

# LASALLE POLICE SERVICE 2017 ANNUAL REPORT



*In Partnership There Is Success*



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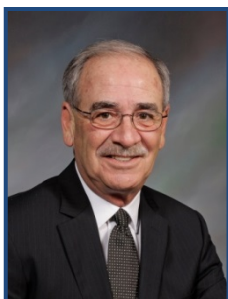


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## Message from the Board Chair



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

As with every year, the provision of an accountable, responsive Police Service to our community in 2017 presented its own unique challenges.

The Town of LaSalle had the honour of being named the 8th best place to live in Ontario and the 26th best community to live in Canada during 2017, by MoneySense magazine.



The components that the magazine considered were the amenities provided in the community, availability and affordability of housing, recreational facilities, level of taxation, quality and accessibility of municipal facilities, municipal services, and prominently mentioned was the safety measures taken by the Town. In other words, the qualities needed to assure a confident, self-reliant Town operation.

The Town was once again named one of the safest Towns in Canada, and that is not by mistake. The Town of LaSalle Police Service continues to operate at a high level of efficiency, with one of its priorities being the safety of our community. Although carefully funded so as not to place too high a burden on the ratepayers, we never lose sight of what is important...“Serve and Protect”.

One of the setbacks in 2017 was losing the Town of Amherstburg dispatching revenue. Not crippling to the operation, but remains a concern. Our dispatching operation, although not always prominently mentioned when discussing Policing and the safety of our community, is nevertheless a key component of our Policing operation. It contributes greatly to the efficiencies our officers are known for while patrolling our streets.



We remain committed to providing a service that has the confidence of our community. We at the Police Services Board level pay attention to what the ratepayers say about our policing, and although it may be prominent in regional discussions, while considering alternate services, our residents have come front and centre endorsing the current service...that speaks volumes.

We are proud of the manner in which Chief Leontowicz, Deputy Chief Scanlan, Staff Sergeants Beaudoin and Chevalier as well as all of our officers conduct themselves; with the manner in which they get involved in the community, not only as officers but as citizens; with the concern they exhibit when attending emergencies, and like all of us, the way they care for our great Town.

We are looking forward to another prosperous year in 2018. Thank You.

## Town of LaSalle Police Services Board Members



**Marc Bondy**  
Deputy Mayor  
Dec 2014 – Present

**Martin Komsa**  
Member  
Feb 2014 – Present

**Joe Graziano**  
Member  
Nov 2016 – Present

**Victoria Houston**  
Member  
Dec 2016 – Present

**Caron Towle**  
Board Secretary  
2002 – May 2017

**Tanya Mailloux**  
Board Secretary  
July 2017 – Present

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## Message from the Chief



**John Leontowicz**  
Chief of Police  
May 2000 – Present

I am pleased to present the 2017 Annual Report. The Annual Report is a legislated document to be made public as required by the Police Service Act.

2017 can be best described with the continued success LaSalle Police has had in building productive relationships with our many community partners. With the many partnerships, we have recognized that a joint effort to move forward making our community aware of issues surrounding mental health, illegal opiate use and frauds against persons, especially seniors, is in the forefront of our endeavours.



The 2017 Annual Report highlights several mandated reporting with respect to crime analysis statistics and traffic statistics. Additionally, the financial report indicates that in 2017 the LaSalle Police came in under budget.

The number of criminal charges laid is up in 2017; this is in large part due to the successful investigations which led to the arrests and multiple charges against individuals who committed the offenses. Residents continue to communicate with us with respect to traffic related issues in their neighborhoods. We encourage residents to call us and together we address concerns to their satisfaction.

With respect to quality assurance, LaSalle residents have responded to the annual community police survey conducted in 2017 with a 99% approval in quality service provided. In lieu of over 10,000 calls for service, no formal public complaints were reported.

Our staff continues to be actively engaged in the community supporting many community and charity fundraising events. Congratulations to our Community and Corporate Affairs Officer PC Harbinder Gill for being awarded the Canada 150 Award and to PC Alison Hunter for being nominated for “40 Leaders under 40” Award in 2018.

