomas - 12 km
- Town of Tillsonburg - 20 km
- City of London - 30 km
- City of Toronto - 177 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 Councilors. 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 2800 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 and agricultural base. The tobacco industry is rapidly declining and as such the community suffered the loss of the Imperial Leaf Tobacco manufacturing plant. The larger employers are 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 employer is the automotive sector.



COMMUNITY SURVEY

This was the third survey conducted in Aylmer since the initial one was conducted 2000. It was contracted out to the University of Western Ontario and has been used. Each time 1000 surveys were distributed to Aylmer and area population to ensure certain groups were 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	850
▪ East Elgin Secondary	50
▪ Malahide Township	50
▪ Chamber of Commerce	50

The purpose of the survey was to solicit community opinion of the service the Aylmer Police provided to them. The 2007 survey was gauged against the previous ones in 2004 and 2000. The response rates were 25% in the last two surveys but only 15% this year.

Problems that stood out as issues in Aylmer were Speeding cars, Youth Crime, and Drugs. Public opinion was highest on Aylmer officers being approachable, keeping public order, and treating people fairly.

The respondents did score the police lowest in providing a visible presence. Services cited as important included Community Policing, Traffic Enforcement, and Minority Relations. Programs highest rated were School programs and Youth Mentoring.

The 2007 demographic of respondents were 89% Aylmer residents, 60% being female with the largest age group being 45-54 . Respondents with post secondary education accounted for 50%, and 88% were homeowners.

- *Complete tally & comments provided as **Appendix “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.

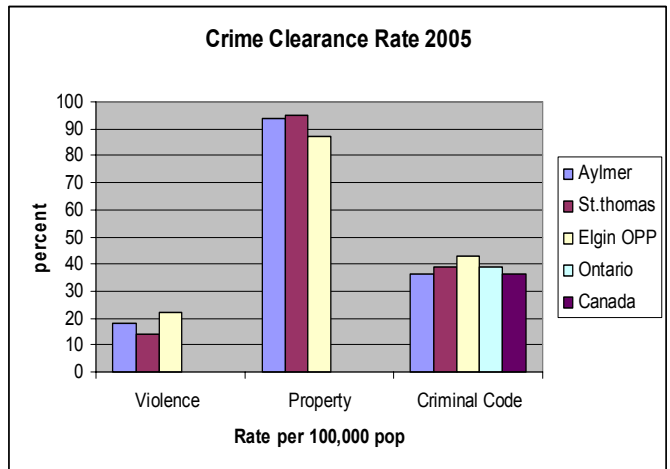
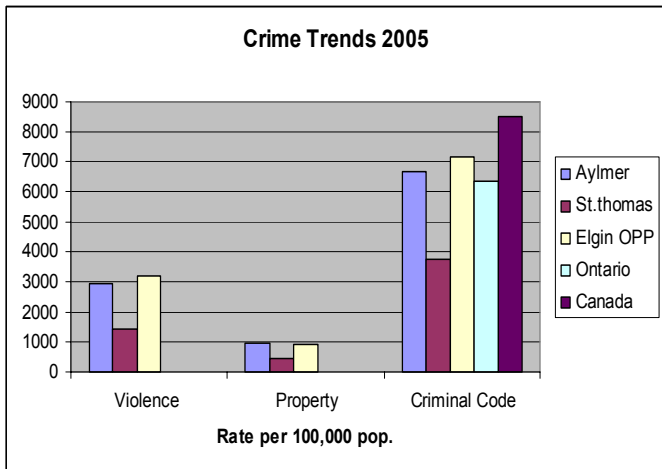
Core Functions of Policing

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

- | | |
|-----------------------|-------------------------------------|
| 1) Crime Prevention | 4) Public Order Maintenance |
| 2) Law Enforcement | 5) Emergency Response |
| 3) Victims Assistance | 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 Trend comparisons for 2005 (Statistics Canada)



Aylmer has a crime rate consistent with Elgin OPP but below the Provincial level and well below the national average. Clearance rates are consistent across all three levels.



POLICE COVERAGE AND VISABILITY



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. Twelve patrol officers are divided into four platoons of three officers. They work four day blocks of two day shifts and two night shifts with four days off afterwards.

Officers are on general cruiser patrol in 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 more than one officer respond. 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 current plan survey has identified that the public would like to see a higher visibility of the Aylmer Police on the street and in the schools. A balance between beat duty and school patrols will endeavor to achieve that goal.





