



# LONDON POLICE SERVICE BOARD

## Public Agenda

**Meeting:** Thursday, April 18, 2024  
**Hybrid:** 2:00 p.m.  
**In Person:** Executive Boardroom, Police Headquarters – 601 Dundas Street  
**Virtual:** Teams

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|--|----------------------|
| 1. Call Meeting to Order                                       | Chair                |
| 2. Disclosure of Interest                                      | Chair                |
| 3. Introduction of New Business                                | Chair                |
| 4. Minutes of the March 21, 2024 Public Meeting                | Chair                |
| 5. SIU Investigations  | Deputy Chief Bastien |
| 6. Service Complaint   | Deputy Chief Bastien |
| 7. 2024 First Quarter Complaints Report Mandatory Board Report | Deputy Chief Bastien |
| 8. Suspect Apprehension Pursuits – First Quarter Report        | Deputy Chief Bastien |
| 9. Crime Stoppers Statistics Mandatory Board Report            | Deputy Chief Bastien |
| 10. Public Correspondence                                      | Chair                |
| 11. Anti-Racism Advisory Panel Verbal Update                   | R. Gauss             |
| 12. Chair Verbal Update  | Chair                |
| 13. Administrator Verbal Update                                | J. Foster            |
| 14. LPA Verbal Report  | R. Robson            |



# **LONDON POLICE SERVICE BOARD**

## **Public Agenda**

**15. New Business**

Chair

**16. Next Public Meeting LPSB – Thursday May 16 2024**

Chair

**17. Adjournment**

Chair



# LONDON POLICE SERVICES BOARD

## MINUTES OF THE PUBLIC MEETING

March 21, 2024

Commencing at 3:16 p.m.

Hybrid: Executive Boardroom and Teams

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### **PRESENT:**

#### In Person:

A. Chahbar, Chair; M. Walker, Vice Chair; N. Branscombe, S. Lehman, S. Stevenson, 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, R. LeClair, Zone 6 Advisor, Inspectorate of Policing; P. Reynolds, Detective Superintendent; S. Guilford, Superintendent; A. Krygsman, Detective Inspector; D. Brown, Staff Sergeant; R. Scrivens and S. Travis, Inspectors; A. Steele, Detective Sergeant; P. Testa, Staff Sergeant; K. Forbes, Communications Strategist; D. Wu, Research Planner Analysts; S. Santos, Executive Assistant to the Chief; J. Foster, Administrator; M. Coleman, Administrative Assistant; and members of the community and media.

#### Virtual:

J. Morgan, Board Member; R. Lovecky, Senior Director, Facilities, Finance and Fleet; L. Ferrier, Senior Director, Human Resources; J. Graham, Director, Financial Services; M. McKinnon, Director, Legal Services; Dr. Khan, Psychologist; B. Harvey and W. Berg, Superintendents; D. Ellyatt, Staff Sergeant; J. Ordroneau, A. Birtch and J. MacLachlan, Detective Sergeants; C. Churney, Detective Inspector; D. Price, S. Sussex, J. Noel and D. Pratt, Inspectors; C. Mitchell, Supervisor, Payroll and Benefits, D. Gendron, Financial Analyst; R. Prete, Financial Coordinator; S. Phan, Financial Assistant, M. Vader, Executive Assistant to Deputy Chief; and members of the community and media.

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### **1. Called Meeting to Order**

### **2. Disclosures of Interest – None**

### **3. Introduction of New Business - None**

### **4. Minutes of the February 14<sup>th</sup>, 2024 Public Meeting**

**MOVED BY:**

**R. Gauss**

Seconded by:

N. Branscombe

**“That the Board approves as presented minutes of the February 14, 2024 public Meeting.”**

CARRIED

**5. 2023 Joint Forces Operations (JFO) Report**

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

**“That the Board receives for informational purposes the 2023 Joint Forces Operations (JFO) Report.”**

CARRIED

**6. 2023 Internal Task Forces Adequacy Standards Report**

**MOVED BY: S. Stevenson**  
Seconded by: S. Lehman

**“That the Board receives for informational purposes the 2023 Internal Task Forces - Adequacy Standards Report.”**

CARRIED

**7. 2023 Mandatory Annual Report – Missing Persons**

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

**“That the Board receives for informational purposes the 2023 Mandatory Annual Report related to Missing Persons, posts it to the LPS website, and forwards it to Solicitor General Kerzner’s Office.”**

CARRIED

**8. 2023 Fourth-Quarter Business Plan Progress Report**

This report is the result of the Board’s request for regular updates related to the Strategic Plan.

Board members expressed their disappointment related to the Plan being only 69% complete and requested the related context. Deputy Chief McIntyre said the resources to deliver were compromised, and LPS could only complete their core policing mandate, however there is now a light at the end of the tunnel. Resources were moved to be able to respond to calls for service, thus compromising the proactive and preventative programs. The hiring of 20 Special Constables will immediately make a huge impact. Administration expressed their utmost confidence that with the new, state of the art investment in LPS, they will be able to meet the needs of the community.

The Board asked Administration about their development of the strong metrics that we've committed to deliver to the community. Deputy Chief McIntyre replied that the metrics reflective of the Board's expectations, are being built now to present to the Board either April or May 2024.

The Board expressed that they look forward to substantial progress and the next iteration of this report.

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

**"That the Board receives for informational purposes the 2023 Fourth-Quarter Business Plan Progress Report."**

CARRIED

#### **9. Sexual Assault and Child Abuse Section and the Victim Advocate Case Review Program**

Deputy Chief Bastien introduced Detective Inspector Alex Krygsman and Detective Sergeant Katherine Dann who delivered a PowerPoint presentation.

**MOVED BY: M. Walker**  
Seconded by: N. Branscombe

**"That the Board receives for informational purposes the Sexual Assault and Child Abuse Section and the Victim Advocate Case Review Program Report and related PowerPoint presentation."**

CARRIED

#### **10. Tactical Training Report**

Addendum: **International Special Weapons Tactics Competition LPS 24-26**

Chief Truong introduced Superintendent Scott Guilford, Inspector Ryan Scrivens and Staff Sergeant Doug Brown who delivered a PowerPoint presentation.

Chief Truong advised that until further notice, he will be suspending international travel for LPS members, while he drafts an informed protocol related to training for members and international travel. He is engaging with community partners – Western and Fanshawe – related to global-political issues impacting LPS to help inform this protocol and will have a process to share with the Board within the next two meetings, to ensure an issue of this nature doesn't happen again.

Chair Chahbar noted this matter was essentially a human rights issue. It seems Administration looked at this issue from many lenses but unfortunately not from a human rights lens. Parameters are required to guide these decisions. He noted this is a governance board, he is satisfied for now in terms of the report provided however he is interested to see what will come back to the Board in a few months' time.

Chief Truong noted that one mistake by ERU is potentially fatal therefore LPS must seek the best training possible in this area. He said a different lens is needed when out of the country regarding whether the training or meeting aligns with our values. He said community trust is important to him. The Board expressed that there is work to do to regain the trust of the community.

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

**“That the Board receives for informational purposes Chief Truong’s report titled: International Special Weapons Tactics Competition.”**

CARRIED

## 11. Public Correspondence

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

**“That the Board receives for informational purposes eight items of public Board correspondence.”**

CARRIED

## 12. Anti-Racism Advisory Panel Verbal Update

Chair Chahbar’s update was deferred to the April 18<sup>th</sup>, 2024 Public Meeting.

### **13. Chair Verbal Update**

Chair Chahbar's update was deferred to the April 18<sup>th</sup>, 2024 public meeting however, he thanked City Council for passing the budget, an incredible investment, which the Board takes very seriously.

### **14. Administrator Verbal Update**

Ms. Foster's update was deferred to the April 18<sup>th</sup>, 2024 public meeting.

### **15. LPA Verbal Report**

LPA Executive Director Rick Robson's report was deferred to the April 18<sup>th</sup>, 2024 public meeting.

### **16. Next Public Meeting LPSB – Thursday April 18, 2024**

### **17. Adjournment**

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

**“That the Board adjourns the public meeting.”**

CARRIED

Time Adjourned: 6:10 p.m.

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Ali A. Chahbar, Chair  
London Police Services Board  
Approved and Signed April 18, 2024



# LONDON POLICE SERVICE BOARD

"Deeds Not Words"

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**To:** Chair and Members of the London Police Service Board

**Date:** April 10, 2024

**Subject:** Investigations Conducted by the Special Investigations unit

**Report:** 24-45

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## Board Action:

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

## Synopsis:

The attached Professional Standards Branch memoranda set out the details of three investigations conducted by the Director of the Special Investigations Unit and the reviews undertaken by the London Police Service of related policies and services, and officer conduct, pursuant to sec. 32, O. Reg. 268/10, Police Services Act.

- SIU file 23-OFD-278 (firearm death)
- SIU file 23-OCI-360 (custody injury)
- SIU file 23-OCI-340 (custody injury)

In each case, the subject official was cleared by the Director.

This report is submitted in accordance with sec. 34, O. Reg. 268/10, Police Services Act.


## Recommendation(s):

That the Board receives the report for update/information purposes.

