

LASALLE POLICE SERVICE 2016 ANNUAL REPORT



In Partnership There Is Success



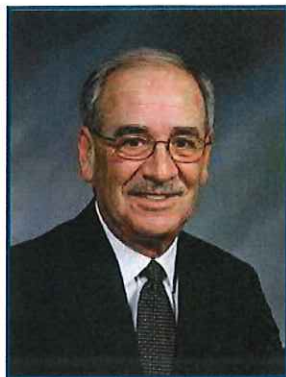
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2016 Annual Report

Message from the Board Chair



Mayor Kenneth M. Antaya
Chair, Dec 2016 – Present
Vice Chair, 2010 – Dec 2016



It is my pleasure, first of all, to congratulate and thank the outgoing Member and Chair Mr. John Wladarski. Mr. Wladarski's term expired on November 30th, 2016, and consistent with Municipal Policy, he completed the maximum term length of 8 years. John conducted himself in the true spirit of a public servant. He did so with commitment, accountability and dignity. We thank him for his loyalty, and service to the community. That wasn't the only change in 2016.

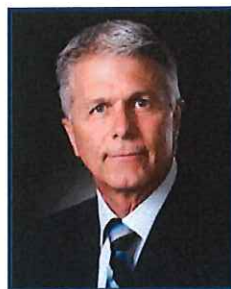


We also offered best wishes for a peaceful retirement to Deputy Chief Dan Fantetti. Deputy Chief Fantetti, exemplified a professional Law Enforcement Officer. His firm, caring approach to his duties was an endearing quality. He always conducted himself in the best interests of the Department and the Town. Replacing Deputy Chief Fantetti, is new Deputy, William "Chuck" Scanlan. Deputy Chief Scanlan, was the successful applicant. Based on his very successful career with our Town, Deputy Chief Scanlan, was deserving of the promotion, and will continue his loyal service to our Town, without missing a beat. Congratulations to both outgoing Deputy Chief Fantetti, and to incoming Deputy Chief Scanlan.

The Town of LaSalle Police Service continued its' impressive community involvement during the past year, and continue to garner well earned praise for the manner in which the service is delivered to our Town. We have all heard about surveys, statistics, and on and on, regarding the manner in which Police Services are delivered in Ontario and Canadian municipalities. Our Police Service continues to be ranked in the top 2 or 3 in safety nationally, and that is a tribute to all those who contribute to make the service what it is. However, there is only one opinion poll, or statistic that we continue to be concerned about. That is... Is our service viewed positively by our community? Do the residents feel that they are getting value for their tax dollar? Do the residents feel that members of the Police Service are committed to the community? Do the residents feel safe? We have heard from the residents, and their answer to all of these questions are a definitive "Yes". Our Town takes great pride in delivering its' services at the highest level possible, within the always present financial capabilities. Police is no exception. Every member of our staff, led by our Chief, and his management staff, provide a valued commitment to our Town.

We are thankful that our staff is involved in the community. That they take time being "there", whether it be a bike rodeo, coaching a little league team, volunteering for one of the many charitable organizations or just being present at Town events. Their presence provides comfort to a Town and community that prides itself on delivering service at an exceptional level.

Town of LaSalle Police Services Board Members



John Wladarski
Chair
2010 – Nov 2016



Marc Bondy
Deputy Mayor
Dec 2014 – Present



Martin Komsa
Member
Feb 2014 – Present



Joe Graziano
Member
Sept 2016 – Present



Victoria Houston
Member
Dec 2016 – Present



Caron Towle
Board Secretary
2002 – Present

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2016 Annual Report

Message from the Chief



John Leontowicz
Chief of Police
May 2000 – Present

I would like to begin by congratulating the Town of LaSalle for its 25th anniversary. 2016 has seen the LaSalle Police Service receive tremendous support from the residents we serve. The LaSalle Police Service community survey conducted resulted in a 98% approval rating and a second independent survey conducted by KPMG revealed a 96% approval rating from LaSalle residents. I want to acknowledge my staff for this achievement and their efforts in serving residents in a manner that is well received and provides residents one of the safest communities in Canada.



