



LONDON POLICE SERVICE

REPORT TO THE LONDON POLICE SERVICE BOARD

BOARD MEETING DATE: November 24, 2025
BOARD REPORT #: 2511EA03
MEETING: Open
CSPA SECTION: N/A

TO: Chair and Members of the London Police Service Board
FROM: Thai Truong, Chief of Police
SUBJECT: **2025 Interim Report (Jan 1 to Oct 31) Organizational Performance Metrics**
PURPOSE: Update / Information Purposes Only

RECOMMENDATION:

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

SUMMARY:

This report provides an overview of the London Police Service's (LPS) performance from January 1 to October 31, 2025. It presents progress made toward our strategic goals of enhancing Community Trust, Organizational Wellness, and Community Safety, while ensuring accountability.

Since the approval of the 2024–2027 multi-year police budget, the LPS has remained focused on delivering tangible outcomes. The data presented reflects continued improvement across key performance areas, reinforcing that our Service is on a positive trajectory built on collaboration, innovation, and accountability.

Highlights of 2025 (YTD) Performance:

- 6.9% reduction in the Crime Severity Index (CSI), marking the second consecutive annual decline.
- Continued improvement in emergency response times, particularly for Priority 1 and 3 calls.
- Record levels of police visibility and community engagement, with over 45,000 residents reached.
- Sustained decrease in service complaints, on track for the lowest level in four years.
- Continued success in traffic enforcement and reduction in motor vehicle fatalities.

These achievements reflect the professionalism and dedication of every member of the London Police Service and the Senior Leadership Team in maintaining public confidence and organizational credibility.

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 2025, officers continued to focus resources on enhancing officer visibility in identified “hotspot” areas. The hot spots are categorized as:

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

From January to October 31, 2025, officers spent a total of 16,473.7 hours in identified hotspot areas, a 23% increase compared to the 13,401 hours recorded over the entire previous year. This growing presence demonstrates our continued focus on visibility, responsiveness, and proactive engagement in areas experiencing higher levels of risk.

Hotspot Category	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	2025 YTD
Community Based	555.0	185.2	181.3	135.4	174.3	152.4	131.4	160.3	157.8	193.8	2026.9
High-Harm	1115.7	1009.9	930.1	984.1	1010.7	842.6	796.0	365.0	374.9	344.4	7773.4
Property Crime	729.5	611.7	676.9	609.3	690.6	648.6	606.5	662.0	708.4	729.9	6673.4
Total	2400.2	1806.8	1788.3	1728.8	1875.6	1643.6	1533.9	1187.3	1241.1	1268.1	16473.7

Conclusion: Increased visibility continues to be a cornerstone of our proactive strategy. Deployment data confirms our focus on evidence-based policing and responsiveness to community concerns.

Community Engagement Events

Through a continued commitment to engagement, LPS members have made measurable progress in fostering meaningful connections across the community. Between January 1 and October 31, 2025, members participated in more than 250 community events, engaging with over 45,000 residents. This represents a substantial increase from 217 events and 27,203 residents reached during all of 2024, a growth of 15% in events and 65% in total community interactions. This sustained upward trend shows our members’ dedication to building trust and accessibility through authentic, data-informed engagement with London’s diverse population.

Conclusion: Community engagement is a central component of our policing strategy, and the data indicates that our members are strengthening public trust and supporting LPS’s commitment to accessibility and responsiveness for all community members.

ORGANIZATIONAL WELLNESS: Reduction in Service Complaints

Goal: Reduce service complaints through improved service delivery and professionalism.

As of October 31, 2025, the London Police Service has received nine service complaints, a continued decline from 37 complaints in 2024. The Inspectorate of Policing (IOP) now oversees

all public complaints regarding police services under the *Community Safety and Policing Act*. Upon receipt, the IOP assesses jurisdiction, determines whether an investigation will be retained, and notifies the Service of any matters under review. To date, the IOP has retained six investigations, while three additional complaints were received and are being addressed by the LPS Professional Standards Branch.

