

LONDON POLICE SERVICE

2025

ANNUAL REPORT





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INTRODUCTION

This report showcases a year of action, progress, and dedication to ensuring the safety of Londoners, including upgrading emergency response systems, implementing specialized policing initiatives, addressing identified community safety concerns, and enhancing community partnerships.

MISSION, VISION, VALUES

Mission

To ensure the safety and well-being of London's communities.

Vision

To be a leader in community safety.

Values

Professionalism
Integrity
Compassion
Courage
Community



LAND ACKNOWLEDGEMENT

We acknowledge that the London Police Service is on the traditional territory of the Anishinaabek, Haudenosaunee, Lūnaapéewak and Attawandaron Nations, on lands connected with many treaties such as the Dish with One Spoon Covenant Wampum. We also acknowledge our neighbouring Indigenous communities: the Chippewas of the Thames, Oneida Nation of the Thames and the Munsee-Delaware Nation who continue to be sovereign Nations and who continue to thrive with their own unique languages, cultures, and ceremonies. It is our responsibility as a public institution to contribute toward Truth and Reconciliation by working together respectfully with Indigenous communities through learning and rebuilding positive community services.

A MESSAGE FROM THE CHAIR

Welcome to the London Police Service Board's 2025 Annual Report for the London Police Service. Twenty twenty-five was a defining year.

The Board and Service built on the significant transformation achieved in 2023 and 2024, advancing meaningful progress in improving the safety and livability of the City of London. Key safety outcomes and performance metrics over the year reflect a sustained reduction in crime and a measurable increase in public trust in policing.

Throughout the year, the Board strengthened its civilian governance mandate in ensuring adequate and effective policing. This included a strong focus on accountability structures, leadership stability, and the development of an independent identity as the oversight body for the LPS.

Guided by our commitment to delivering a Safer City Now to Londoners, the Board advanced its work in governance, financial stewardship, policy development, and proactive communication. With the Community Safety and Policing Act, 2019 (CSPA) now fully in place, the Board's efforts have focused on legislative alignment, reinforced oversight, and positioning the service to meet evolving community needs.



THANK YOU TO THE MEMBERSHIP

The Board extends its appreciation to Chief Truong and the Executive Command Team for their leadership, and to all sworn and civilian members of the London Police Service for their dedication. Each one of you has contributed to the positive changes we have seen in how policing is delivered, through remarkable, life-saving work. The progress made in 2025 reflects what is possible when oversight and operations align towards a shared purpose.

The Board will continue to support your efforts and advocate for the resources needed to ensure your well-being and to deliver effective policing in London.

2025 YEAR AT A GLANCE: THE WORK OF THE BOARD

Reflecting on the past year, the Board has undertaken several initiatives, including:

Securing Long-Term Leadership Stability

In 2025, the Board extended Chief Thai Truong's contract to December 31, 2031, demonstrating confidence in his leadership and ensuring ongoing progress in crime reduction, police response, member wellness, and community policing. Contracts for Deputy Chiefs Paul Bastien and Treena MacSween were also extended to ensure continuity. An external Organizational Review by MNP led to the creation of the Chief Administrative Officer and General Counsel roles, with Roger Ramkissoo and Ali Chahbar appointed following a national search. Stephanie Johanssen's role was elevated from Board Executive Director to Chief Governance Officer, further strengthening our governance capacity.

Board Identity and Independence

In 2025, the Board established an independent public presence. A new visual identity and a distinctive logo were introduced, and a dedicated website, lpsb.ca, was launched on June 19th, 2025, to improve transparency, public engagement, and information dissemination. The Board office was relocated to a separate, dedicated space, strengthening the Board's independence in governance and increasing public accessibility. These changes underscore our commitment to functioning as a transparent, accountable, and approachable civilian oversight body.

Strategic Planning

A gap analysis of the 2024–2027 Strategic Plan was conducted to identify clearer alignment with the CSPA. The Board resolved to develop a new 2027–2030 Strategic Plan with extensive community engagement. An external firm is leading this process, which includes focus groups, community forums, a general population survey, targeted correspondence with key stakeholders, and interviews with membership representatives.

Policies and Legislative Compliance

The Board continued its commitment to aligning with Inspector General's standards and governance best practice by adopting new policies on Section 81 Reporting, Fundraising and Sponsorship, and Critical Points. A Board Diversity Plan was developed and approved under section 37(1)(e) of the CSPA, establishing expectations for the Service's operational EDI plan and reflecting the Board's dedication to building a Service that reflects London's diversity. In furthering its ongoing commitment to good governance, the Board also engaged with the Inspectorate of Policing to ensure alignment with legislative and oversight expectations relating to Board policies and procedures.

Budget and Financial Oversight

The Board balanced fiscal responsibility with commitment to effective public safety. In response to the City Council's request for efficiencies, an internal review was conducted, and the results were submitted to the City's Budget Committee. The Board approved a revised target for the LPS reserve fund, set at four to six percent of the Service's net operating budget. After a special Budget meeting in September, the Board approved a one-time \$1.5 million drawdown to reduce the tax levy burden, achieving cost reduction without compromising service delivery. This marked the Board's first dedicated budget meeting, reinforcing transparency in financial oversight.

Governance

The Board members underwent foundational governance training that emphasized legislated responsibilities, strategic oversight, and best practices in police governance. In June 2025, the Board presented at the OAPSB Spring Conference, highlighting the positive impacts of advocating for the necessary resources to ensure effective policing and demonstrating how Board decisions and leadership alignment result in measurable safety outcomes. The Board also participated in the 2025 OAPSB Fall Labour Conference, focusing on enhancing bargaining outcomes within Ontario's policing sector.

Employee Wellbeing and Community

The Board initiated an externally-led internal employee survey centred on wellbeing, morale, and leadership efficacy, with results expected to inform next steps throughout 2026. The Board proudly supported the inaugural Chief's Gala in London, which raised over \$200,000 for Youth Opportunities Unlimited and the Canadian Mental Health Association Thames Valley, underscoring the Service's strong ties to the community. The Board awarded scholarships around youth education and career development that recognized leadership, community involvement and academic excellence. These included the Youth in Policing Scholarship, the Lewis Coray Trailblazer Sponsorship Award, the Fanshawe College Award, and the Western University Award.

LPS BOARD: OVERVIEW

The LPS Board (the “Board”) is the civilian governance body responsible for overseeing the LPS (the “Service”). Its primary role is to ensure the delivery of adequate and effective policing in the City of London, in a way that is responsive to community needs. It does this by setting the strategic direction, establishing policies, approving the operating and capital budget submissions, and appointing and overseeing the Chief of Police.

On April 1, 2024, the Community Safety and Policing Act, 2019 (CSPA) came into effect, strengthening the Board’s governance responsibilities. The legislation emphasizes community safety, enhanced oversight, the modernization of policing, and consistent provincial standards. The CSPA also established the role of the Inspector General of Policing to uphold compliance with policing laws, ensure police board accountability, and support the delivery of high-quality policing services. Inspector General Ryan Teschner, supported by the staff at the Inspectorate of Policing, plays a vital role in building public trust and fostering effective policing.

As part of the CSPA’s accountability framework and commitment to transparency, the Board is required to publish an annual report outlining policing outcomes, Board activities, and progress against strategic priorities. This Annual Report fulfills this responsibility.

Sincerely,



Ryan Gauss,
Chair, LPS Board



Board Members at the Time of Publication: Jeffery Lang, Mike Wallace, Nancy Branscombe, Ryan Gauss, Susan Stevenson, Josh Morgan, and Steve Lehman.



LONDON POLICE





A MESSAGE FROM THE CHIEF

I am proud to present the 2025 Annual Report for the London Police Service.

This past year reflects meaningful progress, strong partnerships, and our continued commitment to the safety and well-being of the people we serve. Building on the momentum of 2024, our service remained focused on delivering responsive, modern, and compassionate policing grounded in trust, accountability, and service.

Our sworn officers and police professionals continue to demonstrate exceptional dedication in an increasingly complex policing environment. Every call for service, every interaction, and every investigation reflects their professionalism and their commitment to keeping our community safe. I am deeply proud of the work they do each and every day.

In 2025, we strengthened our operational effectiveness through strategic investments in our people, technology, and service delivery. We saw continued improvements in response times and service delivery, while maintaining a clear focus on reducing harm, strengthening public trust, and enhancing community safety. These outcomes reflect the collective efforts of our members and our ongoing commitment to delivering results that matter.

Our work continues to be guided by a simple but important principle: public safety is built on relationships. Through meaningful engagement, collaboration, and partnership, we have continued to strengthen connections across our city so that people feel not only safe, but also supported, heard, and respected.

We remain equally committed to supporting our members. Policing is demanding work, and investing in the wellness, development, and leadership of our people is essential to sustaining a strong and effective service. When we support our members, they are better equipped to serve the community with professionalism, courage, and compassion.

I also want to acknowledge the important role of the LPS Board. I have respect for the responsibility the Board carries in providing governance, oversight, and stewardship on behalf of the public. Their commitment to accountability, public service, and the continued advancement of this organization is important, and I am grateful for their support and partnership.

On a personal note, my belief in policing as a service to others continues to guide my leadership. It is a responsibility rooted in humility, empathy, and trust. I remain grateful for the opportunity to serve alongside such dedicated professionals and in partnership with a community that continues to place its trust in us.

I would like to extend my sincere thanks to the LPS Board, our Deputy Chiefs, our Senior Leadership Team, and all members of the service for their continued dedication. To our community partners and the residents of London, thank you for your trust, your collaboration, and your shared commitment to building a safer city.

Together, we will ensure the safety and well-being of our community.

Sincerely,

A stylized, handwritten signature in black ink, appearing to be the initials 'Z' or 'T' with a flourish.

Chief Thai Truong



BY THE NUMBERS

65.89 CRIME SEVERITY INDEX

↓ 6.9% decrease

Second consecutive annual decline, driven by reductions in violent (-7.8%) and non-violent crime (-6.4%).

379 COMMUNITY ENGAGEMENT EVENTS

51,246 citizens engaged

↑ 88% increase, supporting stronger relationships between police and Londoners.

238,293 9-1-1 CALLS ANSWERED

67,843 citizen-initiated 911 calls required police services, and 46,714 calls resulted in uniformed officers being dispatched.

34,000+ TARGETED PATROL VISITS

22,000+ officer hours, focused on hotspot locations, reinforcing visible response to neighbourhood concerns.

01 **COMMUNITY SAFETY AND SPECIALIZED INVESTIGATIONS**

Each day, we focus on responding to calls for service and supporting community safety. By using data and evidence to guide our work, building strong partnerships, and conducting specialized criminal investigations, the LPS is working to reduce crime, support victims, and help keep neighbourhoods safe across the city.





