



2020 Annual Report

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Message from the Board Chair



Marc Bondy

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

On behalf of the LaSalle Police Services Board, I am pleased to introduce the 2020 LaSalle Police Service Annual Report. This report is an account of the excellent work that the LaSalle Police Service is committed to providing to our community on a continuous basis.

We could have never predicted the challenges that COVID-19 would bring, and the Board is very pleased with the many accomplishments made by the Service in 2020. We thank everyone from first responders, to health care workers, to grocery store employees and everyone in between, for doing their part to focus on the health safety of our community. The LaSalle Police Service continues to operate at a high level of efficiency, with one of its priorities being the safety of our community and its members.

The Town of LaSalle was ranked as the 11th safest community by Statistics Canada in 2020 as we continue to be the only local police service in Essex County. The Board is proud of the effort of the Service to enhance community safety and advance public trust and accountability.

As we reflect on the past year, we wish to congratulate Chief John Leontowicz on his 21 year career with the LaSalle Police Service, and his 45 years of exemplary policing service. In June of 2020, Chief Leontowicz announced his retirement and the Board began the process of recruiting a new Chief of Police to lead the Service. The Board is committed to making sure its process is fair, transparent, equitable and consistent. In October of 2020, the Board engaged the services of Odgers Berndtson to assist in the search. Through interviews and consultations with stakeholders, within the Board, the Service and the LaSalle community, the Board has developed an appreciation for the Service, and has identified specific priorities for the new Chief.

The LaSalle Police Services Board would like to thank Chief John Leontowicz and Deputy Chief Kevin Beaudoin, along with our sworn and civilian employees, for continuing to serve with integrity, professionalism, compassion, dedication and courage.

On behalf of the Board, I am pleased to present the highlights of the challenges, decisions and successes of our policing activities in 2020. Stay safe and healthy.



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



Duncan Davies
Acting Chief of Police
January 2021 – Present

On behalf of the 56 members of the LaSalle Police Service, I am proud to share with you our 2020 Annual Report. The Annual Report provides a snapshot of the internal workings of the Service over the previous calendar year.

As with most other sectors of the community, the COVID-19 pandemic has had a significant effect on policing operations. While we certainly appreciate the close relationship we share with our community, we acknowledge that personal safety mitigation strategies including limited face to face interactions, the wearing of masks and social distancing has not only placed a physical but also a psychological barrier between us.

Recognizing that the pandemic can also have a negative impact on our staff, we have enhanced our employee wellness initiatives to ensure that those who are called upon when help is needed also have the help and support they need. We are hopeful that our collective perseverance in the face of adversity will get us through and we look forward to a post pandemic future.

A thorough analysis of our crime statistics provides some interesting facts including a slight reduction in calls for service however a significant increase in proactive police activities. This affirms that even though Officers have responded to fewer complaints, they have been much more active in patrolling neighbourhoods, conducting property checks and engaging in more traffic enforcement initiatives.

Our crime data, reportable to the Canadian Centre for Justice and Community Safety Statistics, indicates a reduction of 26% in overall crime and a reduction of 30% in the number of motor vehicle collisions. The effective and efficient hard work and dedication of each and every member of the Service working in partnership with the community has resulted in less crime and safer roadways.

You can count on all members of the LaSalle Police Service to continue fulfilling our mission, goals and objectives by performing their day to day roles and responsibilities in a professional and unbiased manner because your trust and confidence in us are crucial.

As always, we are committed to doing our part in ensuring that the Town of LaSalle continues to be the healthy, vibrant and caring community it is known for as well as a safe and secure place to live, work and play.





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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.





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Quality Assurance

Community Satisfaction



In 2020, Community Patrol Supervisors contacted over 440 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 the quality of service provided by our Communications Centre personnel and Community Patrol Officers.

The survey consists of five questions about the client’s interaction with our members, satisfaction and outcome of their issue or complaint. The intent of the survey is to solicit feedback, comments and suggestions that can assist with improving our service delivery model.