The 15<sup>th</sup> annual LaSalle Police Golf tournament was another huge community success. Approximately \$310,000.00 has been raised over the 15 years and donated to a variety of charities in the community. Well done by the tournament committee.

We shall be focused on the development of the Strategic Business Plan and with our partners to seek their valued input in continuing to make LaSalle one of the safest communities in Canada.

I am proud of the accomplishments of my staff in continuing to serve residents in keeping with our service philosophy of “community led policing”.

Our social media followers increase yearly. Keep in touch with us by visiting us on our web-site and by following us on Facebook, Twitter and YouTube.



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## Statement of Purpose & Direction

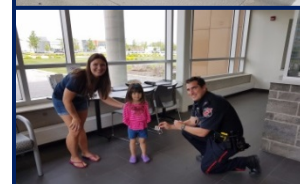
### Our Mission

*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

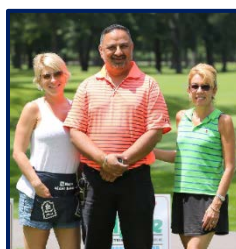
*The goal of the LaSalle Police Service is to protect our community in a manner that promotes pride within our organization and with the citizens we serve providing a professional and innovative police service.*

*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.lasallepolice.ca](http://www.lasallepolice.ca))



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## Quality Assurance

### Community Satisfaction

In 2017, LaSalle Police Service Supervisors contacted nearly 500 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 nearly 500 surveys conducted, 90% of respondents rated the overall service they received as “Excellent”, 9.7% 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>“LaSalle Police are the best. You guys are great”</i>	
<i>“Absolutely great service”</i>	<i>“Very understanding, patient and thorough”</i>
<i>“Unbelievable job! This is the reason I moved to LaSalle. We love the community and the police service”</i>	
<i>“Aces all around to LaSalle Police”</i>	<i>“10 out of 10”</i>
<i>“I had a nice experience”</i>	<i>“Was very cordial, very professional”</i>
<i>“I feel a lot safer”</i>	<i>“Took my concern seriously and put me at ease”</i>
<i>“Genuinely cared about me”</i>	<i>“You guys are the best in the County”</i>
<i>“I don’t have to call you guys too often but when I do, I know you get here fast and take care of things the right way”</i>	



*“Thorough”*  
*“Great”*  
*“Fantastic”*  
*“Excellent”*  
*“Happy”*  
*“Fast”*  
*“Professional”*  
*“Understanding”*  
*“Patient”*  
*“Polite”*  
*“Unbelievable”*  
*“Efficient”*  
*“Wonderful”*  
*“Satisfied”*  
*“Nice”*  
*“Good”*  
*“Awesome”*  
*“Excited”*  
*“Pleased”*  
*“Grateful”*  
*“Cordial”*  
*“Supportive”*  
*“Best”*  
*“Perfect”*  
*“Thoughtful”*  
*“Outstanding”*  
*“Respect”*  
*“Amazing”*  
*“Prompt”*  
*“Impressed”*  
*“Quick”*  
*“Caring”*  
*“Compassionate”*

### Public Complaints – Service Delivery Feedback

In 2017, the 37 Officers and 16 Civilian members of the LaSalle Police Service interacted with the public in the investigation of 11,749 occurrences and as a result:

- ✱ No public complaints were received about the policies or services provided by the LaSalle Police Service.
- ✱ No public complaints were received about the conduct of any Police Officer.





