



WEST GREY POLICE SERVICE

BUSINESS PLAN 2022 – 2024

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Message from the Chair of the Police Services Board



On behalf of the West Grey Police Services Board, I am pleased to present the West Grey Police Service Business Plan. This Business Plan provides objectives and actionable goals for the West Grey Police Service over the next three years.

The West Grey Police Services Board established a process for the Business Plan in early 2021, and a committee was struck. Stakeholder meetings were held March through May, and feedback was also received from members of the public via a survey mailed in the Fall of 2021. West Grey Municipal Council provided feedback on July 12, 2022. Having received this input from a cross section of our community, we are pleased to share the Business Plan with you. The Business Plan is a

blueprint to identifying policing priorities.

The West Grey Police Service's commitment to community policing and public safety is second to none. This Business Plan addresses the adequate and effective policing that protects the citizens and businesses of our wonderful municipality.

Sincerely,



Chair

West Grey Police Services Board

Message from the Chief of Police



I am pleased to present the 2022 – 2024 Business Plan for the West Grey Police Service. This plan responds to our community's concerns and serves as a road map for success as we move forward together. It guides our organization as we set the path for policing in West Grey. Together with the Police Services Board and feedback from the community, we have identified strategic priorities for the future.

This plan confirms for our citizens and visitors our commitment to our mission to create a safe environment. This organization continues to be community focused, working hard to serve our residents. Our members routinely seek out ways to help members of the community and address the root causes of crime and victimization. This has led to many valued partnerships being established with other community organizations in an attempt to provide a safe community for everyone.

The West Grey Police Service will continue to address public safety concerns and other issues raised by members of our community as we work hard to provide a high level of service. We recognize that there is more to be done, but are confident that implementing this plan will help us to reach the level we strive for. This plan was developed through active participation and continued input from residents, community organizations, and members of this police service. We are grateful for this participation and look forward to continuing this positive dialogue as we move forward as community partners.

Sincerely,

Robert Martin

Chief of Police



In accordance with O. Reg 3/99 Section 30, every Police Services Board in Ontario is required to prepare a business plan for its police service at least once every three years.

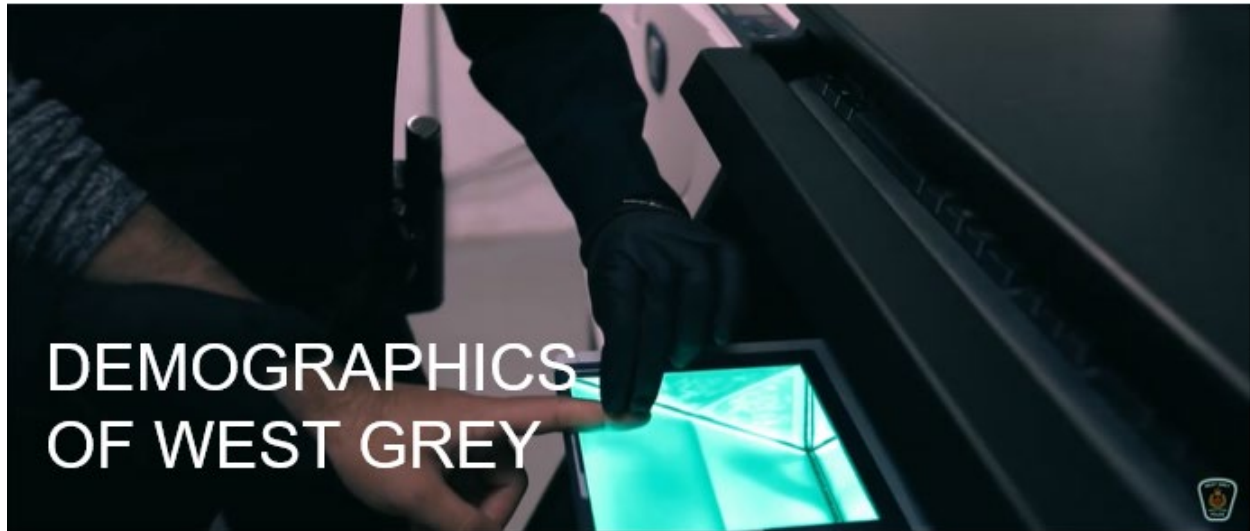
The purpose of a Business Plan is to address several areas of concern brought to the attention of the Police Services Board by members of the West Grey community as well as employees of the West Grey Police Service. Revisiting this process every three years provides the Police Services Board with the opportunity to assess the service's deliverables and determine the progress and satisfaction, upon completion, of the deliverables.

This report also allows the Police Services Board to take an accurate measure of the current needs of the community and the allocation of resources in order to best serve the community. The gathering of information is completed through several channels, including but not limited to, conducting environmental scans, completing an organizational review, consulting with the community and other stakeholders and further to that, preparing strategic directions and measurable goals to reflect their financing.

In the following pages, this business plan shall address:

- i. The objectives, core businesses and functions of the police force, including how it will continue to provide adequate and effective police services.
- ii. Both quantitative and qualitative performance objectives and indicators relating to:
 - a. The provision of community-based crime prevention initiatives, community patrol and criminal investigation services.

- b. Community satisfaction with police services.
- c. Emergency calls for service
- d. Violent crime and clearance rates for violent crimes
- e. Property crime and clearance rates for property crime
- f. Youth crime and clearance rates for youth crime
- g. Police assistance to victims of crime and re-victimization rates
- h. Road safety
- iii. Information technology
- iv. Resource planning
- v. Police Facilities



Population

West Grey boasts a growing population of over 13,000 people and 5,000 households. A steadily increasing population and lots of new construction make West Grey a budding and bright municipality in Southern Ontario.

Geography

Geographically, West Grey is the largest municipality in Grey County. With 9 major highways and county roads running through the municipality, there is over 87,000 hectares of land and 785 kilometers of road that the West Grey Police Service patrol. With three distinctly unique and equally charming town centers – Durham, Ayton and Neustadt, there is a community to be found for everyone.