COMMUNITY BASED CRIME PREVENTION

GOAL: Raise the profile of prevention programs through community involvement

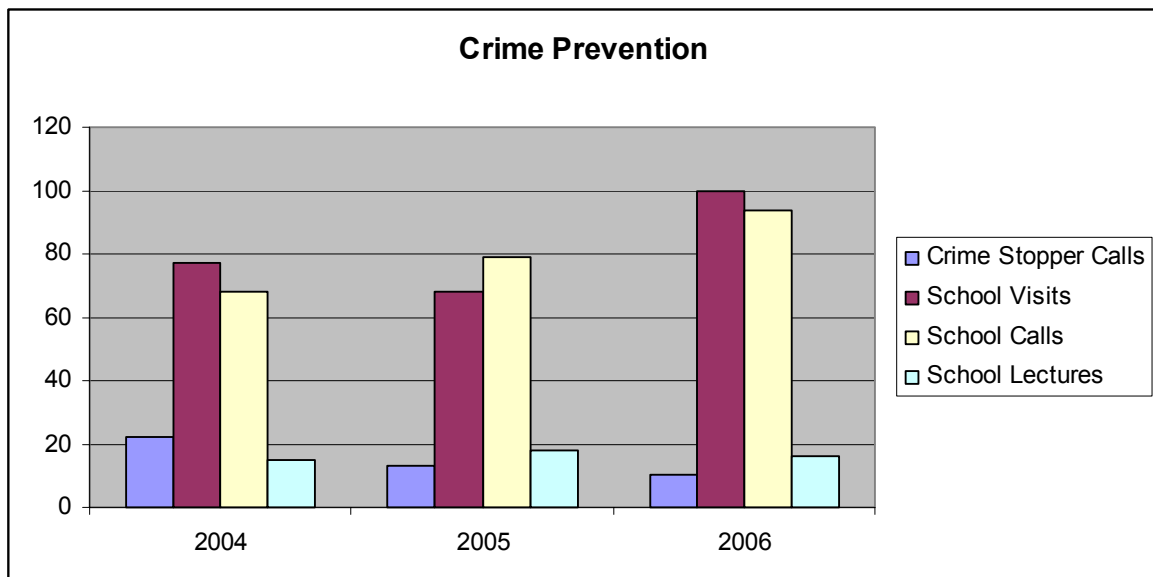
OBJECTIVES

1. Maintain and increase Crime stoppers program involvement & support
2. Maintain and increase school walk throughs & police presence in all schools
3. Promote prevention programs in the community and on website

PERFORMANCE MEASUREMENTS

1. Crime stopper call analysis
2. Track school visits & compare to calls for service from same
3. Track website hits & community events coordinated with police

Past Indicators:



Accountability: Community Services Officer, Chief



COMMUNITY PATROL

GOAL

Increase public visibility while balancing effective patrols

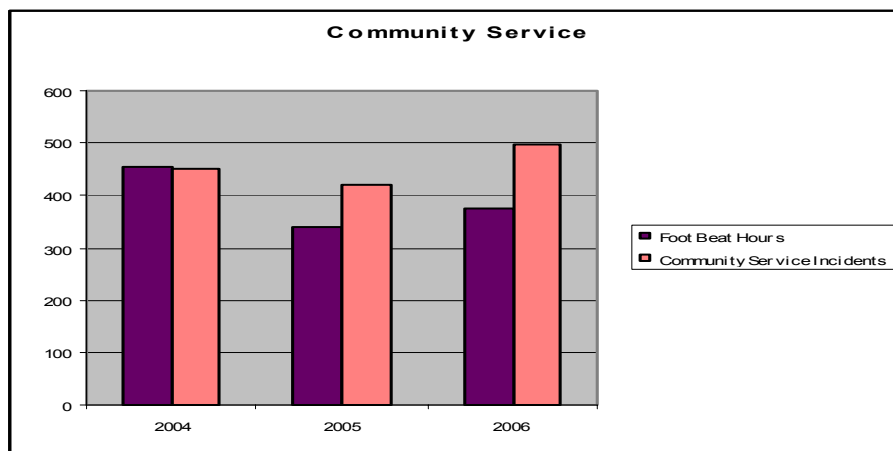
OBJECTIVES

1. Implement platoon structure increasing officer coverage
2. Increase foot beat duty patrols and times
3. Assign zone property checks
4. Utilize auxiliary officers proactively to non-enforcement duties

PERFORMANCE MEASUREMENTS

1. Create 4 platoons of 3 officers each
2. Track foot beat time against prior years
3. Utilize beat duty log assignments
4. Track directed patrols on RMS as “enforcement other”
5. Proactively utilize existing Auxiliary officers hours

Past Indicators:



Accountability: patrol officers, Deputy Chief



CRIMINAL INVESTIGATION SERVICES

GOAL:

Maintain and improve criminal complaint clearance rates through quality investigations.

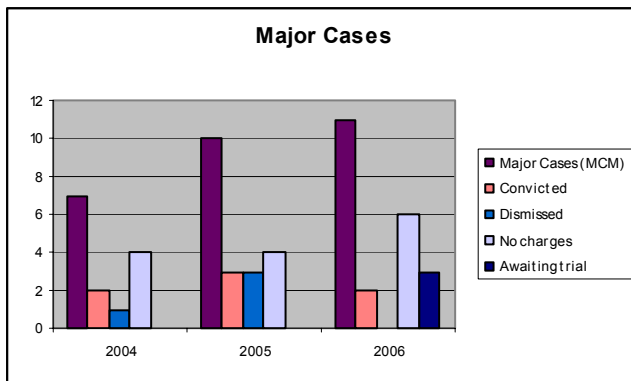
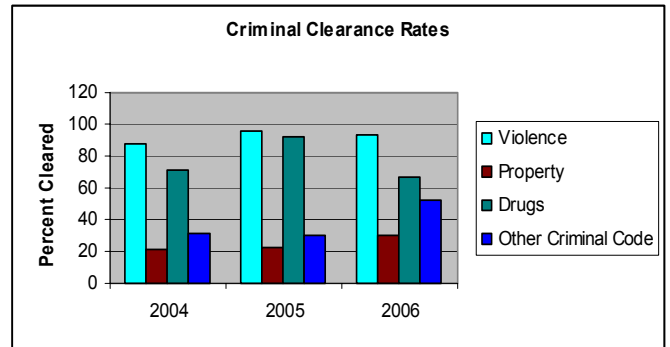
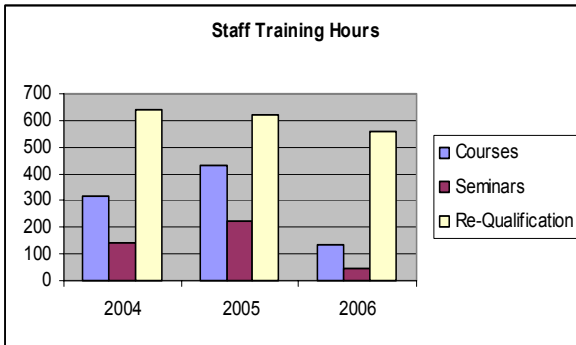
OBJECTIVES