**PREPARED BY:** Sean Travis, Inspector, Professional Standards Branch

**SUBMITTED BY:** Paul Bastien, Deputy Chief - Operations

**Attachment(s):** Professional Standards Branch Memo #24-122  
Professional Standards Branch Memo #24-123  
Professional Standards Branch Memo #24-124

	<b>Memorandum</b> Professional Standards Branch		No: 24-122
	<b>Report in accordance with Part VIII of the Police Services Act, O.Reg.268/10, Section 34</b>		
	<b>To:</b> Deputy Chief Paul Bastien Operations	<b>From:</b> Inspector Sean Travis Professional Standards Branch	
	<b>Date Issued:</b> April 8 <sup>th</sup> , 2024	<b>Date Effective:</b> April 8 <sup>th</sup> , 2024	<b>PAGE</b> 1 of 2

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-OFD-278, LPS PSB investigation 23-68029**

During the morning of Friday, July 21<sup>st</sup>, 2023, the London Police Service responded to numerous 911 calls regarding a man armed with a handgun attempting to steal vehicles in a residential neighbourhood. The man forced entry to a residence by shooting through a patio door before making his way to another property nearby, where he confronted a homeowner working in his yard. He shot the homeowner in the head, leaving him seriously injured, before fleeing and taking up shelter in the garage of a third home.

Members of the Emergency Response Unit arrived and used a light armoured vehicle to contain the structure and attempted to engage the man in communication with them. He did not respond. A short time later, the male stepped out from hiding and pointed a firearm at officers on containment. One member of the ERU fired and struck him with a single shot fired from a firearm. Officers on scene rendered first aid to the man while awaiting the arrival of paramedics. He was transported and pronounced dead at hospital.

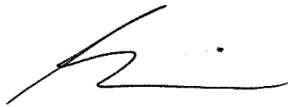
The Special Investigations Unit was notified and invoked its mandate to investigate, designating one member as a subject official. On November 17, 2023, Director Joseph Martino concluded that evidence collected did not give rise to reasonable grounds to believe that the subject official committed a criminal act, and wrote:

*"I am satisfied that [the subject official] acted to defend himself and others from a reasonably apprehended threat when he fired his rifle. Given what the officer knew of the Complainant's propensity for gun violence that morning, I am confident that the SO rightly believed that public safety was at imminent risk from gunfire, and that there was an immediate need to take defensive action, when the Complainant raised his firearm as if preparing to fire it."*


	<b>Memorandum</b> Professional Standards Branch		No: 24-122
	<b>Report in accordance with Part VIII of the Police Services Act, O.Reg.268/10, Section 34</b>		
	<b>To:</b> Deputy Chief Paul Bastien Operations	<b>From:</b> Inspector Sean Travis Professional Standards Branch	
	<b>Date Issued:</b> February 1 <sup>st</sup> , 2024	<b>Date Effective:</b> February 1 <sup>st</sup> , 2024	<b>PAGE</b> 2 of 2

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. The investigative review of the LPS response to this incident identified no internal deficiencies related to LPS procedure or service. Further, all involved LPS members adhered to the requirements of s.113(9) of the *Police Services Act* and LPS Procedure pertaining to cooperation with the SIU investigation.

Respectfully,



Inspector Sean Travis #30736  
Professional Standards Branch

	<b>Memorandum</b> Professional Standards Branch		No: 24-123
	<b>Report in accordance with Part VIII of the Police Services Act, O.Reg.268/10, Section 34</b>		
	<b>To:</b> Deputy Chief Paul Bastien Operations	<b>From:</b> Inspector Sean Travis Professional Standards Branch	
	<b>Date Issued:</b> April 8 <sup>th</sup> , 2024	<b>Date Effective:</b> April 8 <sup>th</sup> , 2024	<b>PAGE</b> 1 of 2

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-360, LPS PSB investigation 23-85618.**


On Saturday, September 1<sup>st</sup>, 2023, at approximately 12:15 pm, members of the London Police Service (LPS) arrested a male for breaching a court order. He was transported to the LPS Headquarters Detention Unit (HQDU) where he was housed to await a video link court appearance. The male was further remanded into custody and several hours later, in preparation of transporting him to another facility, he was found to be unresponsive. HQDU staff immediately provided first aid care and the male was transported to the London Health Sciences Centre where he was admitted for treatment of a drug overdose. The Special Investigations Unit (SIU) were notified of this incident, invoking their mandate to investigate, identifying two Sergeants who supervised the HQDU during the male's detention as Subject Officials. The male made a complete recovery in this instance.

The SIU concluded their investigation on December 29<sup>th</sup>, 2023, finding no reasonable grounds to form a basis for criminal charges. SIU Director Joseph Martino concluded:

*"I am satisfied that neither subject official transgressed the limits care prescribed by the criminal law in their dealings with the Complainant. As such, there is no basis for proceeding with criminal charges in this case."*

In accordance with Part VIII of O.Reg.268/10, Sec. 32, of the *Police Services Act*, an investigation into the conduct of the involved officers and the related LPS Procedures was completed by the LPS Professional Standards Branch. The investigation found that lawful authority existed to arrest the male and he was appropriately searched in accordance with training and procedure as depicted on LQDU video footage prior to admission to the HQDU. Video footage also confirmed that prisoner screening during admission to cells and subsequent prisoner checks were completed in accordance with LPS procedure. Video footage identified that the male had secreted a substance in his pants which required him to remove his pants to retrieve. Locating of the substance would have required a strip search and the requisite grounds to execute an intrusive search of this nature did not exist.

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


	<b>Memorandum</b> Professional Standards Branch		No: 24-123
	<b>Report in accordance with Part VIII of the Police Services Act, O.Reg.268/10, Section 34</b>		
	<b>To:</b> Deputy Chief Paul Bastien Operations	<b>From:</b> Inspector Sean Travis Professional Standards Branch	
<b>Date Issued:</b> April 8 <sup>th</sup> , 2024	<b>Date Effective:</b> April 8 <sup>th</sup> , 2024	<b>PAGE</b> 2 of 2	

The PSB investigation revealed that the Subject Officers committed no misconduct pursuant to the *Police Services Act* Code of Conduct and that their actions in this case adhered to LPS Procedure. The investigative review of the LPS response to this incident did not identify any internal deficiencies related to LPS procedure or service. Further, all involved LPS members adhered to the requirements of s.113(9) of the *Police Services Act* and LPS Procedure pertaining to cooperation with the SIU investigation.

Respectfully,



Inspector Sean Travis #30736  
Professional Standards Branch

	<b>Memorandum</b> Professional Standards Branch		No: 24-124
	<b>Report in accordance with Part VIII of the Police Services Act, O.Reg.268/10, Section 34</b>		
	<b>To:</b> Deputy Chief Paul Bastien Operations	<b>From:</b> Inspector Sean Travis Professional Standards Branch	
	<b>Date Issued:</b> April 8 <sup>th</sup> , 2024	<b>Date Effective:</b> April 8 <sup>th</sup> , 2024	<b>PAGE</b> 1 of 2


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-340, LPS PSB investigation 23-78626.**

On Tuesday, August 20<sup>th</sup>, 2023, at approximately 3:38 pm, members of the London Police Service (LPS) arrested a male for property offences. He was transported to the LPS Headquarters Detention Unit (HQDU) where he was searched prior to admission to the HQDU, admitting to the arresting officers that he had recently consumed fentanyl. The male did not display signs of drug intoxication and was questioned further by the admitting Sergeant upon entrance to the HQDU before being lodged in a prisoner cell at approximately 5:20 pm. At 6:45 pm, the male was observed to be in medical distress. HQDU staff immediately provided first aid care transporting the male to the London Health Sciences Centre where he was admitted for treatment of a drug overdose. The Special Investigations Unit (SIU) were notified of this incident, who invoked their mandate to investigate. The admitting Sergeant was identified as the Subject Official. The male made a complete recovery in this instance.

The SIU concluded their investigation on December 29<sup>th</sup>, 2023, finding no reasonable grounds to form a basis for criminal charges. SIU Director Joseph Martino concluded:

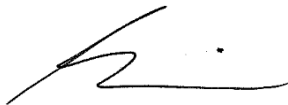
*“I am also satisfied that the SO comported himself with due care and regard for the Complainant’s health and well-being while he was in police cells. Under his watch, the Complainant was checked every 20 minutes and medical attention was summoned promptly as soon as it appeared he was in medical distress. It is arguable that the Complainant ought to have been sent directly to hospital or subjected to more frequent monitoring while in cells given what the SO knew of his fentanyl use. That said, the Complainant appeared coherent and in control of his faculties at the time he was booked. On this record, the evidence falls short of any suggestion that the SO transgressed the limits of care prescribed by the criminal law during the roughly hour-and-a -half that the Complainant was in cells. For the foregoing reasons, there is no basis for proceeding with criminal charges in this case.”*

	<b>Memorandum</b> Professional Standards Branch		No: 24-124
	<b>Report in accordance with Part VIII of the Police Services Act, O.Reg.268/10, Section 34</b>		
	<b>To:</b> Deputy Chief Paul Bastien Operations	<b>From:</b> Inspector Sean Travis Professional Standards Branch	
	<b>Date Issued:</b> April 8 <sup>th</sup> , 2024	<b>Date Effective:</b> April 8 <sup>th</sup> , 2024	<b>PAGE</b> 2 of 2

In accordance with Part VIII of O.Reg.268/10, Sec. 32, of the *Police Services Act*, an investigation into the conduct of the involved officer and the related LPS Procedures was completed by the LPS Professional Standards Branch. The investigation found that lawful authority existed to arrest the male and he was appropriately searched in accordance with training and procedure as depicted on LQDU video footage prior to admission to the HQDU. Video footage also confirmed that the Subject Officer followed the prisoner screening procedure and decided to admit the male into custody after asking probing questions regarding the male's recent drug consumption, historical drug tolerance and making observations of the male's deportment and communication abilities. The Subject Officer also ensured subsequent prisoner checks of the male were completed in accordance with LPS procedure.