Of over 440 surveys conducted, 93% of respondents rated the overall service they received as “Excellent”, 6% 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:

- “She calmed me right down”
- “He went far beyond what I expected”
- “She was excellent. So professional and friendly”
- “They made us feel safe”
- “I was impressed with how fast the Officer solved the situation”
- “I’ve lived in LaSalle for 40 years and I hope that LaSalle Police is here for another 40 years”
- “The Officer that gave the kids a teddy bear was awesome”
- “The issue was resolved and it’s obvious that LaSalle Police cares”
- “Very professional. She remained neutral and didn’t pick sides”
- “He was more than excellent”
- “He was great and very understanding. He listened to what I had to say”
- “I can’t thank you guys enough. You saved my friend’s life”
- “If there were an award for police, it would go to you guys”
- “No finer police service than LPS”
- “I was really impressed”
- “I was also very impressed with the female Dispatcher that I spoke to”
- “I was very appreciative that the Officer did a follow up with me and told me what had happened”
- “Everything the Officers did for me was excellent. They helped me out in a difficult situation”
- “You guys have always been fantastic. I hope LaSalle never ever thinks about getting rid of our police force”

Public Complaints – Service Delivery Feedback



In 2020, the 36 Officers and 18 Civilian members of the LaSalle Police Service interacted with the public on 19,776 occasions responding to 6,482 reactive calls for service and initiating 13,294 proactive police activities. 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 however the complaint was withdrawn.



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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 reactive calls for service and proactive police activities are assigned an occurrence number to track the investigation and/or activity.

LPS Dispatch History 2017 - 2020

Item	2017	2018	2019	2020	# Chg	% Chg
All Complaint Types & Activities	18,874	18,655	21,312	28,824	+7,512	+35.25%
Total Reactive Calls & Proactive Activities	11,615	11,615	12,913	19,776	+6,863	+53.15%
Reactive Calls For Service Only	5,667	6,045	6,522	6,482	-40	-0.61%
Proactive Police Activities Only	5,948	5,570	6,391	13,294	+6,903	+108.01%
Total 911 Calls Received	3,612	3,196	2,917	2,481	-436	-14.95%

Reportable Occurrences

A certain number of the occurrences are cleared as “report to follow” meaning that a report is generated to document the investigation in our Records Management System (RMS). Of these reports, certain incidents are further reportable to the Canadian Centre for Justice & Community Safety Statistics (CCJCSS) where data is collected to assess the levels of crime in Canada.

LPS RMS 2017 – 2020 Reportable Occurrences

Item	2017	2018	2019	2020	# Chg	% Chg
RMS Occurrence Reports	2,670	2,555	2,719	2,620	-99	-3.64%
Solved Rate	74.57%	75.50%	71.72%	80.42%	0	+8.70%
Criminal Charges Laid	384	352	364	268	-96	-26.37%
CCJCSS Violent Occurrences	61	64	65	40	-25	-38.46%
CCJCSS Drug Occurrences	54	31	11	9	-2	-18.18%
CCJCSS Property Occurrences	507	498	556	404	-152	-27.34%
CCJCSS Other Occurrences	134	130	123	140	+17	+13.82%
Total Young Persons In Crime	142	136	91	35	-56	-61.54%
Total Youths Charged	14	17	14	1	-13	-92.86%
Total Youths Cautioned	128	119	77	34	-43	-55.84%
Violent Youths Charged	6	8	7	1	-6	-85.71%
Violent Youths Cautioned	14	23	8	8	0	0%
Victim Services Referrals	32	21	59	57	-2	-3.39%
Crime Severity Index (CSI) Rating	26.62	26.46	26.70	N/A	0	0
Crime Severity Index (CSI) Ranking	10/307	9/321	11/324	N/A	0	0





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Crime Analysis & Statistics

Traffic Management & Road Safety

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

LPS RMS 2017 – 2020 Traffic Management & Road Safety.

Item	2017	2018	2019	2020	# Chg	% Chg
Impaired Occurrences	13	15	16	10	-6	-37.50%
Total Motor Vehicle Accidents	365	366	412	287	-125	-30.34%
> Fatal	1	0	0	0	0	0
> Injury	45	54	43	37	-6	-13.95%
> Property Damage	256	272	297	207	-90	-30.30%
> Fail To Remain	63	40	72	43	-29	-40.28%
Traffic Other	131	142	110	134	+24	+21.82%
Total CCJCSS Traffic Incidents	509	523	538	431	-107	-19.89%
Traffic Charges	1,798	1,129	1,230	1,509	+279	+22.68%

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.