1. Update and refresh mandated training and qualifications
2. Assign investigative supervision to high profile/serious crimes
3. Crown attorney liaison on high profile matters

PERFORMANCE MEASUREMENTS

1. Track annual officer Training
2. Compare clearance rates to prior years
3. Track high profile Major Cases & outcomes
4. Judicial partner satisfaction through scheduled meetings

Past Indicators:



Accountability: Deputy Chief,
Sergeant



COMMUNITY SATISFACTION

GOAL

Maintain high level of community satisfaction in current level & type of policing

OBJECTIVES

1. Maintain low incidence sustained public complaints
2. Maintain high satisfaction in community surveys
3. Participate in large community events communicating building rapport

PERFORMANCE MEASUREMENTS

1. Track complaints against previous years
2. Track survey rates against prior plans
3. Track Community Service Programs participated in

SURVEY QUESTIONS	2000	2004	2007
Crime levels in Aylmer			
➤ increased	40%	40%	29%
➤ stayed the same	43%	37%	48%
➤ decreased	11%	8%	7%
Crime elsewhere			
➤ more in Aylmer	6%	6%	3%
➤ the same in Aylmer	61%	47%	49%
➤ less then elsewhere	24%	26%	27%
Contact with Aylmer Police in past 3 years	50%	62%	63%
➤ Officer was punctual	60%	50%	63%
➤ Officer follow-up	40%	43%	44%
Public knew an Aylmer Officer	66%	76%	86%
Public recognized an officer	84%	85%	87%
Feeling of Safety			
➤ at home	84%	90%	92%
➤ In public/outdoors	66%	67%	75%
Police quality of service			
➤ Excellent	85%	80%	74%
➤ Adequate	11%	12%	18%
➤ Poor	1%	1%	2%

Accountability: Chief, Deputy Chief



EMERGENCY CALLS FOR SERVICE

GOAL

Maintain prompt & skilled response to emergency calls for service

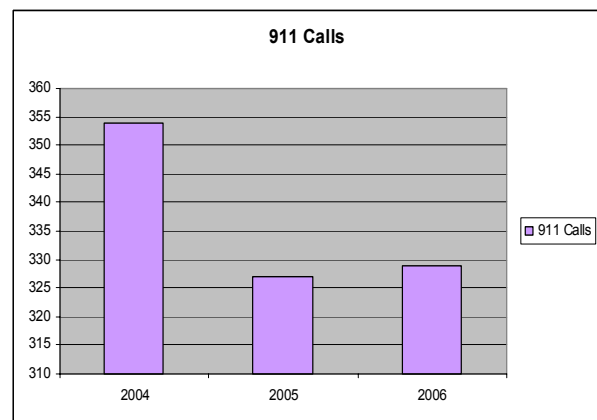
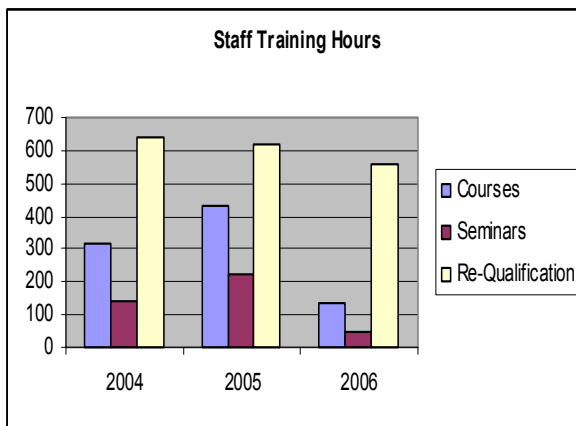
OBJECTIVES

1. Continue a 2 minute response to 911 and priority 1 dispatch calls
2. Maintain IRD training practice at secondary school
3. Complete carbine training for all officers

PERFORMANCE MEASUREMENTS

1. Random audit of 911 call response on CAD
2. Track annual training records

Past Indicators:



Accountability: Dispatchers, Deputy Chief



VIOLENT CRIME

GOAL

Reduce incidents of violence through high enforcement & clearance rates

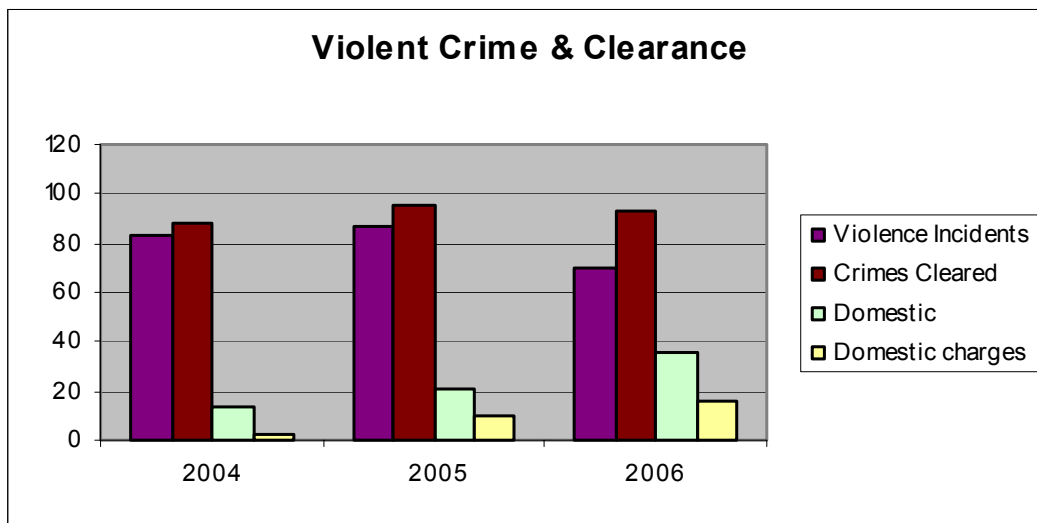
OBJECTIVES

1. Train additional Domestic Violence investigators
2. Encourage reporting of violence within community
3. Support educational programs in the community

