



## **LONDON POLICE SERVICES BOARD**

### **MINUTES OF THE PUBLIC MEETING**

Thursday November 21, 2019  
Commencing at 1:05 p.m.  
Council Chambers, London City Hall

---

#### **PRESENT:**

**M. Salih, Chair; S. Toth, Vice Chair; Board Members, J. Helmer, E. Holder and J. Sukhera; S. Williams, Chief of Police; T. McIntyre, Deputy Chief of Police, Operations; S. Betts, Deputy Chief of Police, Administration; K. Darling, Director of Finance; K. O'Callaghan, Inspector; R. Beaubien, Manager of Corporate Communications; J. Foster, Board Administrator; and community and media members.**

#### **REGRETS:**

**V. Ambtman-Smith and J. Lang, Board Members.**

---

- 1. Meeting called to order.**
- 2. Disclosure of Interest – None**
- 3. Introduction of Addendum Items and New Business – None**
- 4. Minutes of the October 24, 2019 Public LPSB meeting**

**MOVED BY:** E. Holder

**Seconded by:** S. Toth

**“That the minutes of the October 24, 2019 Public Board meeting be adopted as presented.”**

**CARRIED**

#### **5. Leger Survey Results - London Police Service Reputation 2019**

Deputy Chief Betts advised that the survey showed an 89% satisfaction rate with LPS.

Dr. Sukhera said he is very impressed and happy with this result. LPS is well above the benchmarks in this area and trust is extremely important. Wanting further information, he asked if it was possible to hone in on marginalized groups to ascertain if the responses vary. Deputy Chief Betts said Administration has the micro data which will form part of the next LPS Business Plan.

Vice Chair Toth asked Deputy Chief Betts if he is able to share the available micro data. Deputy Chief Betts said that Administration hasn't had the opportunity to analyze it yet, however it will form part of the first year review of the current Business Plan. She noted that she is interested in data related to gender, socioeconomic status and racialized populations. She asked Dr. Sukhera if there were any important factors she missed, and he replied no.

Mayor Holder asked if there were any obvious take-aways from the data. Deputy Chief Betts said the survey highlights that some Londoners are unfamiliar with their police service and LPS will respond by maximizing community engagement strategies. Mayor Holder agreed and said he looks forward to seeing what that community engagement will look like.

Chair Salih asked in relation to scam telephone calls and does LPS plan to continue to use this survey mechanism to reach the community. Deputy Chief Betts said that LPS conducted media awareness messaging before beginning this survey. He indicated that they do this each time they know Statistics Canada is conducting a survey. He said that the public are always welcome to call if they are suspicious about telephone calls they receive.

**MOVED BY:** J. Sukhera  
**Seconded by:** E. Holder

**“That the Board receives the Leger survey results for informational purposes.”**

CARRIED

## **6. Divisional Presentation: LPS Complaint and Discipline Process**

Deputy Chief McIntyre said she is happy for the opportunity today to present and clear up any misconceptions on this topic. She introduced Inspector Kelly O'Callaghan. Inspector O'Callaghan shared information related to complaints processes of the London Police Service, including origins and types of complaints, investigations, disclosure to the public, confidentiality and how these areas are tightly bound by the Police Services Act.

Deputy Chief McIntyre said that LPS is an organization full of fantastic individuals, but we are human and make mistakes. She spoke broadly on how the organization learns from complaints, works to course correct and do better.

Vice Chair Toth reminded us how heavily legislated the police complaints system is. She said the legislation speaks to “serious” complaints however doesn’t define “serious”. She asked how LPS ensures clarity and consistency. Inspector O’Callaghan advised that records are maintained, formal for 5 years, and informal, for 2 years. Complaints are reviewed for trends and whenever possible, are turned into learning and growth opportunities for the organization. Vice Chair Toth asked about tracking of systemic issues and links to mental health of officers. Inspector O’Callaghan said any trends are reviewed from a training perspective and sometimes a complaint will trigger a check-in with an officer whose mental wellbeing is precarious.

Chief Williams spoke about monitoring trends in complaints and noted that a regular quarterly report from Administration to the Board is being enhanced with more information. The new report will be presented at the January, 2020 LPSB meeting. He believes this fortified report will provide a better picture of the status of complaints to the LPS, and will provide a better mechanism to understand and address issues moving forward.

Chair Salih thanked Inspector O’Callaghan and Administration for their presentation, noting the difficult role of adjudicating complaints of the police, including the public scrutiny and disciplining of their colleagues that this entails.

**7. New Business – None**

**8. Date of Next Meeting: Thursday December 19, 2019**

**9. Adjournment**

**MOVED BY:** J. Sukhera  
**Seconded by:** J. Helmer

**“That the Board adjourn the Public meeting.”**

**CARRIED**

Time Noted: 1:44 p.m.

---

Mohamed Mo Salih, Chair  
London Police Services Board

Open Mic participants citizen David Ross and LPA Executive Director Rick Robson spoke to the Board 1:44 – 1:52 p.m.