Three branches of the mighty Saugeen River wander through West Grey and host world-class fly fishing, canoe and kayak trips, and family-friendly camping. Visit one of our many parks, campgrounds and conservation areas to explore endless trails, abundant forests and catch a glimpse of the many species of native wildlife.

Small Businesses and Economic Development

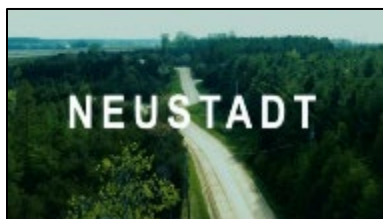
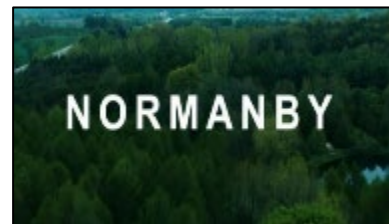
The Municipality of West Grey is committed to economic development initiatives that will attract new businesses to the area and aid in growing the community. We have partnered with neighbouring municipalities and Grey County to take a regional approach to promoting growth in resident, commercial and service sectors.

The area has seen an influx of new residents from more urban centers as new home construction is booming. New residents are bringing new life to the downtowns in West Grey. Visit the speciality shops to purchase tasty sweets or unique local art by some of the country's best who have made West Grey their home.

The municipality of West Grey works very closely with the Durham BIA and the West Grey Chamber of Commerce to promote and engage with the local business community. There is also a unique partnership that West Grey has formed with Saugeen Connects, a group of neighbouring municipalities that work together to support regional small businesses and other economic developments,



The West Grey Police Service is responsible for policing the Municipality of West Grey. Located in Southwestern Ontario, West Grey is an amalgamated municipality, consisting of the former Townships of Bentinck, Glenelg and Normanby, the former Village of Neustadt, the former Village of Ayton, the former Town of Durham and many micro communities throughout our Municipality.



The West Grey Police Service prides itself in a community policing approach which seeks to integrate officers into the local community to reduce crime and foster good community relations. Law enforcement is no longer a reactionary service, with officers responding to calls and seen only momentarily as they pass in their patrol vehicles.

The Municipality is divided into three zones with officers assigned to each zone on a long term basis. Officers are responsible for making contacts in their zone, keeping abreast of crime trends and special problems in the zone, and developing strategies with the community to help solve these problems.

The zones are:

- Zone 1 - the former Bentinck Township
- Zone 2 - the former Normanby Township, Ayton and Neustadt
- Zone 3 - the former Town of Durham and the former Glenelg Township.

A sub-station for Zone 2 is located in Ayton and officers assigned to Zone 2 complete their reports at the Ayton Office rather than returning to Durham. This sub-station is also a place to meet with residents regarding complaints, investigations and community issues.

A heartfelt thank you is extended to our community partners for assisting the Police Services Board and the West Grey Police Service in the compilation and completion of the 2022-2024 Business Plan. All of our members are whole heartedly committed to this community and continue, every day, to work towards becoming one of the best community-oriented police services in the province.

The West Grey Police Service stands behind this model of operation and the type of proactive policing that comes along with it. Proactive policing garners safer, more prosperous societies that benefit us all. This is a key component of municipal policing and something that keeps West Grey safe – the end goal for everyone involved.



MISSION STATEMENT

The West Grey Police Service will endeavour to create a safe environment in which to live, work and play.

VISION STATEMENT

Members of the West Grey Police Service are committed to working with the citizens of the Municipality of West Grey to understand their policing needs, enforce laws, and develop proactive solutions that will improve the service we provide and continue to be one of the best community oriented police services in the Province of Ontario.



In the spring of 2000 the provincial government decided smaller municipalities should amalgamate. The townships of Bentinck, Glenelg and Normanby amalgamated first and the Town of Durham joined them the following year.

At the time of amalgamation Durham had its own police service and the Ontario Provincial Police policed the three townships which included the villages of Neustadt and Ayton. In the spring of 2001, council for the newly formed municipality of West Grey decided the Durham Police Service, which had served the community since 1892, was best suited to assume policing for a population expanded from 2,500 to 13,000.

The renamed West Grey Police Service commenced policing the former Township of Bentinck in 2001 and the former Townships of Glenelg and Normanby in 2002. Fifteen new officers were hired as a result. Staffing remained at this level until one additional member was hired in 2009 and one additional member in 2020.

Current staffing levels for West Grey Police Service in 2022 can be seen below,

Full Time Sworn Members	22
Full Time Civilian Members	1
Full Time Special Constables	1
Volunteer Auxiliary Officers	6
Part Time Sworn Members	3

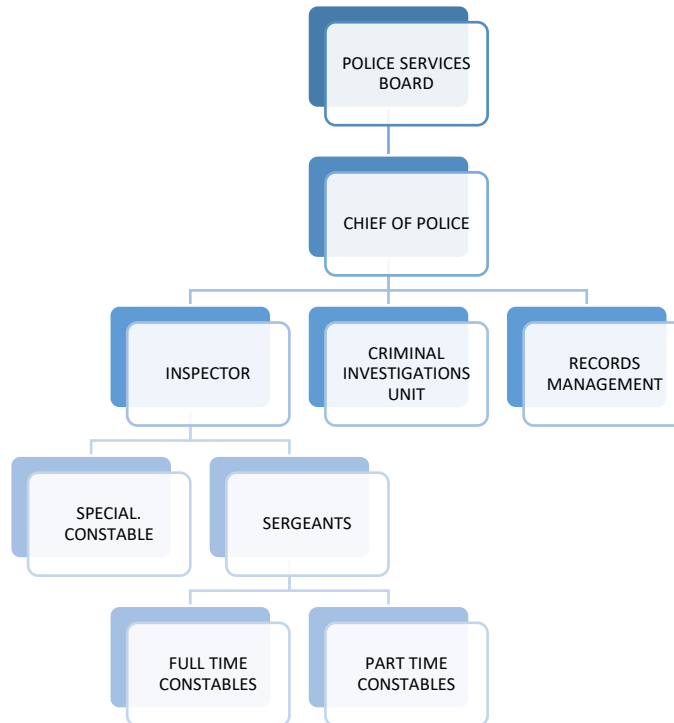
A review of annual Calls for Service sees a significant jump in numbers for 2019, 2020 and 2021.