PERFORMANCE MEASUREMENTS

1. Track specialized training of officers
2. Rate of violent crime over past years
3. Track domestic charge clearance rates
4. Track partnership training/education initiatives
5. Promote VCARS & women shelter programs

Past Indicators:



Accountability: Deputy Chief



PROPERTY CRIME

GOAL

Reduce property crimes and increase clearance rates

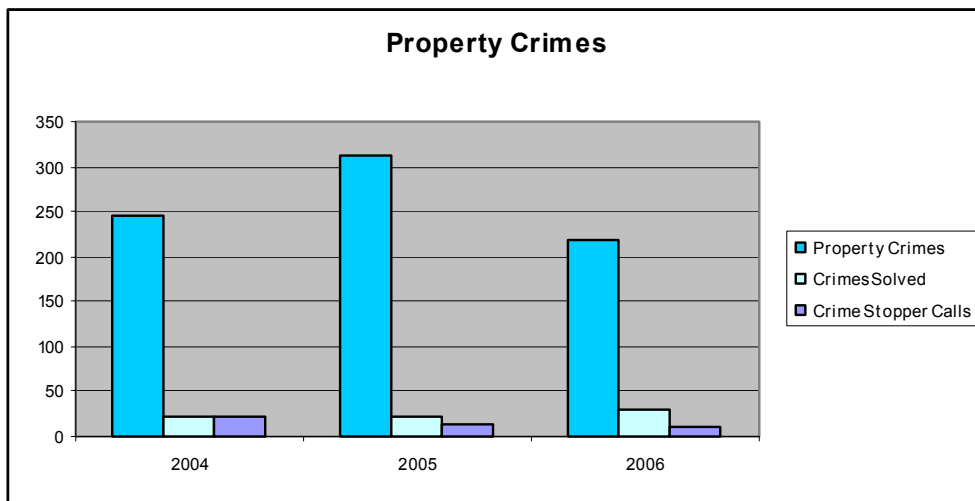
OBJECTIVES

1. Educate public on crime prevention
2. Encourage Crime Stoppers program
3. Increase night patrol zone checks

PERFORMANCE MEASUREMENTS

1. Track community education programs
2. Track website hits on prevention programs
3. Rate of crime & clearance to past years
4. Crime Stopper tip increase & clearance rate

Past Indicators:



Accountability: Community Services Officer, Chief



YOUTH CRIME

GOAL

Reduce Youth Crime and utilize diversion programs when possible

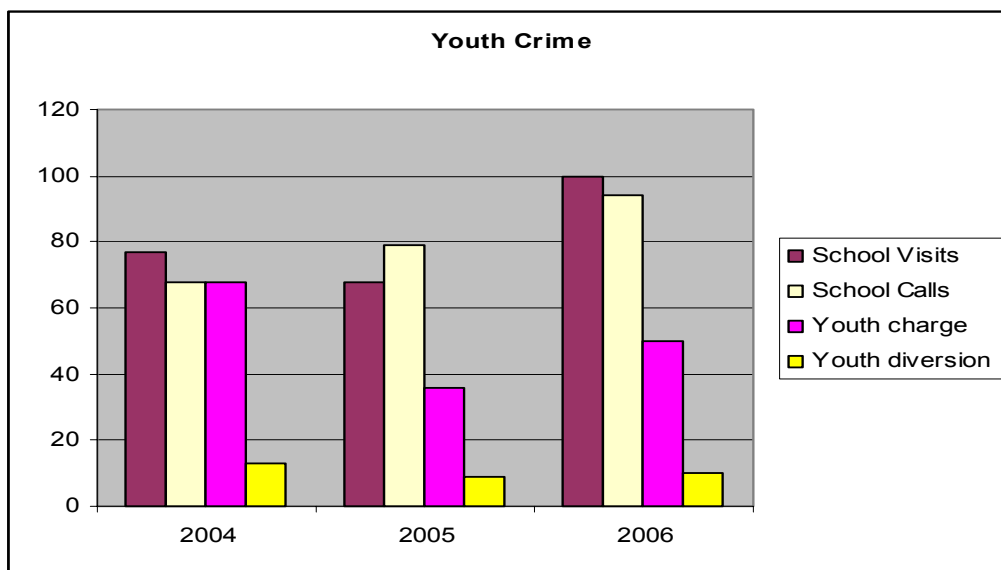
OBJECTIVES

1. Maintain & increase School walk through as designed in Crime Prevention
2. Support school liaison programs offered by school boards & police
3. Focus police attention on habitual offenders

PERFORMANCE MEASUREMENTS

1. Track school visits & compare to school calls for service to prior years
2. Track youth crime clearance rates
3. Track youth in diversion programs
4. Track school programs taught by police
5. Track repeat offender rate

Past Indicators:



Accountability: Community Services Officer, Chief



VICTIM ASSISTANCE

GOAL

Raise public awareness and utilize available victim support programs

OBJECTIVES

1. Educate community on access to available victim programs
2. Raise internal awareness & use of programs
3. Ensure victims provided all material & information
4. Follow-up with victims
5. Liaise with Crown, CAS , VCARS, VWAP, VAWP

