

Inspectorate of Policing

Zone Meeting Updates

March 2025

Agenda

1. Current Status: Public Complaints
2. Response Times
Research and Engagement
3. IOP Centre of Excellence
4. Quick Updates

Current Status: Public Complaints

- **Since April 1, 2024*, we have received 674 public complaints** in the following categories**:
 - Complaints regarding the delivery of adequate and effective policing in specific communities (22.9%);
 - Police service board member conduct (5.19%);
 - Board policy and/or chief's procedure complaints (8.60%);
 - Matters related to incidents prior to the CSPA coming into force (10.68%);
 - Disclosures of misconduct (0.89%); and,
 - Officer conduct issues (require referral to LECA) (29.37%).
- **Complaints received may be subject to different processes** or outcomes, including:
 - Subject to IoP investigations or issue-specific inspections;
 - Did not meet our mandate and screened out as no jurisdiction;
 - Referred to LECA under section 155 of the CSPA; or
 - Refusals under section 106(2) or 107(2) of the CSPA.
- Inspection Finding Reports resulting from an inspection will be posted on the IoP website.

*Complaints received are from April 1, 2024, to March 14, 2025.

**Percentages do not add to 100 as many complaints are multifaceted and fall into more than one category.

Response Times Research and Engagement

The IOP will engage with a selected municipal police services and the Ontario Provincial Police (OPP) to continue our response times research, fill in knowledge gaps and inform IOP's approach to a potential future inspection by identifying priorities and critical issues.

What?	Our goal is to gain first-hand knowledge on response times service delivery through open engagement and input of police service leaders and experts, including understanding variances in practice and process, challenges and opportunities for improvement.		
Who?	To ensure a representative perspective on police response times in Ontario, the IOP will engage large, medium, and small police services with varying populations (urban and rural) and geographic characteristics.	Durham Regional Peel Regional Niagara Regional Waterloo Regional Guelph Barrie Chatham-Kent	North Bay Owen Sound Gananoque Strathroy-Caradoc Sarnia OPP
How?	IOP team will engage with police service representatives onsite and ask questions to gather information about how services define, prioritize and measure response times for different types of calls (i.e., emergency, non-emergency), and how this information is used to inform dispatch models.		

Centre of Excellence: Current Concepts

Promoting research, collaboration and adoption of leading practices

Identify and advise on leading practices, including resources and information related to police governance and operations	Convene expertise and experience to support capacity building for police service boards and chiefs of police	Tackle common issues and identify actions to improve performance in collaboration with the policing sector	Create channels for ongoing sector input, subject matter expertise and advice on Inspectorate work
<p>Leverage Toronto Police Services Board's policy on critical points to provide IG advice on province-wide implementation.</p> <p>Continue to develop distribute IG memos to support compliance and recommend leading practice.</p> <p><i>Local knowledge for provincial benefit</i></p>	<p>Develop IOP Collaborative Advisory Model to create holistic, responsive supports for boards and chiefs that leverage peer networks and resources of the IOP, OAPSB and OACP.</p> <p><i>Provincial knowledge for local benefit</i></p>	<p>Develop and host annual IG roundtable that is issue-specific and action-oriented, with the goal of sharing research, trends, experiences and lessons learned to arrive at concrete next steps that will improve performance.</p> <p><i>Provincial/national knowledge for provincial benefit</i></p>	<p>Form Advisory Council to advise on the development and effective implementation of IOP initiatives, from research and data collection to inspections. Cross-sector membership will focus on ensuring IOP work adds the greatest value for the sector.</p> <p><i>Provincial knowledge for provincial benefit</i></p>

Share what's there



Look around corners

Quick Updates

Strategic Plan

Data Collection

Assessing A&E

POU Spotlight
Report

Questions?