Based on this trend and to ensure adequate delivery of policing, staffing levels will be continually monitored. The deployment of the Service's members and any increase in staffing levels, both sworn and civilian, will be based upon a number of factors to be considered on an on-going basis. These include but will not be limited to:

- Crime Trends
- Crime Prevention Initiatives
- Legislative Requirements
- Social Pressures
- Public Opinion & Expectations
- Changing Demographics
- Technological Advancements

While the West Grey Police Service has a long-standing commitment to the training and education of its members, police service boards are being challenged with budget restraints. West Grey Police Service will continue to utilize all available options for training – in house, distance or e-learning and joint training opportunities. No matter the method, sworn and civilian employees of the Service will continue to be afforded the opportunity to participate in timely and relevant training that will facilitate both personal and professional development to the mutual benefit of the members, the service and the community.

Organizational Chart



Police Services Board Members

Christine Robinson, Mayor & Board Chair

Geoffrey Shea, Councillor

Doug Townsend, Vice Chair & Council Appointment

Betty Moric, Provincial Appointment

Helen-Claire Tingling, Provincial Appointment

Uniformed Members

Robert Martin, Chief of Police	Allyson Iles, Constable
Jeremy White, Inspector	Scott Koeslag, Constable
Mark McComb, Sergeant	Shawn Lubjenka, Constable
Greg Robinson, Sergeant	Nancy MacMillan, Constable
Ken Iles, Detective Sergeant	Ben Meyer, Constable
Michael Boyko, Constable	Tom Morrison, Constable
Chad Brown, Constable	Marino Romito, Constable
Jesse Buckland, Constable	Mitch Roulston, Constable
Devon Burke, Constable	Ian Sanderson, Constable
Michael Donnelly, Constable	A.J Smith, Constable
Michelle Duffy, Constable	Dave Van Allen, Constable
Steven Germann, Constable	Rob Nixon, Constable
Rod Hilton, Constable	

Civilian Members

Rhonda Lantz, Records Manager	Tracy Donnelly, Special Constable
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As part of the Business Plan development process the West Grey Police Service consulted with the community in a variety of ways.

One avenue was to contact the following community stakeholders to conduct interviews virtually due to COVID-19 health protocols.

Stakeholder groups contacted were Bruce-Grey Catholic District School Board, Bluewater District School Board, Normanby Community School, Sprucerridge Community School, Edgehill School and St. Peter & St. Paul's Separate School. Discussions were held with Superintendents from both school boards and Principals from all schools to obtain comment on their interaction with the Police Service.

The President/CEO of the South Bruce-Grey Health Network as well as the Chief of staff OF THE Durham Hospital. Both individuals were complementary of the Service noting the collaborative approach taken to creating the protocol for the Mobile Mental Health and Addictions Response Team (MMHART).

The Board also reached out to community groups such as the Neustadt Lions Club, Elmwood Chamber of Commerce, West Grey Chamber of Commerce and the West Grey-Durham Lions Club and the West Grey Traffic Safety group.

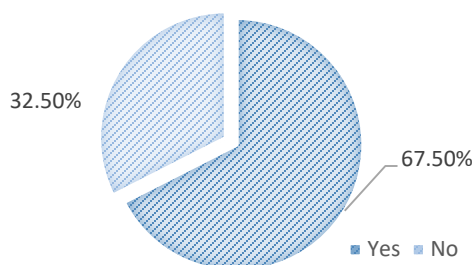
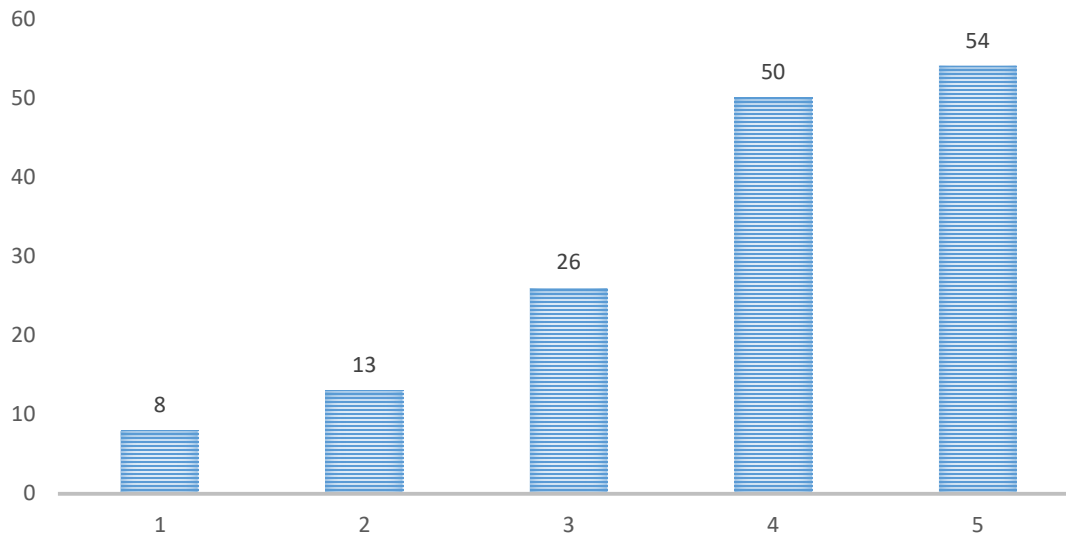
All community partners contacted were appreciative of the interactions they have had with the Service and asked for more involvement. Municipal Council was approached and provided comments which support community comments already received.

In order to collect information and opinions from the general public hard copies of the survey were sent out to every tenth household listed on the tax rolls (600). An electronic version of the survey was posted on line with an invitation on the website to

complete as well as a media release that was distributed to announce the launch of the survey as well as poster displays to encourage public involvement.