PERFORMANCE MEASUREMENTS

1. Track VCARS, CAS, & VAWP referrals
2. track community education programs offered
3. Feedback from judiciary partners (Crown & VWAP)
4. Track internal training on victim issues
5. Feedback from victim comment through community programs

Accountability: Domestic Violence Trainers, Chief



ROAD SAFETY

GOAL

Maintain road safety through effective enforcement strategies

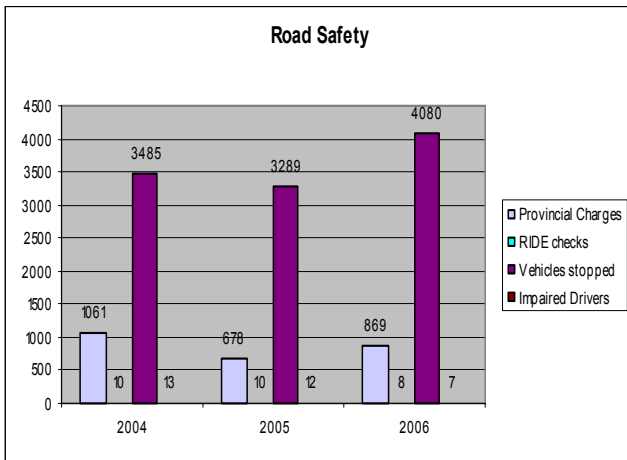
OBJECTIVES

1. Increase provincial offence enforcement
2. Increase RIDE community programs
3. Partner with other enforcement agency programs
4. Promote driver safety programs with community & private sector

PERFORMANCE MEASUREMENTS

1. Track enforcement against past years
2. Track RIDE programs on & off duty
3. Track external enforcement programs
4. Private partner lectures & website hits

Past 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 utilize CPIC (*Canadian Police Information Centre*) which allows the Aylmer Police access and maintenance to criminal records and drivers licence databases. Two factor authentication is required for some computer access and will evolve for total access to enhance security. Photographic evidence is digitally stored and made available electronically to all officers. A digital mug shot system for the Aylmer Police began in 2007. The Aylmer Police installed a video interview and surveillance system within the police building in 2001 but it is in need of upgrading.

GOAL

Provide current and effective technology to facilitate police functions

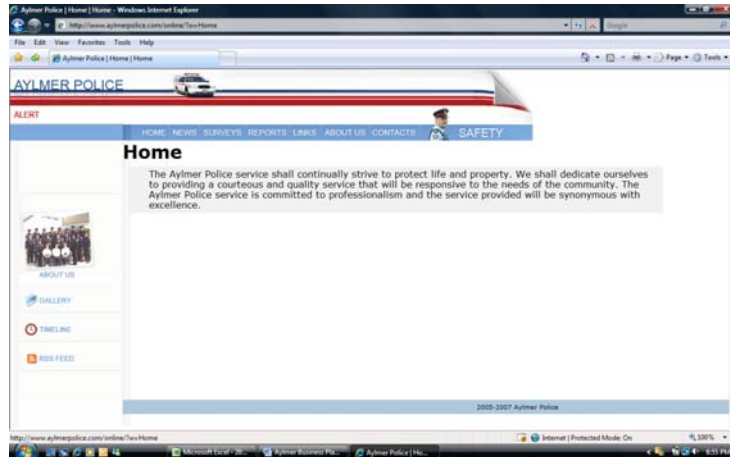
OBJECTIVES

1. Contract 3rd party IT professionals for computer upgrades and maintenance
2. Cycle existing and future computers on a 3-4 year cycle
3. acquire laptop portable computer
4. Acquire a central server and progress to a centralized secure domain mail system





5. Update current website (www.aylmerpolice.com) to meet community & policing needs



6. Replace outdated (1970's) Breathalyzer 900A with current Intoxilyzer 5000



Intoxilyzer 5000

7. Maintain OPTIC partnership for CAD & RMS updates & enhancements

PERFORMANCE MEASUREMENTS

1. Hire vendors & plan cycling of technology
2. Implement & test new server
3. Contract out new webmaster & design and assess community feedback
4. Acquire breath device & train personnel



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. The Chief of Police will issue a monthly report to the Board which includes crime trends, provincial and criminal charges, call analysis, human resource statistics, police pursuits, and public complaints. This report provides three month and year to date comparison against the previous year. 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 in June 2007. The Chief and the Board will prepare an annual evaluation of the business plan to be presented to council through a year end report. 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.

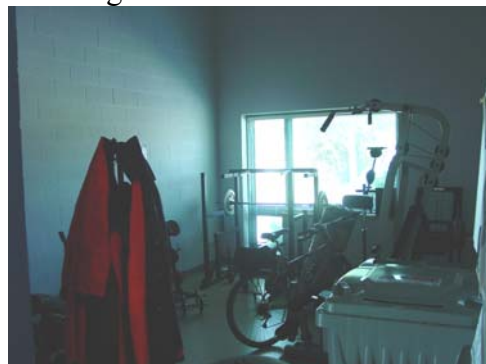
The Police building is inspected by a joint health & safety committee as part of the WSIB (Workplace Safety & Insurance Board) requirements and the Aylmer Police Occupational Health & Safety Policy. The Chief of Police will review and report back to the board, at least once every business cycle, on whether the Aylmer Police meet or exceed all items listed in section 6 of the Board's Policy AI-001.

GOAL

Maintain a safe and functional work environment while improving for future needs.