LPS-RMS 2017 – 2020 Occurrence-Report-Annual Comparison

Item	2017	2018	2019	2020	# Chg	% Chg
Violence	378	463	491	373	-118	-24.03%
Property	507	499	567	406	-161	-28.40%
Lawless Public Behaviour	489	413	399	457	+58	+14.54%
Traffic	2,526	1,827	1,933	2,114	+181	+9.36%

Overall Crime Trends – Six Year Average

Over the six year period between 2015 and 2020, the following trends were averaged and compared:

LPS-RMS Overall Crime Trends – Six Year Average

Item	2020	Six Year Average	# Diff	% Diff
Violence	373	396.2	-23.2	-5.86%
Property	406	469.0	-63	-13.43%
Lawless Public Behaviour	457	410.8	+46.2	+11.25%
Traffic	2,114	1,935.5	+178.5	+9.22%





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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 detailed our history, who we are, the composition of the community we police and our objectives in the thirteen identified core policing areas. Earlier this year, a careful review of the objectives identified in the former business plan was undertaken, the results of which are highlighted in the tables below. The new 2021 – 2023 Strategic Business Plan is currently under development by the Strategic Business Planning Committee.



Former Business Plan Results

1 Crime Prevention

Item	Objective	Measurement	Result
1.1 Yes	Explore the purchase of both a mobile and stationary public notification sign to enhance communication with the public on crime prevention and other safety and security initiatives.	Feasibility Report & Cost Estimate	Achieved. In late 2019, a proposal was put forward by then Chief Leontowicz for a marquis sign to be installed above the Police sign in front of the police facility. The proposal was endorsed in principle by the Board but later deferred by Town Council. In early 2021, the marquis sign was no longer under consideration.
1.2 No	Explore the purchase and use of a crime-mapping program available to the public online depicting crime locations within the Town.	Feasibility Report & Cost Estimate	Not Achieved. Research into available crime mapping software was not completed. In early 2021, the Service implemented a new Records Management System that works with identified crime mapping software. Further research to be conducted.

2. Community Patrol

Item	Objective	Measurement	Result
2.1 No	Consider resurrecting the Police Cadet Program.	Feasibility Report Changes to Organizational Chart	Not Achieved. This objective may be reconsidered by the Strategic Business Planning Committee for the new business plan.
2.2 Yes	Consider a dedicated Traffic Enforcement Officer(s) mandated to coordinate all road safety initiatives and specialty unit programs.	Feasibility Report	Achieved. In June 2019, application was made for funding available from the Community Safety & Policing Grant Program. The Service was successful in obtaining funding for our Traffic Enforcement Unit (TEU) through 2022. A new TEU Coordinator was selected to manage all traffic related initiatives and programs.



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Former Business Plan Results - Continued

3. Criminal Investigations

Item	Objective	Measurement	Result
3.1 Yes	Provide secondment opportunities for Community Patrol Officers to work in the Criminal Investigation Division.	Number of Secondments or Assignments to CID	Achieved. In early 2021, a new policy was adopted which provides clarity on the processes, guidelines and responsibilities of Officers and temporary CID secondment opportunities. So far, two Officers have taken advantage of this opportunity.

4. Community Satisfaction

Item	Objective	Measurement	Result
4.1 No	Explore the development and use of an online survey program to solicit independent feedback via email on police initiatives and investigations.	Feasibility Report & Cost Estimate	Not Achieved. This objective may be reconsidered by the Strategic Business Planning Committee for the new business plan.
4.2 No	Explore the installation of computers in the police facility lobby to enable online reporting and access to surveys.	Feasibility Report & Cost Estimate	Not Achieved. In early 2021, a Service Delivery Committee was struck to assess the feasibility and functionality of a computer kiosk for the police facility lobby.

5. Emergency Response

Item	Objective	Measurement	Result
5.1 Yes	Explore new training opportunities with partner agencies in responding to high risk – low frequency emergency calls for service.	Partner MOUs Additional Training Dates	Achieved. In May 2019, the Service hosted the Major Case Management course and the Incident Command course at the police facility. In 2020, joint training was being considered with partner agencies, however was interrupted by the COVID-19 pandemic.
5.2 Partial	Train additional Officers in Incident Command, Emergency Response, Crisis Negotiation & Search Master.	Increased number of Trained Officers.	Partially Achieved. In 2019, six Officers were trained in Incident Command. Additional training for Emergency Response, Crisis Negotiation & Search Master has been deferred due to the COVID-19 pandemic.



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Former Business Plan Results - Continued



6. Violent Crime

Item	Objective	Measurement	Result
6.1 Yes	Maintain a front loaded and effective response to solving crime of violence.	Solved Rate	Achieved. Solved rate is: 75.50% for 2018, 71.72% for 2019 and 80.42% for 2020. In 2020, the rate of violent crime (CCJCSS) has decreased by 38.46% from 2019.

7. Property Crime

Item	Objective	Measurement	Result
7.1 No	Research, develop and implement ad hoc operational plans and/or projects targeting property related offences.	Number of Plans and/or Projects	Not Achieved. This objective may be reconsidered by the Strategic Business Planning Committee for the new business plan.

