



LONDON POLICE SERVICES BOARD

Public Agenda

Meeting: Wednesday, February 14, 2024
Hybrid: 12:30 p.m.
In Person: Executive Boardroom, Police Headquarters – 601 Dundas Street
Virtual: Teams

1. **Call Meeting to Order** Chair
2. **Disclosure of Interest** Chair
3. **Introduction of New Business** Chair
4. **Minutes of the January 18th, 2024 Public Meeting** Chair
5. **2024 Police Governance Membership Fees** Chair
6. **SIU Investigation** Deputy Chief Bastien
7. **Collection of Identifying Information in Certain Circumstances (O. Reg. 58.16)** Deputy Chief McIntyre
8. **2023 Sexual Assault Investigation Report** Deputy Chief Bastien
9. **Problem Oriented Policing Initiatives** Deputy Chief Bastien
10. **2023 Crime, Call and Public Disorder Analysis Report** Deputy Chief Bastien
11. **Service Complaints** Deputy Chief Bastien
12. **Anti-Racism Advisory Panel Verbal Update** Chair
13. **Mental Health and Addictions Advisory Panel Verbal Update** Chair



LONDON POLICE SERVICES BOARD

Public Agenda

- | | |
|--|------------|
| 14. Chair Verbal Update | Chair |
| 15. Administrator Verbal Update | Ms. Foster |
| 16. National Summit on Combatting Auto Theft - Verbal | Chief |
| 17. New Business | Chair |
| 18. Next Public LPSB Meeting – <u>Thursday, March 21, 2024</u> | Chair |
| 19. Adjournment | Chair |



LONDON POLICE SERVICES BOARD

MINUTES OF THE PUBLIC MEETING

January 18, 2024

Commencing at 2:16 p.m.

Hybrid Meeting – In Person and Teams

PRESENT:

In Person:

A. Chahbar, Chair; M. Walker, Vice Chair; S. Stevenson, J. Morgan, N. Branscombe, and R. Gauss, Board Members; T. Truong, Chief of Police; T. McIntyre, Deputy Chief of Police, Administration; P. Bastien, Deputy Chief of Police, Operations; P. Malone, Senior Director of Legal Services; Inspector J. Noel; K. Leblanc, Director of Media; Staff Sergeant R. Brown; S. Bough and M. Dawson, Corporate Communications and Media Relations Officers; G. Schmidt, Business Analyst; C. West, Senior Systems Analyst; R. Robson, P. Domingues and G. Bezaire, London Police Association; S. Santos, Executive Assistant to the Chief; R. Rier, Executive Assistant to the Deputy Chiefs; R. LeClair, M.C.S.C.S. Zone 6 Advisor; J. Foster, Administrator; M. Coleman, Administrative Assistant; and members of the community and media.

Virtual:

S. Lehman, Board Member; R. Lockey, Senior Director Financial Services; J. Graham, Director Financial Services; P. Reynolds and S. Guilford, Superintendents; C. Churney, Detective Inspector; S. Sussex, D. Pratt, A. Johnson and D. Price, Inspectors; R. Million, Staff Sergeant; J. McConnell, Sergeant; R. Prete, S. Phan and D. Gendron, Financial Services; M. Mitchell, Administrative Assistant.

1. Meeting Called to Order

Chair Chahbar welcomed everyone to the first LPSB meeting of 2024 and provided the following updates:

- The In-Force date of the new Community Safety and Policing Act (CSPA) was announced December 18th. The new Act will come into force April 1, 2024 and our Board and service are busy preparing for the new legislation and it's impact on policing and police governance;
- 9 new members were sworn in at the London Police Service Constable Swearing In Ceremony on December 29th, 2023;
- Ministry Press Conference January 16th - Solicitor General Michael Kerzner and team attended LPS to make an announcement related to Project

B.U.I.L.D.S. (Bringing Unity to London's Diverse Society) investment in London, a community collaboration;

- We experienced some technical networking issues in the Boardroom during today's earlier meetings, so be advised that we might experience similar issues during this meeting.

2. **Disclosures of Interest – None**

3. **Introduction of New Business – None**

4. **Minutes of the December 21, 2023 Meeting**

MOVED BY: R. Gauss
Seconded by: N. Branscombe

“That the Board approves as presented minutes of the December 21, 2023 Public Meeting.”

CARRIED

5. **SIU Investigations**

MOVED BY: M. Walker
Seconded by: R. Gauss

“That the Board receives for informational purposes two S.I.U. reports.”

CARRIED

6. **Service Complaints**

MOVED BY: R. Gauss
Seconded by: N. Branscombe

“That the Board receives for informational purposes an LPS service complaint.”

CARRIED

7. **Complaints Against Police Q4 2023**

MOVED BY: S. Stevenson
Seconded by: N. Branscombe

“That the Board receives for informational purposes the Fourth Quarter Complaints Against Police Report.”

CARRIED

MOVED BY: R. Gauss
Seconded by: M. Walker

“That Administration brings to the Board at a future meeting an update on turnaround time relative to this report.”

CARRIED

8. **Suspect Apprehension Pursuits Q4 2023**

MOVED BY: N. Branscombe
Seconded by: S. Stevenson

“That the Board receives for informational purposes the Fourth Quarter Suspect Apprehension Pursuits Report.”

CARRIED

9. **Crime Stoppers Statistics Report**

MOVED BY: N. Branscombe
Seconded by: R. Gauss

“That the Board receives for informational purposes the Fourth Quarter Crime Stoppers Statistics Report.”

CARRIED

10. **Anti-Racism Advisory Panel (ARAP) Verbal Update**

Panel Co Chair Chahbar shared the following updates. The Panel:

- last met January 10th, 2024 and continues to meet on the first Wednesday of each month;
- drafted a revised Terms of Reference document which the Board approved at an earlier meeting today. The changes were made to better reflect the Panel's term (to extend for 2 years), role and mandate;
- was asked by LPS Administration to provide their thoughts related to The Ontario Human Rights Commission's Framework for Change to Addressing Systemic Racism in Policing and have started discussions.

11. **Chair Verbal Update**

Chair Chahbar provided his monthly verbal update to the Board.

- Deputy chief recruitment for a third deputy chief is in the posting stage. This is a confidential human resource process, however the Board will share updates as they are available and as the Board is able to. A growing city and LPS's increased needs and demands necessitate a third deputy chief. The posting is live for a few weeks. The Board hopes to be able to hire and announce in spring.
- London Police Service 2024 – 2027 Budget process is well underway with City-run and Councillor-run public consultations happening throughout this month. Chair Chahbar asked the public to get involved where they can and share their thoughts with City Council. <https://getinvolved.london.ca>
- January 9th was National Law Enforcement Appreciation Day. Thank you to members of LPS for their dedication, passion and sacrifice for our collective safety.

MOVED BY: R. Gauss
Seconded by: S. Stevenson

“That the Board receives Chair Chahbar’s monthly verbal update related to business of the Board.”

CARRIED

12. **London Police Association (LPA) Verbal Report**

Mr. Robson and Bezaire provided an update related to activities of the LPA:

The LPA contributes several thousands of dollars per year to our community. Organizations receiving these funds include:

- Survivors of Law Enforcement
- Western Bursary (joint bursary with LPSB)
- Kids Help Phone
- Maddison Fraser Bursary

MOVED BY: M. Walker
Seconded by: S. Stevenson

“That the Board receives the verbal report related to activities of the London Police Association.”