The PSB investigation revealed 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. The investigative review of the LPS response to this incident did not identify any internal deficiencies related to LPS procedure or service. Further, all involved LPS members adhered to the requirements of s.113(9) of the *Police Services Act* and LPS Procedure pertaining to cooperation with the SIU investigation.

Respectfully,



Inspector Sean Travis #30736  
 Professional Standards Branch



# LONDON POLICE SERVICE BOARD

"Deeds Not Words"

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**To:** Chair and Members of the London Police Service Board

**Date:** April 10, 2024

**Subject:** **Service Complaint**

**Report:** 24-44

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## Board Action:

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

## Synopsis:

The attached Professional Standards Branch memorandum set out the details of a service complaint referred by the Office of the Independent Police Review Director to the London Police Service for investigation. The complaint pertained to the amount of time it took the London Police Service to respond to a motor vehicle collision resulting in a minor injury to a cyclist.

The complainant was notified on April 10, 2024, of the decision to take no further action and of the right of appeal to the Board within 30 days, pursuant to sec. 63(1), Police Services Act.

This report is submitted to the Board pursuant to section 63(4), Police Services Act. The events giving rise to this complaint occurred prior to the Community Safety and Policing Act coming into force on April 1, 2024, therefore the matter has been dealt with according to provisions of the PSA, which was in effect at the relevant time.


## Recommendation(s):

That the Board receives the report for update/information purposes.

**PREPARED BY:** Sean Travis, Inspector, Professional Standards Branch

**SUBMITTED BY:** Paul Bastien, Deputy Chief - Operations

**Attachment(s):** Professional Standards Branch Memo #24-125

	<b>Memorandum</b> Professional Standards Branch		<b>No.</b> <b>24-125</b>
	<b>REPORT to LPSB pursuant to PSA s. 63(4) – Service Complaint</b>		
	<b>To:</b> Deputy Chief Paul Bastien #224350		<b>From:</b> Inspector Sean Travis #30726
	<b>Date Issued:</b> April 9 <sup>th</sup> , 2024	<b>Date Effective:</b> April 9 <sup>th</sup> , 2024	<b>PAGE</b> 1 of 2

**OIPRD Service Complaint: #240016182, PSB Investigation 24-7200**

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 Service Board respecting the disposition, with reasons.

On December 11<sup>th</sup>, 2023, the LPS received a public complaint from the Complainant by way of the Office of the Independent Police Review Director (OIPRD). After review of the initial investigation with LPS investigators, the OIPRD determined that the complaint was related to both the conduct of LPS members, and a service provided by the LPS. The OIPRD directed the service investigation on January 22<sup>nd</sup>, 2024 and is the subject of this memorandum.

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.

On Wednesday, October 4<sup>th</sup>, 2023, the Complainant was riding their bicycle on Colborne Street at Piccadilly Street where they were involved in a collision with a motor vehicle that caused a minor injury to the Complainant. Immediately after the collision, the Complainant observed two members of the LPS in a marked vehicle driving towards their location. The Complainant stopped the officers to advise of the collision, however they were engaged in training duties that prevented them from dealing with the matter immediately. The members obtained details of the collision, including assessment of the need for medical care for the Complainant, and then provided direction to the Complainant on how to report the matter for investigation through LPS communications.

The Complainant continued to their employment, sought minor medical treatment, and then reported the matter to LPS communications for investigation at 1:40 pm on the same date. On October 6<sup>th</sup>, 2023, an officer had not attended to investigate, and the Complainant contacted police again. On October 8<sup>th</sup>, an officer attended but was unable to speak with the Complainant and left a business card at the residence advising to re-contact the police if an investigation was still required. The Complainant did not locate the card until October 10<sup>th</sup>, and then re-contacted the LPS where an officer was able to attend and complete the investigation at 8:57 the same date.



**Memorandum Professional Standards Branch**  
**REPORT to LPSB pursuant to PSA s. 63(4) – Service Complaint**

**No. 24-125**  
Page 2 of  
2

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 call for service for the following reasons:
  - i) The initial officers waved down by the Complainant were engaged in training related duties that prevented them from servicing the call.
  - ii) The volume of higher priority calls waiting to be serviced when the call was reported.
  - iii) The lack of available officers to respond during the waiting period when compared against call demand.
  - iv) The Complainant's call was classified as a lower priority when compared against other existing calls during the period in question.
  - v) The investigation further found that it was not reported during the Complainant's initial call for service that the Complainant was a cyclist and therefore not eligible to report the accident through the Police Reporting Centre, as would be normal practice. The call may have been prioritized higher and dispatched in accordance with LPS Procedure had this information been known.
  - vi) It took four days for an officer to attend and investigate this matter, however an officer attended within two days, but was unable to meet with the Complainant.

The issue of extended response times and staffing pressures being experienced by the Uniformed Patrol Division has been well documented. A strategic plan and supporting budget has been approved with the goal to address LPS service deficiencies and provide improved service to the public. No errors in the application of LPS procedure was identified in this investigation.

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



# LONDON POLICE SERVICE BOARD

“Deeds Not Words”

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**To:** Chair and Members of the London Police Service Board

**Date:** April 9, 2024

**Subject:** **Complaints – First Quarter (Q1) 2024 Report**

**Report:** 24-48

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## Board Action:

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

## Background:

This report is submitted in accordance with section 31(1)(j) of the *Police Services Act (PSA)* which directs that the London Police Service Board receive regular reports from the Chief regarding the administration of the complaints system. This quarterly report contains information pertaining to public complaints, internal complaints, Chief's complaints and SIU investigations received by the LPS between January 1 and March 31, 2024, and the previous three years.

Policy LPSB-060 “Reports to the Board” and LPSB-112 “Public Complaints” requires that the Chief provide the Board with cumulative year-to-date information in written quarterly reports on the following mandatory indicators:

- Type of complaints for the current year and two prior years
- Nature of allegations made in the complaints
- Resolution of complaints
- Pending complaints (matters not yet resolved)
- Complaints referred to another agency
- Requests for review made to the Board

The Chief is responsible for the administration of the complaints and disciplinary process in accordance with the *PSA*, the purpose of which is to allow the employer to maintain discipline in the police workplace; to ensure the fair treatment of respondent officers; and to maintain public confidence in the police service.

On April 1, 2024, the *Community Safety and Policing Act (CSPA)* came into force. This report pertains to events that occurred prior that date and to which the *PSA* still applies. Future reports

will be submitted in accordance with the *CSPA* and the direction it provides regarding the complaints and disciplinary process.

### Synopsis:

#### Summary of Complaints and Investigations

The number of complaints for each year has remained relatively stable for the first quarter, with a slight increase year over year in public complaints to the Office of the Independent Police Review Director (OIPRD). Proportionately, the distribution of complaint types has remained stable, with local discussion and OIPRD public complaints comprising 85 to 90 percent of all complaints received in each year.

*Table 1 Complaints Received by Year and Type*

Type of Complaint	2021	2022	2023	2024
Chief's Complaints	2	5	4	7
Local Discussions	36	25	37	32
Public (OIPRD) Complaints	34	32	42	45
Sec. 32 O. Reg. 268/10 PSA (SIU Investigations)	5	3	4	5
Workplace Harassment	2	-	1	-
<b>Total</b>	<b>79</b>	<b>65</b>	<b>88</b>	<b>89</b>

#### *Chief's Complaints*

Matters requiring investigation may come to the attention of the Chief from within the London Police Service or from a member of the public. In either case, the Chief may direct an investigation pursuant to sec. 76(1) of the Police Services Act. Seven such complaints were initiated during Q1, which represents a slight increase over previous years.

#### *Public (OIPRD) Complaints*

The Office of the Independent Police Review Director is the civilian oversight body responsible for the intake, classification and investigation of public complaints made about the conduct of police officers or the policies of/service provided by police services in the province. The OIPRD screens complaints<sup>1</sup> and may retain the matter for investigation, direct that the police service to which the complaint relates investigate the matter or refer it to a third party (another police service) for investigation.

During the reporting period, the OIPRD received 39 complaints about officer conduct and six pertaining to service provided. Of these 45 complaints, 28 were screened out and another eight were withdrawn through customer service resolution undertaken by members of the PSB. The total number of complaints has increased year over year, however the rate of referral for investigation has remained stable.

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<sup>1</sup> S. 60 of the *PSA* provides the terms under which the OIPRD may screen out a complaint. The reasons include bad faith, frivolous or vexatious, no jurisdiction, 6 month expiry or not in the public interest to investigate.

### Local Discussions

If a complainant chooses to proceed by way of ‘local resolution/discussion’ and the service agrees that is appropriate, a supervisor communicates directly with the complainant and the involved LPS personnel to resolve the complaint. All local discussions are reviewed by the PSB to ensure that the complainant has been advised of the OIPRD public complaints process and that the investigation undertaken by the supervisor was appropriate and fulsome.

The LPS received 34 complaints classified as local discussions during the reporting period (Table 3), more than 80% of which relate to complaints of minor misconduct. The number of complaints resolved through local discussion has remained stable over the same period for the previous year.

*Table 2 Local Discussions by Type*

Type of Complaint	2021	2022	2023	2024
Conduct	40	19	30	30
Service	5	3	5	4
Policy	1	-	1	-
<b>Total</b>	<b>46</b>	<b>22</b>	<b>36</b>	<b>34</b>

The nature of misconduct alleged in complaints resolved through local discussion is found at Table 3 below. Allegations of discreditable conduct (e.g. rude behaviour or incivility) and neglect of duty (e.g. deficient investigation) continue to make up the majority of the allegations whereas more serious allegations such as excessive force and unlawful arrest remain consistently low. All these complaints have been resolved using a customer service-oriented approach to improve accountability, performance, and service to the community.