CRIME IN LONDON

To support informed decision-making and effective policing, the LPS monitors crime data and clearance rates continuously to identify public safety trends and evaluate service delivery.

Crime Trends and Clearance Rates

Historical trend analysis from 2022 to 2024 shows a consistent decline in overall Criminal Code cases, which decreased from 28,767 to 27,093 (-5.8%), with property crime seeing the most significant drop, nearly 12%. Over the same period, violent crime clearance rates improved significantly, rising from 52.8% to 62.0%, and property crime clearance rates also increased notably (13.7% to 17.1%).

Crime Statistics and Clearance Rates				
	2022	2023	2024	3 Year Avg
Total Criminal Code Cases	28,767	27,487	27,093	27,782
Total Violent Crimes	5,103	5,003	5,028	5,045
Violent Crimes Clearance Rate	52.80%	58.40%	62.00%	57.70%
Total Property Crimes	19,239	17,708	16,946	17,964
Property Crimes Clearance Rate	13.70%	14.90%	17.10%	15.20%
Youth Charged	257	381	498	379
Adults Charged	5,672	6,446	6,999	6,372



Crime Severity Index Analysis

The most recent available Statistics Canada, Crime Severity Index (CSI) data (2024) demonstrated a 6.9% decrease. This marks the second straight annual decline, with reductions in both violent and non-violent crime categories. While many factors can influence crime trends, these results align with ongoing efforts by frontline officers, investigators, and community partners to support public safety and community well-being.

2024 Crime Severity Index Overview: London vs. Ontario and Canada			
	LONDON	ONTARIO	CANADA
Crime severity index	65.89 (-6.91%)	60.69 (-1.38%)	77.89 (-4.08%)
Violent crime severity index	81.84 (-7.79%)	81.28 (1.88%)	99.87 (-1.04%)
Non-violent crime severity index	60.07 (-6.43%)	52.97 (-3.29%)	69.76 (5.73%)

Overall, crime trends in 2025 show continued progress in reducing serious offences, alongside areas where increased reporting highlights the need for ongoing attention to certain crime types.

- **Homicide:** London recorded five homicides in 2025, the lowest since 2019, which may reflect the impact of targeted enforcement, prevention efforts, and collaborative community safety initiatives.
- **Robbery and property crime:** Both continued to decline, with carjackings down 67% since 2021, suggesting positive trends in reducing violence and property offences.
- **Sexual assault:** Reports increased, suggesting greater victim confidence and reduced stigma.
- **Break and enter:** Incidents rose slightly compared to 2024 but remain 40% below the 2021 peak.

Criminal Code Offences By Type

CRIME TYPE	2025 TOTAL
Attempted Homicide	5
Homicide	5
Shooting	32
Abduction/Kidnapping/Forcible Confinement	80
Child Pornography	229
Criminal Harassment	288
Robbery	288
Threats	605
Sexual Assault	616
Motor Vehicle Theft	815
Break & Enter	1,064
Property Damage	2,313
Fraud	2,458
Assault	2,482
Other Criminal Code	6,333
Theft	11,432
Total Criminal Code Offences	29,045

Counts for selected 2025 offence types are based on internal police-reported data at the time the statistics were prepared.



CRIME PREVENTION

Crime prevention remains a core focus of the LPS, supported by proactive policing, strong community partnerships, and data-driven strategies. Alongside police-led prevention work, we support community-led crime prevention, by working with community groups who lead initiatives to identify local safety concerns and assist by providing information, resources, and connections.

Crime Stoppers

London-Middlesex Crime Stoppers empowers residents to anonymously report crime, playing a crucial role in community safety alongside police and media partners.

2025 Crime Stoppers Impact:

- 1,415 tips received
- 37 charges laid
- 14 arrests made
- 27 cases cleared
- \$86,624 in property recovered
- \$20,560 worth of narcotics seized
- 2 weapons seized
- 3 vehicles seized

By reporting safely and anonymously, residents help to support crime reduction and community safety.

Supporting Community-Led Safety Awareness

We team up with community groups to share helpful crime prevention info and everyday safety tips—tailored to what matters most to each community. These efforts are community-led, and our role is to support by sharing trusted resources, answering questions, and helping connect people with the right ways to report concerns and access support.

The community groups include:

- Jewish London
 - Hindu Legacy
 - Guru Nanak Mission Society
 - Muslim Resource Centre for Social Support Integration (MRCSSI)
 - London Muslim Mosque
 - Wortley Pride Committee
-

Business Improvement Areas

Business Improvement Areas (BIAs) support London's local economy by helping create safe, welcoming, and active business districts. Working closely with BIAs allows police to address safety issues, prevent crime, and support local businesses so these areas remain safe and appealing to the community. In 2025, the LPS worked with several BIAs by attending meetings, sharing police related updates, and keeping regular contact with BIA leaders. This work also included taking part in multi-agency task forces and community meetings, showing an ongoing commitment to teamwork, information sharing, and improving safety in London's business areas.

National Retail Crime Taskforce

The National Retail Crime Taskforce is a retail and community-led collaboration that brings together retailers, police services, and justice and government partners to share information, spot trends, and reduce organized retail crime. The LPS supports the work by participating as a partner—sharing intelligence and coordinating prevention and targeted enforcement efforts with retail stakeholders.

Rights and Responsibilities Awareness Initiative

This initiative promotes community safety by raising awareness of residents' rights and responsibilities, including practical topics like online safety. The LPS supports this work through ongoing public education partnerships; a key past achievement was the "Together Against Online Crime" awareness video produced in partnership with Western University.

National Fraud Prevention Month

Every year, the LPS acknowledges National Fraud Prevention Month with initiatives to raise awareness and empower residents to protect themselves from scams.

In 2025, officers held workshops at schools, senior centres, and LPS Headquarters to share fraud trends and prevention tips, using victim stories and scam tactics to help residents spot fraud and promote reporting, enhancing community safety.

In all, the Financial Crime Unit delivered 33 community presentations, engaging nearly 1,600 community members.

Project LEARN

Project LEARN (Liquor Enforcement and Reduction of Noise) is a community safety program led by the LPS in partnership with local post-secondary institutions to promote safe back-to-school environments through education, engagement, and enforcement. Project LEARN addresses issues including excessive noise, behaviours that negatively affect property standards, and quality of life. The initiative encourages responsible behavior within the student population and positive relations between it and year-round residents of London's neighbourhoods.

Over the course of 15 Project LEARN shifts, the following were recorded:

- Liquor-related warnings: 134
- Noise-related warnings: 62
- Nuisance party tickets: 34

Youth in Policing Initiative

The Youth in Policing Initiative (YIPI), funded by the Ministry of Children, Community and Social Services, offers paid summer employment for youth aged 15-18 in police-led programming designed to foster personal growth, skills development, and community involvement. Launched in 2006, YIPI focuses on three pillars: personal development, professional skills, and community engagement to strengthen ties between youth, police, and the community.

In 2025, the program expanded to 30 positions due to its success and community interest. Participants took part in leadership and community activities, including summer camps, events at Parkwood Veterans' Care, and regional initiatives like the YIPI Olympics. The program also provided skill-building through public speaking, scenario-based training, and team activities.

With 56% of participants identifying as BIPOC (Black, Indigenous, and People of Color), the initiative promotes a safe, inclusive, and culturally responsive space. Partnerships supported youth health and resilience, including training in fitness and CrossFit through Team HYBRID Training Centre.

The London Justice Centre for Youth supports young people who are involved in, or at risk of involvement with, the justice system by providing access to legal resources, counselling, and mentorship. Through strong partnerships with community organizations, the centre focuses on rehabilitation, restorative justice, and positive youth development, helping young people address underlying challenges and make constructive choices.

"The London Justice Centre is a powerful example of what can be achieved when police and justice partners come together with a shared goal: to build safer, healthier communities. By connecting young adults to meaningful support early on, we can interrupt cycles of harm and reduce repeat interactions with police. London Police Service is proud to collaborate with the Centre to deliver accountability, compassion and lasting impact."

- Thai Truong, Chief of Police



Project BUILDS is a community-driven initiative in London that builds trust, promotes safety, and offers opportunities for youth and diverse communities. Funded by the Ministry of the Solicitor General's Proceeds of Crime Grant, it provides youth outreach, prevention programs, and relationship-building activities.

In 2025, a key event was the Project BUILDS Conference on March 26 at RBC Place, with 198 attendees.

2025 Highlights:

- Youth education on cyber safety, substance awareness, and empowerment
- Community engagement through Coffee with a Cop, sports, camps, and outreach
- Strategies targeting youth violence and property crime
- Data-driven hotspot analysis for targeted actions.



VICTIM SUPPORT

The LPS provides trauma-informed care to those affected by crime when they need it most. With dedicated teams and strong community partnerships, we're here to offer comfort, understanding, and paths to recovery.

Beacon House Child & Youth Advocacy Centre

In partnership with the London Family Court Clinic, Beacon House Child and Youth Advocacy Centre (CYAC) provided trauma-informed services and support to 147 children and youth who have experienced abuse in 2025. Highlights for the year included training officers to serve as auxiliary service dog handlers, streamlining referrals, and increasing community engagement by attending local prevention events. These efforts demonstrate our commitment to innovative and compassionate support for young survivors and their families.



Crisis Intervention Victim Support Unit and Victim Services of Middlesex-London

The primary role of the Crisis Intervention Victim Support Unit (CIVSU) is to provide long-term assistance to individuals who have been directly or indirectly affected by violent crime and tragic circumstances. In 2025, Crisis Intervention Counsellors were involved in 944 such occurrences.

Victim Services of Middlesex-London (VSML) provides immediate crisis response, emotional support, practical assistance, and referrals to victims of crime and traumatic events, helping individuals navigate difficult situations and access essential resources. Over 2,000 occurrences were referred to VSML in 2025 to enable victims to receive support information.

Human Trafficking Prevention

In 2025, the LPS continued to enhance proactive, intelligence-driven efforts to combat human trafficking through prevention initiatives and enforcement, including undercover operations focused on reducing demand, and investigations targeting the exploitation of vulnerable women and girls by organized crime groups.

Multiple investigations supported successful prosecutions leading to lengthy custodial sentences and restitution orders, demonstrating our effectiveness in holding offenders accountable.