OBJECTIVES

1. Allocate additional work space by renovation of weight room



The current two workstation room (left) is the busiest and smallest in the facility. The seldom used exercise area (right) has double the space. Additional workstations, printer, and filing systems could all fit easily into the new space.



2. Update internal security surveillance system & enhance system.



Current system is homemade computer based and prone to malfunctions. Some primary cell cameras are low quality. Proposed system could also allow remote internet surveillance

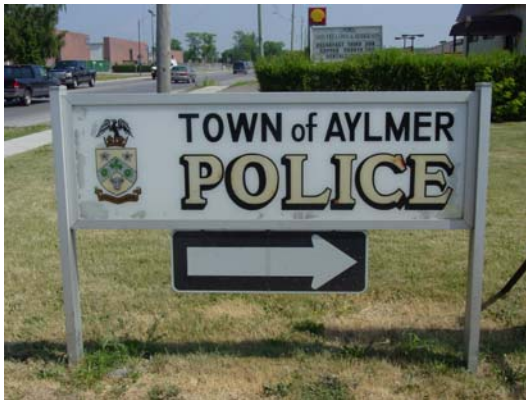
3. Improve external functionality through new secure parking area



Grassed area will provide secure area for cruiser parking. Paving the area would allow greater separate employee & public parking.



4. New lighted sign with bulletin space at primary roadway entrance



Current sign is 25 years old and the crest is outdated. New lighted sign will also allow for bulletins and better direct the public to our current location.

5. replace flagpoles with current standard municipal poles



Current poles are steel and rusty. The hardware is broken and insecure. Current municipal poles are secure & maintenance free stainless steel.

PERFORMANCE MEASUREMENTS

Prioritize the objectives by cost & need and phase in over the three year plan. See Budget Forecast on next page for the above noted items.



BUDGET FORECAST

A Business Plan is prepared by the Aylmer Police Services Board once every three years but the annual budget is prepared by December each year for presentation to town council. It comprises of;

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

An Annual Report is completed each year summarizing the budget and comparing it to actual costs. Overall Business Plan goals & achievements are also reported.

The business plan will include the estimated cost projections **for implementing the business plan goals** for each year that the plan covers.

Estimated Business Plan capital costs include:

2007:

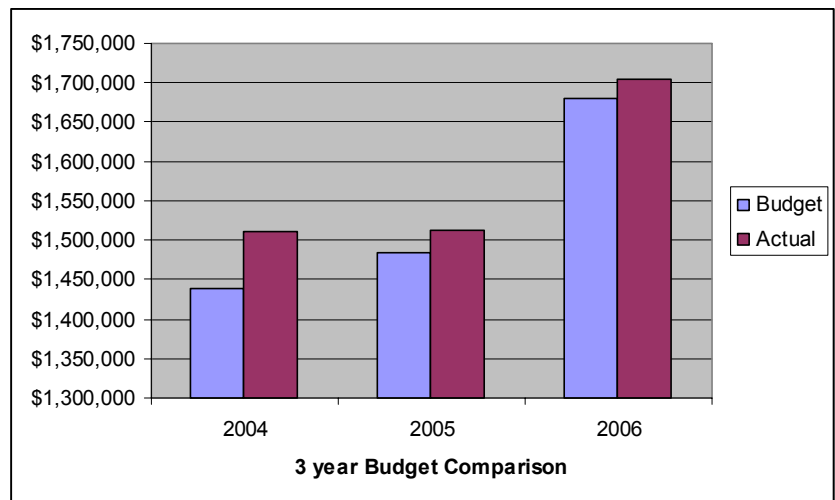
Website update	\$3000
Laptop computer	\$1500

2008:

New Report Room	\$5000
Computer Server	\$8500
Intoxilizer	\$5000

2009:

Pavement	\$5000
Street Sign	\$4000
Flag poles	\$3000



The above noted expenditures are explained in their respective categories further in this plan.

- Website and computer enhancements are under Information Technology.
- Report room renovations and external facility improvements are noted under Police Facilities.



Appendices

- Appendix “A” List of contact information for key personnel responsible for this plan.
- Appendix “B” 2007 Community Survey

APPENDIX “A”

CONTACT INFORMATION FOR THE AYLMER POLICE AND RELATED AGENCIES

Aylmer Police (519)773-3144
20 Beech St.E. (519)765-1580 Fax
Aylmer, Ontario aylmerpolice@aylmerpolice.com
N5H 3H6

Aylmer Police Services Board psb@aylmerpolice.com
P.O. Box 124
Aylmer, Ontario
N5H 2R9

Aylmer Town Hall (519)773-3164
46 Talbot St.W., (519)765-1446 Fax
Aylmer, Ontario www.aylmer.ca
N5H 1H4

**Ministry of Public Safety
and Correctional Services
-Policing Services** (416) 314-3000
25 Grosvenor Street
12th floor
Toronto, Ontario
M7A 2H3

Chief T.B. (Bil) Segui (519)773-3144
bsegui@aylmerpolice.com

Deputy Chief Andre Reymer (519)773-3144
areymer@aylmerpolice.com

Penny Tolmie psb@aylmerpolice.com
Board Chair
Aylmer Police Services Board



APPENDIX “B”

2007 COMMUNITY SURVEY

1000 SURVEY'S WERE SENT OUT AND **152** WERE RETURNED. 150 WERE VALID AND 2 WERE INVALID GIVING A **15 %** RETURN RATE. THE FOLLOWING IS BASED ON THE 150 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.