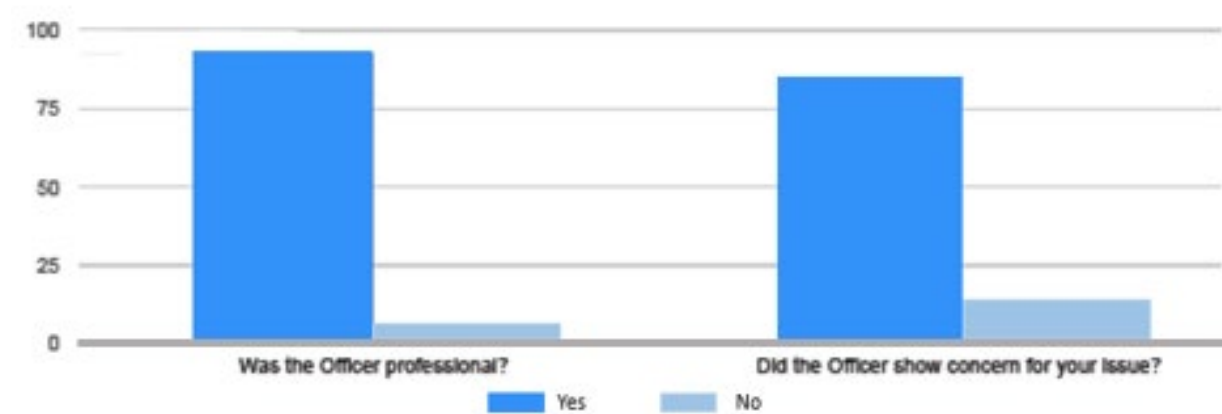
Community Satisfaction Survey Results

Community members were asked to rank their overall perception of quality of services provided by the West Grey Police Service. Where 1 means poor, 3 means adequate, and 5 means excellent. Over 86% of respondents voted 3 or greater. Although this is recognized as a positive by our membership, it will be imperative to continue to foster our Service's relationships with police.

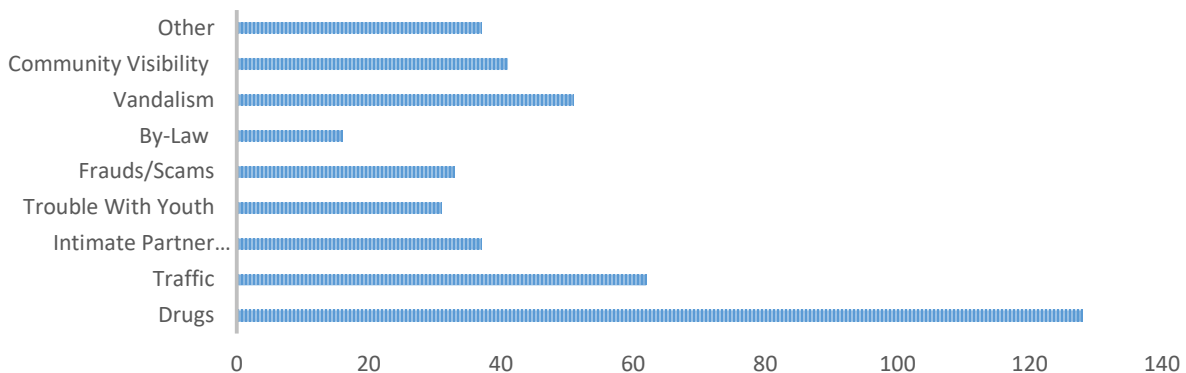


As denoted by the chart to the left, over two thirds of respondents have had the occasion to make contact with members of the West Grey Police Service within the last three years. While dealing with police can be stressful and an uncertain time, those who did have interactions with police were also asked a series of questions in regards to the conduct of the officers.

Over 90% of respondents reported professionalism on the part of the officers and over 80% of respondents stated officers showed an apparent concern for them and their issues.



Below is a breakdown of respondents main concerns with regards to the types of crimes occurring in West Grey. Overwhelming notable, is the respondents concern towards drug related offences, with over 120 respondents noting that as their main concern. This top concern is followed closely by traffic infractions and vandalism. It is also apparent that the community would like officer presence and visibility increased across the municipality.



Community Based Crime Prevention

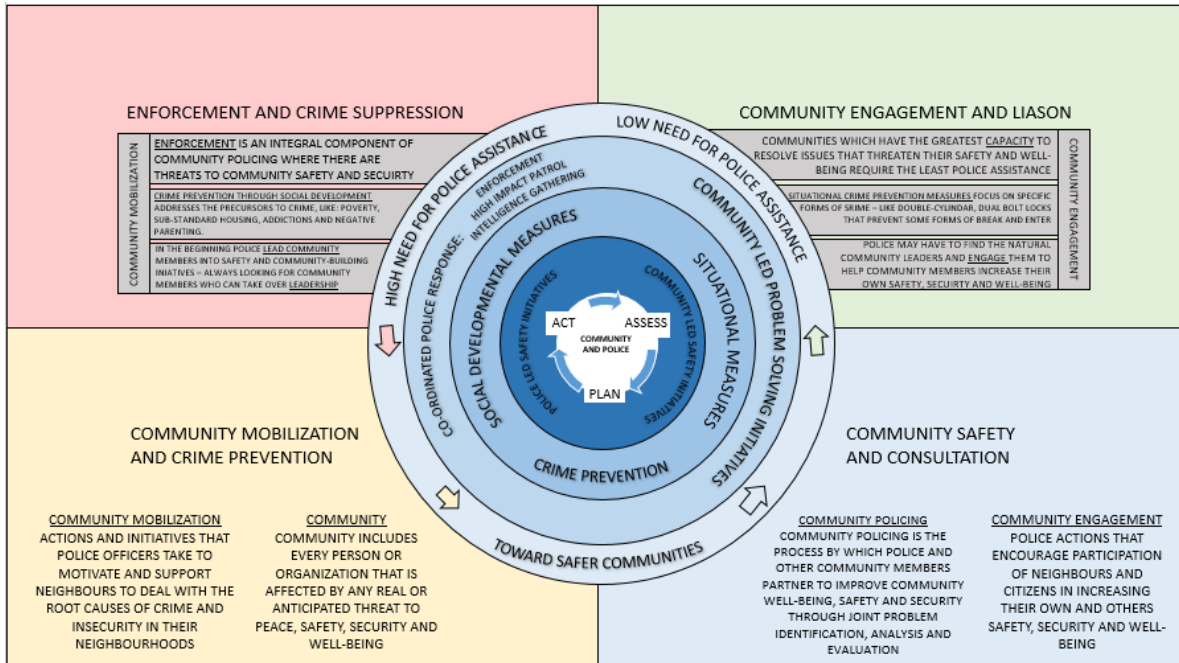
Under the Police Services Act, a municipal police service is required to provide, at a minimum, the following services:

- Crime Prevention
- Law Enforcement
- Assistance to Victims of Crime
- Public Order Maintenance
- Emergency Response

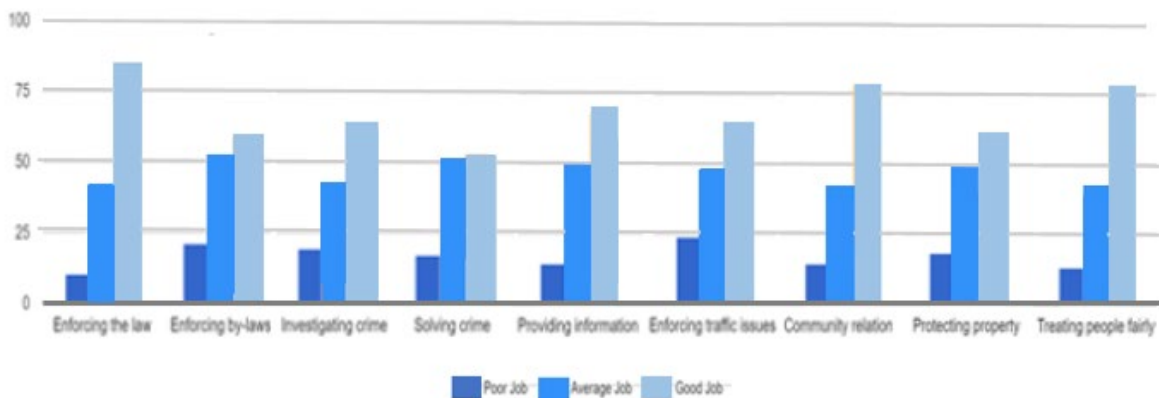
In addition to the above, the West Grey Police Service delivers the following services:

- Community-Based Crime Prevention
- Community Patrol
- Criminal Investigation Services
- Victim Assistance
- Administration and Infrastructure

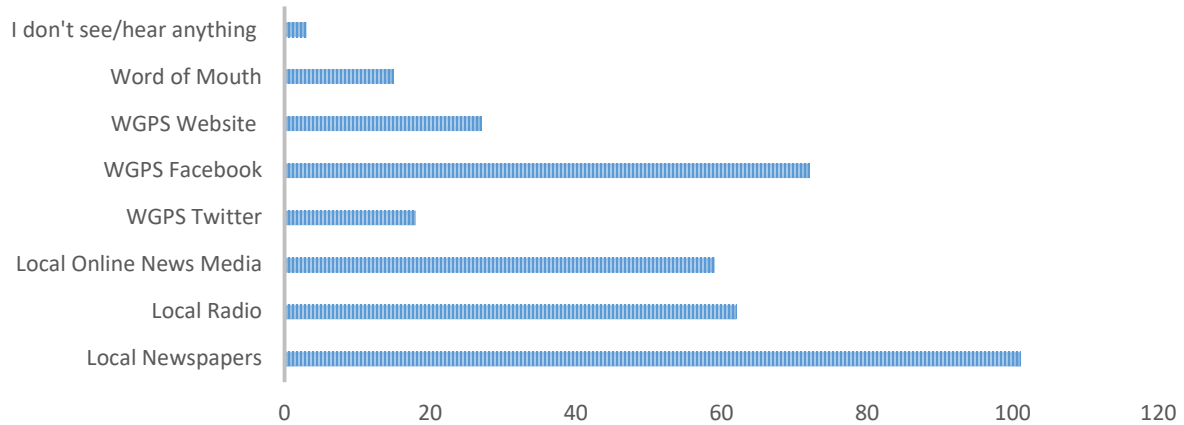
Below is the Ontario Mobilization and Engagement Model of Community Policing. This model is followed diligently by the West Grey Police Service as they aim to foster stupendous community relationships and promote a space that is safe and welcoming for all. The model outlines the roles and responsibilities of both police services and community members in addressing safety and crime. When community partners are engaged with police, the level of safety, security and well-being in Ontario neighbourhoods is enhanced and victimization is reduced.



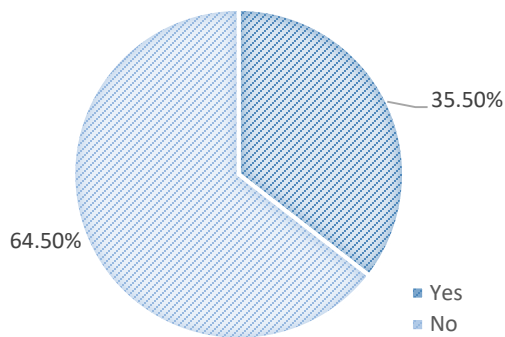
Community members were asked to indicate how well they perceived West Grey Police Service to be completing certain aspects of their duties. The majority of responses indicated the public feels that the Service is handling their duties within our community adequately or better.



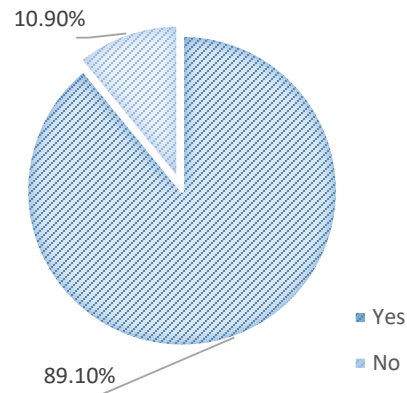
One of the best ways to prevent crimes is to get pertinent information to our communities in an efficient and effective manner. Respondents below indicated that local newspapers are still the number one way in which community members receive their information regarding police matters. At the end of this report, there are links to the West Grey Police Service social media accounts and website. These accounts and site are valuable ways for the Service to communicate with our community, quickly and effectively.