CARRIED

13. **Election of Chair and Vice Chair**

MOVED BY: R. Gauss
Seconded by: S. Stevenson

“That the Board reappoints Ali A. Chahbar as Chair of the London Police Services Board for the term January 2024 to January 2025, beginning immediately following this meeting.”

CARRIED

Chair Chahbar expressed the honour he felt to be nominated again for this role and to be able to work with a Board of such caliber and character. He thanked Board members, Board administration and Chief Truong, the Deputy Chiefs and their executive assistants.

MOVED BY: N. Branscombe
Seconded by: S. Stevenson

“That the Board reappoints Megan Walker as Vice Chair of the London Police Services Board for the term January 2024 to January 2025, beginning immediately following this meeting.”

CARRIED

Vice Chair Walker thanked the Board and shared her respect for police officers, as well as extending her thanks to Chair Chahbar, noting that working alongside him has been a gift. She said she has learned so much from him, and all members of the Board.

14. **Board Panels and Committees**

MOVED BY: R. Gauss
Seconded by: S. Stevenson

“That the Board approves the current composition of the Board’s Panels and Committees, with the exception of Member Morgan removing himself from the Anti Racism Advisory Panel given a scheduling conflict he has with the Panel’s monthly meeting date and time.”

CARRIED

15. **Next Public LPSB Meeting – Wednesday, February 14, 2024**

16. **Adjournment**


MOVED BY: S. Stevenson
Seconded by: M. Walker

“That the Board adjourn the public meeting.”

CARRIED

Time Adjourned: 3:40 p.m.

Ali A. Chahbar, Chair
London Police Services Board
Approved and Signed February 14, 2024

	MEMORANDUM – London Police Services Board	24-09	
	Police Governance Organization Memberships for 2024		
	TO: Chair and Members, London Police Services Board	FROM: J. Foster, Administrator	
	DATE ISSUED: February 7, 2024	DATE EFFECTIVE: February 14, 2024	PAGE 1 of 1

The following 2024 membership fees to police board organizations are due:

- 1) Ontario Association of Police Service Boards (OAPSB) - **\$7,341.52** (2.5% increase from 2023)
- 2) OAPSB Zone 6 Membership – **\$75** received January 10, 2024 (0% increase from 2023)
- 3) Canadian Association of Police Governance (CAPG) – **\$2,731.05** (\$5,332.05 - \$2,601.00) credit from 2023 overpayment due to a CAPG invoicing error. Invoice received January 10, 2024 (2.5% increase from 2023)

TOTAL: \$10,147.57

For your information, the cost of these memberships in 2022 and 2023 were:

2023:

- | | |
|-----------------|------------|
| 1) OAPSB | \$7,162.46 |
| 2) OAPSB Zone 6 | \$75.00 |
| 3) CAPG | \$5,202.00 |

TOTAL: \$11,615.46

2022:

- | | |
|-----------------|------------|
| 4) OAPSB | \$6,595.27 |
| 5) OAPSB Zone 6 | \$75.00 |
| 6) CAPG | \$5,100.00 |

TOTAL: \$11,770.27

Draft Motion:

“That the Board contemplates for payment 2024 membership fees to the Ontario Association of Police Service Boards (OAPSB) - \$7,341.52, OAPSB Zone 6 - \$75, and the Canadian Association of Police Governance (CAPG) - \$2731.05.”



2024 OAPSB Membership

REGISTER ([HTTPS://REG.EVENTMOBI.COM/2024-OAPSB-MEMBERSHIP/REGISTER](https://reg.eventmobi.com/2024-oapsb-membership/register))

Being a member of the OAPSB has never been more important. As your association, the OAPSB advocates for legislation and provincial support to create a consistent and effective structure for boards and effective standards for police governance in Ontario. The Community Safety and Policing Act (CSPA) is expected to come into force in the spring of 2024. The CSPA outlines new responsibilities and requirements for police governance boards and police services. Our work to support you through this transition and beyond is aligned with our three strategic pillars, Advocacy, Expertise and Education. We provide our members with the tools, knowledge and professional development needed to establish your board priorities, and to create objectives, policies, and performance expectations for your police services.

Benefits of an OAPSB Membership include:

Education: *Constantly working to ensure information is relevant and timely!*

- Training sessions on the CSPA and other legislation and relevant issues as changes and updates occur
- Best practice sharing through education sessions, networking, discussion groups, conferences, and special events
- Attendance at events featuring expert speakers on topical public safety and police governance issues, at reduced member rates
- A resource library of tools and supports through the members portal and OAPSB's new application available for Android and Apple operating systems
- News Bulletins, newsletters and blogs regarding public safety, legislation and Police Governance

Expertise: *If we don't have it, we can connect you to someone who can help!*

Connected to a network of Public Service and Community Safety organizations aimed at sharing best practices, stewardship and mentorship.

Access to **expert speakers and subject matter experts** for Police Governance and Community Safety

Leading information on Board Governance in Ontario for OPP boards, Municipal Police Services Boards, and First Nations Boards serving communities of all sizes

Advocacy: *Working for you to further Police Governance through advocacy*

Speaking on behalf of our members on community safety and related concerns boards face in today's communities
Regular work with public safety policy makers and program evaluators to further our interests in Community Safety and Board Governance

Collaborative efforts and leveraged relationships with other Professional Groups in Policing to further our efforts to ensure safe communities and public trust in policing

Continued advocacy for funding and other support for Police Services and Boards in the Province as we transition to the CSPA

Provide advocacy opportunities for members to meet public safety policy makers and program evaluators

OAPSB...the face and voice for Police Governance in Ontario...and here for you!

2024 Membership Dues: Section 10 OPP Boards, Section 31 Municipal Boards, and First Nations Boards

Force Size (Uniform Members)	2024 Membership Dues	HST	Total
1-10	\$778.61	\$101.22	\$879.83
11-30	\$1,328.22	\$172.67	\$1,500.88
31-50	\$1,618.78	\$210.44	\$1,829.22
51-100	\$3,396.18	\$441.50	\$3,837.69
101-200	\$4,953.21	\$643.92	\$5,597.13
201-300	\$5,724.47	\$744.18	\$6,468.65
Over 300	\$6,496.92	\$844.60	\$7,341.52

2024 Membership Dues: Associate Memberships

Associate Member	2024 Associate Membership Dues	HST	Total
Associate 5.1 Community Police Advisory Committees (CPAC)	\$1,322.25	\$171.89	\$1,494.14
Associate Organizations	\$6,614.84	\$859.93	\$7,474.77
Associate Individuals	\$630.84	\$82.01	\$712.84

2/6/24, 1:02 PM

2024 OAPSB Membership - Ontario Association of Police Services Boards

oapsb@oapsb.ca (mailto:oapsb@oapsb.ca)

oapsb.ca (https://oapsb.ca/)



January 5, 2024

Dear London Police Services Board,

As the Secretary Treasurer of OAPSB Zone 6, I look forward to working with you and the Zone 6 Executive in 2024. The current members of the Zone 6 Executive are:

Chair Darlene Smith, Chatham Kent
Vice Chair Jim Maudsley, Thames Centre

Please be advised that I have included two important items for your consideration and distribution:

1. 2024 Membership Directory Form and Membership Dues Form

Please return a copy of both forms (cheque made payable to "OAPSB Zone 6") to:

Carolyn Krahn, OAPSB Zone 6 Secretary-Treasurer
c/o Elgin Group Police Services Board
450 Sunset Drive, St. Thomas ON N5R 5V1

2. Minutes from the meeting held on November 30, 2023. Please note that the next Zone 6 Meeting is scheduled for Spring 2024. Meeting details and the meeting agenda will be sent via email in advance of the meeting.