## 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	2015	2016	2017	# Change	% Change
Total LaSalle Police Activities	17,559	16,755	18,874	+2,119	+12.65%
Total LaSalle Police Occurrences	10,719	10,312	11,749	+1,437	+13.94%
Total Emergency 911 Calls	4,634	5,247	3,612	-1,635	-31.16%

### 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	2015	2016	2017	# Change	% Change
RMS Occurrence Reports	2,099	2,372	2,670	+298	+12.56%
Overall Solved Rate	73.04%	71.08%	74.57%	-	+3.49%
Criminal Charges Laid	279	221	384	+163	+73.76%
Total Young Persons In Crime	132	105	142	+37	+35.24%
Total Youths Charged	11	9	14	+5	+55.56%
Total Youths Cautioned	121	96	128	+32	+33.33%
Violent Youths Charged	1	3	6	+3	+100%
Violent Youths Cautioned	17	15	14	-1	-6.67%
Victim Services Referrals	41	26	32	+6	+23.08%
CCJS Violent Occurrences	51	61	61	0	0%
CCJS Drug Occurrences	42	40	54	+14	+35.00%
CCJS Property Occurrences	407	423	507	+84	+19.86%
CCJS Other Occurrences	100	110	134	+24	+21.82%







## Crime Analysis & Statistics

### Traffic Management & Road Safety

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

Item	2015	2016	2017	# Change	% Change
Impaired Occurrences	8	8	13	+5	+62.50%
Motor Vehicle Collisions	317	356	365	+9	+2.53%
➤ Fatal	1*	0	1	+1	+100%
➤ Injury	28	37	45	+8	+21.62%
➤ Property Damage	236	277	256	-21	-7.58%
➤ Fail to Remain	53	42	63	+21	+50.00%
Traffic Other	60	57	132	+75	+131.58%
Total Traffic Charges	1,061	965	1,798	+833	+86.32%

### 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	2015	2016	2017	# Change	% Change
Violence	324	348	378	+30	+8.62%
Property	408	427	507	+80	+18.74%
Lawless Public Behaviour	316	391	489	+98	+25.06%
Traffic	1,593	1,620	2,526	+906	+55.93%

### Overall Crime Trends – Six Year Average

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

Item	2017	Six Year Average	# Diff	% Diff
Violence	378	343.0	+35.0	+10.20%
Property	507	419.2	+87.8	+20.94%
Lawless Public Behaviour	489	387.8	+101.2	+26.10%
Traffic	2,526	1998.2	+527.8	+26.41%





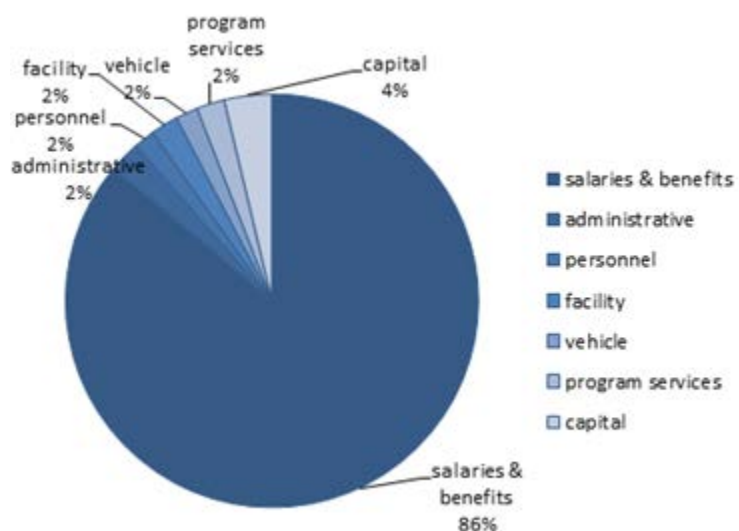


# 2017 Annual Report

## Financial Report - Business Operations

### Cost of Policing

Salaries & Benefits	\$6,356,212.75
Administrative	\$ 181,467.91
Personnel	\$ 121,727.89
Facility	\$ 159,799.99
Vehicle	\$ 129,023.14
Program Services	\$ 162,659.64
Capital	\$ 275,255.90
Operating Expenses	\$7,386,147.22
Less Revenue	\$ (664,390.05)
<b>Total Operating Expenses</b>	<b>\$6,721,757.17</b>
Year-end (Surplus)	\$ 122,142.83



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