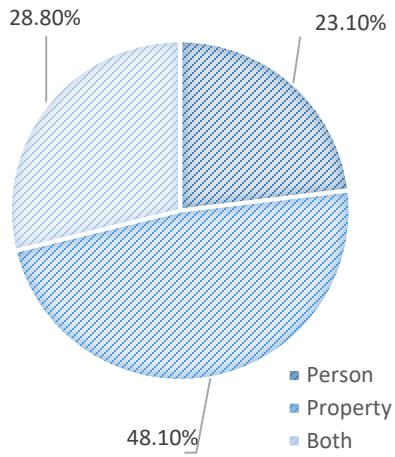
Emergency Calls for Service



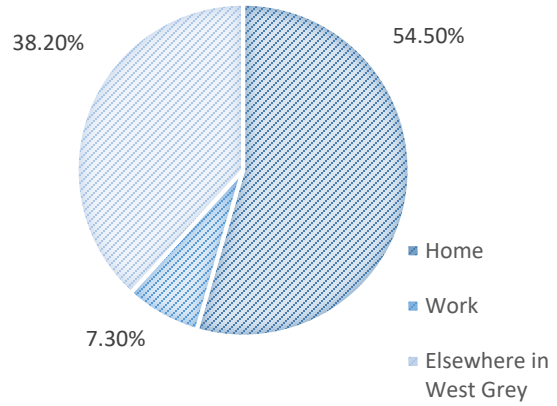
Just under two thirds of respondents have been a victim of or witness to a crime that occurred in West Grey in the previous 3 years.



Of those 64.5% that had been a victim of or witness to a crime the incident was reported to police in almost 90% of the cases.



Of the calls handled by officers, the vast majority involved both crimes against persons and property.



The majority of occurrences occurred in the homes of those involved.

Criminal Investigation Services

Criminal investigations continue to be increasingly more complex. While modern science has allowed law enforcement to be even more discreet in the identification of criminals, collecting the required evidence necessitates more investigative specialization. The expectations of both the courts and our community require that our members who conduct criminal investigations possess the necessary knowledge, skills and abilities to be competent and thorough. Ensuring that the members of the West Grey Police Service receive the most modern and highest level of investigative training over the next three years will continue to be a priority of the Service and will be balanced against budgetary restraints and the exigencies of the Service.

During our public consultation process, illicit drug related offences were identified as the number one concern of the citizens of West Grey. While we have collectively made progress in enforcement and educational opportunities relating to the consumption and trafficking of illicit drugs, addiction continues to be a real concern in this community and others. The demand for illicit drugs is a societal problem, not solely a police problem. We will continue to be vigilant with regard to the enforcement of the *Controlled Drugs and Substances Act*. This will include continued collaboration in multi-service investigations; because drug trafficking does not recognize town and county boundaries nor provincial and international borders.

Actions	Measures
Implement an operational drug-enforcement plan focusing on areas identified as high-use and/or problematic to the community.	Number of drug-related charges and initiatives.
Provide additional drug-enforcement training to uniform members.	Number of uniform officers who have received additional drug-enforcement training.
Work with community partners to provide users access to drug-related treatment programs.	Number of individuals referred to drug-related treatment programs, such as Narcotics Anonymous or rehabilitation facilities.

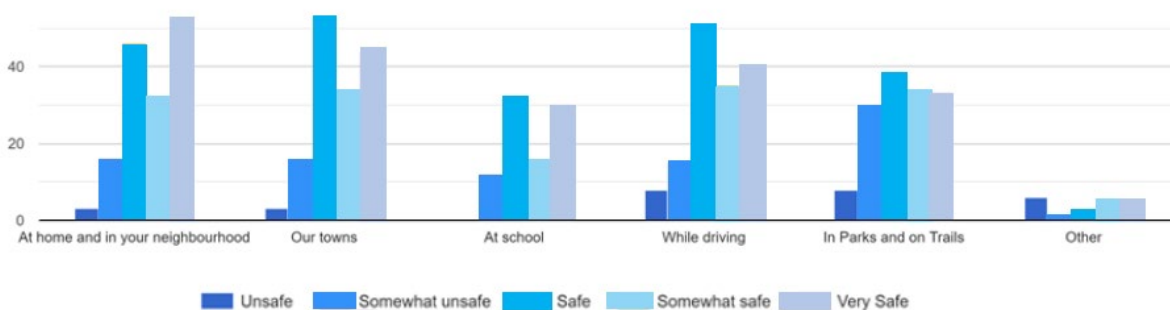
Community Patrol

Citizens within communities across Ontario, including those in West Grey, frequently identify having an increased police presence in their neighbourhood areas as providing a sense of safety and security. The challenge is not just to increase a visible police presence, but to facilitate maintaining current levels of community patrol under budgetary pressures.

A highly visible and well-deployed uniform patrol division has long been the cornerstone of the West Grey Police Service. We are committed to maximizing the presence of uniform police officers in our neighbourhoods and core business areas at all times of the day. Our patrols consist of officers in police cars and on foot who not only participate in “general patrol” but are also assigned to point duties and directed patrols in an effort to address specific community concerns or issues and to deter potential problems from developing.

Actions	Measures
Have officers conduct high-visibility foot patrols every shift.	Number of hours spent by officers on foot patrol.
Increase patrols of areas identified by the community as needing attention.	Survey of community members satisfaction levels with regards to police presence.

Violent Crime



The majority of respondents indicated that they feel safe within the greater part of West Grey. With rising concerns for the safety of community members on local trails and in local parks.

Crime Severity Index			
	2020	2021	% Change
# of Violent Crimes	61.2	51.1	-16.5%
# of Non-Violent Crimes	45.6	40.2	-11.9%

The Crime Severity Index (CSI) monitors the severity of police-reported crime. It allows for people to view trends in the types of crimes, how severe they are and the prevalence of crime in a specific community year over year. The crime severity index is calculated using Incident-based Uniform Crime Reporting Survey (UCR2) data. In West Grey, year over year comparisons show a decrease in prevalence of both violent and non-violent crimes.