2025 Key Results:

- 66 investigations initiated or maintained
- 33 arrests made
- 121 criminal charges laid
- 73 potential victims contacted
- 46 proactive, victim-focused investigations conducted





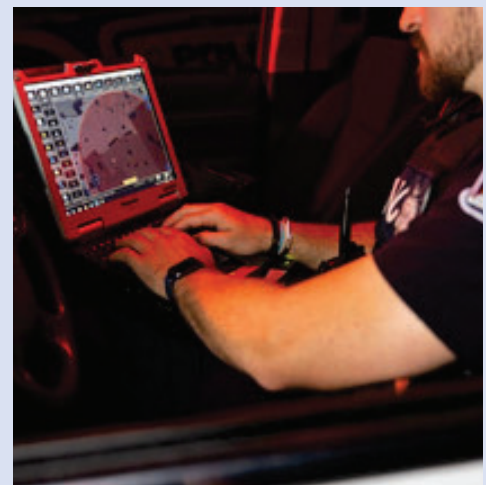
DISRUPTING SERIOUS CRIME AND REPEAT OFFENDING

Disrupting serious crime and repeat offending requires coordinated enforcement, effective bail management, and timely access to intelligence. In 2025, the LPS strengthened this approach by combining technology-enabled tools, targeted investigations, and focused enforcement teams to identify high-risk individuals, monitor compliance with court-imposed conditions, and intervene early.

Provincial Bail Compliance Dashboard

The Provincial Bail Compliance Dashboard (PBCD) is a map-based tool used by police services across Ontario to track people released on bail, particularly those charged with gun-related crimes. It helps officers quickly obtain important information, making it easier to check whether these individuals are complying with their bail conditions.

The implementation of the bail compliance dashboard has been another step in the LPS's crime prevention efforts. By providing officers with real-time information on high-risk offenders, the dashboard supports timely enforcement action and enhances community safety.



Major Investigation and Enforcement

In 2025, the LPS conducted one of its most significant drug enforcement operations, resulting in the largest fentanyl seizure in the city's history. The investigation disrupted organized criminal activity, removed high-risk drugs and firearms from the community, and strengthened public safety across London.

Key Seizures:

- 34.6 kg of fentanyl (street value \$2.7M)
- Additional drugs: crystal methamphetamine and cocaine
- 5 firearms and prohibited devices
- Over \$253,000 in cash



Bail Compliance and Warrant Apprehension

The Bail Compliance and Warrant Apprehension (BWCA) Team plays a critical role in monitoring high-risk individuals released on bail and ensuring compliance with court-imposed conditions. The team conducts targeted bail checks and actively pursues wanted persons, contributing to increased accountability and public safety. Through their efforts, the BWCA Team helps reduce repeat offending and supports the effective management of offenders within the community.

Key Results:

- 54 high-risk individuals monitored
- 63 judicial authorizations submitted
- 102 high-risk wanted individuals apprehended
- 90 additional criminal charges laid



JOINT FORCES OPERATIONS AND INTERNAL TASK FORCES

Addressing complex and high-impact crime requires strong partnerships and coordinated enforcement. In 2025, the LPS continued to work closely with provincial and municipal partners through joint forces operations and internal task forces to disrupt organized criminal activity, protect vulnerable populations, and enhance public safety.

Provincial Human Trafficking Intelligence-Led Joint Forces Strategy

The Intelligence-Led Joint Forces Strategy (IJFS) is a province-wide partnership focused on combating human trafficking through coordinated intelligence gathering and analysis, investigation, and disruption. Supported by provincial funding and led by the Ontario Provincial Police, the IJFS brings together municipal and First Nations police services throughout the province to target high-risk offenders, conduct joint investigations, and implement best practices. This collaborative approach strengthens our ability to respond effectively to complex crimes.

Project Alias

In 2025, the LPS played a key role in Project Alias, a collaborative, multijurisdictional investigation targeting individuals in London suspected of drug trafficking and firearms offences associated with gun violence. Project Alias disrupted criminal networks through the arrest of 11 individuals charged with a total of 214 offences.

Key Seizures:

- 31 illegal firearms
- 25 prohibited devices
- 12.5 kg of fentanyl
- 4.5 kg of cocaine



Ontario's Strategy to Combat Internet Crimes Against Children

The LPS Internet Child Exploitation (ICE) Unit is an important part of Ontario's Strategy to Combat Internet Crimes Against Children, a province-wide program aimed at protecting youth from online threats. This team uses advanced technology to investigate cases, works with other police services to share information, and helps catch people who commit these crimes. As part of the strategy, the unit is dedicated to supporting victims and providing online safety education, making the internet a safer place for young people across the province. In 2025, the ICE unit arrested 32 individuals, leading to 83 charges. The unit also assisted or identified 120 victims of online exploitation.

02 ORGANIZATIONAL WELLNESS AND PERFORMANCE

Each day, we focus on responding to calls for service and supporting community safety. By using data and evidence to guide our work, building strong partnerships, and conducting specialized criminal investigations, the LPS is working to reduce crime, support victims, and help keep neighbourhoods safe across the city.





CALLS FOR SERVICE AND RESPONSE TIME

Calls for service reflect the community's need for police support, ranging from emergency situations to non-urgent incidents. Response time, particularly for high-priority calls, is a key measure of how quickly help is delivered. By monitoring both call volumes and response times, the Service works to provide timely, effective responses while adapting to evolving community needs.

Initial Response by Patrol Section Officers to Dispatched Calls for Service

	2021	2022	2023	2024	2025
Number of Non-Administrative Calls Dispatched	48,732	58,911	58,603	54,434	56,039
Total Hours on Initial Response <i>(Rounded to nearest hour)</i>	140,242	180,073	189,208	182,403	190,491
Average Accumulated Officer Time per Call	2 hrs. 53 mins.	3 hrs. 3 mins.	3 hrs. 14 mins.	3 hrs. 21 mins.	3 hrs. 24 mins.

Response Time

In 2025, the LPS improved response times, enabling faster service and more efficient management of both urgent and non-urgent calls, reinforcing our commitment to community safety.

Response times for Priority 1 and Priority 3 calls have shown notable improvement. Priority 2 calls experienced a slight increase in duration due to higher call volume and greater complexity. Service delivery continues to improve, indicating positive trends for the future.

2025 Police Response Times
90th Percentile*

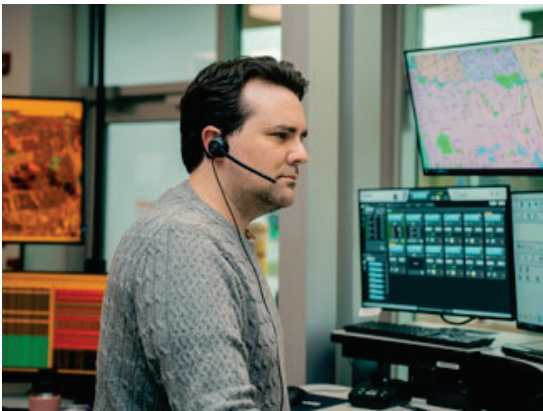
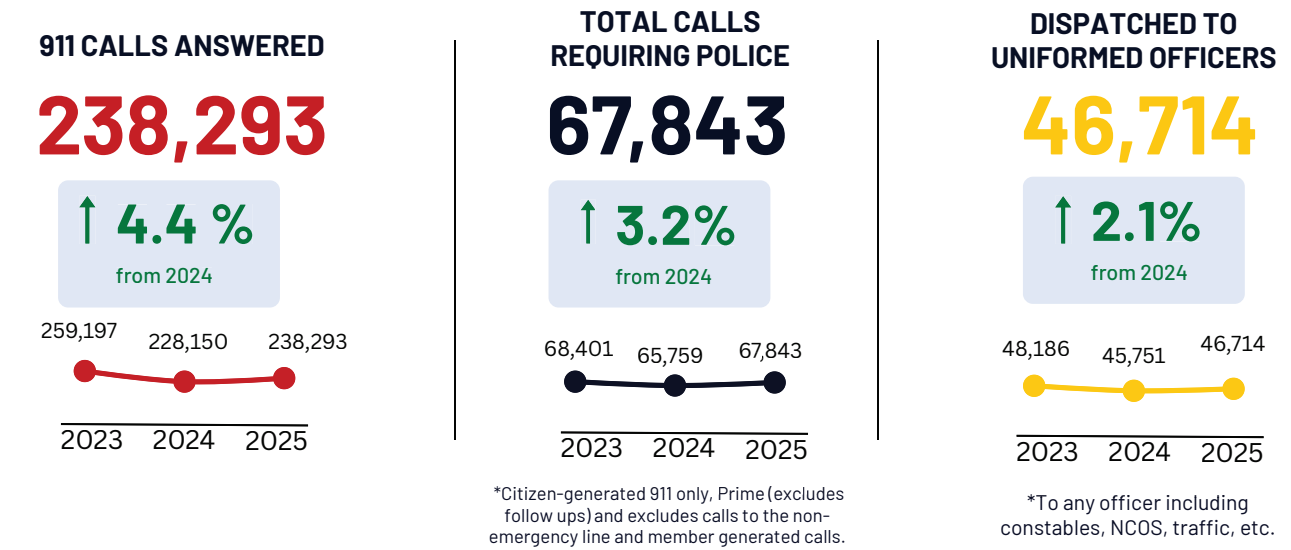
2025 Police Response Times		
Dispatched Priority		
1	9 minutes 11 seconds	-8.50%
2	9 hours 27 minutes 18 seconds	2.70%
3	42 hours 38 minutes 14 seconds	-67.80%

Conclusion: Priority 1 and Priority 3 calls improved significantly. The slight increase in Priority 2 response reflects higher call volumes and complexity. Further refinements continue as service delivery advances. Overall trends remain positive and sustainable.

*In 90% of cases, police officers arrive at the scene within this timeframe after receiving a call.

2025 Calls at a Glance

Our Communications Centre continues to be a critical first point of contact, connecting our community to the help they need.





WORKFORCE AND ORGANIZATIONAL DEVELOPMENT

A strong, adaptable workforce is the foundation of effective policing. In 2025, the LPS continued to invest in its people through strategic workforce planning, inclusive recruitment, leadership development, and volunteer engagement. By supporting sworn officers, civilian police professionals, and volunteers, the Service strengthened its capacity to meet evolving community needs while advancing a culture of professionalism, equity, and organizational resilience.

