



LaSalle Police Services Board

MEMORANDUM

To: Agatha Robertson, Director of Council Services/Clerk
cc: LaSalle Police Service & LaSalle Police Services Board
From: T. Mailloux, Board Secretary
Date: July 7, 2020
Re: LaSalle Police Service - 2019 Annual Report

Recommendation

That the LaSalle Police Service 2019 Annual Report as presented by Mayor Marc Bondy, Chair of the LaSalle Police Services Board and John Leontowicz, Chief of the LaSalle Police Service BE RECEIVED for information.

Report

Please find attached a copy of the 2019 Annual Report as submitted by Chief Leontowicz and adopted by the LaSalle Police Services Board at their public meeting held June 22, 2020. As required in the protocol for the sharing of information between the LaSalle Police Services Board and the Town of LaSalle Municipal Council, please distribute the attached copies to members of Council.

Please be advised that on July 14, 2020 both Mayor Marc Bondy, Chair of the Board, and Chief John Leontowicz will be in attendance at the council meeting to present the 2019 LaSalle Police Service Annual Report to Council and the residents of LaSalle.

Copies will also be made available to the public and placed on the LaSalle Police Service website at www.lasallepolice.ca.

Should you require any information, do not hesitate to contact me.

Thank you.

Tanya Mailloux
Secretary
LaSalle Police Services Board

Attach.

LASALLE POLICE SERVICE

2019 Annual Report



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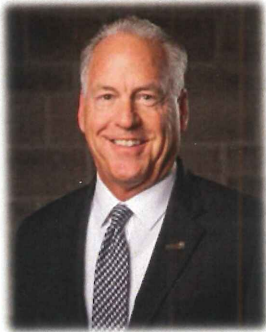
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2019 Annual Report

Message from the Board Chair



Marc A. Bondy

Mayor Marc BONDY
Chair, Jan 2019 – Present
Vice Chair, Jan 2017 – Dec 2018
Member, Dec 2014 – Jan 2017

It is my pleasure on behalf of the LaSalle Police Services Board to introduce the 2019 Annual Report. We continue to be the only local police service in Essex County. 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.

In 2019, we were named the ninth safest community in Canada; and, although we are very proud of this accomplishment, I believe we are number one in the eyes of our community. With the leadership of Chief John Leontowicz and assistance of Deputy Chief Kevin Beaudoin and Staff Sergeants Jason Woods and Duncan Davies, they continue to excel in their active roles.



We also saw the retirement of many years experience with Peter Chevalier, Carlo Boniferro and Chris Matis. We have welcomed four new hires, Sr. Constable Kim Rathbone, Police Constable Kristy Assef, Police Constable Alaina Atkins and Police Constable Jaideep Randhawa.

I am proud to introduce two new board members Deputy Mayor Crystal Meloche and Daniel Allen to our board. They are great additions and I look forward to working with them and existing board members.



The board and I would like to thank all of our police officers for all they do on the job as well as their community involvement and commitment to the Town of LaSalle.

LaSalle Police Services Board Members



Crystal MELOCHE
Deputy Mayor
Jan 2019 – Present



Martin KOMSA
Member
Feb 2014 – Present



Victoria HOUSTON
Member
Dec 2016 – Present



Daniel ALLEN
Member
Aug 2019 – Present



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Message from the Chief



John LEONTOWICZ
Chief of Police
May 2000 – Present

Once again, it is my honour to present the 2019 Annual Report. The annual police report is mandatory and is to be made public as legislated by the Police Service Act.

Ensuring that residents live and go about their daily activities in a safe community is and remains the primary focus of the LaSalle Police Service. This past year the men and women of the LaSalle Police Service have provided that safe community. 2019 was a period of time in which no public safety issues were raised. I would be remiss to mention that speeding complaints remains a common concern with residents; however, great effort has been made to curb this issue in reducing the concern of speeding this past year.



Further, we continue to work closely with mental health officials and partners to address mental health issues in our community. Having an in-house mental health resource person has proven a valuable partnership.