*Table 3 Nature of Misconduct Alleged in Local Discussions*

Allegation	2021	2022	2023	2024
Corrupt Practice	-	-	2	-
Discreditable Conduct	14	12	17	11
Excessive Force	3	3	1	1
Neglect of Duty	5	5	9	5
Other	1	1	-	7
Unlawful or Unnecessary Exercise of Authority	10	1	3	-
<b>Total</b>	<b>33</b>	<b>22</b>	<b>32</b>	<b>24</b>

### Nature of Allegations – Public complaints and Chief’s complaints

Table 1 of Appendix A displays the nature of misconduct alleged in complaints received during the reporting period. The number of allegations does not match the number of complaints as there can be multiple officers and/or allegations per officer depending on the nature of the complaint. Allegations of discreditable conduct and neglect of duty continue to make up most (88%) of the allegations; unlawful exercise of authority, excessive force and breach of confidence continue to form a small percentage of allegations. Perceived rudeness, incivility or

failing to complete a thorough investigation generally form the foundation of discreditable conduct and neglect of duty complaints.

Year	2021	2022	2023	2024
Breach of Confidence	-	1	-	-
Discreditable Conduct	17	22	39	35
Excessive Force	-	2	-	-
Insubordination	-	-	-	3
Neglect of Duty	13	15	37	23
Other	4	8	1	1
Unlawful or Unnecessary Exercise of Authority	10	6	2	3
<b>Total</b>	<b>45</b>	<b>54</b>	<b>79</b>	<b>66</b>

### Resolution of Public Complaints and Chief's Complaints

The resolutions that have been reached for the OIPRD and Chief's complaints received in Q1 of 2024 are depicted in the below chart. Depending on the date received during Q1, complaints that have required investigation have not yet been completed.

*Table 4 Outcome of Public and Chief's Complaints Received in Q1 by Year*

Resolution	2021	2022	2023	2024
Screened Out	15	16	24	28
Withdrawn	12	2	8	7
Unsubstantiated	4	6	9	-
Informal Resolution	3	5	2	-
Corrective Measures Taken	1	3	3	-
Lost Jurisdiction	-	2	-	-
No Procedural Breach Identified	-	1	-	-
Work Performance	-	1	-	-
<b>Total</b>	<b>35</b>	<b>36</b>	<b>46</b>	<b>35</b>

### Conduct, Procedure, and Service Reviews Following Special Investigation Unit Investigations

Section 32 of the O. Reg. 268/10 under the Police Services Act directs police services to conduct an internal review of conduct, policy and service in any incident where the SIU has invoked its mandate (where an interaction with the police has resulted in a serious injury to the member of the public). During the Q1 of 2024, the SIU has initiated five investigations into the actions of members of the LPS, a number which remains consistent with the three previous years of reporting. None of the investigations initiated by the SIU in 2024 has been finalized.

Pending Investigations

The Professional Standards Branch caseload currently stands at 49 investigations, broken down as follows:

- 20 Chief's Complaints
- 12 Public Complaints
- 16 reviews pursuant to sec. 32 O. Reg. 268/10 PSA (SIU Investigations)
- 1 Local Discussion

Complaints Referred to Another Agency and Requests for Review by the Board

During the period, the OIPRD referred one conduct complaint for investigation by another police service. There were no requests for review by the Board.

**Recommendation(s):**

It is recommended that the Board receive this report for update/information purposes.

PREPARED BY: Sean Travis, Inspector - Professional Standards Branch

SUBMITTED BY: Paul Bastien, Deputy Chief - Operations

Attachment(s): Appendix A – Glossary of Terms

## **Appendix A - Glossary of Terms**

**LPS** – London Police Service

**PSB** – Professional Standards Branch

**OIPRD** – Ontario of the Independent Police Review Director

**PSA** – Police Services Act

**SIU** – Special Investigations Unit

**Complaint:** A complaints about the conduct of a police officer or about a policy of or service provided by the police service. A complaint may be initiated by a member of the public (“public complaint”) in a submission to the London Police Service or to the Officer of the Independent Police review Director; or initiated by the Chief (“Chief’s complaint”).

**Complaints Officer:** The Deputy Chief (Operations) performs the function of Complaints Officer for the London Police Service.

**Local Discussion:** where a member of the public makes a complaint at a police station, the service is required to provide the complainant with information about the ‘local resolution/discussion process’ and about the ‘public complaints’ process. If the complainant chooses to proceed by way of ‘local resolution/discussion’ and the service agrees that is appropriate, a supervisor communicates directly with the complainant. These are recognized as an opportunity for immediate resolution by providing information face-to-face. All local discussions are reviewed by the PSB to ensure that the complainant has been advised of the public complaints process through OIPRD and that the investigation undertaken by the supervisor was appropriate and fulsome.

### **OIPRD**

The OIPRD is an independent civilian body tasked with the intake, classification and investigation of public complaints against police officers in Ontario. The OIPRD receives and reviews all complaints from the public to determine whether they are policy, service or conduct complaints and decides whether the complaint will be accepted for further investigation.

**Screening of Complaints:** Upon receipt of complaint, the OIPRD will review a complaint with respect to two areas:

- (1) Type of complaint – the OIPRD will determine if the complaint relates to the conduct of a police officer or to the services or policies of the police service.
- (2) Screening Out a Complaint – The OIPRD also determines whether or not they will deal with a complaint. A complaint may be screened out by the OIPRD where it is determined that it is not in the public interest to investigate the complaint; where the complaint is made in frivolous/vexatious/made in bad faith; or if the complaint could be dealt with more appropriately under another Act or law.

**Conduct Complaints:** are about the behavior of a police officer. Conduct complaints may be retained by the Director to investigate or may be referred back to the subject police service, or referred to another police service to investigate.

**Policy Complaints:** are about the rules and standards of a police service that guide how an officer delivers police services.

**Service Complaints:** relate to how effectively and efficiently a police service performs its duties.

**Policy and Service Complaints** must be referred back to the police service for investigation. The police service must review these complaints and provide a written report to the complainant, the OIPRD and the police services board outlining their decision with reason. Complainants have the right to ask the police services board for a review of this decision. When a board receives a request for a review, it must advise the Chief of Police of the request; review the complaint and take any action, or no action, in response to the complaint as it considers appropriate; and notify the Chief of Police, the complainant and the OIPRD in writing of its disposition of the complaint, with reasons.

**Misconduct under the PSA** – this legislation defines several types of misconduct that may occur by a sworn member of an Ontario Police Service. This does not apply to civilian members or to Special Constables within the LPS. Common Allegations of Misconduct:

### **Discreditable Conduct**

- Uses profane, abusive or insulting language/is uncivil to a member of the public
- Guilty of a criminal offence
- Acts in a manner likely to bring discredit upon the reputation of the police force of which the officer is a member

### **Insubordination**

- Without lawful excuse, disobeys, omits or neglects to carry out lawful order
- Subordinate by word, act or demeanor

### **Neglect of Duty**

- Without lawful excuse, neglects or omits promptly and diligently to perform a duty as a police officer
- Fails to work in accordance with orders
- Fails to report a matter that it is his or her duty to report
- Omits to make any necessary entry in a record
- Is absent without leave from or late for any duty, without reasonable excuse

### **Unlawful or Unnecessary Exercise of Authority**

- Without good and sufficient cause makes an unlawful or unnecessary arrest
- Uses any unnecessary force against a prisoner or other person contacted in the execution of their duty

### **Other types of Misconduct in the PSA Regulations:**

- Deceit
- Breach of Confidence
- Corrupt practice
- Consuming drugs or alcohol in a manner prejudicial to Duty
- Damage to clothing or equipment

### **Resolutions of Complaints**

**Customer Service Resolution** – Used for complaints that are deemed to be less serious and occurs before the complaint has been screened in by OIPRD. Matters that may benefit from a conversation between the complainant and the respondent officer are typical examples. If CSR is successful, the complaint is finalized. If it is unsuccessful, the matter returns to OIPRD for screening.

**Informal Resolution** – occurs after the complaint has been screened in by OIPRD. Similar to CSR, in that it is resolved after a conversation occurs with the complainant and respondent officer. If resolved in this manner, it will not proceed to the investigative process.

**Mediation** – OIPRD may suggest mediation for less serious complaints. Both the complainant and respondent officer must agree. If agreed upon, an independent mediator is provided by OIPRD. If successful, the complaint is settled through an informal resolution via mediation. If unsuccessful, the complaint will proceed to the investigative process.

**Member resigned/Lost jurisdiction** – the PSA has jurisdiction over serving sworn police officers. If the respondent in the matter has retired or resigned from their position, there is no legal authority to proceed with the misconduct complaint.

**Recommendations made (policy/service)** – when recommendations are made to improve an area of service, or to update/amend a policy as a result of the investigation resulting from the OIPRD complaint.

**Unsubstantiated** – the investigation has determined that there is insufficient evidence to substantiate the complaint. Also used for service/policy complaints where it is deemed that the Service's existing policy is appropriate, or service is adequate based on the circumstances.

**Withdrawn** – the complainant voluntarily withdraws their complaint.

### **Determining Seriousness of Misconduct**

Making this determination is done on a case by case basis. The totality of the circumstances are considered and may include:

- Nature and seriousness of the incident
- Circumstances surrounding the incident
- Utilization of the principles of counselling, guidance and training
- Application of the concept of progressive discipline
- What the police service has done in the past in similar fact cases
- What other police services have done with similar fact cases
- Same factors will be considered regardless of Chief's investigation or OIPRD investigation
- Chief will decide the route the discipline will take for all substantiated matters

**Informal Discipline** – occurs when a complaint has been substantiated. Informal Discipline is used for matters deemed to be “not of serious nature”. The disciplinary disposition is decided by the Division Commander. Dispositions may include:

- (a) Informal discipline in accordance with the Police Services Act; or
- (b) Informal discipline in accordance with the Working Agreement.