	1	2	3	4	5	Don't Know	TOTAL RESPONSES	1%	2%	3%	4%	5%	Don't Know %
	Break & Enters	12	22	51	23	20		17	145	8%	15%	35%	16%
Thefts	7	23	49	27	23	16	145	5%	16%	34%	19%	16%	11%
Stolen Vehicles	20	33	35	25	10	23	146	14%	23%	24%	17%	7%	16%
Vandalism	8	30	42	37	18	10	145	6%	21%	29%	26%	12%	7%
Family disputes	11	23	45	20	17	25	141	8%	16%	32%	14%	12%	18%
Traffic violations	10	27	46	24	17	13	137	7%	20%	34%	18%	12%	9%
Drugs	9	13	33	44	29	17	145	6%	9%	23%	30%	20%	12%
Liquor offences	7	26	41	30	20	18	142	5%	18%	29%	21%	14%	13%
Youth Crime	6	21	36	35	21	18	137	4%	15%	26%	26%	15%	13%
Assaults	6	30	44	19	14	23	136	4%	22%	32%	14%	10%	17%
Frauds	13	41	27	12	7	33	133	10%	31%	20%	9%	5%	25%
Robbery	12	42	26	16	10	18	124	10%	34%	21%	13%	8%	15%
Noise & disturbances	22	45	37	14	7	15	140	16%	32%	26%	10%	5%	11%
Intoxicated persons	18	45	37	13	8	18	139	13%	32%	27%	9%	6%	13%
Violence against women	12	22	49	19	11	27	140	9%	16%	35%	14%	8%	19%



Bias motivated crime	23	21	26	11	10	39	130	18%	16%	20%	8%	8%	30%
Racial tensions	30	35	26	8	9	32	140	21%	25%	19%	6%	6%	23%
Speeding cars	14	27	35	29	24	12	141	10%	19%	25%	21%	17%	9%
Parking	27	50	27	19	10	16	149	18%	34%	18%	13%	7%	11%
Police harassment	53	32	11	2	6	33	137	39%	23%	8%	1%	4%	24%
By-law enforcement	28	43	21	19	4	35	150	19%	29%	14%	13%	3%	23%
Other (please specify)	8	10	4	4	4	25	55	15%	18%	7%	7%	7%	45%
							AVG	12%	22%	24%	15%	10%	17%

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

	Decreased	Remained the same	Increased	Don't know	TOTAL RESPONSES
	10	70	43	24	147
	7%	48%	29%	16%	

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
	4	34	71	3	1	31	144
	3%	24%	49%	2%	1%	22%	



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:

	1	2	3	4	5	Don't know	TOTAL RESPONSES	1%	2%	3%	4%	5%	Don't Know %
	Solving serious crime	2	11	52	30	21		34	150	1%	7%	35%	20%
Enforcing the laws	3	8	43	59	22	15	150	2%	5%	29%	39%	15%	10%
Investigating crime	4	12	47	34	25	26	148	3%	8%	32%	23%	17%	18%
Enforcing Traffic	3	12	47	34	25	26	147	2%	8%	32%	23%	17%	18%
Preventing Crime	5	19	54	26	21	25	150	3%	13%	36%	17%	14%	17%
Providing information	8	13	46	32	29	21	149	5%	9%	31%	21%	19%	14%
Responding promptly to calls	2	11	27	40	39	31	150	1%	7%	18%	27%	26%	21%
Relating to minorities	3	8	23	39	22	49	144	2%	6%	16%	27%	15%	34%
Handling basic complaints	4	8	33	55	28	20	148	3%	5%	22%	37%	19%	14%
Protecting property	3	16	33	45	31	16	144	2%	11%	23%	31%	22%	11%
Providing a visible presence	12	19	28	46	34	7	146	8%	13%	19%	32%	23%	5%
Being approachable to talk to	2	15	27	46	45	10	145	1%	10%	19%	32%	31%	7%
Helping victims of crime	2	3	26	32	33	49	145	1%	2%	18%	22%	23%	34%
Keeping order on the street	2	6	41	52	36	13	150	1%	4%	27%	35%	24%	9%
Treating people fairly	3	7	29	45	33	16	133	2%	5%	22%	34%	25%	12%
Community Relations	2	9	28	45	33	16	133	2%	7%	21%	34%	25%	12%
Communicating with Public	2	4	37	41	32	17	133	2%	3%	28%	31%	24%	13%
							AVG	3%	7%	25%	29%	21%	16%



5. Are there any specific problems or crimes in Aylmer that you feel the police should be addressing?
No, or specify below:

NO	30	See Comments 5
	20.4%	

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

	1	2	3	4	5	Not Sure	TOTAL RESPONSES	1%	2%	3%	4%	5%	Don't Know %
SERVICES													
Community Policing	0	0	8	40	99	3	150	0%	0%	5%	27%	66%	2%
Patrol in cruisers	0	2	12	55	79	0	148	0%	1%	8%	37%	53%	0%
Foot patrol / Beat Duty	3	11	25	42	60	2	143	2%	8%	17%	29%	42%	1%
Bicycle patrol	9	13	32	32	54	4	144	6%	9%	22%	22%	38%	3%
Apprehending Criminals	0	2	7	32	96	3	140	0%	1%	5%	23%	69%	2%
Traffic enforcement	0	3	11	44	88	2	148	0%	2%	7%	30%	59%	1%
Public Complaints	0	2	21	54	69	2	148	0%	1%	14%	36%	47%	1%
Minority Relations	0	0	9	31	87	9	136	0%	0%	7%	23%	64%	7%
PROGRAMS													
R.I.D.E.	1	1	6	32	87	7	134	1%	1%	4%	24%	65%	5%
Neighborhood Watch	1	1	10	41	87	5	145	1%	1%	7%	28%	60%	3%
Block Parents	1	3	23	33	79	6	145	1%	2%	16%	23%	54%	4%
School Programs	1	1	8	38	95	3	146	1%	1%	5%	26%	65%	2%
Violence against Women	0	3	11	33	81	6	134	0%	2%	8%	25%	60%	4%
Crime Stoppers	0	3	15	34	89	2	143	0%	2%	10%	24%	62%	1%
Youth Mentoring	1	2	13	33	92	4	145	1%	1%	9%	23%	63%	3%
Vehicle Safety Blitz	2	7	26	38	69	4	146	1%	5%	18%	26%	47%	3%
							AVG	1%	2%	10%	27%	57%	3%