This reduction in complaints reflects the continued professionalism of our members, improvements in service delivery, and our ongoing commitment to maintaining public confidence and accountability.

	2021	2022	2023	2024	2025 YTD
# of Service Complaints	53	44	65	37	9

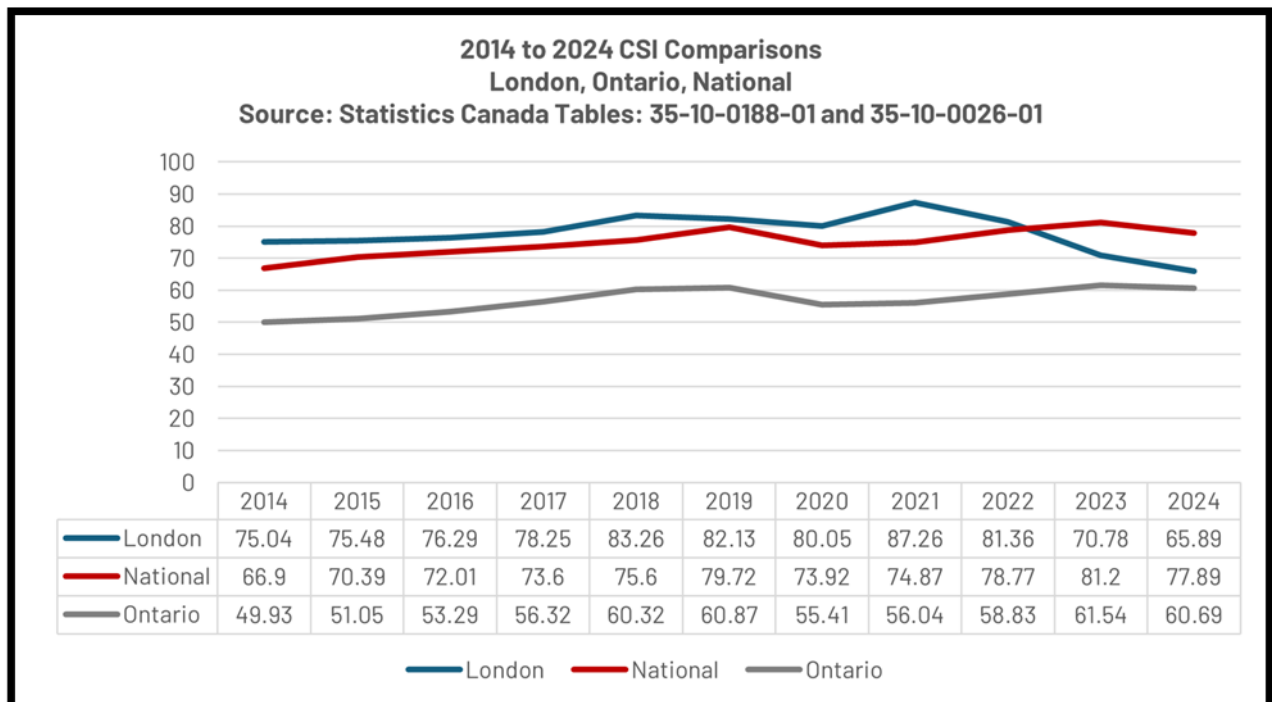
Conclusion: The continued reduction in complaints demonstrates our dedication to prompt responses, enhanced community confidence, and consistently high professional standards. We are on track to achieve the lowest level of service complaints in four years, reflecting the effectiveness of our operational improvements.

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, we reported a 14% reduction in the Crime Severity Index. At 65.89, London’s CSI for 2024 has dropped a further 6.9% and remains below the national average for a second year.

Among Ontario’s largest police services, London achieved the third-largest reduction in CSI.



Conclusion: These results reinforce that our investment in data-driven crime prevention, visibility, and targeted enforcement is delivering measurable progress in community safety.