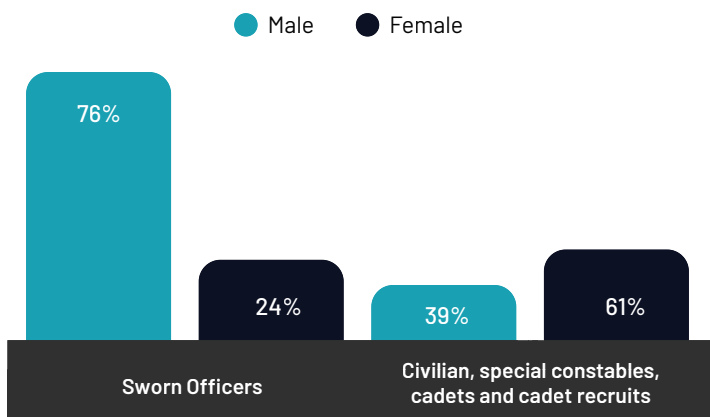
The People Behind the Service

In 2025, the LPS consisted of 776 sworn officers and 342 civilians, including special constables, cadets, and cadet recruits, all working together to serve a growing and diverse city.

Key Staffing Stats

- 776 total sworn officers
- 342 civilians, special constables, cadets, and recruits
- 147 new personnel onboarded

Gender Representation



1,118 Total Members

Our staffing structure, encompassing leadership, operations, administration and support, illustrates both the complexity of modern policing and the teamwork that supports it.



Supporting Our People

Supporting the health, wellness, and resilience of members remains a core organizational priority. Through coordinated programming, education, and ongoing support, the LPS continued to invest in initiatives that promote physical, mental, and psychological well-being throughout members' careers.

2025 Wellness Highlights:

- Year-round wellness programming addressing self-care, mental health, PTSD awareness, fitness, nutrition, and reflection.
- Financial wellness education delivered through career-stage planning and retirement-readiness supports.
- Service-wide engagement initiatives, including fitness challenges, themed campaigns, and member connection activities.
- Ongoing member wellness supports, including onsite psychological services, digital wellness tools, therapy dog visits, stress-management training, reintegration processes and peer support.

Building the Future Workforce

Recruiting future officers is more than filling vacancies; it is about building a police service that reflects and understands the community it serves. In 2025, the LPS continued to invest in proactive recruitment efforts, with members of Human Resources attending 15 recruitment events across the region. These efforts generated strong interest, resulting in 2,874 external applications for both civilian police professional and sworn positions, supporting the Service's long-term workforce planning and commitment to organizational growth.



The 30Forward Initiative

In 2025, the LPS joined the 30Forward Initiative, a national commitment to increase representation of women in policing by 2030. Led internally by Deputy Chief MacSween, this initiative reflects LPS's commitment to building a modern police service that values inclusion and reflects the community it serves.

The 30Forward is not about quotas or lowering standards. It focuses on removing barriers that limit opportunities for qualified individuals and ensuring fair access to recruitment, development, and leadership. While LPS is already among the leading services in Ontario for female representation, participation in this initiative reinforces a commitment to continued progress, strengthened leadership, and long-term organizational sustainability.

Developing Skills, Strengthening Service

Investing in skills development is essential to building a capable, resilient police workforce prepared for evolving community needs. Through training, mentorship, and professional development, the LPS strengthens frontline effectiveness, investigative quality, and leadership readiness.

In 2025, LPS officers received both legislative and non-legislative training. Legislative training satisfies the legal requirements set by Canadian or Ontario authorities, while non-legislative training covers role-specific skills, directives from the Chief of Police, and essential organizational programs aligned with strategic objectives. During the year, LPS Members accumulated 110,471 hours of legislative training and 69,819 hours of non-legislative training.

The LPS also takes a leadership role in collaborative provincial and regional training, sharing expertise and participating in joint initiatives that promote consistent standards and coordinated responses. Together, these efforts support stronger service delivery today while preparing the organization for the future.



Equity, Diversity, and Inclusion Action Plan

In 2025, the LPS launched its new Equity, Diversity and Inclusion (EDI) Action Plan to strengthen our organization, better support our members, and continue delivering professional, fair, and consistent service to the community. The plan was shaped through extensive engagement, including member surveys, focus groups, interviews, and community feedback. The Action Plan focuses on **four strategic goals**:

- Transparent and Inclusive Culture
- Evidence-Informed Decision Making
- Practical and Contextual EDI Learning
- Sustained and Meaningful Community Partnerships

Organizational Leadership

The London Police Service Board

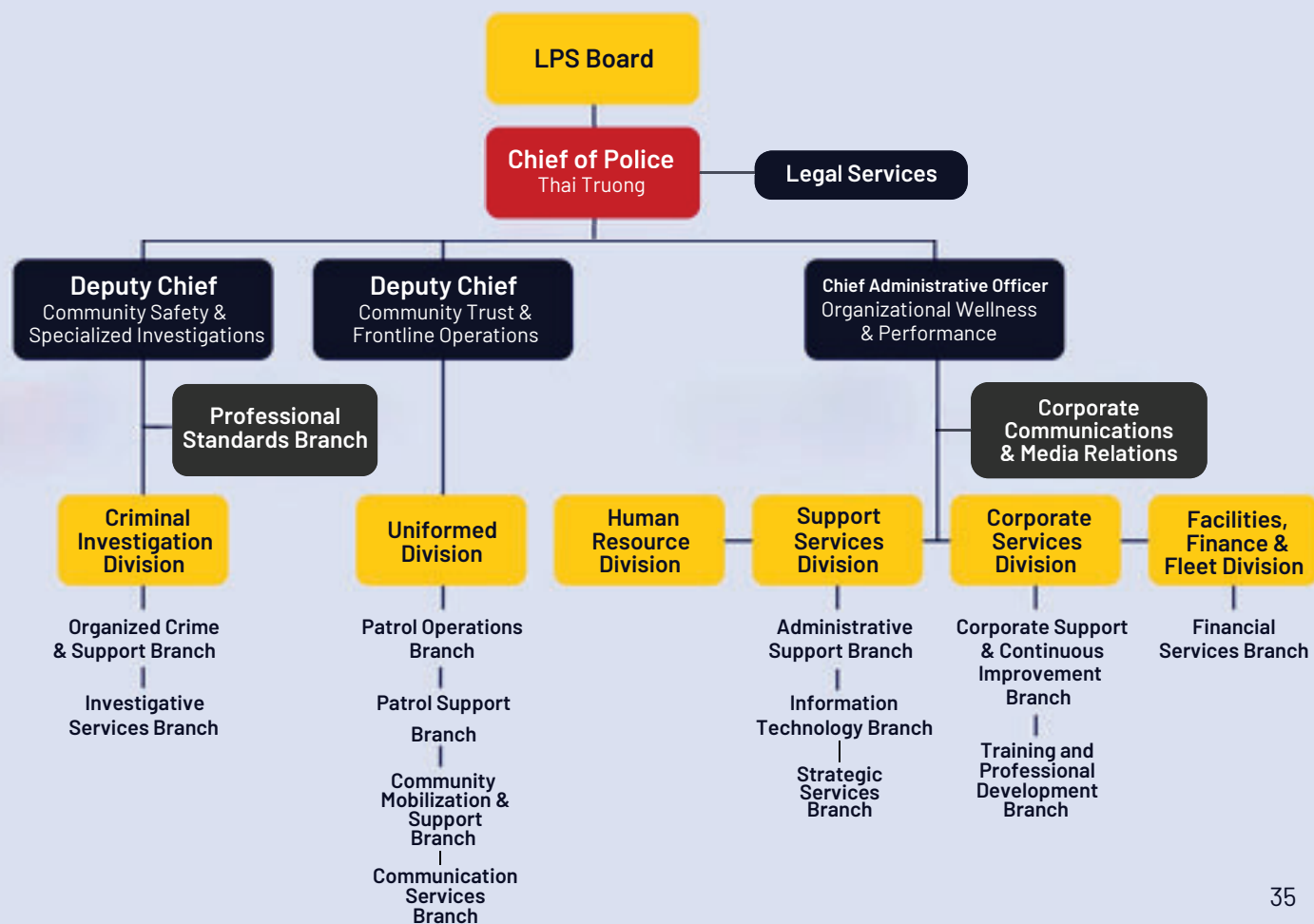
The London Police Service Board provides civilian oversight by setting strategic priorities, approving the police budget, and holding the Chief of Police accountable to the community. Through this governance role, the Board works in alignment with Service leadership to support effective, accountable, and community-focused policing.





The LPS is organized around a clear structure that encourages excellence in service, community involvement, training, and performance.

*Organizational Chart at time of development.



EXECUTIVE COMMAND TEAM

The LPS Executive Command Team provides strategic leadership and oversight, ensuring the Board's priorities are effectively implemented and policing is professional, accountable, and responsive.





Chief of Police **THAI TRUONG**

Thai Truong was appointed London Chief of Police on June 1, 2023. He joined the LPS from York Regional Police Service with more than two decades of policing experience, working in all four branches of York Regional Police: Support, Investigations, Administrative, and Operations.

He has extensive investigative and specialized expertise in leading various units including organized crime and drug enforcement, human trafficking, intimate partner violence, homicide, internet child exploitation and special victims' units.

Chief Truong has a strong foundation in leading complex operations that include policing partners and community stakeholders across different sectors. He is a strong advocate for victims of crime, vulnerable and marginalized populations.

Chief Truong is the only police leader in Canada who has been qualified and recognized by both the Ontario Court of Justice and the Superior Court of Justice as an expert in the areas of drug trafficking, human trafficking and the commercial sexual exploitation of women and girls.

Chief Truong holds a Bachelor of Arts Degree with a Sociology Major from the University of Windsor. He has certificates from York University Schulich School of Business and the University of Toronto Rotman School of Management.



Deputy Chief, Community Safety and Specialized Investigations **PAUL BASTIEN**

Deputy Chief Paul Bastien is responsible for Community Safety and Specialized Investigations.

He joined the service in 2001 following four years with the Royal Canadian Mounted Police and has served in leadership roles spanning frontline operations, major crime, professional standards, human resources, investigative services, and corporate services.

Appointed Deputy Chief in May 2023, he has provided executive leadership over major operational and investigative portfolios and has represented the London Police Service in multi-agency enforcement initiatives. He brings to executive leadership a collaborative approach shaped by operational experience, strategic planning, and partnerships across policing, government, and the community.

He holds an Honours Bachelor of Arts in Criminology from the University of Windsor and has completed Executive Programs in Police Leadership and Generative AI & Organizational Transformation at the University of Toronto Rotman School of Management.



Deputy Chief, Community Trust and Frontline Operations, TREENA MACSWEEN

Deputy Chief Treena MacSween began her policing career in 1998 with Peel Regional Police before joining the Hamilton Police Service in 2001. Appointed Deputy Chief of the LPS in 2024, she has accumulated more than 28 years of experience spanning operational, investigative, and administrative leadership.

An accomplished Critical Incident Commander and Public Order Unit Commander, Deputy Chief MacSween has led numerous large-scale operations, including major events and complex critical incidents.

