



LONDON POLICE SERVICE

REPORT TO THE LONDON POLICE SERVICE BOARD

BOARD MEETING DATE: May 15, 2025

BOARD REPORT #: 2505EA01

MEETING: Open

TO: Chair and Members of the London Police Service Board

FROM: Thai Truong, Chief of Police

SUBJECT: **2024 Organizational Performance Metrics (Year 1 of 4)**

PURPOSE: Update / Information Purposes Only

RECOMMENDATION:

THAT the London Police Service Board receives this report for its information.

SUMMARY:

I am pleased to report on the significant and measurable progress of the London Police Service (LPS) in 2024. This report outlines key performance metrics and outcomes that reflect our commitment to community trust, organizational wellness and community safety, and the effective use of resources invested by the Police Service Board and City Council.

Since my appointment in June 2023 and after City Council approved the 2024-2027 multi-year police budget, only just one year ago, the LPS has been focused on delivering tangible results. What is outlined in this report is not just a strategy, but the path that every member of the London Police Service is walking. They are putting in the hard work and showing the dedication necessary to ensure that every area of our service progresses forward.

I am proud to share key highlights of advancement with metrics and trends that are moving in favour of community trust and safety.

- 14% reduction in Crime Severity Index (CSI), the largest reported decline in Canada.
- Improvements in all emergency and non-emergency police response times.
- 45% reduction in fatal motor vehicle collisions.
- 48% reduction in shootings (gun violence incidents).

PERFORMANCE METRICS:

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

In 2024, the LPS focused significant resources on enhancing officer visibility in identified “hotspot” areas. These were categorized as:

- Community-Based: Identified through complaints or concerns from residents and stakeholders.
- High-Harm: Defined by frequency, severity, and patterns of violent crime.
- Property Crime: Defined by data on property-related offences.

Over the course of the year, officers spent a total of 13,401 hours in identified hotspot areas, across 18,377 visits of 12 minutes or more. This growing presence underscores our focus on visibility and responsiveness in areas experiencing higher levels of risk.

Resource Time (Hours)

Hotspot Category	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024
Community Based	0	0	34	288	264	369	312	430	394	424	2,515
High-Harm	14	40	31	205	531	653	820	885	1,072	1,159	5,410
Property Crime	336	390	475	325	488	611	748	828	629	646	5,476
Total	350	430	540	818	1,283	1,633	1,880	2,143	2,095	2,229	13,401

Visits

Hotspot Category	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	2024
Community Based	0	0	47	374	385	463	382	561	572	593	3,377
High-Harm	31	47	30	204	663	883	1,066	1,225	1,472	1,588	7,209
Property Crime	497	576	581	430	653	839	966	1,207	1,014	1,028	7,791
Total	528	623	658	1,008	1,701	2,185	2,414	2,993	3,058	3,209	18,377

Conclusion: The investment in hotspot policing is contributing to increased officer presence in high-priority areas, with data showing a consistent rise in time spent and visits to these locations. We will continue to refine our deployment strategies using a data-driven approach, ensuring that officer presence aligns with areas of greatest need and community concern.

Community Engagement Events

LPS has made significant strides in connecting with the community. In 2024, we participated in 217 community events, engaging with over 27,203 residents – a record level of community interaction. 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.

ORGANIZATIONAL WELLNESS: Decrease in Service Complaints

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

In 2024, service complaints decreased by 43%, falling from 65 in 2023 to 37.

Of these:

- 18 complaints were related to incidents occurring before April 1, 2024.
- 19 complaints were submitted to the new Inspectorate of Policing (IOP), established under the *Community Safety and Policing Act*.

	2021	2022	2023	2024
# of Service Complaints	53	44	65	37

Conclusion: This 43% reduction in service complaints from 2023 reflects our focus on improving response times, enhancing community trust, and maintaining high standards of professionalism.