Please don't hesitate to reach out to me if you have any questions – my contact information is listed below.

Yours Very Truly,

A handwritten signature in black ink that reads 'Carolyn Krahn'.

Carolyn Krahn
Manager of Economic Development and Strategic Initiatives
OAPSB Zone 6 Secretary-Treasurer
ckrahn@elgin.ca
519-631-1460 x133



2024 MEMBERSHIP DUES FORM

(January 1 – December 31, 2024)

Annual Dues, as determined by the Zone 6 Board of Directors, are based on the size of the local police services boards. The annual fee structure is listed below. Please check the appropriate box.

- 3 Member Board.....\$30.00
- 5 Member Board.....\$55.00
- 7 Member Board.....\$75.00

NAME OF POLICE SERVICES BOARD:

Please indicate if the police services board is a municipal (Section 31) OPP (Section 10) or First Nations police governance body:

- OPP (Section 10)
- Municipal (Section 31)
- First Nations

2024 Annual Membership Dues Enclosed:

\$

Please return a copy of this notice with a cheque made payable to "OAPSB Zone 6"to:

Ms. Carolyn Krahn, OAPSB Zone 6 Secretary-Treasurer
c/o Elgin Group Police Services Board
450 Sunset Drive, St. Thomas ON N5R 5V1

Thank you for your support of the OAPSB Zone 6!

Canadian Association of Police
Governance
78 GEORGE STREET, SUITE 204
Ottawa ON K1N 5W1
GST/HST Registration No.: 87551 3467
RT0001



BILL TO

London Police Services Board
601 Dundas Street
London ON N6A 4K9

INVOICE 4388

DATE 10-01-2024 TERMS Net 30

DUE DATE 31-03-2024

ACTIVITY	AMOUNT
Membership Dues:2024 Membership Dues 401-1000 Members 2024 Membership Dues - Service Size: 401-1000	5,332.05
Police Boards & RCMP/Municipal Advisory Committees	
Overpayment Overpayment on 2023 Membership	-2,601.00
London Police Services Board - CAPG Membership 2024	
SUBTOTAL	2,731.05
TOTAL	2,731.05
TOTAL DUE	\$2,731.05



LONDON POLICE SERVICES BOARD

“Deeds Not Words”

To: Chair and Members of the London Police Services Board

Date: February 5, 2024

Subject: **Report in accordance with Part VIII of the Police Services Act, O.Reg.268/10, Sec. 34 – SIU Investigation**

Report # 24-13

Board Action:

- Update / Information Purposes Only
- Seeking Input
- Seeking Decision
- Evaluation

Synopsis: On July 10, 2023, the Director, Special Investigations Unit, reported on an investigation into the actions of a London Police Service officer during the arrest of a suspect on March 11, 2023. The Director concluded that there was no evidence of a criminal offence committed by the officer, and a Professional Standards Branch investigation into the related LPS procedure and the conduct of the involved officers followed. That investigation yielded no evidence of misconduct and determined that the officer adhered to relevant LPS procedures.

Background: This report is submitted in accordance with Part VIII of the Police Services Act, O. Reg. 268/10, Sec. 34, which requires that the Chief report to the Board following an investigation into any incident involving a police officer who becomes the subject of an investigation by the Special Investigations Unit Director, the purpose of which is to review the policies of or services provided by the service and the conduct of its police officers.


The Professional Standards Branch investigation was undertaken in accordance with Part VIII of O.Reg.268/10, Sec. 32, of the Police Services Act.

Financial Implications: There are no financial implications.

Recommendation: It is recommended that the Board receive this report for its information.

SUBMITTED BY: Paul Bastien, Deputy Chief – Operations

Attachment: Professional Standards Branch Memorandum No.: 24-45

	Memorandum <i>Professional Standards Branch</i>		No: 24-45
	Report in accordance with Part VIII of the Police Services Act, O.Reg.268/10, Section 34		
	To: <i>Deputy Chief Paul Bastien Operations</i>	From: <i>Inspector Sean Travis Professional Standards Branch</i>	
	Date Issued: <i>February 1st, 2024</i>	Date Effective: <i>February 1st, 2024</i>	PAGE <i>1 of 2</i>

This briefing report is submitted in accordance with Part VIII of the *Police Services Act, O.Reg.268/10, Section 34.*

RE: SIU investigation 23-OCI-83, LPS PSB investigation 23-22854.

On Saturday, March 11th, 2023, at approximately 5:15 pm, London Police Service (LPS) attended an apartment building in the Kipps Lane Area regarding a male who sustained serious injuries and was lying in a hallway. The male was determined to be deceased upon police arrival. A further male, believed to be responsible for the injuries, was contained in an apartment where he barricaded himself and discharged a firearm through a door, injuring two LPS officers.

After several hours of crisis negotiations, the male presented himself to be arrested. During the arrest, the male became actively resistant, falling to the ground, requiring empty hand techniques by the Subject Officer to gain physical control of the male and bring him into custody.

Several hours after arrest, the male advised of a wrist injury where he was transported to hospital, and it was determined he had sustained a minor wrist fracture believed to have occurred during the arrest. The SIU were notified of this incident and invoked their mandate to investigate.

The SIU has concluded its investigation. In his report to the LPS dated July 10th, 2023, which cleared the officer, SIU Director Joseph Martino wrote:

“...whether or not the Complainant’s injury was incurred in the altercation that marked his arrest, there are no reasonable grounds to conclude that the SO comported himself other than within the limits of the criminal law throughout their engagement.”

* Memorandums Cannot Conflict with Orders or Policy Issued at a Higher Command *

In accordance with Part VIII of O.Reg.268/10, Sec. 32, of the *Police Services Act*, an investigation into the conduct of the officer in this instance by the LPS Professional Standards Branch found that the Subject Officer committed no misconduct pursuant to the *Police Services Act* Code of Conduct and that their actions in this case adhered to LPS Procedure.

Further, the investigative review identified no policy or service deficiencies and determined that all involved LPS members adhered to the requirements of s.113(9) of the *Police Services Act* and to relevant LPS Procedure pertaining to cooperation with the SIU investigation.

Respectfully,

A handwritten signature in black ink, appearing to be 'S. Travis', written in a cursive style.

Inspector Sean Travis #30736
Professional Standards Branch



LONDON POLICE SERVICES BOARD

“Deeds Not Words”

To: Chair and Members of the London Police Services Board
Date: February 14, 2024
Subject: **Mandated Yearly Report: Collection of Identifying Information in Certain Circumstances (O. Reg. 58/16)**
Report: 24-17

Board Action:

- Update / Information Purposes Only
- Seeking Input
- Seeking Decision
- Evaluation

Synopsis:

The Inspector assigned to the Corporate Support and Continuous Improvement Branch of the Corporate Services Division is responsible for preparing the annual report regarding the collection of identifying information in certain circumstances, in accordance with Ontario Regulation 58/16.