If a member consents to the proposed disposition, this will remain on a member's record for 2 years. Informal discipline cannot be imposed on a member without their consent. If a member refuses to accept the proposed disposition under informal discipline, the matter will be adjudicated under the Formal Discipline process. The Complaints Officer makes the decision on which is the most appropriate level of discipline to proceed on (informal vs. formal).

**Informal Discipline (PSA):** where the Chief of Police is of the opinion that there was misconduct or unsatisfactory work performance but that it was not of a serious nature, the Chief of Police may resolve the matter informally without holding a hearing. The resolution can be any disposition excluding demotion or termination.

**Informal Discipline (Working Agreement):** may include:

- (a) Counselling/guidance;
- (b) Admonishment/guidance;
- (c) Training/admonishment/guidance;
- (d) By mutual agreement, forfeiture of leave, days off or banked time, not to exceed sixteen (16) hours per incident regardless of the number of allegations;

- (e) Diversion to the Employee Assistance Program by way of formal referral may also be used by the Division Commander or designate, in appropriate circumstances, as an alternative to, or part of, the Informal Discipline Process.

The **determination of appropriate disposition** shall be based upon: the nature and seriousness of the incident; the circumstances surrounding the incident; utilization of the principles of counselling, guidance and training; and application of the concept of progressive discipline.

**Informal Discipline resulting from Red Light Violations** – in late 2017 the city of London implemented cameras at certain intersections, monitoring red light violations. The Highway Traffic Act provides exemptions for police officers to proceed through a red light under specific circumstances. When these exemptions are not met a provincial offence notice is produced for the LPS. The LPS will identify the officer and if the officer cannot provide evidence to support their actions under the Highway Traffic Act, they will be subject to Informal Discipline.

**Formal Discipline (PSA Hearing)** – occurs when a complaint has been substantiated which is deemed to be “serious” in nature, or for those occasions when a member may have other discipline on file and as a result formal discipline is deemed to be more appropriate (progressive discipline). The procedure for formal discipline is outlined in the PSA and its regulations. Rules associated with formal disciplinary hearings are also found under the PSA. All substantiated formal discipline results are held on a member’s record for a period of five years. All formal disciplinary hearings are open to the public.

#### **Disposition Principles:**

The principles governing the determination of disposition of disciplinary matters under Part V are:

- (1) the disposition should accord with the purpose of the disciplinary process;
- (2) corrective disposition should take precedence over punitive where possible;
- (3) presumption of the least onerous disposition as balanced against the public interest;
- (4) proportional weighing of mitigating and aggravating considerations;
- (5) police officer conduct is held to a higher standard than other employees.

**Pending Investigations** - are still under investigation; results are unknown to date.

**Special Investigations Unit (SIU) S. 32 Review** – every police service must conduct an investigation into any incident to which the SIU has invoked their mandate and later reported their investigative findings to the Attorney General. This is commonly referred to as a Section 32 investigation and is mandated under Section 32 of the *PSA*. PSB investigators will examine the evidence to determine if any police misconduct occurred (misconduct as defined under the Ontario Police Services Act), if police adhered to LPS procedures and to the requirements under Section 113(9) of the Police Services Act to fully co-operate with the SIU.

**Workplace Harassment Complaints** – An internal complaint where the Chief has directed an investigation into the allegations between employees that involve harassing or uncivil behaviour that breach the code of conduct.



# LONDON POLICE SERVICE BOARD

"Deeds Not Words"

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**To:** Chair and Members of the London Police Service Board

**Date:** April 3, 2024

**Subject:** **Suspect Apprehension Pursuits – First Quarter Report (Q1), 2024**

**Report:** 24-38

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## Board Action:

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

## Synopsis:

This report is submitted for the Board's awareness and reference, pursuant to London Police Services Board Policy LPSB-060 Reports.

In the first three months of 2024, officers were involved in 25 mobile occurrences, none of which led to the initiation of a suspect apprehension pursuit. A total of 79 criminal charges and 13 charges under provincial statute were laid against 20 individuals. Table 1 contains suspect apprehension pursuit data.

## Background:

Ontario Regulation 266/10 "Suspect Apprehension Pursuits" and Policing Standard LE-045 "Suspect Apprehension Pursuits", made under Ontario Regulation 3/99, Adequacy and Effectiveness of Police Services, provide direction in relation to suspect apprehension pursuits.

Suspect apprehension pursuits ("pursuits") are low frequency dynamic events that expose officers, the public, and the organization to significant risk. A pursuit is initiated when an officer attempts to direct the driver of a motor vehicle to stop; the driver refuses to obey; and the officer pursues, in a motor vehicle, for the purpose of stopping the fleeing motor vehicle, or identifying the fleeing motor vehicle or an individual in the fleeing motor vehicle.

Prior to initiating a suspect apprehension pursuit, an officer must assess the availability of alternatives to a pursuit and apply the following three-part test.

An officer may initiate a pursuit when:

- They have reason to believe that a criminal offence has been or is about to be committed, or for the purpose of identifying a motor vehicle or an individual in the motor vehicle;
- There are no alternative methods of apprehension available, or they were unsuccessful; and
- The immediate need to apprehend an individual in the fleeing vehicle or the need to identify the vehicle or an individual in the vehicle outweighs the risk to public safety that may result from the pursuit.

## RE: Suspect Apprehension Pursuits – First Quarter Report (Q1), 2024

This test must be continuously performed prior to initiating and continuously throughout a pursuit. If at any point the risk to the public outweighs the need to apprehend an individual or identify the individual/vehicle, the pursuit must be discontinued. The test helps ensure that a pursuit does not present a greater danger to the public than the circumstances giving rise to it.

Suspect apprehension pursuits are reviewed to ensure compliance and to identify trends and training needs. The London Police Service continues to deliver practical training focusing on alternatives that must be considered prior to initiating an SAP to all recruits upon their successful completion of Basic Constable Training at the Ontario Police College. During the January to April 2024 session of in-service training, all sworn members and communications operators are being provided with classroom instruction related to pursuits.

Table 1

Pursuits	2019	2020	2021	2022	2023	YTD	Q1
SAP Initiated	10	10	7	6	5	0	0
SAP Abandoned/Terminated	8	8	5	6	2	-	-
<b>Offence Under Investigation</b>							
Criminal Offence	9	10	7	6	5	-	-
Provincial Offence	1	0	0	0	0	-	-
<b>Injuries</b>							
Civilian	0	0	1	0	5	-	-
Police	0	0	0	0	0	-	-
<b>Damage to Vehicles</b>							
Civilian	\$43,000	\$15,000	\$4,500	\$500	\$20,000	\$0	0
Police	\$13,400	\$23,000	\$500	\$0	\$0	\$0	0
<b>Charges Laid</b>							
Provincial Offence	3	1	1	0	0	-	-
Criminal Offences	51	42	18	0	34	-	-
Drug Offences	1	0	0	0	0	-	-
<b>Compliance Review</b>							
In Compliance	3	4	4	4	4	-	-
Not in Compliance	7	6	3	2	1	-	-
Officer Charged	0	0	0	0	0	-	-

### Recommendation:

It is recommended the Board receives this Report for its information in compliance with Board policy.

PREPARED BY: Rick Letourneau, Sergeant – Academic Training Unit

REVIEWED BY: Scott Guilford, Superintendent, Uniformed Division

SUBMITTED BY: Paul Bastien, Deputy Chief - Operations



# LONDON POLICE SERVICE BOARD

"Deeds Not Words"

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**To:** Chair and Members of the London Police Service Board

**Date:** April 4, 2024

**Subject:** Crime Stoppers Quarterly Report – Q1 of 2024

**Report:** 24-39

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**Board Action:**

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

**Synopsis:**

The number of tips received in the first quarter of 2024 is down 5.8% compared to 2023. The value of property recovered is down significantly; however, virtually all other categories are up during the same period. This includes charges, cases cleared, arrests, the value of narcotics seized, traffic offences, the value of cash seized, and the value of rewards paid. The sharp increase in the value of narcotics seized is primarily attributable to two investigations.

Cumulative data to the end of Q1 2024 is provided within the tables at Appendix A, with historical data included for comparison.

**Background:**

The London Police Service has a long history of partnership with the London Middlesex Crime Stoppers organization. The purpose of Crime Stoppers is to encourage the public to anonymously become involved in assisting law enforcement agencies in the apprehension and conviction of criminals without fear of reprisals. Tips can be submitted online or by phone. If the information leads to an arrest, the seizure of controlled substances or the recovery of stolen property, the tipster may be eligible for a cash reward of up to \$2,000.

**Financial Implications:**

None.

**Recommendation:**

That the Board receive the attached report for information purposes.