She is committed to building strong, collaborative partnerships that advance effective community safety strategies. A steadfast advocate for inclusive workplaces and the wellness of police service members, she consistently champions initiatives that support organizational health, psychological well-being, and the balance between professional and personal responsibilities.

In recognition of her service and leadership, Deputy Chief MacSween was invested as a Member of the Order of Merit of the Police Forces in 2025 and also received the King Charles III Coronation Medal.

Beyond her operational responsibilities, she serves as Co-Chair of the Canadian Association of Chiefs of Police Equity, Diversity, and Inclusion Committee and is an active member of the Ontario Women in Law Enforcement Advisory Council.

Deputy Chief MacSween is a proud mother to two daughters, Taylor and Alexis, and shares a strong commitment to public service with her husband, Mike, a firefighter.



Chief Administrative Officer, Organizational Wellness and Performance ROGER RAMKISSOON

CAO Roger Ramkissoon is the newest member of the Executive Team joining the LPS in early 2026. Prior to joining the LPS, he held a similar portfolio at the Cobourg Police Service where he was responsible for portfolios in Human Resources, Finance, and the Business Centre.

An accomplished Finance and Human Resources Professional, he has been involved in several Ontario Association of Chiefs of Police (OACP) Committees, and is currently chair of the Budget, Finance and Asset Management Committee. Roger is committed to Equity, Diversity and Inclusion and has also been involved in the delivery of EDI training for Police Professionals across the Province led by the OACP.

He is heavily involved in the non-profit sector and currently serves in various volunteer roles as Board Chair and Treasurer. In recognition of his service to the non-profit sector, Roger received the Queen's Platinum Jubilee Award in 2022.

Roger is a member of Chartered Professional Accountants of Ontario, Human Resource Professionals Association and holds Graduate Degrees in Law and Business Administration.

In his spare time, Roger enjoys writing and has contributed several articles to the OACP HQ Magazine on topics such as financial fitness and employee wellness.

LPS Volunteers - Auxiliary Program

In 2025, the LPS Auxiliary Program continued to play a vital role in supporting community engagement, crime prevention, and public education initiatives. Through a wide range of events and activities, Auxiliary members provided significant volunteer support, enhancing police visibility and strengthening connections with the community.

Over the year, Auxiliary members achieved the following:

- 180+ unique events supported
- Over 8,100 volunteer hours contributed
- 1,600+ volunteer shifts completed
- More than 162,000 members of the public reached through attendance at activities

The dedication of our volunteers stands out as their remarkable commitment brings positive energy and meaningful support to every community event, outreach initiative, and educational program. Their enthusiasm and generosity help make our community safer, stronger, and more connected. Auxiliary support was focused on a few important areas:

Community Outreach and Public Events

The largest area of contribution, with 2,843 hours dedicated to parades, fairs, runs, open houses, fundraisers, and other public-facing events that promote positive police-community relationships. Events such as the Pride Parade, Santa Claus Parades, and Citizens Academy combine meaningful volunteer engagement with direct community interaction.

Administrative, Planning, and Coordination

More than 1,400 hours contributed to planning, coordination, and administrative support, forming the operational backbone that enables effective program delivery and event readiness.

Training and Education

More than 447 hours were dedicated to courses, academies, and scenario-based training, supporting member preparedness and service quality.

Operational and Community Safety Support

Auxiliary members played a vital role in supporting the LPS through ride-alongs, patrol support, and community safety initiatives, especially during major events like the Airshow, Western Fair, and Western University Homecoming. Their support improved frontline operations and helped keep everyone safe during major community events.





POLICE PERFORMANCE AND ACCOUNTABILITY

The LPS values accountability. We track our progress, set clear goals, and act with honesty. Listening to the community helps us improve and serve better. In 2025, these values shaped how we worked for everyone's safety and trust.

Community Feedback and Perceptions

Community survey results indicate stable public confidence. In 2025, 44% of residents rated the LPS' overall performance as good or excellent, up from 40% in 2024. When asked about their overall opinion of the organization, 47% responded positively. 68% of residents reported being familiar enough with the LPS to form an opinion, up from 63% in 2024, indicating increased awareness and confidence among engaged residents. Support for policing remained strong: 82% would help police if asked, 74% felt a moral duty to follow police orders, and 66% generally supported police actions, consistent with previous years.

Perceptions of community safety also showed signs of improvement. While 71% of residents reported concern that crime has increased over the past five years, this represents a decline from 74% in 2024. At the same time, feelings of personal safety improved year over year, with 65% of residents feeling safe walking alone after dark (up from 58% in 2024) and 90% feeling safe walking alone during the day, compared to 84% in the previous year.

Key 2025 Insights from London Residents:

- 59% of residents say police treat people with respect, consistent with previous years.
- 58% believe police make decisions based on facts, up from 53% in 2024.
- 46% feel police address the community's most important issues, an increase from 42% in 2024.
- 56% agree police resolve violent crimes, consistent with previous years.
- 37% think police respond quickly to calls, still lower than similar-sized services.

These findings guide our approach to public engagement, highlight areas for improvement, and inform adjustments in our communication and services to boost community trust and align with changing expectations.

Cost of Policing

The LPS delivered policing services at a net cost of \$186.7 million, aligning with the approved operating budget, and further demonstrated fiscal discipline by reducing its 2026 budget request by \$1.5 million. This reduction was achieved through internal efficiencies and the strategic use of reserve funds, helping minimize the impact on the municipal tax levy.

The full table below provides a detailed line-by-line comparison of budgeted and actual expenditures, with percentage breakdowns. Variances reflect the operational complexity of maintaining public safety in a fast-growing city. The LPS continues to prioritize fiscal responsibility while maintaining high service standards and adapting to the community's changing needs.

2025 Operating Budget

Objects of Expenditure	Budget	Allocation	Actual	% of Actual
Personnel Costs	\$177,090,276	94.85%	\$171,771,674	92%
Administrative Expenses	\$3,195,860	1.71%	\$3,235,179	1.73%
Financial Expenses	\$870,923	0.47%	\$7,584,210	4.06%
Purchased Services	\$12,726,116	6.82%	\$12,441,033	6.66%
Materials & Supplies	\$5,472,435	2.93%	\$5,947,228	3.19%
Equipment & Furniture	\$700,303	0.38%	\$1,137,493	0.61%
Recovered Expenses*	(\$461,637)	-0.25%	(\$601,637)	-0.32%
TOTAL EXPENDITURES/OBJECT	\$199,594,276		\$201,515,180	
TOTAL REVENUE**	(\$12,893,018)	-6.91%	(\$14,813,922)	-7.93%
NET LPS EXPENDITURES	\$186,701,258		\$186,701,258	

*Recovered Expenses: Costs that are offset or shared by the City of London. **Total Revenue: Includes funds from cost recoveries, grants, secondments, service fees, reserves, and other revenue sources.



Professional Standards and Public Complaints

The LPS takes public complaints seriously as an essential component of transparency and accountability. Public feedback plays a critical role in ensuring appropriate oversight and in reinforcing confidence that concerns are reviewed fairly and consistently. The Professional Standards Branch reviews all public complaints concerning officer conduct, LPS policies, and service delivery to ensure matters are addressed in a fair, transparent, and legislatively compliant manner.

Complaints Received and Nature of Allegations

CATEGORY	2021	2022	2023	2024	2025
Public Complaints	164	159	186	160	180
Conduct	131	130	151	148	179
Service	32	28	36	12	7
Policy	1	1	0	0	0
Local Response	135	95	142	86	79
Investigation by Chief of Police	16	13	18	20	15
Chief's Correspondence	0	1	0	1	0

The Final Disposition of Public Complaints

CATEGORY	2021	2022	2023	2024	2025
Work Performance					1
Withdrawn	20	17	22	24	18
Unsuccessful Mediation	1	0	0	0	0
Unsubstantiated	19	17	21	12	28
Substantiated - Informal Discipline	1	0	0	0	0
Screened Out	67	79	104	95	112
No Procedural Breach identified	1	0	0	1	0
Lost Jurisdiction	0	1	0	0	3
Informal Resolution	16	10	6	9	16
Corrective Measures Taken	0	5	0	0	0

Alleged Misconduct by Category in OIPRD, LECA and Investigations by the Chief – All Conduct Complaints Received in 2025

CATEGORY	2021	2022	2023	2024	2025
Compliance with Laws	0	0	0	2	3
Human Rights and Charter	0	0	0	0	6
Integrity	3	2	2	9	4
Interactions with the Public	183	212	297	185	133
Performance of Duties	7	8	6	11	36
PSA-Other	16	11	5	0	0

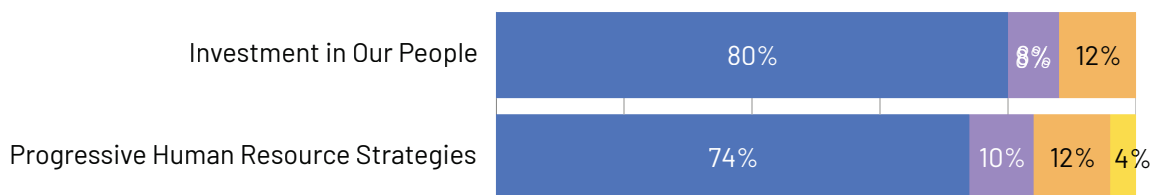
On April 1, 2024, the OIPRD (Office of the Independent Police Review Director) was renamed and transitioned into LECA (the Law Enforcement Complaints Agency) under the Community Safety and Policing Act.

YEAR TWO STRATEGIC PLAN PROGRESS

In 2025, the LPS began implementing priorities under the 2024–2027 Strategic Plan established by the London Police Service Board. This plan sets the Board’s long-term vision and strategic direction for the Service and is structured around three core priority areas: Our People, Our Community, and Our Work. Together, the plan includes six strategic objectives and more than 350 deliverables aimed at strengthening service delivery, enhancing public safety, and deepening engagement with the community.