Officers that engage in regulated interactions are required to make an entry into the London Police Service’s Record Management System. These submissions are reviewed by a designated verifier who determines whether the interaction was in compliance with the Regulation or should be moved to a restricted database.

During the period of January 1 to December 31, 2023, the London Police Service recorded no regulated interactions as defined by the Regulation.

Background:

In June 2015, the Ministry of the Solicitor General (named the Ministry of Community Safety and Correctional Services at the time) announced a move towards the regulation of street checks to ensure a fair and consistent approach throughout the province.

In October 2015, the Ministry published draft Regulations and, in March 2016, announced that the Province of Ontario would prohibit carding and street checks as set out new rules for Police Interactions (O. Reg. 58/16). The implementation date of the new legislation was January 1, 2017. The finalized Regulation and training materials were made available to Police agencies in July 2016.

RE: Collection of Identifying Information in Certain Circumstances (O. Reg. 58/16)

Initial, and ongoing training for officers is prescribed in Regulation, with the initial training taking place in 2016, and refresher training prescribed every three years thereafter.

During 2022, all sworn members of the Organization were required to complete the refresher training for “Collection of Identifying Information in Certain Circumstances” (CIICC). The next scheduled training will take place in 2025.

Findings from the Inspector’s review of (any) regulated interactions

There were no regulated interactions as defined by O. Reg. 58/16. The contents of the annual report to the Board, made under section 14 of the Regulation requires the following to be reported annually:

Number of attempted collections	0
Number of attempts in which Identifying Information was collected	0
Number of individuals from whom identifying information was collected	0
Number of times the following provisions were relied upon to advise the individual of his/her rights that they were not required to provide identifying information to police:	
i) might compromise the safety of the individual	0
ii) would likely compromise an ongoing police investigation	0
iii) might allow confidential informant to be identified	0
iv) might disclose the identity of a person contrary to law	0
Number of times an individual not provided a receipt because they didn’t indicate they wanted one	0
Number of times a receipt was not provided as doing so might:	
i) compromise the safety of the individual	0
ii) might delay the officer from responding to another matter	0
Number of times officers permitted access to identifying information that has been restricted	0

Because there was no regulated interaction with members of the public reported, there is no evidence of disproportionate collection of information.

An additional reporting requirement of the Regulation is a report of the number of complaints received relating to regulated interactions (see Appendix A).

RE: Collection of Identifying Information in Certain Circumstances (O. Reg. 58/16)

Financial Implications

There are no financial implications associated to this Report.


Recommendation:

It is recommended that the Board receive this Report for their information.

PREPARED BY: Jennifer Noel – Inspector, Corporate Support & Continuous Improvement Branch

PRESENTED BY: Trish McIntyre, Deputy Chief,

Administration Attachment: Appendix A

	Memorandum Professional Standards Branch		No.: 24-43	
	LONDON POLICE SERVICE - COMPLAINT REPORT - IN ACCORDANCE WITH PART 2 CHAPTER R, COLLECTION OF IDENTIFYING INFORMATION PROCEDURE			
	To: Inspector Jennifer Noel, Corporate Support Branch		From: Inspector Sean Travis, Professional Standards Branch	
	Date Issued: January 31, 2024		Date Effective: January 31, 2024	
		PAGE 1 of 1		

This report is submitted in accordance with LPS Procedure Part 2, Chapter R, 13, Collection of Identifying Information.

During 2023, the Professional Standards Branch received no complaints from the public related to regulated interactions.

The following table will outline these complaints from 2019 forward, with a 5-year comparison.

Origin of Complaint	2019	2020	2021	2022	2023
Public	1	0	0	0	0
Public – substantiated	0	0	0	0	0
Public – unsubstantiated	1	0	0	0	0
Chief's Office	0	0	0	0	0
Chief's - substantiated	0	0	0	0	0
Chief's - unsubstantiated	0	0	0	0	0

Sean Travis
Inspector
Professional Standards Branch



LONDON POLICE SERVICES BOARD

“Deeds Not Words”

To: Chair and Members of the London Police Services Board

Date: February 5, 2024

Subject: 2023 Sexual Assault Investigation Report

Report #: 24-11

Board Action:

- Update / Information Purposes Only
- Seeking Input
- Seeking Decision
- Evaluation

Synopsis: The attached report is submitted in accordance with Adequacy Standards Guideline LE 034 and London Police Services Board policy 037.

The number of sexual assaults reported in 2023 increased slightly (3%) over the previous year, to 587. Of these, 254 met the mandate of the Victim Advocate Case Review Program (concluded with no charges laid).

The number of sexual assaults reported annually since 2019 has increased year over year at rates of between three and 22 percent. During that same period, the number of cases meeting the mandate of the review program has fluctuated between 38 and 48 percent, averaging 43 percent of all cases reported per year between 2019 and 2023.

Only 18 percent of cases meeting the program’s mandate were reviewed in 2019 before the committee’s work was suspended during the COVID-19 pandemic. Post-pandemic rates of review increased sharply to 78 and 77 percent for 2022 and 2023 respectively.

Background: In 2019, the London Police Services Board amended its policy on Sexual Assault Investigation and started the Violence Against Women Advocate Case Review Program (or “Victim Advocate Case Review Program”) to improve investigations, promote communication and cooperation with advocacy partners, and enhance trust and transparency. All sexual assault investigations concluded without a charge being laid are subject to review through the program.

The London Police Service has developed trauma informed, victim/survivor centred procedures and invested in ongoing training and skills development for all LPS members in relation to investigations into sexual offences. We continue to partner with outside agencies including St. Joseph’s Health Care London Regional Sexual Assault & Domestic Violence Treatment Program, Victim Services of Middlesex-London, organizations serving First Nations communities, and others.

2023 Sexual Assault Investigation Report

Financial Implications: There are no financial implications.

Recommendation(s): That the Board receives the attached report.

SUBMITTED BY: Paul Bastien
Deputy Chief (Operations)

Attachment: 2023 LPSB Sexual Assault Investigation Report

January 19, 2024

Thai Truong
Chief of Police
London Police Service

Attn: Detective Superintendent Paul Reynolds

Sir,

Re. 2023 LPSB Sexual Assault Investigation Report

This report is submitted pursuant to the London Police Services Board Policy 037 on Sexual Assault Investigation, London Police Service Procedure, Part 3, Chapter B “Sexual Offences” and Adequacy Standard LE-034.

The relevant LPSB policy requires that the Chief of Police report annually on the number of sexual assault cases reported, the number of cases reviewed by the Violence Against Women Advocate Case Review Program, and any recommendations made during the course of those reviews.¹ The policy further requires that, in cases where a victim’s request that police identify the accused publicly is denied, the Chief provide the LPSB with reasons why the name of an accused is not being released.² This requirement is mirrored in the relevant London Police Service procedure. The required information is contained within the table at Appendix ‘A’.

Sexual Assault Cases

Statistics pertaining to sexual offences are taken from the LPS Records Management System for the relevant UCR³ crime types. The attached chart shows the number of sexual assaults that were reported between January 1 and December 31, 2023, as well as the number of sexual assaults that occurred between January 1 and December 31, 2023. Many sexual assaults are reported years after the offence occurred and those are captured in the reported statistics.

