



**THE CORPORATION OF THE TOWN OF LASALLE  
BUDGET MEETING AGENDA**

**ADDENDUM**

**Thursday, January 10, 2019, 9:30 AM &**

**Friday, January 11, 2019, 9:30 AM**

**Council Chambers, LaSalle Civic Centre, 5950 Malden Road**

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**A. DELEGATIONS**

\*Resident, Nancy Pancheshen

**B. DEPARTMENTAL 2019 BUDGET REVIEW, 2018 BUSINESS PLAN  
SCORECARD REVIEW, 2019 BUSINESS DEPARTMENTAL BUSINESS  
PLAN GOALS & OBJECTIVES, 2019 CAPITAL BUDGET REVIEW**

1. Police & Dispatch (Friday, 9:30 a.m.)

a. \*2018 Community Survey Overview



## LaSalle Police Service

1880 Normandy Avenue, LaSalle, Ontario, N9H 1S4

Phone # (519) 969 5210

Fax # (519) 969 2662

### PUBLIC MEMORANDUM

To: Mayor and Members of Council  
From: John Leontowicz, Chief of Police  
Date: January 9, 2019  
Re: Walk-On: LaSalle Police Service Budget - Addendum

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Please find attached the 2018 Community Survey Overview; there were 445 surveys completed; however, some questions, in the survey, were not applicable for that particular "call for service".



John Leontowicz  
Chief of Police

Attachment

File/h/docs/Budget/2019/

**Results**

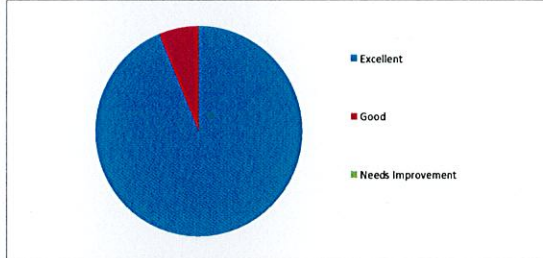
**Question 1 Results**

|                   |            |     |
|-------------------|------------|-----|
| Excellent         | 403        | 95% |
| Good              | 21         | 5%  |
| Needs Improvement | 2          | 0%  |
| <b>Total</b>      | <b>426</b> |     |



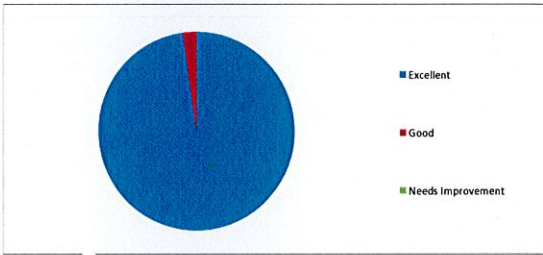
**Question 2 Results**

|                   |            |     |
|-------------------|------------|-----|
| Excellent         | 405        | 94% |
| Good              | 27         | 6%  |
| Needs Improvement | 0          | 0%  |
| <b>Total</b>      | <b>432</b> |     |



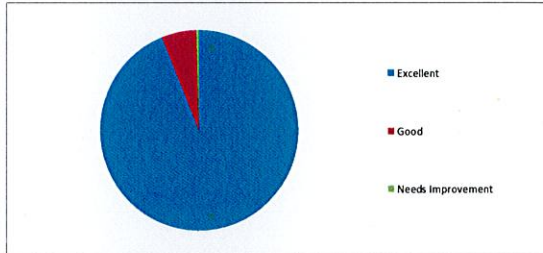
**Question 3 Results**

|                   |            |     |
|-------------------|------------|-----|
| Excellent         | 431        | 98% |
| Good              | 10         | 2%  |
| Needs Improvement | 0          | 0%  |
| <b>Total</b>      | <b>441</b> |     |



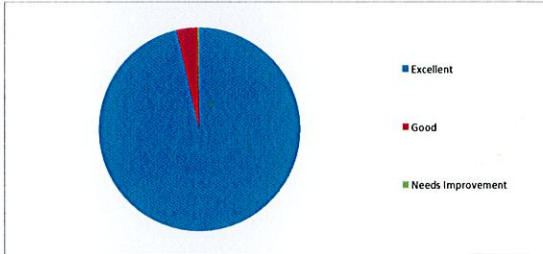
**Question 4 Results**

|                   |            |     |
|-------------------|------------|-----|
| Excellent         | 413        | 94% |
| Good              | 25         | 6%  |
| Needs Improvement | 2          | 0%  |
| <b>Total</b>      | <b>440</b> |     |