RESPONSE TIMES: Improving Efficiency

Goal: Reduce response times for urgent (Priority 1) and non-urgent (Priority 2 and 3) calls.

Year-to-date data for 2025 shows continued progress in response times, with notable improvement in Priority 1 and Priority 3 calls compared to the full 2024 year.

At the 90th percentile (meaning 90% of calls were handled within this time), Priority 1 response improved to 9 minutes and 1 second, down from 9 minutes and 36 seconds in 2024.

The most significant improvement was observed in Priority 3 calls, which decreased from 81 hours and 47 minutes to 41 hours and 54 minutes, reflecting ongoing efforts to manage lower priority calls more efficiently through optimized deployment and resource allocation.

While Priority 2 response times saw a modest increase to 9 hours and 30 minutes from 9 hours and 12 minutes in 2024, this variance is attributed to increased call volume, call complexity, and the prioritization of higher-risk incidents.

Response Times - Complete years 2020 to 2024 and YTD 2025

Initial Dispatch Priority	2020	2021	2022	2023	2024	2025 YTD
1	0:09:02	0:09:12	0:09:30	0:10:02	0:09:36	0:09:01
2	2:36:23	4:32:10	6:48:13	9:45:56	9:12:15	9:30:42
3	12:52:18	16:53:49	107:54:34	132:28:47	81:47:45	41:54:00

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

Conclusion: The London Police Service continues to make measurable progress in improving response to critical incidents, particularly those of highest urgency. Ongoing enhancements to our service delivery model—including deployment adjustments, technology-driven dispatch improvements, and the use of evidence-based resource allocation—are designed to sustain these gains. Our goal remains clear: to ensure timely, effective, and high-quality responses across all call categories, balancing community safety with operational efficiency.

ROAD SAFETY: Traffic Enforcement and Reduction in Fatal Collisions

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

So far in 2025, the LPS has issued more traffic tickets than in the entire 2024 calendar year. 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
2025 YTD	4,788	9,918	14,706

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.

As of October 31, 2025, 10 fatal motor vehicle collisions have been recorded, compared to 12 for the entire year in 2024, reflecting a 17% reduction year-over-year. This improvement two years in a row, demonstrates the continued effectiveness of targeted enforcement, increased officer presence in high-collision areas, and sustained road safety campaigns aimed at reducing impaired, distracted, and aggressive driving.

	2020	2021	2022	2023	2024	2025 YTD
# of Fatalities	12	20	11	22	12	10

Conclusion: Increased enforcement and focused education campaigns continue to yield improved outcomes. Seasonal factors may influence year-end totals, but the downward trend remains encouraging.

DECREASING SHOOTINGS: Reducing Gun Violence

Goal: Achieve a reduction in shootings across the city.

As of October 31, 2025, there have been 21 shootings, compared to 14 in all of 2024. Although this represents an increase, the total remains below peak years (2021–2023). Investigative analysis indicates that the majority of incidents are targeted, with no known ongoing risk to public safety.

	2020	2021	2022	2023	2024	2025 YTD
# of Shootings	14	28	24	27	14	21

Conclusion: The LPS continues to prioritize gun violence reduction through enhanced intelligence-sharing, community partnerships, and enforcement operations. We remain committed to sustained collaboration with provincial and federal partners to prevent firearm-related violence.

CONCLUSION AND OUTLOOK:

The data presented in this interim report reflects ongoing progress in our collective effort to enhance community safety and trust. The results demonstrate the value of strategic investment, strong leadership, and the dedication of our members.

As Chief, I recognize that success is not defined by one metric but by the consistent pursuit of improvement. Our Executive Command Team and Senior Leadership Team bear a significant responsibility, to lead by example, strengthen credibility, and safeguard the reputation of our organization. We are committed to ensuring that every action taken reflects our values of service, integrity, and accountability.

A comprehensive annual performance report for 2025 will be presented to the Board early next year.