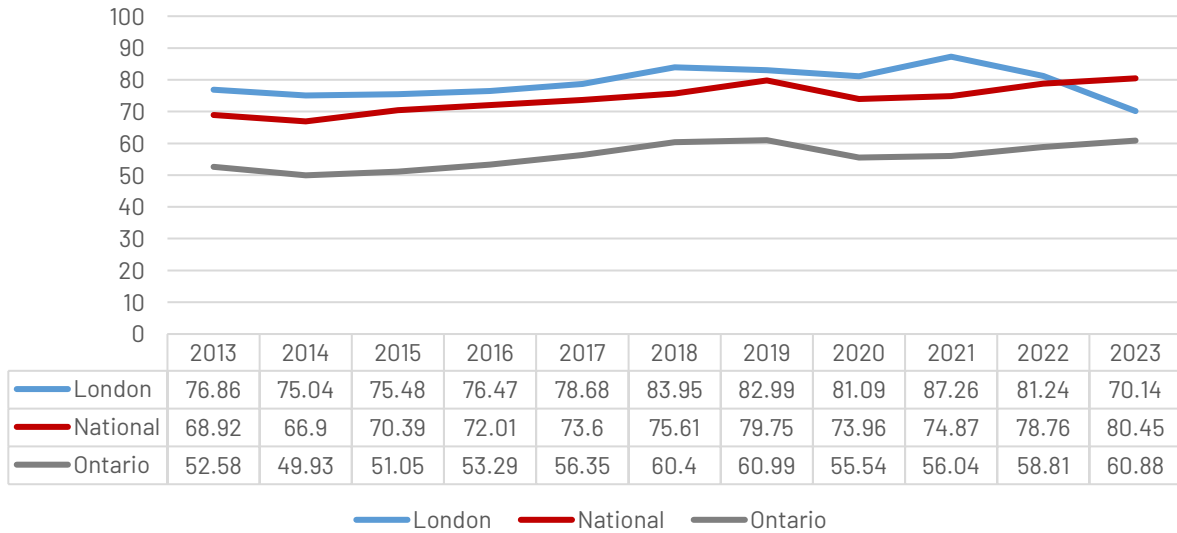
COMMUNITY SAFETY: Reduction in Crime Severity Index

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.

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. Data for 2024 shows an improvement in Priority 1 response times, down to 9 minutes and 36 seconds from 10 minutes and 2 seconds in 2023.

Initial Dispatch Priority	2019	2020	2021	2022	2023	2024
1	0:09:14	0:09:02	0:09:12	0:09:30	0:10:02	0:09:36
2	1:57:35	2:36:23	4:32:10	6:48:13	9:45:56	9:12:15
3	9:53:16	12:52:18	16:53:49	107:54:34	132:28:47	81:47:45

Response Time (Received to First at Scene) – 90th Percentile (90% were less than) H:MM:SS

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.

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)
 - Community Table for Prevention of Femicide (2024)
 - IPV Presentations – IPVU members present on domestic violence to hospital staff and community groups, including the Muslim Resource Centre (2024)
 - 24-hour investigative coverage for gender-based violence investigations (2024 partial rollout)

- 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)
 - Crisis Call Diversion – CMHA members embedded in LPS to handle mental health-related calls (2024)
 - COAST Youth Team – Collaborative mental health and addiction support team offering crisis prevention and intervention for youth (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.

ROAD SAFETY: Traffic Enforcement and Reduction in Fatal Collisions

Goal: Increase traffic enforcement and reduce road-related incidents. In 2024, the LPS issued a total of 14,620 traffic tickets and warnings. This reflects our continued commitment to ensuring road safety and reducing dangerous driving behaviors.

Year	Warn/CNs	Tickets	Total
2019	11,210	10,212	21,422
2020	5,955	9,622	15,577
2021	3,417	6,887	10,304
2022	1,497	4,542	6,039
2023	2,800	6,746	9,546
2024	4,981	9,639	14,620

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 motor vehicle fatalities.

The number of fatal motor vehicle fatalities in 2024 shows a decline from 2023, with 12 recorded by the end of the year. 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
# of Fatalities	8	12	20	11	22	12

Conclusion: While fatalities remain a concern, we have successfully reduced deaths on our roads by 45% compared to the year prior, signaling the effectiveness of our ongoing commitment to road safety.

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 14 reported shootings, a dramatic reduction compared to the previous year.

	2019	2020	2021	2022	2023	2024
# of Shootings	12	14	28	24	27	14

Conclusion: This 48% 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.