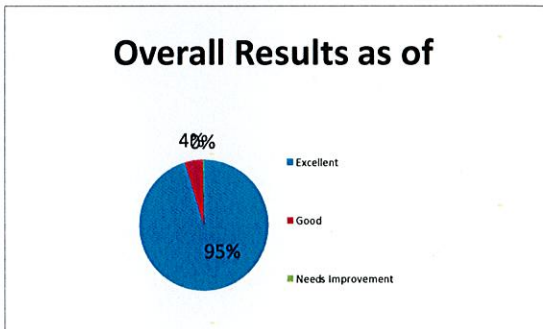
**Question 5 Results**

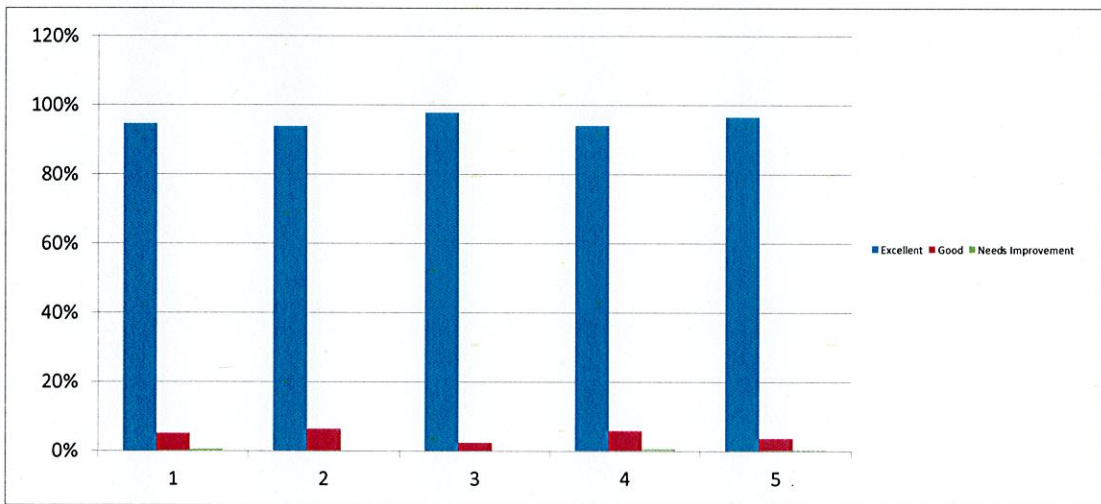
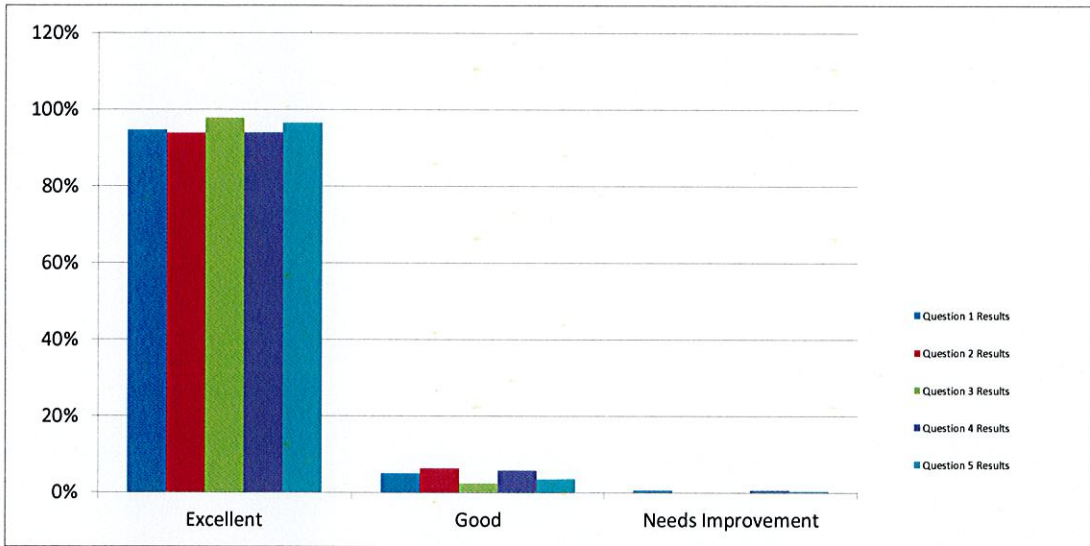
|                   |            |     |
|-------------------|------------|-----|
| Excellent         | 426        | 96% |
| Good              | 15         | 3%  |
| Needs Improvement | 1          | 0%  |
| <b>Total</b>      | <b>442</b> |     |



**Overall Results as of**

|                   |      |     |
|-------------------|------|-----|
| 2019/01/09        |      |     |
| Excellent         | 2078 | 95% |
| Good              | 98   | 4%  |
| Needs Improvement | 5    | 0%  |





This customer satisfaction survey is a service quality assessment tool that assists in evaluating and monitoring the client services provided by our members. The survey allows us to gather input and feedback from our clients on their service experience.

Officer \_\_\_\_\_

Supervisor \_\_\_\_\_

Date (d/m/y) \_\_\_\_\_

Customer \_\_\_\_\_

Phone Number \_\_\_\_\_

Occurrence Type \_\_\_\_\_

Occurrence Number \_\_\_\_\_

**Question #1:**

How would you rate the service provided by the communicator who answered your call for Service?

**Comments**

**Question #2:**

How would you rate the response time of the officer assigned to your investigation?

**Comments**

**Question #3:**

How would you rate the level of professionalism displayed by the officer with respect to your issue/complaint?

**Comments**

**Question #4:**

How would you rate the ability of the officer to resolve your issue with either follow up or crime prevention strategies regarding your complaint?

**Comments**

**Question #5:**

What is your satisfaction rating regarding the quality of service provided to you by the LaSalle Police?

**Comments**

**Question #6: Additional comments/feedback**