



## **LONDON POLICE SERVICES BOARD**

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

Thursday January 16, 2020  
Commencing at 1:01 p.m.  
Council Chambers, London City Hall

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#### **PRESENT:**

**M. Salih, Chair; S. Toth, Vice Chair; Board Members, J. Helmer, E. Holder, J. Sukhera and J. Lang; S. Williams, Chief of Police; T. McIntyre, Deputy Chief of Police, Operations; S. Betts, Deputy Chief of Police, Administration; P. Malone, LPS Legal Director; R. Beaubien, Manager of Corporate Communications and Media Relations; R. Robson, LPA Executive Director; Inspector B. Harvey; Detective J. Galbraith, Detective Constable S. Daley and Constable Paul Ferreira, LPS Financial Crime Unit; Y. de Lint, K. Tolan and M. Parreira, Bank of Canada; R. Caranci and London Towing Operators F. Ibrahim, Low Price Towing and D. Cameron and C. Cameron, Sturdy's Towing and Clarke's Towing; Jennifer Foster, Board Administrator and members of the media.**

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#### **1. Meeting called to order.**

Chair's Update: New Municipal Council-Appointed LPSB Member – Welcome Councillor Maureen Cassidy! She will receive her Oath of Office Monday January 20<sup>th</sup>.

#### **2. Disclosure of Interest – none**

#### **3. Introduction of Addendum Items and New Business**

**MOVED BY:** J. Sukhera  
**Seconded by:** S. Toth

**“That the Board receive the letter from Mr. Roger Caranci, London Tow Truck Operators, during agenda item # 6 – Towing Delegation.”**

**CARRIED**

#### 4. Election of Chair and Vice Chair for 2020

This item was completed at the end of the meeting.

Vice Chair Toth said it gives her great pleasure to put forward Dr. Javeed Sukhera's name for Chair and she looks forward to working alongside him. Mayor Holder said he is honoured to second the motion.

**MOVED BY:** S. Toth  
**Seconded by:** E. Holder

**“That the Board elects Dr. Javeed Sukhera as Chair of the London Police Services Board for 2020, to take effect following this meeting.”**

CARRIED

Chair Sukhera said he is pleased to put forward Vice Chair Toth's name for her to continue in the Vice Chair capacity.

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

**“That the Board elects Ms. Susan Toth to continue as Vice Chair of the London Police Services Board for 2020, to take effect following this meeting.”**

CARRIED

#### 5. Bank of Canada Presentation

Representative from the Bank of Canada, Ms. Yvonne de Lint, Deputy Managing Director of Currency, Katie Tolan, Justice System Specialist and Manuel Parreira, Regional Director of Currency for Ontario presented Certificates of Achievement to 3 London Police Service officers of the Financial Crime Unit, Detective Jamie Galbraith (retired from Financial Crime Unit); Detective Constable Steve Daley – Financial Crime Unit; and Constable Paul Ferreira - past member of the Financial Crime Unit, for their outstanding work in a 2018 investigation related to the production and passing of counterfeit \$50 and \$100 bills.

Chair Salih thanked the officers for all they do. Chief Williams said it was a tough investigation and the officers' hard work resulted in this successful outcome. He said it is appreciated to be recognized externally.

## **6. Board Delegation – London Towing Operators**

Mr. Roger Caranci brought delegation to the Board, attending with London Towing Operators Fadi Ibrahim, Low Price Towing and Mr. Duane Cameron and Mr. Clarke Cameron, Sturdy's Towing and Clarke's Towing. Mr. Caranci thanked Chair Salih for his service to the London Police Services Board, noting he was disappointed to see him leave the Board.

Mr. Caranci advised of a previous meeting his group had with LPS Administration in relation to the current towing contract, a meeting which his group found to be very productive and helpful. Mr. Caranci said the genesis of today's delegation was 9 months ago when Councillor Lewis brought issues forward in relation to London's towing industry, including some tow operators running to the scene, chasing accidents, heavy-handed solicitation techniques, and other irresponsible practices which are not conducive to good relations between the industry and the public.

He said he also met with Mr. Katolyk, Licensing and Municipal Law Enforcement (By-Law Enforcement) City of London. Mr. Caranci's group is of the opinion that the contract which expires with Ross Towing at the end of 2020 should not be renewed for the optional, additional year. He said his group would like to move forward from the past. He asked when notice will be provided to the current contractor, and others who might compete for the contract.

Vice Chair Toth thanked the group for attending today's meeting, noting it is good to hear from people so we can better understand the issues at hand. While she is cautious not to tread into LPS operations, she asked the timeline for this group forming an association and whether or not they plan to incorporate the association. Mr. Caranci said the group is considering these questions now, and that the group's timetable is the Board's timetable with respect to the renewal.

Mayor Holder thanked Mr. Caranci for attending to speak with the Board. He said the letter is aspirational and he hopes the necessary changes will occur. He asked Mr. Caranci if the group will form an association whether or not the towing contract is opened up or not at the end of this year. Mr. Caranci said he is unsure at this time. Mayor Holder believes the group would serve themselves well to form an association. Mr. Caranci motioned to the tow drivers behind him and said they serve their industry professionally and are taking up the torch to clean up their industry and improve service to Londoners. He said they want to take the headache away from LPS who has more significant matters to deal with.