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

	NO (go to #9)	Yes
	15	
	10.2%	0.0%

TOTAL
RESPONSES

15

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	4	1	7	20	60	3	95	4%	1%	7%	21%	63%	3%
Professional	2	3	5	17	66	3	96	2%	3%	5%	18%	69%	3%
Fair	3	2	7	24	55	4	95	3%	2%	7%	25%	58%	4%
Honest	2	2	4	23	59	7	97	2%	2%	4%	24%	61%	7%
Neat in appearance	0	2	4	20	68	2	96	0%	2%	4%	21%	71%	2%
Knowledgeable	3	1	9	28	51	2	94	3%	1%	10%	30%	54%	2%
Concerned for your issue	3	2	12	25	53	4	99	3%	2%	12%	25%	54%	4%
Effective	7	2	9	21	53	3	95	7%	2%	9%	22%	56%	3%
							AVG	4%	3%	12%	33%	82%	5%

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
	44	57
	44%	56%

TOTAL
RESPONSES

101



9. Have you met any of the Aylmer police officers on or off duty?

	yes	no	not sure	TOTAL RESPONSES
	126	21	0	147
	86%	14%	0%	

10. Do you think you would recognize at least one Aylmer Police Officer if you saw them on or off duty?

	yes	no	not sure	TOTAL RESPONSES
	131	18	1	150
	87%	12%	1%	

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	1	4	6	53	79	143	1%	3%	4%	37%	55%	0%
Around shops & stores	0	3	9	56	81	149	0%	2%	6%	38%	54%	0%
At school	1	3	17	34	45	100	1%	3%	17%	34%	45%	0%
At work	0	3	11	43	57	114	0%	3%	10%	38%	50%	0%
In recreational buildings	1	3	10	50	65	129	1%	2%	8%	39%	50%	0%
While driving	1	8	19	58	55	141	1%	6%	13%	41%	39%	0%
While Walking	2	7	19	57	64	149	1%	5%	13%	38%	43%	0%
In parks	1	10	23	53	52	139	1%	7%	17%	38%	37%	0%
In your neighborhood	3	2	7	53	75	140	2%	1%	5%	38%	54%	0%
In the downtown	0	2	20	49	77	148	0%	1%	14%	33%	52%	0%
						AVG	1%	4%	11%	38%	48%	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
	3	3	27	63	49	5	150
	2%	2%	18%	42%	33%	3%	

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
	36	75	7	32	150
	24%	50%	5%	21%	

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
	1	2	12	32	100	147
	1%	1%	8%	22%	68%	

15. Do you have any additional comments or concerns?

see comments #15

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	59	89	148
	40%	60%	



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

	ENGLISH	OTHER (SPECIFY)	TOTAL RESPONSES
	141	4	145
	97.2%	2.8%	

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

	16-24	25-34	35-44	45-54	55-64	65 and older	TOTAL RESPONSES
	4	14	22	31	21	43	135
	3%	10%	16%	23%	16%	32%	

D4. Do you Own or Rent your residence?

	OWNED	RENTED	TOTAL RESPONSES
	128	18	146
	88%	12%	

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

	Elementary School	High School	College	University	Post Graduate	TOTAL RESPONSES
	22	52	37	23	14	148
	15%	35%	25%	16%	9%	



D6. Which of the following categories best describes your household income in 2006, before taxes?

	less than \$19,999	\$20,000 - \$39,999	\$40,000 - \$59,999	\$60,000 - \$79,999	\$80,000 and over	
						TOTAL RESPONSES
	12	25	29	23	33	122
	10%	20%	24%	19%	27%	

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?	Own Property in Aylmer?	
							TOTAL RESPONSES
	134	53	24	108	61	96	150
	89%	35%	16%	72%	41%	64%	

QUESTION 5 Comments:

- teenage Attitude
- Crack cocaine a big problem
- Back alley drug dealing
- Curfew for kids after dark
- Elder Abuse
- Unplated cars
- Property standards enforcement
- Ride programs during the day
- Cut some parking slack at sporting events and EESS
- Pedestrian cross over lights enforcement
- Student behaviour near schools
- Parking
- Remove widow tint on police cruisers
- More officers in schools mainly Church of God
- Car stereo noise



QUESTION 15 Comments:

- Local police are reliable and professional
- Appreciate funeral direction
- Prefer local police - accountable to PSB in town
- Chief of Police should write a monthly newspaper article
- Judicial system ties hands of police
- Over all good police force
- One officer spends too much time at home on duty
- Newspaper should give a better view of police activity
- Too many resources used to assist the MTO
- all police officers should live within 15 minutes of our community
- Cell phones should not be used by police while driving
- Some officers have a chip on their shoulder
- Too many officers grew up in this town
- Answer the phone faster than rings
- Put a photo of police force in paper
- Aylmer is a safe place to live
- How often are street patrolled?
- Police should use a cross walk button too
- Getting paid too much and not trained enough for most situations
- Want to see police on foot beat and bike more often
- Keep our local police
- Reduce speed to 40 kms/hr
- Have more officers in schools even if it means hiring more officers