Violence Against Women Advocate Case Review Program

The mandate of the Violence Against Women Advocate Case Review Program is defined in the Memorandum of Understanding between the London Police Service and the partner agencies collectively known as “London’s Violence Against Women (VAW) Community Advocacy Group”. The mandate is:

“to ensure ‘best practice’ responses to sexual assault reports involving adult complainants and suspects; improve the effectiveness of the investigative process; assist with the apprehension of offenders; provide the proper level of service and respect to sexual assault complainants and enhance their trust in the investigative process; promote open communication and cooperation between the LPS and

¹ London Police Services Board Policy on Sexual Assault Investigation, para. 5(f)(i)

² London Police Services Board Policy on Sexual Assault Investigation, para. 6

³ Uniform Crime Reporting (UCR)

advocate agencies; and improve the transparency of LPS sexual assault investigations.”

Pursuant to the MOU, “all sexual assault reports where charges were not laid, including where the LPS investigators classified the report as unfounded” are subject to review by the advocacy group. Additionally, “Sexual Assault Reports” means reports of sexual assault received by the LPS from complainants aged 16 and over, involving suspects over the age of 18, as stated in the MOU.

In 2023, 254 cases fell within the mandate for review by the group.

In 2023, 197 cases were reviewed by the group. This included cases remaining from 2022 that had not been reviewed.

During the year the group attended LPS headquarters 11 times to complete reviews.

The group did not make any formal recommendations.

Overall, the feedback was very positive, and no significant concerns or trends were noted.

Victim Requests to Disclose the Identity of Accused Parties

There were no cases during 2023 in which a victim requested that the name of the accused be disclosed by the LPS and, consequently, no denials of such a request.

Respectfully submitted,

Katherine Dann
Detective Sergeant
Sexual Assault and Child Abuse Section

Appendix 'A'

Table – Sexual Offences

Sexual Offences	2023	2022	2021	2020	2019
Sexual Assaults - Reported ⁴	587	570	534	436	390
Sexual Assaults - Occurred	449	472	n/a	n/a	n/a
Victim Advocate Case Review Program					
Cases meeting the mandate of the review program ⁵	254	269	216	209	148
Cases reviewed ⁶	197	209	1	0	26
Recommendations	0	0	0	0	0
Victim Requests to Disclose Identity of Accused					
Requests	0	0	0	0	0
Denials	0	0	0	0	0

⁴ This includes reports of sexual assault that are historical and occurred in a previous year. Hence they would not be counted in the subsequent "Sexual Assaults – Occurred" row

⁵ There are 25 investigations from 2023 currently coded as "still under investigation" that may fall under the mandate of the committee once the investigation is concluded

⁶ Includes any cases carried over (not reviewed during the year reported)



LONDON POLICE SERVICES BOARD

“Deeds Not Words”

To: Chair and Members of the London Police Services Board

Date: February 5, 2024

Subject: **Problem-Oriented Policing Initiatives Adequacy Standards Report**

Report # 24-12

Board Action:

- Update / Information Purposes Only
- Seeking Input
- Seeking Decision
- Evaluation

Synopsis:

In accordance with LPSB Policy 060 and the Adequacy and Effectiveness Standards Regulation, attached for the Board’s information is a summary of the London Police Service’s problem-oriented policing activities for 2023, including:

- Victim Choice Reporting Pilot Project
- Community Foot Patrol Hot Spots Project
- Education and Training
- Project SAFE
- Reduce Impaired Driving Everywhere (RIDE)
- Uniformed Division High Harm Project

Background:

Problem-oriented policing is a proactive approach to the identification and targeting of factors that contribute to crime, disorder, and other community issues. A “problem” in this sense involves the three elements (sometimes illustrated by the three sides of a “crime triangle”) of offender(s), target/victim(s), and place. Problem-oriented policing seeks to prevent or disrupt crime through intervention strategies aimed at one or more elements of the triangle.

In February 2023, the LPS formalized Canada’s first Evidence-Based Policing Unit, consisting of two sworn members, a Crime Analyst, and a Research Planner Analyst. The move is meant to signal a commitment to prioritizing evidence-based decision-

Report # 24-12 Problem-Oriented Policing Initiatives Adequacy Standards Report

making and practice throughout the entire organization and to centralize access to services within its mandate to bridge gaps in knowledge, and to develop practical approaches towards enhancing safety through research, analysis, problem-solving methodology, and program evaluation.

Financial Implications:

There are no financial implications.

Recommendation:

It is recommended that the Board receive this report.

PREPARED BY: Inspector Jennifer Noël
Corporate Support and Continuous Improvement Branch

SUBMITTED BY: Paul Bastien, Deputy Chief – Operations

Attachment: London Police Service Board Report POP 2023

London Police Service Board Report
Evidence-Based Policing/Problem Oriented Policing
2023 Initiatives

Introduction

In accordance with London Police Services Board policy, this report highlights the different ways in which the London Police Service have promoted, implemented, and evaluated evidence-based and problem-oriented policing projects. The following strategies were designed to respond to crime trends, community safety issues, victimization, and repeat calls for service.

In February of 2023, the LPS formalized Canada's first Evidence-Based Policing Unit. The EBPU consists of two full-time sworn members, a crime analyst (shared with Uniform Division) and a research planner analyst. The unit falls within the Corporate Services Division, reporting to the Inspector, Corporate Support and Continuous Improvement Branch.

The move is meant to signal a commitment to prioritizing evidence-based decision-making and practice throughout the entire organization and to centralize access to services within its mandate to bridge gaps in knowledge, and to develop practical approaches towards enhancing safety through research, analysis, problem-solving methodology, and program evaluation.

In October of 2023 the LPS hosted an Evidence Based Policing conference for outside police agencies to offer information and mentorship about implementing an evidence based police unit. The following list of evidence based policing strategies are monitored and supported by the EBPU.

Victim Choice Reporting

Victim Choice Reporting is a pilot project that re-imagines police response to non-emergency calls, resulting in a more efficient and effective use of public resources that centers on the victim's preferred method of reporting crimes to police.

The premise behind this project is to leverage technological advancements in virtual meeting applications. The London Police Service currently uses a virtual conferencing product known as 9Eye. The pilot project envisions specially trained police and community partners co-operating to respond to harassment, historical sexual assault, and intimate partner violence related calls for service using a virtual application, as an alternative to the traditional physical response citizens are accustomed to resulting in a more efficient and effective response.

This groundbreaking use of virtual reporting in policing has gained international attention. Members have presented numerous times locally about this project, as well as at the Annual American Society of Evidence-Based Policing Conference.

This project was made possible, in part, by the Ontario Government's Community Policing and Safety Grant which provided the London Police Service with \$1,500,000 over three years beginning in June 2022.

Community Foot Patrol Section Hot Spots Project

This project was as a result of the Community Safety and Policing Grant. The hot spots project has the foot patrol section engaging in an evidence-based deployment of high harm and high frequency geographic areas in downtown London. Under this project the officers are requested to attend specific locations based on data from recent occurrences. Officers are directed to attend areas that are both high frequency for property crime as well as high harm locations. Tracking is ongoing to determine the effect of the tactics. Hot spots strategies are supported by overwhelming academic research to be effective in reducing crime and disorder.