Vice Chair Toth said she is concerned with how many questions still linger in this matter. From a governance perspective, her goal will be to ensure that any change doesn't create challenges for officers. She advised that Chief Williams intends to provide a report to the Board as to the current status of towing from the perspective of LPS operations.

Mr. Caranci spoke about the issue of service charges to the consumer, indicating that his group would like us to tell them the challenges that need to be fixed.

Mr. Lang said he feels this matter is purely operational and he will await Administration's recommendation later this year. He asked Mr. Caranci if the group would be willing to present as unsolicited proposal to the Board before the contract renewal timeline. Mr. Caranci asked LPS to tell them what they want and they will work towards that. Deputy Mayor Helmer advised that Administration's update report on towing will likely be received at the March 26<sup>th</sup> Board meeting.

**MOVED BY:** J. Helmer  
**Seconded by:** S. Toth

**"That the Board receive the Mr. Caranci's delegation pertaining to tow operators in London."**

CARRIED

**7. Minutes of the December 19, 2019 Public LPSB meeting**

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

**"That the minutes of the December 19, 2019 Public Board meeting be adopted as presented."**

CARRIED

**8. Quarterly Report - Crime Stoppers and Pursuit Statistics**

Deputy Chief McIntyre spoke about the risk associated with pursuits, and that LPS works to mitigate risk as much as possible.

Deputy Mayor Helmer said he is glad to see no injuries to citizens or police, and that procedure is being followed in the large majority of cases. He said that pursuits can be intense and difficult.

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

**"That the Board receives for informational purposes the Quarterly Reports related to Crime Stoppers and Pursuit Statistics."**

CARRIED

## 9. Quarterly Report – Complaints Against Police

Deputy Chief McIntyre said the first edition of the new, expanded Complaints Report is presented today. It more user friendly and includes additional graphics and definitions. She relayed that the complaint process is heavily regulated. Most complaints are screened out as unsubstantiated or screened out by the Office of the Independent Police Review Directorate. She shared the number of times police interact with the public versus the number of complaints made about those interactions, and complaints are made in only 0.2% of the time (and 0.1 are substantiated). This statistic shows LPS in a very favourable light. Deputy Chief McIntyre said however that Administration uses complaints as markers of service provided and as a means to course-correct, as needed.

Mr. Lang thanked Administration for the restructured report. Dr. Sukhera noted its enhanced organization and comprehensiveness. He added that this report, along with the presentation titled Understanding the Complaints Process received at the November public meeting, highlight that more public education is needed on this topic.

Vice Chair Toth asked if there are internal systems which isolate and indicate when a particular officer is involved frequently in complaints, possibly highlighting mental health issues. Deputy Chief McIntyre said yes, mechanisms now exist to electronically isolate such examples. She noted a new shift in thinking and an emphasis on the “why”, resulting in wellness conversations occurring in many of these scenarios.

Vice Chair Toth commented on the need for consistency in what is deemed informal versus formal discipline. Deputy Chief McIntyre explained the Police Services Act mandates how a police service must proceed with complaints, which all go through the Office of the Chief.

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

**“That the Board receives for informational purposes the revised Quarterly Report related to Complaints Against Police.”**

CARRIED

## 10. Revenue Offsetting Personnel Costs Report

Deputy Chief Betts said this report is innocuous in appearance however it has a significant impact on LPS’s functioning.

Dr. Sukhera said this report is important for us as a board in light of the fiscal responsibility we face. He said he takes his fiduciary responsibility very seriously in relation to the safety our city deserves.

Chair Salih asked if it was fair to say that the London court house is used by out of town visitors however the PSA requires that LPS staff it. Deputy Chief Betts said that is correct, that section 137 of the Police Services Act stipulates that the LPSB has that responsibility, as they are responsible for providing police services in the jurisdiction where the Court house is located. Chair Salih feels that the neighbouring communities who use the London court house should contribute to the costs of its operation. Deputy Chief Betts responded that while there is merit in considering this question, it is fraught with many nuances.

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

**“That the Board receives for informational purposes the Revenue Offsetting Personnel Costs Report.”**

CARRIED

#### **11. 2019 Problem-Oriented Policing Initiatives Report**

Deputy Chief McIntyre said this is high level framework and community, people and service delivery are key elements to its success.

**MOVED BY:** J. Helmer  
**Seconded by:** S. Toth

**“That the Board receives for informational purposes the 2019 Problem Oriented Policing Initiatives Adequacy Standards Report.”**

CARRIED

#### **12. Mandated Yearly Report: Collection of Identifying Information in Certain Circumstances (O. Reg. 58-16)**

Chair Salih shared that this is the second annual mandated Collection of Identifying Information in Certain Circumstances (C2I) Report. In 2019, there were 2 less regulated interactions than occurred in 2018. Last year's C2I report, the first annual, was presented Feb, 2019 by then-Deputy Chief Daryl Longworth. That review turned up two regulated interactions, one of which was non-compliant. The non-compliant interaction was found to be a training issue as opposed to anything more concerning, and was addressed by working with the officer and advising that training of officers would continue throughout 2019.