Year Two Progress

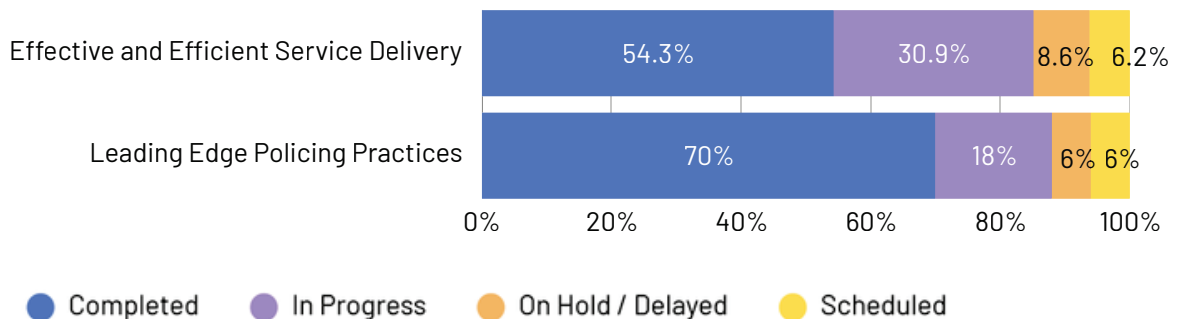
OUR PEOPLE



OUR COMMUNITY



OUR WORK



These deliverables are integrated into internal operational plans and are subject to regular review by the Executive Command Team. This approach ensures that progress is not only measured but also actively addressed. The Service remains focused on following through on commitments, with clear accountability to both its members and the community.





MODERNIZING POLICING

In 2025, the LPS continued to modernize how policing is delivered through investments in technology, digital evidence, and security systems. These initiatives go beyond introducing new tools. They are focused on providing officers with timely, reliable information; strengthening transparency and accountability; and ensuring that the digital systems that support frontline work are secure, integrated, and future-ready.

Technology and Systems Modernization

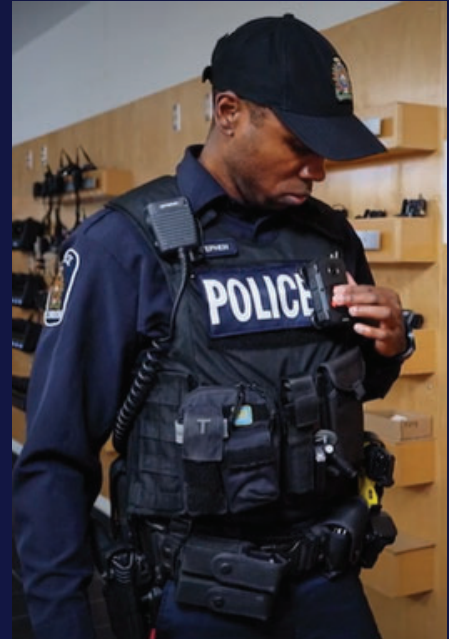
Key technology investments in 2025 supported productivity, security, and operational resilience across the organization:

- **Technology and Productivity:** Piloted Microsoft 365 Copilot and expanded SharePoint-based collaboration to improve productivity, information access, and knowledge sharing.
- **Security and Infrastructure:** Strengthened cybersecurity protections across systems and user accounts, upgraded critical communications and network infrastructure, and expanded high-speed connectivity at LPS facilities.
- **Communications Modernization:** Enhanced communications capabilities through integrated access to city surveillance cameras and the implementation of RapidSOS to improve emergency caller location, situational awareness, and resource deployment.

Digital Evidence Advancement Program

A major milestone in 2025 was the deployment of Body-Worn Cameras (BWCs), which provide an objective record of police-public interactions and support accurate documentation of incidents. BWCs are one component of LPS's broader Digital Evidence Advancement Program, which also includes a new Digital Evidence Management System, upgraded interview room cameras, and preparation for in-car camera implementation.

Community Request functionality now allows members of the public to submit photos, videos, and other digital evidence directly to investigators via a secure online channel, providing a simpler, more efficient way for the community to help move investigations forward. Alongside other digital evidence initiatives, this replaces fragmented, largely manual processes with a single, secure platform for collecting, storing, sharing, and disclosing digital evidence, resulting in faster access for investigators, more consistent evidence quality, and timelier disclosure to justice partners.

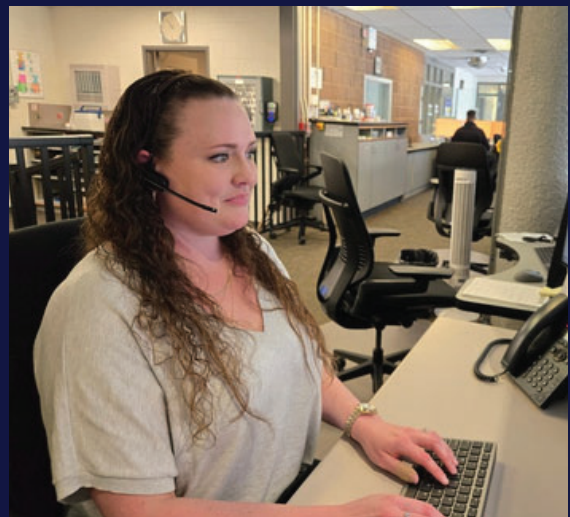


Next-Generation 911

Behind the scenes, LPS continued advancing Next-Generation 911 (NG911) infrastructure—modernizing how emergency calls are received, located, and routed. NG911 delivers improved caller location information and establishes the foundation for future capabilities that support modern communication methods and evolving public expectations.

Expanded Police Record Checks

In 2025, LPS began processing Broad Record Checks, a new provincial requirement introduced by the Ministry of Children, Community and Social Services. These checks are required for individuals working or volunteering in positions connected to child and youth services under the Child, Youth and Family Services Act and the Intercountry Adoption Act. This expansion strengthens safeguards for vulnerable populations and ensures compliance with evolving legislative standards.





AWARDS AND RECOGNITION

Members of the LPS show professionalism, integrity, compassion, courage, and commitment daily. While much work goes unnoticed, the LPS annually honors outstanding individuals and teams through awards and community acknowledgments that celebrate excellence, leadership, and dedication, reflecting the collective spirit of service.

Inaugural Chief's Gala

Chief of Police Citation for Valour

Constable Calvin Lui	Constable Ian Bedore
Constable Brandon McCoy	Constable Nick McGlone
Constable Blair Corsaut	Constable David Klassen
Constable Peter Keane	Sergeant William Hewerdine
Constable Fraser Smith	Sergeant Jeremy Elliott

Chief's Award of Excellence in Community Safety

Constable Alexa Maude
Constable Arnold Balla

Chief's Award of Excellence for Outstanding Performance by a Police Professional

Sonya Juffermans

Chief's Award of Excellence in Organizational Wellness

Constable Chad Laprise

Chief's Award of Excellence in Community Trust

Sergeant Ziyad Zabian	Detective Tim Liscombe	Inspector Josh Silcox
Staff Sergeant Jim MacLachlan	Constable Sarah Cochrane	Detective Inspector Sean Travis
Acting Detective Sergeant Micah Bourdeau	Constable Brock Dease	Jennifer Weber
	Constable Mike Olszowy	

King Charles III Coronation Medal

Sergeant Ziyad Zabian

Sgt. Ziyad Zabian was awarded the prestigious King Charles III Coronation Medal. This medal recognizes individuals who have made exceptional contributions to their communities and to Canada.



Bud Knight Award

Constable Evan Harrison

Cst. Evan Harrison earned the 2025 Bud Knight Award for his dedication to supporting youth and making a positive impact in the London community.



Community Role Model Award

Detective Gary Bezaire

Det. Gary Bezaire received the Community Role Model Award as part of the Police Services Hero of the Year Awards, reflecting his strong leadership and commitment to community engagement.



Agent of Change Award

Constable Shayna Wintjes

Cst. Shayna Wintjes received the Agent of Change Award at the Canada Beyond the Blue Champions of Change Awards, leading efforts to normalize mental health conversations and reduce stigma in the workplace.



Law Enforcement Innovation Award

Constable Amanda Corsaut

Cst. Amanda Corsaut drives innovation in the response to intimate partner violence, earning the O.W.L.E. Award for Innovation. With 16 years of service, she leads meaningful change and strengthens support for victims of gender-based violence.



LETR Rising Flame Award

Detective Constable Leah Fickling

Det. Cst. Leah Fickling earned the Rising Flame Award at the Ontario Law Enforcement Torch Run Conference, recognizing her leadership and commitment to inclusion and opportunity for Special Olympics athletes.



Leadership Excellence Award

Sergeant Ozzie Nethersole

Sgt. Ozzie Nethersole received the Leadership Excellence Award from the Association of Black Law Enforcers (ABLE), recognizing his leadership and contributions within the organization and the broader community.



03 COMMUNITY TRUST AND FRONTLINE OPERATIONS

Community trust is established through consistent presence, proactive actions, and attentive listening. By increasing foot patrols and improving emergency response, the LPS is fostering stronger community relationships, enhancing accessibility, and collaborating with residents to maintain safe and connected London.



ENHANCING EMERGENCY RESPONSE AND ACCESSIBILITY

The LPS introduced exciting new programs and expanded existing models to better handle emergency calls, offer more options to submit non-urgent police reports, and equip frontline officers with more effective tools.

Hate Crime Response and Preventing Hate-Motivated Harm

The LPS is committed to responding to hate and bias-motivated crime through a victim-centred approach that prioritizes safety, accountability, and community trust. In 2025, reported hate-motivated criminal offences declined, while non-criminal hate incidents increased, reinforcing the importance of outreach, reassurance, and early intervention—even where the conduct does not meet the criminal threshold. In 2025, violence against persons was the most frequently reported type of hate- or bias-motivated crime.

Through its participation in the Hate Crime and Extremism Investigative Team (HCEIT) and the use of our Reassurance Protocol, LPS works to provide consistent investigative response, victim support, and community outreach.

2025 Hate-Motivated Crime Snapshot:

- 168 total hate- or bias-motivated occurrences
- 130 victims contacted through Reassurance Protocol
- 70 criminal offences
- 98 non-criminal incidents
- 53 charges laid in 24 criminal occurrences
- 35.8% decrease in hate-motivated crimes compared to 2024
- 44.1% increase in hate-motivated incidents compared to 2024
- Violence against persons accounted for 42.9% of hate-motivated crimes

Patrol Operations Investigative Section

The Patrol Operations Investigative Section (POIS) provides 24 hour a day investigative support to frontline officers, enhancing the LPS's capacity to manage complex and high risk investigations. POIS specializes in serious person and property offences, including stabbings, weapons offences, robberies, break-and-enters, auto theft, and intimate partner violence (IPV) cases.

To support this work, POIS members completed more than 2,500 hours of investigative training, including Ontario Police College courses on Intimate Partner Violence and Sexual Assault investigations.

In 2025, POIS made significant investigative outcomes that strengthened frontline capacity and enhanced response efficiency:

- POIS drafted over 350 judicial authorizations, relieving investigative pressure on patrol officers.
- POIS laid a total of 1,380 charges in connection with robberies, break-and-enters, and auto thefts.
- The section contributed to more than 2,000 criminal charges being laid through investigations it led or supported.