Timely publication about hot spot trends for front-line

The Uniformed Division analyst continues to disseminate information to front-line officers about people or places who are/or could potentially be associated with crime or trends. During 2023 there were 15 crime analysis updates disseminated to the front-line.

- 88 unique hot spots: This information was shared with Uniformed Division officers. On MDTs, which are electronic devices made available to officers inside of their patrol vehicles, hot spots were shared to indicate an area that required increased attendance to show support and/or deter crime. Hot spots were added for a variety of reasons including, community concerns, high harm locations, high frequency locations, or a crime pattern. The hot spots became visible on MDTs in April of 2023. While logged onto an MDT officers would see the hot spots on the maps. When an officer has attended a hot spot for >15 minutes in a 3 hour timeline, the hot spot will turn green (a “hot spot dose” has been provided, based on Koper’s research that officers need to spend 15 minutes in an area for it to be effective). When an officer has attended a hot spot for 10-14 minutes, the hot spot will turn yellow. If an officer has not been present at a hot spot for more than 9 minutes in the past 3 hours, it will be shown as red, indicating a dose is required.
- 59 wanted individuals: These individuals were made available to Uniformed Division officers as of April 2023 to share persons who are currently wanted on a warrant within the city of London. They were prioritized based on the Crime Severity Index (CSI) of their most recent offence.

Education

To generate understanding and grass roots acceptance of evidence-based and problem oriented policing initiatives, the Evidence Based Policing Unit has been heavily involved in instructing police officers throughout the organization. The following are a list of courses run in 2023:

- 2 x Evidence Based Policing courses open to the entire police service
- 1 x professional development presentation for Staff Sergeants
- 2 x newly promoted supervisors course presentation
- 2 x Ontario Police College recruit presentations
- 1 x Auxiliary presentation
- 1 x Evidence-Based Policing course for outside agencies

Project SAFE

Project SAFE (Shooting and firearms enforcement) was run between April and June of 2023. The project was led by the Guns and Gangs Section but had support from the Uniformed Division and the Evidence Based Policing Unit (EBPU). The EBPU was involved in the project by writing the project proposal, proposing evidence-based strategies and the supporting research, creating, and maintaining lists of targets for the Uniformed Division, liaising with the G&G section, and tracking daily outputs from the Uniformed Division officers.

Reduce Impaired Driving Everywhere (RIDE) project

The Evidence Based Policing Unit (EBPU) took advantage of an opportunity to introduce evidence-based and problem-oriented policing into the RIDE program. Traditionally, RIDE programs are randomly established on city streets to detect and disrupt impaired drivers. This year, RIDE initiatives are being established using data to determine which intersections in the city have the highest rate of motor vehicle collisions and impaired drivers. Officers who sign up for a RIDE program will be instructed to attend specifically designated intersections during their shift based upon data provided by EBPU.

High Harm Project – Uniformed Division

From February 2023 – April 2023, members of the Uniformed Division were part of a 'High Harm Project' that was created by the Evidence Based Policing Unit (EBPU). This project targeted the most harmful offenders in the City of London. Specifically, offenders who were wanted on a warrant or who were under strict bail conditions. Offenders were determined to be harmful based on their Crime Severity Index (CSI) score that was identified by the EBPU crime analyst. As a result of this project, 20 harmful offenders were arrested and brought into police custody and 20 bail compliance checks were conducted. This project was very successful and as of November 2023 a second version was commenced by the Community Oriented Response (COR) Unit and is still ongoing.



LONDON POLICE SERVICES BOARD

“Deeds Not Words”

To: Chair and Members of the London Police Services Board

Date: February 5, 2024

Subject: **2023 Crime, Call and Public Disorder Analysis Report**

Report #: 24-16

Board Action:

- Update / Information Purposes Only
- Seeking Input
- Seeking Decision
- Evaluation

Synopsis: The attached 2023 Crime, Call and Public Disorder Analysis Report satisfies the Ontario Ministry of Solicitor General Adequacy Standard LE 003 and the London Police Service Board Policy 006 in relation to crime, call and public disorder analysis.

This annual mandatory report outlines the London Police Service’s continuing efforts to analyze crime, identify trends and deploy resources efficiently to maximize community safety through crime prevention and enforcement. The London Police Service employs several highly trained civilian crime analysts who provide invaluable crime information to LPS members and the London community.

Background: In 2014, the London Police Service made the investment to employ civilian crime analysts to enhance the analytical capability of the service. As a result, the police service has become much more strategic and efficient in resource deployment and better at early identification of crime trends.

Financial Implications: No financial implications.

Recommendation(s): That the Board receives the attached report for review.

SUBMITTED BY: Paul Bastien, Deputy Chief – Operations

Attached: Crime, Call and Public Disorder Analysis Report

CRIME, CALL AND PUBLIC DISORDER ANALYSIS REPORT

Part 1: Performance Indicators:

The Detective Superintendent of the Criminal Investigation Division (CID) is responsible for Crime, Call and Public Disorder Analysis. That analysis is conducted by the Crime Analysis Unit (CAU) in CID. The CAU is comprised of one civilian supervisor and three civilian members who are responsible for analyzing crime information for the purposes of identifying patterns and trends and providing tactical and strategic approaches to prevent or disrupt criminal activity. The CAU provides support in that regard to all areas of the Service as well as other law enforcement partners. The Crime, Call and Public Disorder Analysis process is outlined in LPS Procedure, Part 3, Chapter O, Section 4.

In 2023, the Crime Analysis Unit completed its second year as a completely decentralized unit, with analysts embedded into various sections of the London Police Service. The primary focus of this process was to ensure the seamless sharing of crime information and delivery of analysis products/reports to front line officers, criminal investigators, and all other support personnel within impacted Sections. In all, Analysts were embedded into the Guns & Gangs, Investigative Support and Criminal Intelligence Sections.

Collaboration and information sharing both internally and with our external partners was paramount for CAU in 2023. A streamlining of intelligence flow from Uniform Division (UD) to CID and vice versa, was undertaken this year. A street gang directory on **MySource**¹ was developed, to provide an up-to-date, user-friendly overview of London's main street gang members. The goal of this directory is officer safety as it relates to firearm-involved individuals. All information is verified and validated by CAU and is also kept relevant through the maintenance of linkage and association analysis from within the Guns & Gangs Section, it will be made fully available to LPS personnel in early 2024.

Integration of analytical support within two additional Units was also undertaken in 2023. Working in the Corporate Support and Continuous Improvement Branch, an embedded analyst in the Business Analytics Unit designed and implemented solutions that addressed complex requirements at all levels of the organization. Using their expertise as an analyst, they provided consultation related to analysis, technology, and business process optimization to the London Police Service (LPS) Senior Management. In addition, the embedded analyst also promoted the adoption of statistical process control charting to improve the organization's decision support capabilities. Specifically, they assisted in the development and implementation of data quality standards and processes.

An analyst was also embedded in the Evidence Based Policing Unit, also in the Corporate Support and Continuous Improvement Branch. The function of this analyst was to support evidence-based decision-making and practice throughout the entire organization. As well, the analyst assisted in centralizing access to services within its mandate to bridge gaps in knowledge, and to develop practical approaches towards enhancing safety through research, analysis, problem-solving methodology, and program evaluation.

¹ MySource is an internal LPS web-based site that contains information for members ranging from procedures to pertinent crime and offender data to member wellness initiatives.