A new Deputy Chief has been appointed from within the ranks, namely, Chuck Scanlan, a 32 year member of the LaSalle Police Service. We also welcome Kevin Beaudoin to the senior team who was promoted to Staff Sergeant. One of our officers was honoured as a hero. PC Al Gibson saved the lives of a family from a house fire while on patrol. Additionally, we publicly acknowledged four LaSalle residents who were awarded the Chief's Citizen Award for outstanding citizenship. Great job by everyone!

We continue to take a lead role with education and awareness initiatives focused on opioid use and fraud prevention. Our support to the LaSalle Hangout has been received well by the community and in particular teenagers. Our commitment to Special Olympics, LaSalle Food Bank, Golf Charity Tournament, Children's Aid Fashion Show and other community initiatives are well received.

I have a responsibility to address an important issue pertaining to "unfounded sexual assaults" in LaSalle as reported by the media. The sexual assault statistics as reported by the media were incorrect. I ordered an in-depth internal review of this important and sensitive matter and met with significant community partners. I am fully satisfied with the review and proactive measures taken by the LaSalle Police and our many community partners. I assure residents of LaSalle that all sexual assault complaints are taken seriously and are fully investigated. The review will be made available to the public.

There have been but a few significant crimes committed. These crimes were addressed successfully. There are no public safety issues to report for 2016.

We encourage residents to please take the time and stay engaged with us through the LaSalle Police Service web-site, Facebook, Twitter and YouTube. The number of residents following the LaSalle Police on social media is increasing and has doubled in the past couple of years. We hear from many residents how they enjoy keeping in touch with the LaSalle Police on social media.



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2016 Annual Report

Statement of Purpose & Direction

Our Mission

Our sole mission is to protect lives and property of the citizens we serve, provide a safe community, improve quality of life, and prevent crime while working in partnership with the community.

Our Goals & Objectives

The goal of the LaSalle Police Service is to protect our community in a manner that promotes pride within our organization and with the citizens we serve providing a professional and innovative police service.

In attaining this goal we will be committed to ensuring that we are compassionate and accountable, fostering trust with our community through integrity and mutual respect.



2015 – 2017 Strategic Business Plan

In 2014, a comprehensive evaluation of the 2012 – 2014 Strategic Business Plan was undertaken. During the evaluation of the previous plan, the Strategic Business Planning Committee developed the 2015 – 2017 Strategic Business Plan outlining the performance objectives and indicators. This complete document can be found on the LaSalle Police Service website. (www.police.lasalle.on.ca)



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Quality Assurance

Community Satisfaction

In 2016, LaSalle Police Service Supervisors contacted over 300 clients seeking their feedback and input using the "Customer Service Survey". This survey provides valuable input on our Service delivery model provided by our Communications Centre personnel and Community Patrol Officers. The survey consists of five questions about the client's interaction, satisfaction with our service delivery and ability to resolve their issue or complaint. It allows for feedback from the client providing suggestions for improving our service delivery.

Of the 300 surveys conducted, 86% of respondents rated the overall service they received as "Excellent", 14% of respondents rated the overall service as "Good" and less than 1% of respondents rated the overall service as "Needs Improvement" resulting in a 99%+ positive overall satisfaction. Here are some of the many positive words and comments received:

<i>"The Service is always the best. That is why I live here"</i>	
<i>"Very professional"</i>	<i>"The Officers were very caring. They understood"</i>
<i>"Everything about the Officer was awesome. He's a real pro!"</i>	
<i>"She really made me feel more at ease"</i>	<i>"They were very thorough"</i>
<i>"Everything was excellent"</i>	<i>"I give you guys a 10 out of 10"</i>
<i>"Very friendly"</i>	<i>"The LaSalle Police have always been there for me"</i>
<i>"He was a great guy to talk to"</i>	<i>"I am grateful for their help"</i>
<i>"Both Officers treated him with respect and dignity and even brought him in for treatment. I feel honoured to work in such a caring community"</i>	



"Caring"
"Helpful"
"Understanding"
"Professional"
"Excellent"
"Amazing"
"Efficient"
"Positive"
"Great"
"Impressed"
"Awesome"
"Happy"
"Thankful"
"Grateful"
"Quick"
"Pleased"
"Satisfied"
"Smooth"
"Wonderful"
"Friendly"
"Prompt"
"Cool"
"Nice"
"Best"
"Thorough"
"Polite"
"Good"
"Listened"
"Comfortable"
"Easy"

Public Complaints – Service Delivery Feedback

In 2016, the 36 Officers and 18 Civilian members of the LaSalle Police Service interacted with the public in the investigation of 10,312 occurrences and as a result:

- ✱ No public complaints were received about the policies of or services provided by the Service.
- ✱ One public complaint was received about the conduct of a Police Officer and was resolved informally.