Clearance Rates			
	2020	2021	% Change
Weighted Clearance Rate – Violent Crimes	63.1	70.2	60%
Weighted Clearance Rate – Non-Violent Crimes	30.2	35.0	28%

The weighted clearance rate is based on the same principles as the Police Reported Crime Severity Index (CSI), whereby more serious offences are assigned a higher "weight" than less serious offences.

Property Crime

Crimes against property affected over two thirds of West Grey residents that fell victim to a crime within the last three years. Whether it be an instance of senseless vandalism, a stolen auto, a break and enter or simple theft, often times these can be avoided through preventative measures being taken by property owners and a combination of proactive police work.

The West Grey Police Service has participated in several public education initiatives, such as the annual ‘Lock It or Lose It’ campaign. We will combine this increased public awareness with an intelligence-driven and proactive approach to property crime prevention.

Youth Crime

Youth Crime in West Grey has been declining over the last three years. With diversion programs and alternatives to criminal convictions being utilized by our officers in place of typical criminal proceedings. With several youth programs available throughout West Grey, the community has catered to giving youth productive outlets for their energy. It is recognized that although this is a positive trend, Youth Crime still needs to be addressed in the areas in which they are occurring.

Actions	Measures
Track youth specific programs in West Grey.	Monitor and measure the number of youth programs in the area and the number of participants.
Assess the effectiveness of current youth programs offered in West Grey.	Increased school visits by officers.
Focus educational programs on internet safety and anti-bullying.	Evaluations by teachers and students upon completion of each program.

The West Grey Police Service will continue to work collaboratively with educators and our other community partners to provide early intervention strategies and opportunities, along with developing applicable support programs, for the youth in West Grey.

Road Safety

Road Safety remains a primary concern of both West Grey residents and the West Grey Police Service. West Grey Police Service are committed to maintaining their participation in some long-lasting and time-tested provincial and local initiatives aimed at improving road safety. These include the following areas, speeding, aggressive driving, distracted driving, impaired driving, cycling safety, pedestrian safety, commercial motor vehicle awareness, seatbelt and car seat campaigns, as well as education and training for young and novice drivers.

Most notably of concern, not only locally in West Grey, but provincially, and nationally, is a trend toward more instances of impaired driving. Impaired driving offences both by Alcohol and Drug in West Grey continue to be a concern. Our Police Service continues to engage in both community educational programs and complete regular R.I.D.E. programs to deter impaired driving.

Actions	Measures
Implement an operational traffic plan which best utilizes service resources while focusing on areas identified by community concerns and collision analysis data.	Number of recorded traffic related initiatives.
Track road safety complaints while providing feedback to the community.	Surveys to determine level of public satisfaction with traffic related incidents.
Raise public road safety awareness by providing education and information to residents.	Continue to engage the public in road safety campaigns and other initiatives.

Assistance to Victims of Crime

There are several services available to victims of crime in Grey County and the West Grey Police service takes great care in connecting those that have been impacted with the proper resources. There are no quantitative measures kept for how many referrals are made by police or accepted by the victims they are referred to. Members of the West Grey Police Service continue to maintain strong working relationships with all victim centric services and encourage all those affected by crimes against them to utilize the services offered to them. Fostering productive relationships with victims and ensuring they are not re-victimized maintains as a key concern for the West Grey Police Service.

Victim Services Bruce Grey Perth	Victim/Witness Assistance Program	YMCA Owen Sound – Community Initiatives
<p>Victim Services Bruce Grey Perth is dedicated to providing short-term emotional support, practical assistance and community referrals to victims of crime and tragic circumstance in partnership with community and emergency services.</p>	<p>V/WAP provides information and assistance to support participation in the criminal court process. Services begin once police have laid charges and continue until the court case is over. Provided is case-specific information (court dates, bail conditions), court preparation, needs assessment, emotional support, crisis intervention and referrals to community agencies.</p>	<p>When someone in our community is facing difficult times, YMCA Community Initiatives works diligently to provide the necessary resources and supports that are needed to move forward in a positive direction.</p> <p>These initiatives include:</p> <ul style="list-style-type: none"> • Housing Services • Community Justice Youth in Transition Worker Program (YITW) • Youth Gambling Awareness Program (YGAP)

Information Technology

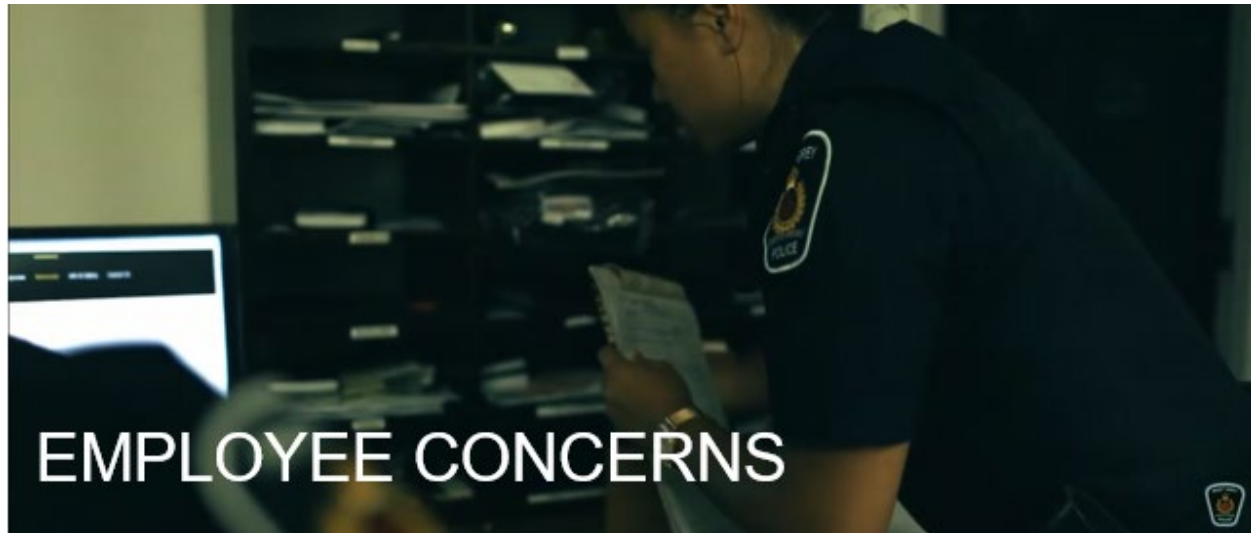
In today's current climate, information technology plays a significant role in almost every professional sector including policing. West Grey Police Service uses technology in almost every aspect of its day-to-day operations. Technology enables more efficient and reliable performance, both inside the Service in tracking calls, crime, prosecutions, and other processes, as well as externally, in its relationships with the public, other police services, policing organizations, and the municipal, provincial, and federal governments which all play a role in policing