8. Youth Crime

Item	Objective	Measurement	Result
8.1 Yes	Continue fostering positive relationships with local youth through interactive programs such as B-RAD, VIP and LaSalle Hangout.	Number of Youth Programs & Interactions.	Achieved. Officers continue to participate in youth related programs including the VIP and B-RAD program at local schools. During the period, the Community & Corporate Affairs Officer (CCAO) has participated in a host of programs and event interacting with local youth, thereby strengthening our relationship. In 2020, there was a significant decrease in the number of youths charged with a criminal offence from 14 in 2019 to only one in 2020.





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Former Business Plan Results - Continued



9. Victim Assistance

Item	Objective	Measurement	Result
9.1 Yes	Increase the number of referrals to Victim Services (VS).	Number of VS Referrals	Achieved. Referrals to Victim Services have increased from 21 in 2018, to 59 in 2019 and 57 in 2020. Officers continue to offer victim assistance in most criteria investigations up from 122 in 2019 to 134 in 2020.
9.2 Yes	Enhance the mandate of the Mental Health Support Officer (MHSO) to include Victim Assistance (VA) Liaison, providing ongoing support and referrals to victims.	Number of Post Occurrence Victim Contacts	Achieved. In June 2019, application was made for funding available from the Community Safety & Policing Grant Program. The Service was successful in obtaining funding for our Mental Health Support Officer (MHSO) which now includes the role of Victim Liaison (VL). The MHSO & VL participates on numerous committees related to both roles.

10. Road Safety

Item	Objectives	Measurement	Result
10.1 Yes	Purchase three portable speed signs, one per year.	Increased Number of Speed Signs	Achieved. In late 2017, a new solar powered digital speed sign which can be mounted on poles was purchased. In late 2020, two new portable solar powered digital speed signs were purchased and later mounted on two of our refurbished RADAR trailers. The signs have the ability to display the rate of speed to motorists as well as provide information wirelessly for statistical analysis.

11. Information Technology

Item	Objectives	Measurement	Result
11.1 Yes	Explore alternative Records Management Systems (RMS) and Computer Aided Dispatch (CAD) Systems.	Feasibility Report & Estimated Costs	Achieved. In late 2020, a contract was endorsed with the Windsor Police Service to bring the Versatarm Records Management System software to the Service. It is expected that all members of the Service will be fully trained when the system goes live on May 18th, 2021.



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Former Business Plan Results - Continued



12. Police Facilities

Item	Objective	Measurement	Result
12.1 No	Explore the installation of enhanced security and privacy measures, including booking area partition, change room/washroom partition, and exterior bollards.	Feasibility Report & Estimated Costs	Not Achieved. This objective may be reconsidered by the Strategic Business Planning Committee for the new business plan.
12.2 Yes	Explore additional opportunities for outside partner agencies to use the LaSalle Police Service facility.	Number of Facility Partnerships	Achieved. The Service provides shared office space for partner agencies including Hotel Dieu Grace Healthcare as part of our Mental Health Support Team (MHST), Probation & Parole and the House of Sophrosyne.

13. Resource Planning

Item	Objective	Measurement	Result
13.1 Yes	Conduct a Human Resource Assessment & Deployment Strategy Session to assess staffing levels, deployment and future needs.	Schedule Session Document Discussion Recommendations	Achieved. On September 16th and 18th, 2019, the Service held an internal Human Resource Strategic Planning Session. Another session was held on April 14th, 2021 to openly discuss staffing levels, deployment and future needs.
13.2 No	Explore the development and implementation of a Chief's Award to recognize outstanding achievements.	Feasibility Report & New Policy	Not Achieved. This objective may be reconsidered by the Strategic Business Planning Committee for the new business plan.
13.3 Yes	Strike a Service Delivery Committee to assess and review all aspects of policing operations.	New Committee	Achieved. Although not completed in the 2018-2020 calendar years, several Service Delivery Committees have been struck in early 2021 to address policing aspects of immediate concern.





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Financial Report - Business Operations

Cost of Policing

Salaries and Benefits	\$6,932,098.00
Administrative	\$212,288.00
Personnel	\$131,776.00
Facility	\$158,203.00
Vehicle	\$150,399.00
Program Services	\$123,623.00
Capital	\$52,151.00
Operating Expense	\$7,760,538.00
Less Revenue	\$(170,893.00)
Total Operating Expense	\$7,589,645.00