Public confidence remains paramount. The vast majority of residents publicly support the efforts and importance of the style of policing provided. Transparency and community confidence in their police service remains our benchmark. Our annual community survey of 400 residents once again has demonstrated that 99% of those surveyed have a tremendous amount of respect for the service provided by the LaSalle Police. My staff and I thank-you for your continued support.

The absence of founded public complaints, OIPRD matters, SIU incidents and internal investigations suggests a professional, transparent and community minded service.

The Service has experienced the largest change in respect to personnel in years. There have been three officers promoted to Sergeant, two promoted to Staff Sergeant and one officer appointed to Deputy Chief. Four officers were hired to replacement vacancies of whom three were female. Congratulations to Staff Sergeant Chevalier, Senior Constable Boniferro and Communicator Karen Lavergne on their retirement. Of note the average age of police personnel has decreased by six years.

It is important that residents continue to be a part of making this community safe. We encourage your feedback and participation. Today's community and police partnership is about the community taking a lead role and for police to serve.

The women and men of the LaSalle Police Service provide a great service to their community. The unique relationship the community has with LaSalle Police provides a co-operative approach in addressing resident issues of concern. I would like to thank the residents of the Town of LaSalle for your continued support and participation in helping the Service strive to better serve its community. LaSalle Police believe in "community led policing".

We welcome all our social media followers. Your support in keeping in touch with us on our website and by following us on Facebook, Twitter and YouTube is appreciated.



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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.



2018 – 2020 Strategic Business Plan

In early 2018, the Strategic Business Planning Committee developed the 2018 – 2020 Strategic Business Plan. This new and improved business plan details our history, who we are, the composition of the community we police and our objectives in the thirteen identified core policing areas. The complete document can be found on the LaSalle Police Service website. (www.lasallepolice.ca)





Quality Assurance

Community Satisfaction

In 2019, LaSalle Police Service Supervisors contacted nearly 400 clients seeking their feedback and input using the "Customer Service Survey". This survey, along with comments and feedback from social media platforms, provide valuable input on our Service delivery model 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. The intent of the survey is to solicit feedback, comments and suggestions that can assist with improving our service delivery.

Of the nearly 400 surveys conducted, 91% of respondents rated the overall service they received as "Excellent", 8% 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:

"You guys were so great. We have never dealt with a situation like this and you guys took care of everything. It would have been overwhelming but the approaches you guys used were amazing. Thank you."

"He was very thorough, analyzed the problem, was very supportive and followed through on all his actions."

"She went above and beyond what was expected."

"Absolutely flabbergasted at the high level of service."

"I appreciate everything you do for the community and I am thankful to live in a safe community."

"He was really, really good. He was absolutely amazing. I can't say enough good things about him. That 911 call taker was amazing too. She did an excellent job."

"I was incredibly nervous going to the police station. Having someone approach me right away who was nice and relatable to my concerns made me feel at ease."

"We've lived in LaSalle for a year now and I can't tell you how happy we are with the police service in this town."



*"Quick"
"10"*

"Excellent"

"Friendly"

"Great"

"Helpful"

"Outstanding"

"Awesome"

"Fast"

"Nice"

"Understanding"

"Professional"

"Polite"

"Supportive"

"Personable"

"Lovely"

"Fantastic"

"Incredible"

"Compassionate"

"Informative"

"Super"

"Courteous"

"Thorough"

"Wonderful"

"Prompt"

"Amazing"

"Relatable"

"Kind"

"Impressive"

"Efficient"

Public Complaints – Service Delivery Feedback

In 2019, the 36 Officers and 18 Civilian members of the LaSalle Police Service interacted with the public in the investigation of 13,007 occurrences and as a result:

- * One public complaint was received about the policies of or services provided by the Service and determined to be unsubstantiated.
- * Three public complaints were received about the conduct of a Police Officer and all determined to be unfounded or unsubstantiated.





