



# LONDON POLICE SERVICE BOARD

“Deeds Not Words”

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**To:** Chair and Members of the London Police Service Board  
**Date:** September 19, 2024  
**Subject:** Metrics  
**Report:** 24-85

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## Board Action:

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

I am pleased to present an update on the progress of the London Police Service (LPS) in 2024, with a focus on key performance metrics and outcomes that highlight our commitment to community safety, community trust, and the effective use of resources invested by City Council. This report provides evidence of the positive impact of our efforts, demonstrating how the LPS is trending in the right direction and delivering results that enhance the safety and well-being of our community.

Since taking office in June 2023, my priority has been to ensure that the community witnesses measurable progress in all aspects of policing. Below, I have outlined key areas of improvement, supported by metrics and trends, showcasing the positive momentum we are building as a result of the hard work and dedication of every member of the London Police Service.

## 1. Community Trust: Increased Police Visibility and Engagement

**Goal:** Strengthen trust through increased police visibility in high-harm areas and enhanced community engagement.

### Police Visibility in High-Harm Areas

We have focused efforts on ensuring a strong police presence in high-risk areas, where it matters most. As of July 2024, officers have spent a total of 2,599 hours in high-harm, community-based, and property crime hotspots. This strategic deployment not only deters crime but also builds confidence among residents.

Hotspot Category	March	April	May	June	July	2024 YTD (Hours)
Community Based	0	0	30	234	217	481
High-Harm	11	20	20	149	398	598
Property Crime	280	314	339	232	355	1520
<b>Total</b>	<b>291</b>	<b>334</b>	<b>589</b>	<b>615</b>	<b>970</b>	<b>2599</b>

**Conclusion:** The investment in proactive policing is effective, with crime rates in high-risk areas showing signs of stabilization. We will continue to optimize our officer deployment based on data to maintain and improve these results.

Community Engagement Events

LPS has made significant strides in connecting with the community. As of July 2024, we have participated in over 100 community events, engaging with over 13,031 residents. This data-driven approach to community interaction ensures that we are reaching a broad spectrum of London’s diverse population.

**Conclusion:** Community engagement is at the heart of our policing efforts, and the data shows that our efforts are building trust and ensuring that LPS remains accessible and responsive to the needs of all citizens.

**2. Organizational Wellness: Decrease in Service Complaints**

**Goal:** Reduce service complaints to reflect improvements in service delivery and community satisfaction.

LPS has successfully reduced service complaints by 57% year-over-year. In 2023, we averaged 5.4 complaints per month. In 2024, this figure has dropped to 2.3 complaints per month.

	2021	2022	2023	2024 YTD
# of Service Complaints	53	44	65	16

**Conclusion:** This substantial reduction in complaints reflects our focus on improving response times, enhancing community trust, and maintaining high standards of professionalism. We are on track to achieve the lowest number of service complaints in four years, demonstrating the effectiveness of our operational improvements.

**3. Community Safety: Reduction in Crime Severity Index**

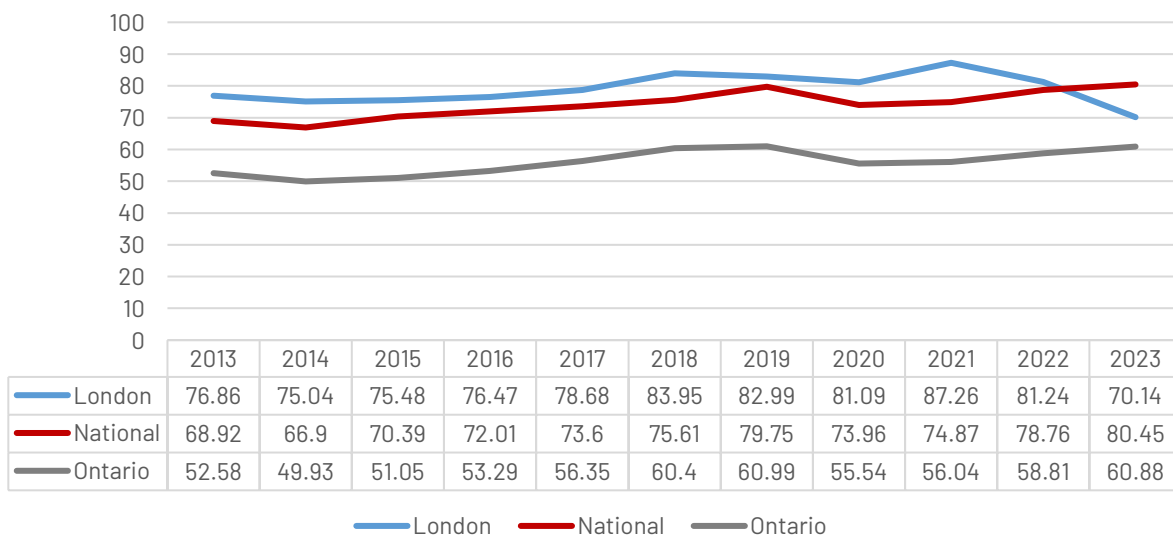
**Goal:** Achieve a reduction in the Crime Severity Index (CSI).

The Crime Severity Index, which measures both the volume and severity of crime, provides a clear picture of crime trends in London and how they compare both provincially and nationally. In 2023, London saw a 14% reduction in its Crime Severity Index, bringing it to 70.14, compared to 81.24 in 2022. This marks the first time in over a decade that London’s CSI has fallen below the national average.

