



Community Survey

PRP-AI-006

Effective Date: 2017/01/27

Policy Statement

It is the policy of the Regional Municipality of Peel Police Services Board that the policy requirements set out in this document shall form part of the Board Policies and the Chief of Police is hereby directed to comply with these requirements in his/her administration and operation of the Peel Regional Police.

As one of Canada's most diverse communities, the Board recognizes the importance of well conducted external community surveys to provide the Board and the Service with critical insight into public attitudes, expectations and overall satisfaction, and promote the public's understanding of the Peel Regional Police, its programs and services.

1. Background

The Peel Police Services Board and Peel Regional Police values public input as a means to assess the community's perception of the performance of the Board and Service, address the expectations of the residents of Peel, and identify the need for changes to policies, programs and initiatives to serve the public.

The Peel Police Services Board is committed to ensuring that its actions are open and accessible, respectful of the public's right to be involved, and responsive to the public need for information and feedback. As such, this policy provides direction to the Chief of Police to ensure that any process of engagement with the public in order to solicit their views is done so with the Board's prior approval.

The Community Survey policy is fundamental to ensuring public trust, understanding and support for the actions of the Police Service and Police Services Board and is in accordance with Ontario Regulation 3/99, s. 30(1) which states, "*Every board shall prepare a business plan for its police force at least once every three years*", and s. 30(2) which states "*The Business plan shall address: s30 (2)(b)(ii) community satisfaction with police services*".

2. Goals

The goals of the Board's Community Survey Policy are:

- a) To provide an opportunity for residents of Peel to be heard on issues and provide their degree of satisfaction toward the Police Service.
- b) To recognize residents as a source of information and consultation for the Board's decision-making.
- c) To assess the performance and satisfaction level of the Police Service in the community.
- d) To ensure the Police Service is kept informed about public opinion and community expectations.
- e) To develop and maintain a trusting, positive, cooperative relationship between the Police Service and Peel residents.
- f) To provide evidence based data to effectively inform the Board and the Police Services decisions when developing objectives for the Strategic Plan.

3. Policy Requirements

- a) The Board, in consultation with the Chief, in conducting community surveys, will review and approve:
 - I. survey questions; and
 - II. methodology;
- b) The Chief shall provide, for information the name of the external firm retained to conduct the survey and assess the results.
- c) The Chief shall ensure that police service staff required to manage community surveys receive adequate resources, training and professional development.

4. Authority/Legislative Reference

Police Services Act, s. 31(1)(b)
O.Reg.3/99 Sections 30(1) and 30(2)(b)(ii)
Board Minute: 08/17

5. Linkage to Appropriate Police Service Procedure/Directive/PSB Policies

AS-AI-001 Business Planning