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Crime Analysis & Statistics

Central Communications Centre

The Central Communications Centre is responsible for logging all activities by members of the Service. This includes everything from calls for service, traffic stops, property checks, court to vehicle repairs. All calls for service are assigned an occurrence number and dispatched to a Police Officer for further investigation.



Item	2014	2015	2016	# Change	% Change
Total LaSalle Police Activities	19,677	17,559	16,755	-804	-4.58%
Total LaSalle Police Occurrences	11,977	10,719	10,312	-407	-3.80%
Total Emergency 911 Calls	4,913	4,634	5,247	+613	+13.23%

Reportable Occurrences

A certain number of the occurrences are cleared as "report to follow" meaning that a report is generated to document the investigation. Of these reports, certain incidents are further reportable to the Canadian Centre for Justice Statistics (CCJS) where data is collected to assess the levels of crime in Canada.



Item	2014	2015	2016	# Change	% Change
RMS Occurrence Reports	2,194	2,099	2,372	+273	+13.01%
Overall Solved Rate	73.93%	73.04%	71.08%	-	-1.96%
Criminal Charges Laid	189	279	221	-58	-20.79%
Total Young Persons In Crime	112	132	105	-27	-20.45%
Total Youths Charged	8	11	9	-2	-18.18%
Total Youths Cautioned	104	121	96	-25	-20.66%
Violent Youths Charged	1	1	3	+2	200%
Violent Youths Cautioned	7	17	15	-2	-11.77%
Victim Services Referrals	43	41	26	-15	-36.59%
CCJS Violent Occurrences	37	51	61	+10	+19.61%
CCJS Drug Occurrences	30	42	40	-2	-4.76%
CCJS Property Occurrences	350	407	423	+16	+3.93%
CCJS Other Occurrences	119	100	110	+10	+10.00%

Traffic Management & Road Safety

The following table highlights the overall statistics related to traffic management and road safety.



Item	2014	2015	2016	# Change	% Change
Impaired Occurrences	12	8	8	0	0%
Motor Vehicle Collisions	369	317	356	+39	+12.30%
➤ Fatal	0	1*	0	-1	-100%
➤ Injury	48	28	37	+9	+32.14%
➤ Property Damage	265	236	277	+41	+17.37%
➤ Fail to Remain	56	53	42	-11	-20.75%
Traffic Other	65	60	57	-3	-5.00%
Total Traffic Charges	1,534	1,061	965	-96	-9.05%



2016 Annual Report

Crime Analysis & Statistics

Annual Comparison

The following table highlights the annual comparison for all LaSalle Police Service reports in the areas of violence, property, lawless public behaviour and traffic. Each of the identified areas capture data from reports that include incidents where an actual offence had occurred or where there was the potential for an offence to be committed.



Item	2014	2015	2016	# Change	% Change
Violence	274	324	348	+24	+7.41%
Property	350	408	427	+19	+4.66%
Lawless Public Behaviour	380	316	391	+75	+23.73%
Traffic	2,193	1,593	1,620	+27	+1.69%

Overall Crime Trends - Six-Year Average

Over the three year period between 2011 and 2016, the following trends were averaged and compared:

Item	2016	Six Year Average	# Diff	% Diff
Violence	348	340.5	+7.5	+2.20%
Property	427	405.5	+21.5	+5.30%
Lawless Public Behaviour	391	366.2	+24.8	+6.77%
Traffic	1,620	2014.8	-394.8	-19.59%

Financial Report - Business Operations

Cost of Policing

Salaries & Benefits	\$6,306,466.37
Administrative	\$ 174,446.27
Personnel	\$ 114,049.78
Facility	\$ 155,470.48
Vehicle	\$ 126,837.17
Program Services	\$ 209,850.46
Capital	\$ 35,531.76
Operating Expenses	\$7,122,652.29
Less Revenue	\$ (663,069.51)
Total Operating Expenses	\$6,459,582.78
Year-end (surplus)	\$ 214,400.00



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