ADDRESSING COMMUNITY-IDENTIFIED SAFETY CONCERNS

Safety concerns often reflect residents' lived experiences and day-to-day realities. In 2025, the LPS responded to community concerns through evidence-based, collaborative, and problem-focused approaches. By combining partnerships, a visible presence, data-informed enforcement, and proactive engagement, the LPS worked to address concerns related to public spaces, transportation, road safety, high-crime locations, and public order.

Focused Police Presence in Hotspot Areas

The LPS dedicated significant effort to increasing officer visibility in key “hotspot” areas. These spots were carefully grouped into:

- **Community-Based:** Chosen based on helpful feedback and concerns from residents and local groups.
- **High-Harm:** Known for frequent and serious violent crimes.
- **Property Crime:** Focused on reports of property-related offences.

Over the course of the year, officers dedicated more than 22,000 hours to these locations. In total, officers made over 34,000 visits to these targeted areas, each lasting 12 minutes or longer. LPS members are showing up in the areas identified through data and community feedback. This helps keep neighbourhoods safe and lets people know officers are responding to their concerns.



Open Air Substance Use Strategy

The Open-Air Substance Use Strategy responds to community concerns about visible substance use in public spaces through a coordinated, balanced approach. Working alongside local health and social service partners, the LPS prioritizes harm reduction, connection to support, and community safety. Officers emphasize outreach, education, and compassionate engagement, while maintaining enforcement where necessary to address immediate risks and ongoing concerns.

Key Statistics (2025):

- 5,011 calls for service and 1,952 police reports filed
- Call types: 54% trespassing | 39% drug-related activities in progress | 7% proactive/informational
- Outcomes: 55% compliant interactions | 28% referrals to services | 4% non-compliant | 13% no further action/cancelled/pending
- 1,027+ individuals engaged, with 57% involving repeat interactions

To assess community impact, the second of two community surveys was completed at the end of 2025 to gather input from Londoners. Survey participation increased significantly, and the mix of respondents (business owners, employees, residents, and visitors) remained about the same across both survey periods. Among business owners, location-based safety concerns declined (for example, concerns about business location or employee safety). Across all respondents, two positive shifts were observed regarding vandalism, alongside increased satisfaction with police presence.

London Transit Commission Partnership

In 2025, LPS launched a new partnership with the London Transit Commission to enhance community engagement and visibility. Foot Patrol officers began riding and walking through city buses in key neighbourhoods, fostering positive relationships with riders and promoting crime prevention through increased presence. This initiative aims to build public confidence, encourage approachability, and create a safer, more welcoming transit experience for all.

"This partnership reflects our commitment to being visible, approachable, and connected to the community we serve," said Chief Thai Truong. "By meeting people where they are, in everyday spaces like our transit system, we can build trust, strengthen relationships, and reinforce that community safety is a shared responsibility."





Road Safety

In 2025, the LPS's Road Safety Section (RSS) worked hard to make our city safer. They teamed up with partner organizations, focused enforcement where it was needed most, and used data to develop intelligent strategies—all to help reduce harm and better address the community's road safety concerns.

Working Together to Improve Road Safety

RSS collaborated with the City of London, school boards, community groups, and provincial agencies, including the London Middlesex Road Safety Committee. Officers shared data with municipal partners, attended City of London ward meetings, and addressed topics such as e-scooter safety, school zone issues, and neighbourhood traffic concerns.

Responding to Community Concerns

RSS responded to community concerns with several road safety initiatives. Their Back-to-School campaign combined enforcement and education, working with City By-Law officers, schools, and bus companies. Officers visited schools during drop-off and pick-up times to promote safety. RSS also introduced an online form for reporting school bus violations. Throughout the year, RIDE programs were conducted across the city, with mandatory alcohol screening and increased testing.

Preventing Harm on Our Roads

Road safety efforts were guided by a data-driven, harm-focused approach. RSS used community complaints and traffic data to identify high-risk locations and conducted targeted enforcement at specific times and locations. Continued investment in technology within the Road Safety Section also improved efficiency and supported more effective deployment of enforcement and prevention efforts.

In 2025, RSS delivered the highest level of traffic enforcement since 2019, alongside a reduction in motor vehicle fatalities. It recorded 11 fatal motor vehicle collisions, down from 2024 (12) and 2023 (21). Additionally, there were 1,812 injury-related collisions and 252 collisions involving cyclists and pedestrians.

Public Order

Western University Homecoming

In 2025, LPS partnered with By-Law officers, London Fire Inspectors, Middlesex-London Paramedic Services, and Public Order teams from other police services to respond to large, unsanctioned street gatherings. During this busy weekend, emergency teams managed large crowds, issued 136 tickets for public nuisance, excessive noise, and parking violations, and issued numerous verbal warnings.

Emergency medical services transported 23 individuals for care, while emergency call volumes surged throughout the city. The majority of attendees cooperated, highlighting the importance of joint planning and balanced enforcement to protect the safety of over tens of thousands participants, residents, and first responders.



RBC Place Protest

In 2025, the LPS played a crucial role in managing the protest at RBC Place London. Significant personnel and resources were deployed to ensure public safety. The operation was a collaborative effort, with both uniformed officers and special constables working together to address the demands of the protest and maintain order throughout the city. Their commitment demonstrated adaptability and teamwork, helping minimize disruptions and safeguard the community.





SPECIALIZED INITIATIVES

Responding effectively to complex community needs requires approaches beyond traditional enforcement. In 2025, the LPS expanded specialized initiatives focusing on compassionate, coordinated responses to mental health, addiction, and crisis challenges. Through partnerships with healthcare and community groups, these initiatives emphasize early intervention, diversion, and de-escalation, reducing harm and improving outcomes for individuals in crisis.

Nurse Police Response Teams

The Nurse Police Response Teams (NPRT) combine registered nurses and police officers who respond to calls in the community that are police-related but also have a health care component.

They conduct on-scene assessments, de-escalate situations, and make direct referrals, ensuring compassionate care and minimizing reliance on emergency departments and enforcement. Launched in July 2025 through a partnership between the LPS and London Health Sciences Centre (LHSC), NPRTs pair nurses with officers from the Community Foot Patrol Section. Currently, they operate daily from 11:00 a.m. to 11:00 p.m. in the Downtown, Midtown, and Old East Village areas.

Preliminary post-launch outcomes through January 19, 2026

- During the first six months of operation, NPRTs staffed 110 shifts and responded to 455 calls for service. Most interactions were initiated proactively by officers and nurses, reflecting the program's community-based approach.
- 69% of calls were member-generated
- 19% originated from 9-1-1
- 11% came through the Community Foot Patrol hotline

Nearly half of all calls (43%) related to the Open Air Substance Use Strategy were resolved through compliant interactions without enforcement, with referrals to health and community services often accepted. Medical assistance comprised 25% of calls, primarily for wound care, with most referrals being accepted, indicating strong trust. NPRTs also offered guidance and referrals, including transportation, supplies, and connections to agencies like Ark Aid Mission and London Cares.

Crisis Call Diversion Program

Through a partnership with CMHA Thames Valley staff, the Crisis Call Diversion Program redirects non-emergency mental health and addiction-related calls received via 911 to appropriate community supports. By embedding mental health professionals within the communications centre, the program reduces unnecessary police involvement and improves care for individuals in crisis.

During January 1 – December 31, 2025:

- 865 total call interventions
 - 356 calls transferred directly from LPS call-takers to CCD staff
 - 509 calls placed in the CCD response queue
- 58% (506 calls) successfully diverted from police response

"The Crisis Call Diversion Program enhances the traditional way of responding to 9-1-1 calls from people in crisis. It allows mental health support to be provided right from the initial point of contact, ensuring individuals are connected quickly to the supports and resources they need."

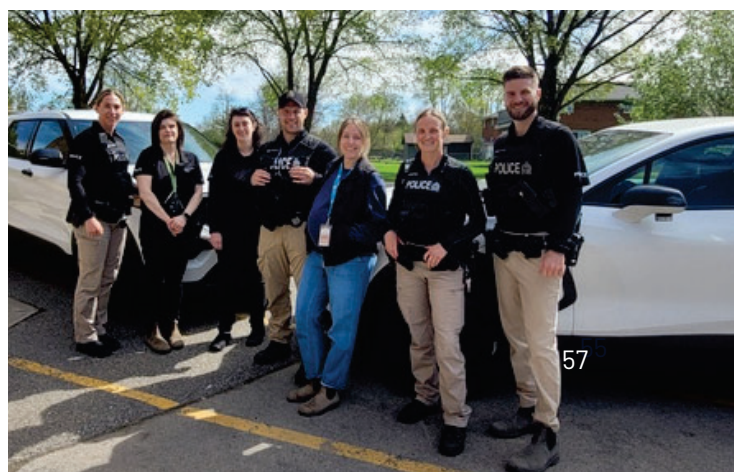
Superintendent Blair Harvey

Community Outreach and Support Team

Mental health-related calls for service continue to represent a significant area of demand. In 2025, police responded to 4,206 such calls, averaging 351 per month.

The Community Outreach and Support Team (COAST) provides proactive, community-based support to individuals experiencing mental health and addiction challenges. Operating as a partnership between police officers and healthcare providers, COAST focuses on crisis prevention, system navigation, and connection to local resources. A dedicated COAST Youth Resource supports individuals under the age of 25, recognizing the unique needs of youth and young adults. Through early intervention and sustained engagement, COAST helps reduce unnecessary hospital admissions and prevent involvement with the criminal justice system.

In 2025, 107 individuals repeatedly contacted police with mental health concerns, highlighting the need for a specialized response team to provide appropriate care and support.





SUPPORTING INDIVIDUALS AT RISK

Supporting at-risk individuals requires a coordinated, trauma-informed approach focused on safety, dignity, and early intervention. In 2025, the LPS continued to enhance risk intervention and victim support strategies aimed at reducing repeat victimization, particularly in cases involving intimate partner violence, missing persons, and human trafficking through specialized units, partnerships, and training.

Intimate Partner Violence

The LPS Intimate Partner Violence Unit collaborates with partner organizations to offer trauma-informed care, risk assessment, and ongoing monitoring of high-risk cases, helping to address the complex needs of survivors and reduce the recurrence of violence. Key members of the team are the Bail Safety officers, who work alongside the Crown Attorney's Office to assess risk and inform bail decisions.

In 2025, 20 LPS members completed the Ontario Police College Intimate Partner Violence Course. Equipping our officers with specialized skills and training helps them better understand the complexities of IPV, including the dynamics of abuse, trauma responses, and barriers that survivors face. This not only leads to more thorough and sensitive investigative practices but also fosters trust and improves the overall experience for victims during the investigative process.