West Grey Police Service continues to maintain their current information technology equipment and actively participates in upgrades to all software and hardware to ensure that all the equipment remains functional and reliable.

Most recently, in cooperation with our local Crown Attorney, the Service has implemented electronic disclosure of Crown Briefs. The electronic disclosure is intended to:

- Enhance the efficiency of our Service by exploiting additional utilities found in our Niche® Record Management System
- Realize cost savings related to data entry, photocopying and duplication of materials
- Reduce errors and produce more legible Crown Briefs
- Expediting the criminal prosecution process within the Service

West Grey Police Service has taken to utilizing technology to connect with the public in a manner of ways. The Service is exceptionally dedicated to maintaining their social media accounts and making it a place where community members can stay up to date with the happenings of the Service and occurrences in the area. The Service has two dedicated Facebook pages, an Instagram page and a Twitter page. The Service also boasts a very user-friendly website complete with a general contact form, where members of the public can submit non-emergency tips, complaints or questions.



Members of the West Grey Police Service were surveyed in late 2021 in preparation for this three year plan. Employees were asked to provide input and feedback on topics they felt should be objectives going forward. Themes identified by members include:

- Promotion of employee's ongoing development
- Promotion of quality service standards throughout the organization
- Allocation and Maintenance of Resources and Facilities

Employee Development

The West Grey Police Service is committed to ensuring that its officers receive the training that will enable them to carry out all aspects of their duties. Having officers with specialized training and qualifications enhances our service and keeps our community and its members safe.

In 2022, training included annual re-qualification in use of force tactics - firearms training, night shooting and first aid. In addition, West Grey members participated in the following training and development opportunities:

- Confidential Informant Course
- Crimes Against Children
- Criminal Investigation Techniques
- Crisis Negotiation Course
- Death Investigation

- Field Coordinators Instructing
- Human Trafficking
- Incident Response
- Intoxilyzer / Standard Field Sobriety Testing
- Peace Interviewing
- Search Warrant Course
- Using the Internet for Intelligence Course
- Interviewing Victims

It is the goal of the Service to continue to maintain up-to-date practices in all aspects of law enforcement and that includes keeping on top of officer training. Through the life of this document, it is expected that training efforts and opportunities will continue to increase.

Actions	Measures
Set up a system designed to track employee performance and development.	Completions of employee development tracking system.
Review of best practices for developing employees.	Changes or improvements to best practice policy.
Provide opportunities for employees to develop and grow within the Service.	Surveys for employee satisfaction.

Quality Service Standards

The quality of service to members of the West Grey community continues to be a primary goal of the Service. Members actively inquire about feedback and want to hear what the community needs from their police service. There are several channels in which community members can express their comments and concerns to officers.

Actions	Measures
Determine what the quality service standards should be.	Implementation of quality service standards policy.
Create policy to ensure that all citizens receive superior quality service whenever dealing with the West Grey Police Service.	Survey of community satisfaction with service provided.

Allocation and Maintenance of Resources and Facilities

The current police station requires major upgrades to meet the standards of 2022 and beyond. In particular, there are issues regarding the lack of workspace as our Service grows. Officers are sharing work stations for the majority of shifts, and as the Service continues to grow, this will become more commonplace. The substation in Ayton is often utilized as another workstation for officers to mitigate some of the space constraints at the Durham station. This concern also lends itself to the locker rooms and change rooms in the service, currently several officers and all auxiliary members are without somewhere to store their gear. This is remedied in the interim by setting up a location in the kitchen where duty bags are left for safekeeping. Overall, the storage needs of the Service are at their threshold. Available storage needs to be increased in order for West Grey Police Service to continue operating efficiently. The Service is running out of space to store seized property, property for safekeeping, training apparatuses and extra equipment for day-to-day policing (ASD's, cameras, body armour, extra traffic vests etc.)

There are also several areas of the basement work area in the station that leak water and are susceptible to mould/mildew infestations. Air purifying sponges have been brought into the station and are changed quite regularly in order to help mitigate the effects of the mould/mildew, but are not an appropriate or effective long term solution.

There are also concerns with the accessibility of the building for those community members who require those amenities and assistance. There are no entrances currently that a wheelchair bound person could enter through.

The Service's fleet consists of 5 fully-marked cruisers, and one unmarked cruiser. The service installed a new, updated radio system in all cruisers. Our fleet also saw an upgrade with Mobile Dispatch computer software being introduced to all vehicles, to assist officers with their duties while on patrol

It is anticipated that through the life of this document, the Livescan Device for taking electronic fingerprints will need to be replaced. These devices typically have an eight year lifespan. Further, in terms of technology, all hard drives were replaced for workstations in the Durham station.



In March 2020, the World Health Organization declared a global pandemic related to COVID-19.

Since that time, every country has been impacted by this virus, causing social interactions, day-to-day life and business delivery models to change literally overnight. The policing profession is no exception, having been impacted in our public interactions, service delivery and business processes. The West Grey Police Service remains committed to serving our community as our members continue to evolve with our safeguards and best practices. It is anticipated that during the course of this business plan, our work will continue to change in ways that will help revive the community, support those still struggling, and continue to provide steadfast policing to our community.



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