In addition to this internal streamlining of information sharing, firearm seizure data was also shared with our partners at the Ministry of the Attorney General. Often, bail hearings become difficult to navigate when information required to assess bail is unavailable or incomplete. CAU took the initiative in 2023 in creating a dashboard for Crown Attorneys to use as a reference for these hearings. This will allow for the accurate representation of firearm seizures in the City of London to be included in any cases involving the use of a weapon, specifically a firearm.

Finally, the establishment of a real-time gun, gang and drug information sharing network was established between members of CAU and the Provincial Joint Force Guns and Gangs Intelligence Analysis Team of the OPP. At times, the activity of known street gang members and other criminals from neighboring jurisdictions goes undetected due to a lack of resources. A local arrest could be made, however additional intelligence information pertaining to the individual or activity is not shared with partner agencies. This leaves a gap in the overall knowledge of suspected criminal networks that operate in Ontario. This new network will continue to grow and develop as CAU focuses on the most harmful individuals operating in London. In addition to sharing known information with the OPP, intelligence gaps will be addressed with information sharing from law enforcement partners.

The Crime Analysts utilize the following software applications:

- LexisNexis suite of tools – Community Crime Map, Accurint, ATAC Workstation;
- ArcGIS – Geographical Information System mapping software;
- IBM i2 Analyst's Notebook Visual Analysis;
- Versadex Records Management System;
- COGNOS – Crime Reporting Studio;
- Microsoft Office Suite including Access and Excel;
- Maps.io Online Mapping and Analysis Services
- JSI Telecom Foresight;
- Automated Criminal Intelligence Information System

The Crime Analysts review reports from the following sources:

- Overnight arrests and community interaction documentation
- Occurrence reports for the following crime types: weapons, robberies, auto thefts, break and enters, thefts from motor vehicles, arsons, indecent acts, sexual assaults, suspicious persons, and suspicious vehicles reports
- Communications Section daily activity log
- Data for particular offences inputted into mapping software to identify areas of increased criminal activity
- Information from other agencies such as Ontario Provincial Police, Royal Canadian Mounted Police, surrounding Police agencies, Provincial Probation and Parole and Corrections Services Canada
- Canadian Police Information Centre (CPIC) Zone Alerts
- Internal daily LPS statistics

RE: 2023 Crime, Call and Public Disorder Analysis Report

- Social media information from various platforms such as Facebook, X, TikTok and Instagram. Open-source information from new sources and other outlets.

Once the analysis has been completed the information is disseminated to the following internal and external entities:

- LPS members for information and investigation
- Included in the LPS Annual report and administrative reports as required
- Public Information Officer for information of media and public interest
- The Monthly CAU Dashboard
- Regional crime conference (the sharing of information between agencies within Southwestern Ontario and the Greater Toronto Area)
- Western University Special Constable Service & Fanshawe Campus Security Services
- Surrounding Police agencies via Ontario Crime Analysis Network.

In 2023, CAU continued to engage in the following activities to achieve the noted strategic planning objectives for the next four years:

- To assist in the direction of crime prevention initiatives, CAU analysts assigned to CID will continue to focus their expertise on high harm analysis. Specifically, those individuals posing the greatest risk to our community will be prioritized in proactive and information driven projects. High value enforcement targets will be selected primarily using relevant and timely intelligence information that has been evaluated in conjunction with associated crime patterns and trends that impact London.
- To prioritize evidence-based deployment, the analysts within CAU continue to develop crime trends and hotspots for the alignment of non-emergency calls for service. Beginning with residential Break and Enter occurrences, the development of these hotspots and trends will assist the deployment of Forensic Identification Section members to property crime offences that are most likely committed by serial offenders.

Part 2: Comments:

The Crime, Call and Public Disorder Analysis process established by the London Police Service (LPS) provides a coordinated means by which to identify and address criminal activity within the City of London.

The London Police Service follows the London Police Services Board Policy and the Provincial Adequacy Standards concerning Crime, Call and Public Disorder Analysis.



MEMORANDUM – London Police Services Board 24-18

Service Complaints – February 2024

TO: LPSB Members

FROM: J. Foster, LPSB Administrator

DATE ISSUED:
February 7, 2024

DATE EFFECTIVE:
February 14, 2024

PAGE
1 of 1

Included for Board member review are the following Service Complaints:

- LPS 24-18: Service Complaint – Pursuant to Sec. 63(4) Police Services Act
- LPS 24-19: Service Complaint – Pursuant to Sec. 63(4) Police Services Act



LONDON POLICE SERVICES BOARD

“Deeds Not Words”

To: Chair and Members of the London Police Services Board

Date: February 6, 2024

Subject: **Report in accordance with Section 63(4) of the Police Services Act – Service Complaint**

Report # 24-18

Board Action:

- Update / Information Purposes Only
- Seeking Input
- Seeking Decision
- Evaluation

Synopsis: On July 7, 2023, a service complaint was referred by the OIPRD to the LPS for investigation. The complaint alleged improper investigation and bias against the complainant based on the eventual outcome of a series of calls for service made over the course of more than two years.

A Professional Standards Branch investigation into the service provided in relation to numerous calls during this time concluded that the Community Oriented Response Unit had investigated the matters appropriately and in accordance with any relevant procedures. The necessary redeployment of COR Unit officers during the COVID-19 pandemic may have contributed to the inability of the London Police Service to facilitate a sustained solution to the chronic issues between the complainant and their neighbour however, there was no evidence to support the allegation of bias.


Background: Section 63(1) of the *PSA* requires that the Chief of Police review complaints referred by the Office of the Independent Police Review Director under section 61(2) for investigation and take any action, or no action, in response to the complaint as the Chief considers appropriate.

This report is submitted in accordance with section 63(4) of the *Police Services Act* which directs that the Chief of Police report to the London Police Services Board upon the disposition of a public complaint about the policies of, or services provided by, the London Police Service.

Financial Implications: There are no financial implications.

Recommendation: It is recommended that the Board receive this report for its information.

SUBMITTED BY: Paul Bastien, Deputy Chief – Operations
Attachment: Professional Standards Branch Memorandum No.: 24-46

	Memorandum <i>Professional Standards Branch</i>		No. 24-46	
	REPORT to LPSB pursuant to PSA s. 63(4) – Service Complaint			
	To: <i>Deputy Chief Paul Bastien</i>		From: <i>Inspector Sean Travis</i>	
	Date Issued: <i>February 1st, 2024</i>		Date Effective: <i>February 1st, 2024</i>	
		PAGE <i>1 of 2</i>		

On July 7th, 2023, the LPS received a public complaint from the Complainant by way of the Office of the Independent Police Review Director (OIPRD). The OIPRD determined that the complaint related to a service of the LPS and directed an investigation.

Section 63(1) of the *PSA* requires the Chief of Police to review every complaint that is referred to him or her by the Ontario Independent Police Review Director under subsection 61(2) and take any action, or no action, in response to the complaint that the Chief considers appropriate.

This report is submitted in accordance with section 63(4) of the *Police Services Act (PSA)* which directs that the Chief of Police shall, upon his or her disposition of a public complaint about a service of the London Police Service (LPS), submit a report to the London Police Services Board respecting the disposition, with reasons.