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	2017	2018	2019	# Change	% Change
Total LaSalle Police Activities	18,874	18,655	21,312	+2,657	+14.24%
Total LaSalle Police Occurrences	11,749	11,716	13,007	+1,291	+11.02%
Total Emergency 911 Calls	3,612	3,196	2,917	-279	-8.73%

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	2017	2018	2019	# Change	% Change
RMS Occurrence Reports	2,670	2,555	2,719	+164	+6.42%
Overall Solved Rate	74.57%	75.50%	71.72%		-3.78%
Criminal Charges Laid	384	352	364	+12	+3.41%
Total Young Persons In Crime	142	136	91	-45	-33.09%
Total Youths Charged	14	17	14	-3	-17.65%
Total Youths Cautioned	128	119	77	-42	-35.29%
Violent Youths Charged	6	8	7	-1	-12.50%
Violent Youths Cautioned	14	23	8	-15	-65.22%
Victim Services Referrals	32	21	59	+38	+180.95%
CCJS Violent Occurrences	61	64	65	+1	+1.56%
CCJS Drug Occurrences	54	31	11	-20	-64.52%
CCJS Property Occurrences	507	498	556	+58	+11.65%
CCJS Other Occurrences	134	130	123	-7	-5.38%





Crime Analysis & Statistics

Traffic Management & Road Safety

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

Item	2017	2018	2019	# Change	% Change
Impaired Occurrences	13	15	16	+1	+6.67%
Motor Vehicle Collisions	365	366	412	+46	+12.57%
➤ Fatal	1	0	0	0	0
➤ Injury	45	54	43	-11	-20.37%
➤ Property Damage	256	272	297	+25	+9.19%
➤ Fail to Remain	63	40	72	+32	+80.00%
Traffic Other	132	142	110	-32	-22.54%
Total Traffic Charges	1,798	1,129	1,230	+101	+8.95%

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	2017	2018	2019	# Change	% Change
Violence	378	463	491	+28	+6.05%
Property	507	499	567	+68	+13.63%
Lawless Public Behaviour	489	413	399	-14	-3.39%
Traffic	2,526	1,827	1,933	+106	+5.80%

Overall Crime Trends – Six Year Average

Over the six year period between 2013 and 2018, the following trends were averaged and compared:

Item	2019	Six Year Average	# Diff	% Diff
Violence	491	379.7	+111.3	+29.31%
Property	567	459.7	+107.3	+23.34%
Lawless Public Behaviour	399	398.0	+1.0	+0.25%
Traffic	1,933	1,948.7	-15.7	-0.81%

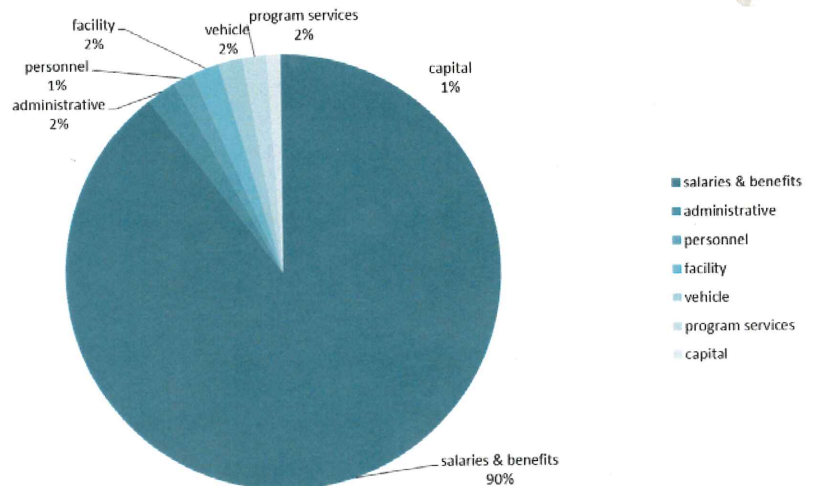




Financial Report - Business Operations

Cost of Policing

Salaries & Benefits	\$6,982,391.61
Administrative	\$ 184,656.11
Personnel	\$ 188,673.88
Facility	\$ 174,297.46
Vehicle	\$ 136,090.54
Program Services	\$ 184,720.73
Capital	\$ 96,901.25
Operating Expenses	\$7,947,731.58
Less Revenue	\$ (450,470.14)
Total Operating Expenses	\$7,497,261.44



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