PREPARED BY: David Payette, Detective Sergeant, Investigative Support Section

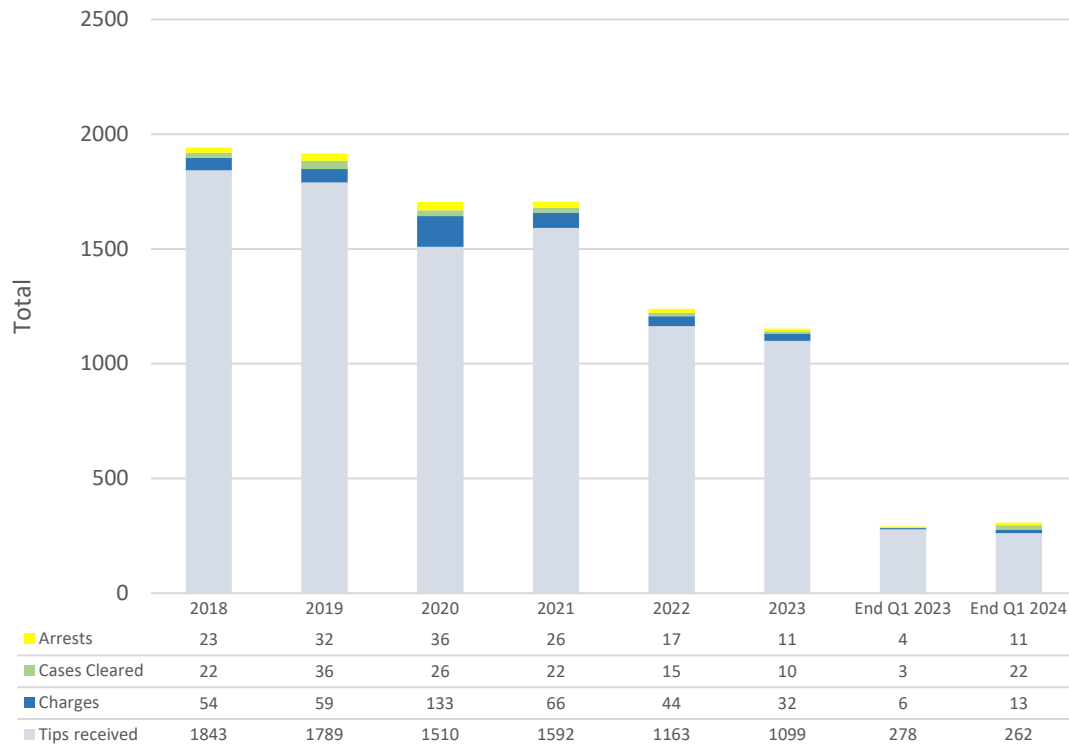
REVIEWED BY: Chris Churney, Detective Inspector, Organized Crime and Support Branch

SUBMITTED BY: Paul Bastien, Deputy Chief, Operations

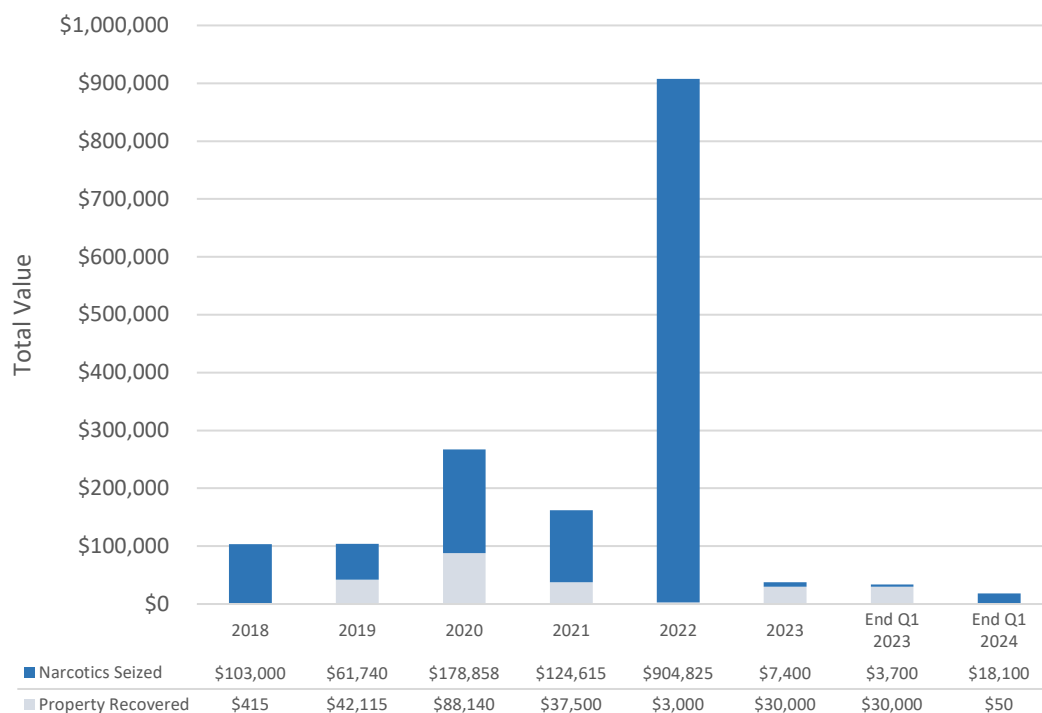
## Appendix A

### Crime Stoppers 2018 – 2023 and End Q1 2023 vs. End Q1 2024

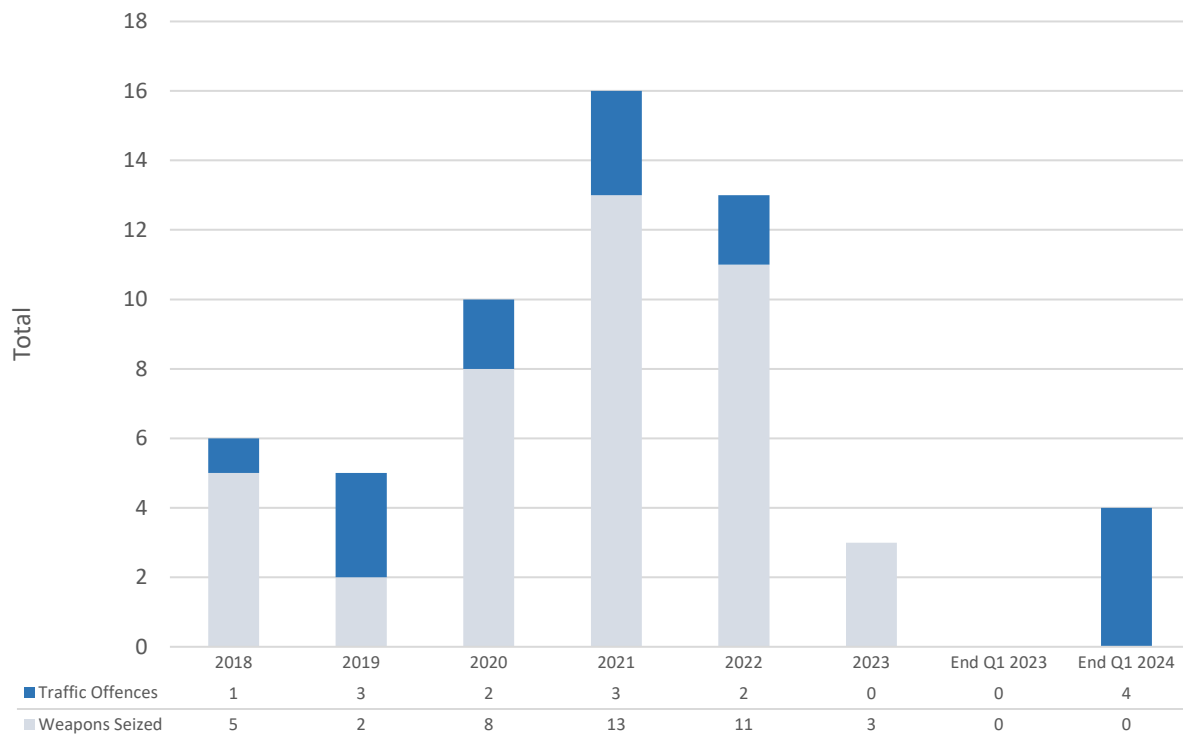
#### *Tips Received to Arrest, Cleared Cases and Charges Laid*



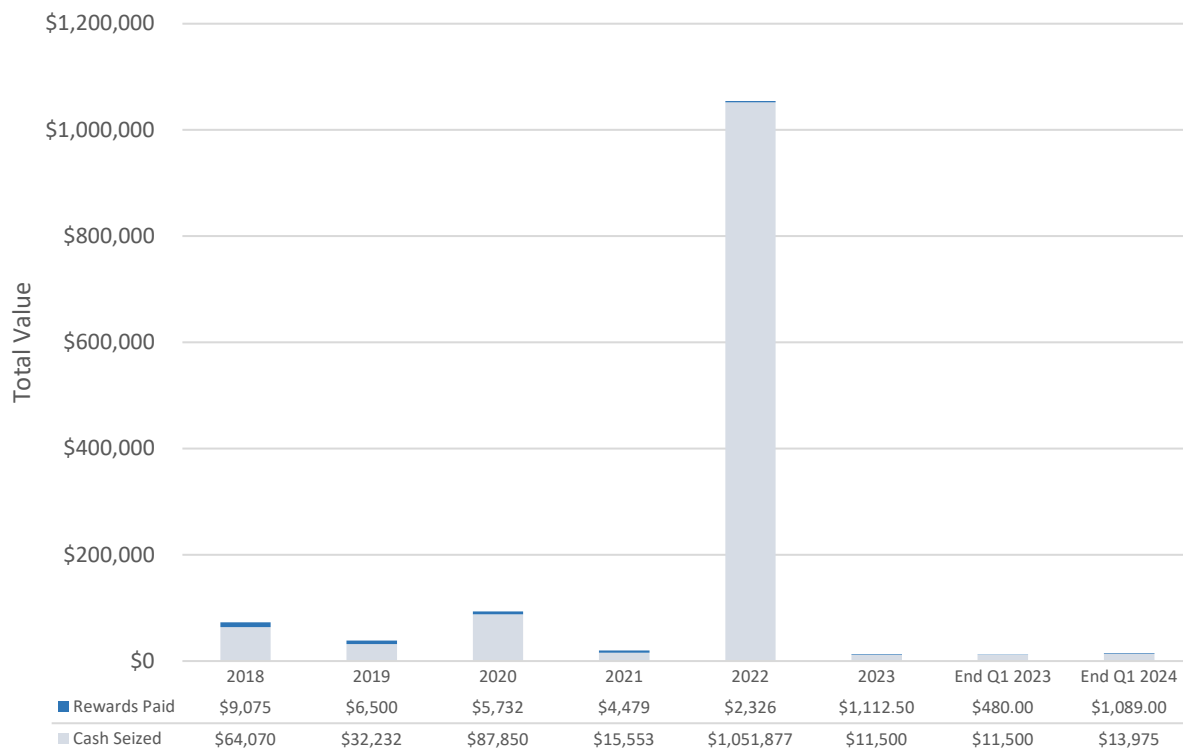
#### *Property Recovered and Controlled Substances Seized*