OIPRD Service Complaint: E-202306141522538255

The complainant in this matter resided in downtown London at the relevant time. During 2020 and 2021, the London Police Service was involved with the complainant on seven different occasions in relation to issues of noise, property line disputes, property damage, assault with a weapon and general neighbor trouble with a neighbor.

The Community Oriented Response Unit's mandate is to reduce demand on front line resources through the implementation of alternative policing strategies and to provide meaningful solutions at high volume locations. Due to the repeated and chronic nature of the involvement, the COR Unit was assigned carriage of the matter however attempts at resolution of the situation were unsuccessful.

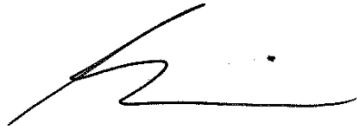
The service complaint alleged that the incidents were not investigated fully and that the LPS had displayed a bias towards the complainant, as demonstrated by the outcome of the investigations. As a result of the OIPRD complaint filed by the complainant, an investigation into this complaint by the LPS Professional Standard Branch (PSB) was initiated.

The PSB investigation established that no breaches of LPS procedures occurred in how this matter was handled by the LPS. Each incident reported to the LPS involving the complainant was found to have been investigated according to LPS Procedure with no

* Memorandums Cannot Conflict with Orders or Policy Issued at a Higher Command *

differentiating opinions in how the investigations were conducted or concluded. Further, the involvement of the COR Unit was implemented as designed in LPS Procedure to assist in resolving the matter until the unit was redeployed to shore up front line resources.

Pursuant to section 63(1) of the *PSA*, The Complainant was advised that no further action in relation to this complaint would be taken and of the right to request an appeal regarding this decision.

A handwritten signature in black ink, appearing to be 'S. Travis', written in a cursive style.

Inspector Sean Travis #30726
Professional Standards Branch

* Memorandums Cannot Conflict with Orders or Policy Issued at a Higher Command *



LONDON POLICE SERVICES BOARD

“Deeds Not Words”

To: Chair and Members of the London Police Services Board
Date: February 6, 2024
Subject: **Report in accordance with Section 63(4) of the Police Services Act – Service Complaint**
Report # 24-19

Board Action:

- Update / Information Purposes Only
- Seeking Input
- Seeking Decision
- Evaluation

Synopsis: On November 3, 2023, a service complaint was referred to the Office of the Independent Police Review Director for investigation by the London Police Service. The complaint alleged a failure to respond to a 911 call in a timely manner; an error in not laying a criminal charge in relation to the incident that led to the call; and the failure on the part of an individual officer to promptly respond to voicemail messages.

A Professional Standards Branch investigation into the service provided determined that the call for service was appropriately prioritized in the context of other calls demanding for a more urgent response and that decision-making with respect to the laying of a charge was sound and consistent with requirements of LPS procedure. The investigation did establish that an officer involved did not return voicemail messages over the course of several shifts, but that the behaviour did not constitute misconduct. The behaviour was instead addressed by way of performance management.


Background: Section 63(1) of the *PSA* requires that the Chief of Police review complaints referred by the Office of the Independent Police Review Director under section 61(2) for investigation and take any action, or no action, in response to the complaint as the Chief considers appropriate.

This report is submitted in accordance with section 63(4) of the *Police Services Act* which directs that the Chief of Police report to the London Police Services Board upon the disposition of a public complaint about the policies of, or services provided by, the London Police Service.

Financial Implications: There are no financial implications.

Recommendation: It is recommended that the Board receive this report for its information.

SUBMITTED BY: Paul Bastien, Deputy Chief – Operations
Attachment: Professional Standards Branch Memorandum No.: 24-48

	Memorandum Professional Standards Branch No. 24-48	
	REPORT to LPSB pursuant to PSA s. 63(4) – Service Complaint	
	To: Deputy Chief Paul Bastien #224350	From: Inspector Sean Travis #30726
Date Issued: February 1 st , 2024	Date Effective: February 1 st , 2024	PAGE 1 of 2

On November 3rd, 2023, the LPS received a public complaint from the Complainant by way of the Office of the Independent Police Review Director (OIPRD). The OIPRD determined that the complaint was related to a service provided by the LPS and directed an investigation.

Section 63(1) of the *PSA* requires the Chief of Police to review every complaint that is referred to him or her by the Independent Police Review Director under subsection 61(2) and take any action, or no action, in response to the complaint the Chief considers appropriate.

This report is submitted in accordance with section 63(4) of the *Police Services Act (PSA)* which directs that the Chief of Police shall, upon his or her disposition of a public complaint about a service of the London Police Service (LPS), submit a report to the London Police Services Board respecting the disposition, with reasons.

OIPRD Service Complaint: E-202310101722121979

On Monday, August 22nd, 2023, the Complainant contacted the LPS to report assaultive behavior by her elderly father and to discuss her observations regarding her father's diminishing mental faculties. The call was processed by LPS Communications Operators according to the facts provided and members of the LPS Uniformed Division responded on August 23rd, 2023, approximately 36 hours after the initial call to police. Advice was provided to the Complainant regarding her father, and related processes under the *Mental Health Act*, which were followed by the Complainant.

On August 30th, August 31st and September 3rd, 2023, the Complainant attempted to contact the Investigating Officer to further discuss outcomes of advice provided as the Complainant now wished to pursue criminal charges in this matter. The messages were not returned until November 6th where the Investigating Officer explained that charges would not be laid in this investigation. The Complainant, unsatisfied with the service provided, filed a complaint with the OIPRD advising that, 1) The LPS did not respond in a timely manner to her initial 911 call; 2) That the Investigating Officer erred by not proceeding with criminal charges in this investigation, and 3) That the Investigating Officer failed to respond to her messages in a timely manner.

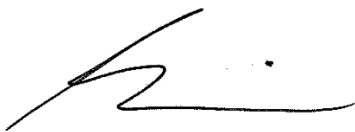
The OIPRD directed this matter to be investigated as a service complaint. An investigation by the LPS Professional Standard Branch (PSB) was initiated which made the following findings:

- 1) Officers were not immediately able to respond to the complainant's 911 call for service for the following reasons:
 - i) The volume of higher priority calls waiting to be serviced.
 - ii) Lack of available officers to respond during the waiting period when compared against call demand.
 - iii) The complainant's call was classified as a lower priority when compared against other existing calls during the period in question.

The investigation further found that the call was prioritized and dispatched in accordance with LPS Procedure. The issue of extended response times and staffing pressures being experienced by the Uniformed Patrol Division has been well documented to the LPSB throughout 2022 and 2023. A strategic plan and supporting budget has been presented to the LPSB to address the service deficiencies and provided improved service to the public.

- 2) A review of the investigation, and the Investigating Officer's factual basis for not proceeding with criminal charges, was sound in reasoning and in accordance with LPS Procedure.
- 3) Failing to return messages to the Complainant did occur. This oversight does not amount to a conduct complaint under the *Police Service Act* in this circumstance and was immediately corrected by the Investigating Officer upon becoming aware of the complaint. As a matter of work performance, the Officer has been reminded of the importance of being as responsive as possible to public inquiries.

Pursuant to section 63(1) of the *PSA*, the Complainant was advised that no further action in relation to this complaint would be taken and of the right to request an appeal regarding this decision.



Inspector Sean Travis #30726
Professional Standards Branch