Dr. Sukhera thanked Chair Salih for his courage in speaking up on the carding issue.

Deputy Chief Betts spoke about the implicit bias and cultural competency training officers receive from LPS and will continue to receive.

**MOVED BY:** J. Lang  
**Seconded by:** S. Toth

**“That the Board receives for informational purposes the mandated yearly report: Collection of Identifying Information in Certain Circumstances (O. Reg. 58-16).”**

CARRIED

### **13. Diversity, Equity and Inclusion Plan**

Deputy Chief Betts advised that LPS complies with federal and provincial privacy legislation; however efforts can always be enhanced to be more diverse and inclusive. He added that this Plan has been posted to the [www.londonpolice.ca](http://www.londonpolice.ca).

Dr. Sukhera commended LPS for not making this Plan solely about diversity, that “belonging”, “retention” and “diversity of thought” are critically important pieces of being a diverse, inclusive and equitable workplace. He said the challenge now will be to build upon this excellent Plan and he looks forward to Plan updates.

Chair Salih echoed Dr. Sukhera’s comments and thanked staff.

**MOVED BY:** J. Sukhera  
**Seconded by:** S. Toth

**“That the Board receives for informational purposes London Police Service’s Diversity, Equity and Inclusion Plan.”**

CARRIED

### **14. Public Correspondence**

**MOVED BY:** J. Helmer  
**Seconded by:** S. Toth

**“That the Board receives for informational purposes the January, 2020 public correspondence.”**

CARRIED

**15. New Business - None**

**16. Date of Next Meeting: Thursday February 20, 2020**

Chair Salih thanked newly elected Chair, Dr. Sukhera, and Vice Chair Toth. Vice Chair Toth said it has been wonderful working with Councillor Salih and his endless support for diversity, for women, though it comes with a hefty workload. She thanked him for his contribution and commitment.

Chief Williams said it has been a busy few years with much change, and with change come challenges. He said he appreciated Councillor Salih's willingness to always listen whether or not they agreed, and the many phone calls to discuss the matters of the day. Chief Williams congratulated Councillor Salih and wished him luck in his future endeavours.

Deputy Mayor Helmer said it wasn't long ago that Councillor Salih and he were in the running for the same police board position. At the time, neither got it when Councillor Stephen Turner did. Later, the Board expanded from 5 to 7 members and Councillor Salih came aboard, then later, Councillor Helmer. Deputy Mayor Helmer said it is a huge amount of work, an entire new level of commitment to public office, however is extremely important work. He thanked Councillor Salih for the good work and said he will miss him.

Mayor Holder said he sincerely appreciates Chair Salih's contributions and the legacy he leaves.

On behalf of the Board, Chair Sukhera thanked Councillor Salih for his commitment to the role.

Ms. Foster said what struck her most in her 2 years working with Councillor Salih was his care and concern for people and for the community, and she appreciated him seeking her opinion on matters of relevance to the Board, the Service and the community.

Councillor Salih, reflecting on his term as Chair, thanked his colleagues for their kind words and said he considered it a privilege to be in this role. He restated the importance of making room for more women on the Board. He thanked the London Police Association, Rick Robson and Dave Gilmore and officers on the front line for doing what they do. He said he believes with Dr. Sukhera as Chair, the Board will continue to make the mental health of LPS officers a priority. He thanked Vice Chair Toth for being such a strong support to him as he executed his Chair role. She stepped up and acted boldly as a woman making an impact inside and outside of the LPSB and the community. He thanked Chief Williams and Deputy Chiefs McIntyre and Betts for always listening, being honest and direct and doing what is best for the community. While they didn't always agree on matters, they were always respectful. He thanked Deputy Chief Betts for coming to London, hitting the ground running and for always being accessible. He



thanked Deputy Chief McIntyre for the strong message she provides to every woman who wants to be a police officer, and for responding so positively when the Board asked her to step up to the Deputy position. He said he has learned from both Deputies. He thanked Ms. Foster for running the Board behind the scenes and making sure he was always prepared. He said it is a very demanding role and Ms. Foster does the work of many people. Councillor Salih thanked Mayor Holder for supporting his tenure on the Board and always being willing to listen. He thanked Mr. Lang for the business lens he applies to the work of the Board and Dr. Sukhera, for the mental health lens he applies to the work of the Board, along with his accessibility and dedication to his Board role. He said that Dr. Sukhera is the first member of his diverse community on the LPSB. He spoke about Deputy Mayor Helmer, noting the very close friendship they have formed. He said that Deputy Mayor Helmer walks the walk of diversity and inclusion. He thanked him for his commitment to the work of budget and labour negotiations. He thanked Londoners for the opportunity to serve them, and to all members of the London Police Service, for all that they do every day.


#### 17. Adjournment

**MOVED BY:** J. Lang  
**Seconded by:** M. Salih

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

CARRIED

Time Noted: 2:33 p.m.



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Dr. Javeed Sukhera, Chair  
London Police Services Board  
Approved and signed February 20, 2020

There were no open mic participants at today's meeting.