### Provincial Offences Notices Issued and Weapons Seized



### Rewards Paid vs. Cash Seized



	<b>MEMORANDUM</b> – London Police Service Board		24-31
	<b>April 2024 Public Correspondence</b>		
	<b>TO:</b> LPSB Members	<b>FROM:</b> J. Foster, LPSB Administrator	
	<b>DATE ISSUED:</b> April 11, 2024	<b>DATE EFFECTIVE:</b> April 18, 2024	<b>PAGE</b> 1 of 1

The following items of correspondence are brought to your attention:

- Letter to Inspector General Ryan Teschner March 27, 2024
- Letter to Detective Inspector Alex Krygsman March 27, 2024
- Letter to Detective Sergeant Katherine Dann March 27, 2024
- Message from Inspector General of Policing April 2, 2024
- Municipal Council Resolution April 3, 2024



## LONDON POLICE SERVICES BOARD

### BOARD MEMBERS

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M. WALKER, VICE CHAIR  
N. BRANSCOMBE, MEMBER  
R. GAUSS, MEMBER  
COUNCILLOR S. LEHMAN, MEMBER  
MAYOR J. MORGAN, MEMBER  
COUNCILLOR S. STEVENSON, MEMBER

March 27, 2024

Ryan Teschner, Inspector General of Policing  
Office of the Inspector General, Inspectorate of Policing  
25 Grosvenor Street, 15th Floor  
Toronto, ON M7A 1Y6

Dear Inspector General Teschner,

I am writing on behalf of the London Police Services Board to express our appreciation for your visit to our Board meeting last Thursday.

It was wonderful to meet you and Ms. Pronska. The meeting was valuable and enjoyable, and we're grateful that you made time to come to London to meet us and share your vision for the Inspectorate, and our relationship, during an extremely busy time for the Inspectorate.

We're excited about the new Community Safety and Policing Act (CSPA), for which the In Force date is on the very near horizon. Following our meeting with you, we're comforted in knowing that the Inspectorate team, including our Zone Advisor Ron LeClair, whom we have an excellent relationship with and great appreciation for, is here to assist us in our transition to the new Act, and to help us mitigate risk as we transition away from 34-year-old policing legislation. We recognize it is no small task to successfully execute this significant transformation, however we're grateful for your leadership, guidance, and support to assist our transition.

We hope our March 21<sup>st</sup> meeting will be the first of many we engage in, and we welcome you to future meetings of the Board anytime your schedule avails. We look forward to working with you to improve the performance of our Service and Board, and in general, enhance public confidence in the policing system, with the goal of making our community a safer and better place for all.

In the meantime, please reach out if we can assist you with your role and responsibilities, as you also charter new territory and the challenges, opportunities and successes that come with a transition of this magnitude and importance.

Yours very truly,

Ali A. Chahbar, Chair  
London Police Services Board

CC: Chief Thai Truong, London Police Service  
Ron LeClair, Inspectorate of Policing, Liaison Branch, Advisor – Zone 6



# LONDON POLICE SERVICES BOARD

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R. GAUSS, MEMBER  
COUNCILLOR S. LEHMAN, MEMBER  
MAYOR J. MORGAN, MEMBER  
COUNCILLOR S. STEVENSON, MEMBER

March 27, 2024

Detective Inspector Alex Krygsman  
Sexual Assault and Child Abuse Section  
London Police Service  
601 Dundas Street  
London, Ontario N6B 1X1

Dear Detective Inspector Krygsman,

Thank you for your contributions to our Board meeting last Thursday. Your presentation related to the Sexual Assault and Child Abuse Section and the Victim Advocate Case Review Program was informative and interesting, and helped us to better understand the 2023 Sexual Assault Investigation Report presented by Administration a month earlier at our February meeting.

We appreciate your very thorough presentation and education related to the critical work that you do. We also know that your presentation will help to educate the community about this topic, raise awareness about the challenging and complex work that you do, and the ways you and your team assist and support some of the most vulnerable members of our community. If your presentation also raises Londoners' awareness about the dangers faced by some of our community members related to sexual assault and child abuse, so that we all can better support our family members, friends, and neighbours, this will be the greatest and most important outcome of your attendance at our meeting.

Thank you for sharing your expertise, experience and passion with us, and more importantly, with the community you serve and protect with such dedication and compassion.

Yours very truly,

Ali A. Chahbar, Chair  
London Police Services Board

CC: Paul Bastien, Deputy Chief, London Police Service  
Thai Truong, Chief, London Police Service



# LONDON POLICE SERVICES BOARD

## BOARD MEMBERS

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R. GAUSS, MEMBER  
COUNCILLOR S. LEHMAN, MEMBER  
MAYOR J. MORGAN, MEMBER  
COUNCILLOR S. STEVENSON, MEMBER

March 27, 2024

Detective Sergeant Dann  
Sexual Assault and Child Abuse Section  
London Police Service  
601 Dundas Street  
London, Ontario N6B 1X1

Dear Detective Sergeant Dann,

Thank you for your contributions to our Board meeting last Thursday. Your presentation related to the Sexual Assault and Child Abuse Section and the Victim Advocate Case Review Program was informative and interesting, and helped us to better understand the 2023 Sexual Assault Investigation Report presented by Administration a month earlier at our February meeting.

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Thank you for sharing your expertise, experience and passion with us, and more importantly, with the community you serve and protect with such dedication and compassion.

Yours very truly,

Ali A. Chahbar, Chair  
London Police Services Board

CC: Paul Bastien, Deputy Chief, London Police Service  
Thai Truong, Chief, London Police Service

April 2, 2024

## **An Introduction as the Inspector General of Policing's Mandate Begins and the Inspectorate of Policing's Operations Launch**

I am honoured to officially begin my mandate as Ontario's first Inspector General of Policing with duties and authorities under the new *Community Safety and Policing Act, 2019 (CSPA)*, now in force. I look forward to working in a role focused on providing independent compliance oversight and driving improved performance in Ontario's policing and police governance.

### **A. The Inspectorate of Policing and the Executive Team**

Along with my Executive Team – **Joseph Maiorano** and **Rekha Chetlur** – senior leaders and all members of the Inspectorate of Policing, we will work diligently each day to serve the public interest. Our vision is to drive improvements in policing performance and police governance through an independent system of inspecting, investigating, monitoring and advising, supported by data collection, analysis, and public reporting.

### **B. The Inspectorate's New Website and Public Complaints**

In addition to those topics we select for inspections, the Inspectorate of Policing will **independently respond to public complaints concerning adequate and effective police service delivery and the conduct of police board members**. Members of the public will be able to file complaints through a **portal** available on the Inspectorate's website, and will be able to track the progress of their complaint. Our website and portal are key components of making real our commitment to transparency and accessibility.

**We encourage you to link to our [website](#) on your own organization's websites**, so that members of your organizations and the public you serve will learn more about the new role of Inspector General of Policing, my mandate, and why the public may wish to contact the Inspectorate of Policing. **When you upload the link to our website, we ask that you use the following description of the Inspector General and Inspectorate of Policing**, so that we can create consistency in the public's understanding of our work:

***Description of the Inspector General and Inspectorate of Policing and  
How to Make Public Complaints***

The Inspector General of Policing is a new policing oversight body under Ontario's *Community Safety and Policing Act, 2019* (CSPA). The Inspector General is responsible for ensuring policing is delivered adequately and effectively across Ontario and that police board members are complying with the Code of Conduct. The Inspector General exercises independent compliance oversight focused on ensuring police services, police service boards and board members, and special constable employers are complying with requirements under the CSPA for policing and police governance.

The Inspector General of Policing is supported by the Inspectorate of Policing, a new organization comprised of professionals that are dedicated to driving improved performance in Ontario policing and police governance.

Members of the public can file complaints with the Inspector General concerning adequate and effective police service delivery, or allegations of police board member misconduct through our website: [www.iopontario.ca](http://www.iopontario.ca).

Under Ontario's new *Community Safety and Policing Act, 2019* (CSPA), the Inspector General of Policing is responsible for:

- Responding to public complaints, which can be filed at [www.iopontario.ca](http://www.iopontario.ca), concerning adequate and effective police service delivery and allegations of police board member misconduct;
- Examining the performance of police services and boards through independent inspections, investigations, monitoring and advising;
- Identifying effective performance and, where improvements are needed, using enforcement tools, including issuing directions and imposing measures to ensure compliance with the CSPA and its regulations;
- Imposing measures to ensure the provision of adequate and effective policing or in cases of a policing emergency;
- Conducting data analysis and research to promote evidence-based actions and improvements; and,
- Publicly reporting on the activities of the Inspector General, including publishing all inspection reports and an annual report.