High-Risk Action Table for Femicide Prevention

The High-Risk Action Table for Femicide Prevention is a collaborative; multi-agency initiative focused on identifying and supporting women at elevated risk of serious harm or death due to gender-based violence. By bringing together representatives from police services, social services, and community agencies, the Femicide Prevention Table enables rapid information sharing, coordinated safety planning, and enhanced intervention strategies. This approach aims to prevent tragedies by ensuring that those most at risk receive timely, targeted support and protection. The LPS provided 12 referrals to the table in 2025.

Violence Against Women Advocate Case Review Program

This long-standing collaboration supports accountability, transparency, and continuous improvement in sexual assault investigations. In 2025, 149 cases were reviewed through this program, reinforcing trauma and violence-informed investigative practices and contributing to public trust and organizational learning.

Missing Persons Unit

The LPS continues to see an increase in missing persons investigations. These cases are often complex and time-sensitive, frequently involving vulnerable individuals. To strengthen response, LPS is increasingly using the Urgent Demands provision under the *Missing Persons Act*, 2018, when safety concerns are present, allowing faster access to critical information while maintaining privacy protections. In 2025, enhanced support, including the Patrol Operations Investigative Section and improved training for the Missing Persons Coordinator, contributed to more timely and effective efforts to locate missing individuals safely.

Missing Persons – 2025 Snapshot:

- 1,173 missing person reports investigated
 - 122 urgent demands issued under the Missing Persons Act, 2018 (Up from 43 in 2024)
 - Requests most frequently related to personal health information, followed by financial and communication/location records
 - Five-year trend shows a continued year-over-year increase in both missing person reports and urgent demand usage
-

Persons At Risk

The Persons at Risk (PAR) Coordinator at the LPS helps people who may be in danger, such as those at risk of human trafficking, survival sex work or exploitation. The coordinator creates personal safety plans, connects people with helpful resources, and works closely with community partner agencies to ensure everyone gets the support they need. Their goal is to protect vulnerable individuals and support them in the community through teamwork and collaboration.

- 76 referrals were made to the Street Level Women at Risk program in 2025
- 4 of these referrals resulted in the person acquiring stable housing
- 105 people at risk received support/safety planning from the PAR Coordinator



STRENGTHENING COMMUNITY CONNECTIONS

Community trust is built together through improved safety, officer visibility, and meaningful connections. We've made significant strides in strengthening community relations through expanded outreach and engagement in 2025:

- 36 newcomer orientations
- 379 community events attended
- Over 162,345 residents engaged across London
- 8,103 volunteer hours from our auxiliary unit

Community activities increased by 75%, and citizen interactions nearly doubled from last year. This is the highest level of community interaction on record. We ensured active engagement with London's diverse communities, including meetings with faith leaders, newcomers, youth programs, and local businesses, highlighting inclusive, relationship-focused policing.

This growth shows a thoughtful move toward reducing barriers between police and diverse community members, aiming to foster trust and build meaningful, long-lasting partnerships that enhance community safety and well-being.

Advancing Diversity Through Inclusion and Reconciliation

Black History Month and Lewis Coray Trailblazer Awards

During Black History Month, the LPS proudly engaged with the community by participating in a variety of events. These opportunities allowed members to connect, learn, and celebrate the rich history, culture, and contributions of Black communities. The service also hosted the Lewis Coray Trailblazer Awards, recognizing and celebrating outstanding youth who are making a positive impact and paving the way for future generations.

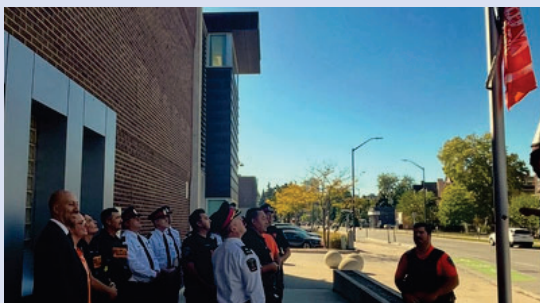
We came together to recognize this year's Trailblazer Award recipients, Arielle, Artnell, and Ny'Asia, three young leaders who are setting a remarkable example for other youth. Congratulations on this well-deserved recognition.

In addition, members attended the Black History Month Family Celebration and the 5th Annual Black Excellence Awards Gala, among many other events, reinforcing our ongoing commitment to building meaningful relationships and supporting inclusive, vibrant communities.



Indigenous Relations and Solidarity

We remain committed to strengthening relationships with Indigenous communities and organizations across London and the surrounding area. Throughout the year, LPS members actively participated in events and initiatives, including the 29th Annual Indigenous Solidarity Day, the Aboriginal Youth Career Fair, participation in Orange Shirt Day, raising the flag on the National Truth and Reconciliation Day with the Oneida Police Service, and the launch of the First Nation Mobile Crisis Response Team. In 2025, the LPS participated in 19 Indigenous-focused engagement and outreach activities. We are proud to stand alongside Indigenous communities in support of their voices, cultures, and ongoing efforts toward reconciliation.



Community Engagement and Support

Supporting Londoners

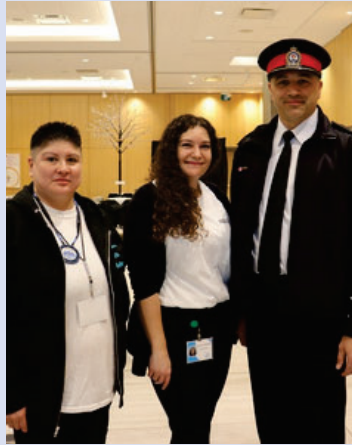
Our service is proud to support and give back to the community through a wide range of fundraising initiatives and events. This year, the LPS hosted the Chief's inaugural Gala Appreciation Dinner and Awards Night, raising \$238,000 in support of local non-profit organizations. Members also participated in several impactful events, including the inaugural Heroes on Ice hockey tournament in support of the Children's Health Foundation, the Polar Plunge supporting the Law Enforcement Torch Run for Special Olympics, and Ronald McDonald House Charities' Illuminate the Night event. These efforts, among many others, reflect our ongoing commitment to supporting organizations that make a meaningful difference in the lives of individuals and families across our city.



Community Engagement and Educational Outreach

LPS members are actively engaged in the community, providing education on crime prevention and personal safety. Throughout the year, officers supported initiatives such as the LPS Headquarters Tours event, the Emergency Preparedness Open House, Fit to Serve sessions for those interested in a policing career, and Take Your Kid to Work Day. These efforts reflect our commitment to building awareness, fostering trust, and helping keep our community informed and connected.





Youth Conference

In 2025, we proudly hosted our first-ever Unity in Action Youth Conference in partnership with St. Leonard's Community Services, LUSO Community Services, the John Howard Society of London and District, and local school boards. The event had 198 attendees and focused on building restorative pathways and empowering students to become leaders who promote safety, allyship, and positive change within their communities.

Celebrating Cultural Events

Sharing in Celebration

We proudly shared moments of celebration and connection by participating in cultural events such as Raksha Bandhan, the 80th Korean Liberation Day, and Eid, and by engaging meaningfully with local churches and cultural groups. These opportunities to learn, celebrate, and stand alongside our diverse communities strengthen trust and deepen our shared sense of belonging.



Pride and Inclusivity

We proudly support the 2SLGBTQIA+ community by joining local pride parades, kicking off Pride Month with a flag raising at London Police Headquarters, and continuing our commitment to allyship across London.



Strengthening Community Relations

Newcomer Engagement

In 2025, LPS celebrated the historic moment by hosting its first citizenship ceremony, with community leaders welcoming 30 new Canadians in a meaningful event. Our members continue to support and attend newcomer ceremonies throughout the year, building positive relationships and fostering a strong sense of belonging for those beginning their journey in our community.



Supporting the Community Safety and Well-Being Plan

The LPS delivers policing services in line with the City of London's Community Safety and Well-being (CSWB) Plan, which provides an integrated framework for addressing community-identified risk factors through collaboration, prevention, and coordinated response. LPS operational and strategic efforts support CSWB priorities related to crime, perceptions of safety, police response times, mental health, substance use, road safety, police responses to hate crimes and incidents, and gender-based violence, as reflected throughout this report.

Through data-informed deployment, partnership-based responses, community-based crime prevention initiatives, and specialized service delivery, the Service contributes to broader community safety and well-being outcomes identified in the CSWB Plan. LPS also participates in cross-sector tables, networks, and coordinated planning efforts within the CSWB ecosystem, supporting shared accountability and collective action across the community. This approach ensures that policing activities align with municipal community safety and well-being priorities while remaining responsive to emerging harms and community needs.

Supporting Youth and Vulnerable Populations

The LPS supports youth and vulnerable populations through inclusive programs that foster belonging, mentorship, and opportunity. Each summer, we partner with London Middlesex Community Housing to deliver the Rookie League baseball program, giving youth aged 8 to 12 the chance to participate in sport regardless of background.

We also welcome high school students through co-op placements, where they build practical skills, gain insight into policing, and develop confidence for future pathways. We further strengthen youth engagement through initiatives that inspire leadership and career exploration.

Our annual Chief of the Day program, held during Police Week, gives a Grade 6 student the opportunity to step into a leadership role and connect with policing in a meaningful way.

Through the Youth in Policing Initiative, we offer paid summer internships to high school students interested in law enforcement, along with eligibility for post-secondary scholarships, helping remove barriers and open doors to future careers.



LOOKING AHEAD

Challenges and Opportunities

London's continued population growth and urban development will place ongoing pressure on frontline response, investigative capacity, and community-based crime prevention. Maintaining responsive and sustainable services demands strategic planning, modern deployment approaches, and ongoing investment in people and resources.

Mental health-related calls for service, homelessness, and substance use are expected to remain significant drivers of demand. The Service will continue to work alongside health, housing, and social service partners to support coordinated responses that balance public safety, enforcement, and compassion.

The nature of crime is also evolving. Cybercrime, online fraud, and technology-enabled offences continue to increase, driving growth in digital evidence volumes and investigative complexity. At the same time, complex investigations—often involving vulnerable individuals, cross-jurisdictional activity, or organized networks—require specialized skills, advanced tools, and strong collaboration across units and partner agencies.

Recruitment and workforce sustainability remain key priorities as the Service competes for skilled candidates while supporting the well-being, training, and professional development of existing members. Community expectations are also changing, with greater emphasis on transparency, equity, technological capability, and meaningful engagement. Global events can further influence local community dynamics, underscoring the need for adaptability and proactive communication.

Looking ahead, the LPS will continue to build on the foundation established by strengthening partnerships, modernizing policing practices, and aligning resources with emerging risks and community priorities. We remain committed to continuous improvement and responsive, effective policing for Londoners.





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