London’s 14% reduction in the Crime Severity Index stands out as a significant achievement, outperforming several major Ontario cities. While Toronto experienced an 11% increase,

Hamilton saw a 5% rise, and both Ottawa and Windsor recorded a 4% increase in their CSI. Additionally, London outpaced regions such as York, which saw a 15% increase, and Peel with an 8% rise. Even Niagara, with a modest 2% decrease, did not match London’s substantial progress. This demonstrates the effectiveness of our strategies of strengthening community trust and increasing community safety.

**2013 to 2023 CSI Comparisons**  
**London, Ontario, National**  
 Source: Statistics Canada Tables: 35-10-0188-01 and 35-10-0026-01



**Conclusion:** London’s 14% decrease in CSI stands in stark contrast to both provincial and national trends, which saw increases. This success can be attributed to our targeted crime prevention strategies and community policing initiatives, proving that the investment in our police service is making a tangible difference.

**4. Response Times: Improving Efficiency**

**Goal:** Reduce response times for urgent (Priority 1) and non-urgent (Priority 2 and 3) calls. We have made notable improvements in response times, especially for Priority 1 calls, which are the most urgent. Year-to-date data for 2024 shows an improvement in Priority 1 response times, down to 9 minutes and 34 seconds from 10 minutes and 2 seconds in 2023.

Initial Dispatch Priority	2019	2020	2021	2022	2023	2024 Jan - Jul
1	0:09:14	0:09:02	0:09:12	0:09:30	0:10:02	0:09:34
2	1:57:35	2:36:23	4:32:10	6:48:13	9:45:56	9:11:11
3	9:53:16	12:52:18	16:53:49	107:54:34	132:28:47	100:28:41

**Conclusion:** We are making significant strides in improving our response to critical incidents, particularly for the most urgent cases. To build on this progress, we have planned further enhancements to our long-standing service delivery model. These changes will ensure continued improvements in response times, especially for lower-priority calls, allowing us to deliver more efficient and effective services across all incident categories.

## 5. New and Continuing Initiatives

**Goal:** Increase the number of new initiatives that address violence against women and girls, combat hate crimes, and implement alternative police responses to mental health-related calls for service.

The LPS has long been committed to addressing these critical areas. While numerous initiatives have been in place for years, the following updates highlight new initiatives launched in 2023 and 2024:

- Violence Against Women and Girls:
  - Partnership with Atlohsa Family Healing Services (2023)
  - Rights and Responsibilities Awareness Initiative (2023)
  - LPS Intimate Partner Violence (IPV) and Femicide Strategy (2024)
- Hate Crimes:
  - Wortley Pride Parade Committee (2023)
  - Prime Minister’s Special Envoy to Combat Islamophobia Committee (2023)
  - Mayoral Muslim Advisory Circle (2024)
  - LPS Multi-Faith Committee (2024)
- Alternative Responses to Mental Health Calls for Service:
  - Organization-wide completion of mandatory mental health and de-escalation training (2024)

**Conclusion:** The LPS remains dedicated in its commitment to addressing violence against women and girls, hate crimes, and mental health-related incidents. We will continue to expand upon these new initiatives, ensuring that our efforts reflect the needs of our community. Ongoing training and the development of innovative approaches will further strengthen our responses in these areas, helping to build a safer and more inclusive community.

## 6. Road Safety: Traffic Enforcement and Reduction in Fatal Collisions

**Goal:** Increase traffic enforcement and reduce road-related incidents.

As of July 2024, LPS has issued a total of 9,083 traffic tickets and warnings, already almost matching the total number for all 2023. This reflects our continued commitment to ensuring road safety and reducing dangerous driving behaviors.

Year	Warn/CNs	Tickets	Total
2019	11210	10212	21422
2020	5955	9622	15577
2021	3417	6887	10304
2022	1497	4542	6039
2023	2800	6746	9546
2024 (YTD)	3091	5992	9083

**Conclusion:** Our increased focus on traffic enforcement demonstrates our proactive approach to road safety. With more stops and warnings issued, we are committed to ensuring the safety of everyone on our roads.

**Goal:** Decrease fatal motor vehicle collisions (MVC).

The number of fatal motor vehicle collisions in 2024 shows a decline from 2023, with eight fatalities recorded by July. This reflects our focus on road safety campaigns and enforcement, though we acknowledge that each fatality is a tragic event that we are working diligently to prevent.

	2019	2020	2021	2022	2023	2024 (YTD)
# of Fatal MVC	8	12	20	11	22	8

**Conclusion:** While fatalities remain a concern, we are on track to reduce the number compared to last year, signaling the effectiveness of our ongoing commitment to road safety.

## 7. Decreasing Shootings: Reducing Gun Violence

**Goal:** Achieve a reduction in shootings across the city.

Gun violence is a key concern for public safety. Between 2019 and 2023, shootings fluctuated, peaking at 28 incidents in 2021. However, in 2024, we have made significant progress, with only 4 shootings reported year-to-date, a dramatic 85% reduction compared to the previous year.

	2019	2020	2021	2022	2023	2024 (YTD)
# of Shootings	12	14	28	24	27	4

**Conclusion:** This significant reduction in shootings in 2024 is a clear indicator of the success of our targeted strategies, including increased police visibility, community partnerships, and focused enforcement efforts.

### Conclusion and Outlook

The data and metrics presented in this report clearly demonstrate that the London Police Service is making substantial progress in enhancing public safety and community trust. The investment from city council into the police budget is yielding measurable, positive results, and our service is trending in the right direction across key performance areas.

As we continue to prioritize community engagement, proactive policing, strategic initiatives and partnerships, I am confident that we will build on these successes and ensure that London remains a safe and thriving community for all its residents.

SUBMITTED BY: Thai Truong, Chief of Police