### C. A Commitment to Continuous Engagement

I am filled with gratitude for your early trust and confidence in the Inspectorate of Policing. Along with members of my team, we have enjoyed the opportunities to meet with many of you, and to hear first-hand about the challenges you face and the opportunities that exist to help in our collective goal of improving community safety for the public we all serve.

I want to assure you that our engagement efforts are not just a moment in time. **As Inspector General, I am committed to remaining meaningfully engaged with the policing and police governance sectors, and other stakeholders whose mandates intersect with the policing landscape.** Through these engagements, I look forward to continuing to learn about your experience in navigating the new world under the CSPA; to understand how the Inspectorate of Policing can adjust and refine in order to be more responsive; and, to ensure that I deliver on my mandate in a way that better positions police services and boards to confront the critical issues of today and tomorrow. The Inspectorate of Policing embraces our shared responsibility of ensuring that all communities in Ontario receive the adequate and effective policing and modernized police governance that they deserve.

I also recognize that with any new legislative environment, there will be lessons we learn along the way. We, at the Inspectorate of Policing, do not view performance improvement as a one-way street: **we are committed to an ‘evergreen’ approach to our work** by applying lessons learned so we, too, can continue to improve in the delivery of our mandate.

### D. The Inspectorate’s Risk-Based and Data-Informed Approach

As we enter this new era of policing with new legislation and oversight, we will ask the questions the public deserves to have answered, apply our expertise to the evidence and, where necessary, take measures to improve Ontario’s policing and police governance system to help make everyone in this province safer.

Our approach to compliance oversight will be rooted in our risk-based model, and we remain committed to working with you to identify and mitigate risks – ideally, *before* a risk could lead to a compliance issue or impact public safety. We will use the **right tools**, apply the **right touch**, at the **right time** in order to address compliance matters effectively, and in the best interests of the public we serve.

## **E. More Information in the Coming Weeks and Beyond**

You will be hearing more from us over the coming weeks. We will not be pursuing the previously identified inspection topics at this time (these topics were previously identified in an All Chiefs Memo distributed in early 2023). Our next set of inspection subjects will be identified by applying our new inspection selection framework, conducting independent research, and by incorporating feedback from our engagements and the public complaints we receive. **While my team will have more to say on this in the coming months**, our focus will be to delve into issues that are of greatest public value and have the potential to improve sector-wide policing performance.

On the data front, I was pleased to see the **enthusiastic interest and support for our Data Collection Pilots**. I have also heard from many of you around the importance of the type of information we will be gathering, and the potential it will unlock in terms of data intelligence informing decision-making. We will also have more to say about the Inspectorate's work in these areas in the future.

## **F. How to Continue to Follow the Inspectorate's Work**

To stay informed about the Inspectorate of Policing's activities, I encourage you to **follow us on our new social media channels: LinkedIn and X (twitter)**. We will be posting content on a regular basis about the work we do. Of course, please also use our website as a resource to learn about the inspections we have conducted, our findings, and work to profile critical areas of policing and police governance.

## **G. Committed to the Public Interest**

The CSPA marks a new era of policing for all of us and I believe, our collective success depends on mutual confidence and trust – and, **most importantly, the confidence of the public we serve**.

I want to thank you for your continued support in my work as Inspector General of Policing and in the Inspectorate of Policing, as we launch our public-facing operations.

I look forward to unlocking the promise of my legislative mandate and improving performance in policing and police governance to make everyone in Ontario safer.

Best regards,

A handwritten signature in blue ink, appearing to read "R. Teschner", with a long horizontal stroke extending from the end of the name.

**Ryan Teschner**  
**Inspector General of Policing of Ontario**

**From:** [Woolsey, Heather](#)  
**To:** [London Police Services Board; Samantha Santos](#)  
**Subject:** Council Resolution  
**Date:** Wednesday, April 3, 2024 9:50:40 AM  
**Attachments:** [image001.png](#)  
[2024-03-26 Resolet 4.6-7-SPPC.pdf](#)  
[2024-03-26 Submission - \(4.6\) LPSB - Morgan, Franke, Rahman.pdf](#)

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**WARNING:** This email originated from a sender outside of the LPS. Please avoid clicking links or opening attachments from external senders unless you are certain it is safe to do so. Think before you click!

Good morning,

Please see the resolution that was passed at the Council meeting on April 2. I have also included the letter from the Councillors for your information.

Thank you,



**Heather Woolsey**  
Administrative Assistant II, Administration & Legislation  
City Clerk's Office  
City of London

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P: 519.661.CITY (2489) ext. 4599 | Fax: 519.661.4892  
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P.O. Box 5035  
300 Dufferin Avenue  
London, ON  
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April 3, 2024

Chair and Members  
London Police Services Board  
c/o J. Foster

I hereby certify that the Municipal Council, at its meeting held on April 2, 2024 resolved:

That the Civic Administration BE DIRECTED to request a letter as an agenda item to the London Police Service Board (LPSB) to discuss and report back to Council on the planned accountability activities including:

Potential Metrics:

Metrics as proposed by LPSB in the police budget business case:

- a) Reduction in code 2 (urgent) and code 3 (non-urgent) response times;
- b) Reduction in calls for service holding in que prior to being dispatched;
- c) Crime Severity Index as tracked by Stats Can (available annually in July);
- d) Crime Rate as tracked by Stats Can (available annually in July);
- e) Increase in proactive (preventive) policing;
- f) Increase in time spent on crime prevention and high-harm initiatives;
- g) Increased traffic enforcement;
- h) Increased police visibility;
- i) Decrease in service complaints;
- j) Increased community engagement;
- k) Decrease in shootings;
- l) Decrease in fatal motor vehicle collisions;

Other potential metrics:

- m) Overall call volume;
- n) Initiatives that address violence against women and girls;
- o) Hate crimes;
- p) Response to mental health; and

q) Impact of body worn cameras on community and officer safety, and service complaints;

it being noted that the Strategic Priorities and Policy Committee received a communication from Councillors S. Franke and C. Rahman and Mayor J. Morgan with respect to this matter. (4.6/7/SPPC) (2024-F05A)

A handwritten signature in black ink, appearing to be 'M. Schulthess', with a stylized, cursive script.

M. Schulthess  
City Clerk  
/hw

cc: Acting City Manager



300 Dufferin Avenue

P.O. Box 5035

London, ON

N6A 4L9

Dear Colleagues,

We appreciate the commitment we've heard from the Mayor, London Police Services Board and the London Police Services to provide greater accountability and transparency on the impact of the recent budget allocation. Although Council can not direct how the London Police Service Budget is spent, we can provide feedback on the metrics we believe would help strengthen transparency and public trust. So far, we have only heard a public commitment that the Police Chief will attend a Council meeting once a year, similar to other agencies.

In light of this, we request that this letter be forwarded to the London Police Services Board on behalf of City Council for discussion and response, to ensure accountability for their budget. Some options are suggested below and are similar to our expectations for other agencies.

- **Regular Budget Reporting:** The Police Services Board should provide quarterly reports to the council detailing how the allocation of funds are being utilized to achieve the business case outcomes. These reports should include an overview of expenditures, outcomes achieved, and any challenges encountered. Annually, the budget update should include an update on officers hired from the multi-year budget and assessment growth allocations.
- **Community Engagement:** The Police Services Board should actively engage with the community to gather feedback, address concerns, and foster trust. This could involve holding regular town hall meetings, establishing advisory boards, and soliciting input from diverse stakeholders. Efforts should be made for more urban Indigenous involvement.
- **Performance Metrics:** Clear performance metrics should be established to evaluate the effectiveness of the police service in crime prevention, addressing crime, ensuring public safety, and upholding community standards. These metrics should be regularly reviewed and adjusted as needed. See potential suggested metrics below.
- **Demonstration of Community Collaboration:** Efforts should be made to work with agencies across London to identify ways to work collaboratively in the development of alternative service delivery where appropriate.
- **Monitoring and Review of the Budget:** It is our expectation that all Boards and Commissions, including the London Police Service, should have (or should develop) a regular service review process to drive value for money and seek ongoing efficiencies. Any relevant adjustments from Board and Commissions can be made during the Annual Budget Update process. The City of London itself has a successful and ongoing Service Review program that could be a model.



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By implementing these measures, we can ensure that the significant budgetary increase remains accountable to both the council and the community it serves and provides an enhanced transparency as was mentioned repeatedly at Council.

Skylar Franke  
Ward 11 City Councillor

Corrine Rahman  
Ward 7 Councillor

Josh Morgan  
Mayor

---

**Draft Motion** to forward this letter as an agenda item to the London Police Service Board to discuss and report back to Council on the planned accountability activities.

**Potential Metrics:**

Metrics as proposed by LPS in the police budget business case:

- a) Reduction in code 2 (urgent) and code 3 (non-urgent) response times
- b) Reduction in calls for service holding in que prior to being dispatched
- c) Crime Severity Index as tracked by Stats Can (available annually in July)
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- e) Increase in proactive (preventive) policing
- f) Increase in time spent on crime prevention and high-harm initiatives
- g) Increased traffic enforcement
- h) Increased police visibility
- i) Decrease in service complaints
- j) Increased community engagement
- k) Decrease in shootings
- l) Decrease in fatal motor vehicle collisions

Other potential metrics:

- m) overall call volume
- n) initiatives that address violence against women and girls
- o) hate crimes
- p) response to mental health
- q) Impact of body worn cameras on community and officer safety, and service complaints