



LONDON POLICE SERVICE BOARD

OPEN MEETING AGENDA

Monday, July 20 2026, 9:00 am and 1:00 pm

Police HQ Executive Boardroom 601 Dundas Street *Link*

to Livestreams [9:00 AM](#) and [1:00 PM](#)

ITEM		LEAD	DETAILS
OPEN MEETING PART One: 9:00 am			
1	Call Open Meeting to Order	Chair	
2	Motion to move to a Closed meeting pursuant to Section 44(1)(b) and 44(2) of the <i>Community Safety and Policing Act</i> to discuss confidential matters related to labour relations, Finance, and Legal.	Chair	Decision
CLOSED MEETING AND BREAK UNTIL 1:00 pm			
OPEN MEETING PART Two: 1:00 pm			
1	Procedural Matters Opening Remarks Disclosures of Interest Introduction of New Business LPSB Correspondence Reference Document #2607_01 Approval of Minutes: May 21, 2026 , LPSB Open Meeting	Chair	Information Decision
2	2.1 2026 Chief's Gala Financial Report #2607FF01 2.2 Cheque Presentation	Chief/CAO	Decision Information
3	Board Governance and Oversight 3.1 2025 LPS Annual Report: Submission and Publication Report #2607PB01 <i>Presentation and Report #2607CR01 from the LPS on the 2025 Annual Report</i> 3.2 Updates on Proposed Bill 119: CSPA Amendments Report #2607PB02 3.3 Next Steps in Developing the 2027-2030 Strategic Plan Report #2607PB03	Chair CGO Chair	Decision Information Decision
4	Financial Services 2026 Asset Management Plan Review Report #2607FF02	CAO	Information

Next Scheduled LPSB Open Meeting Date: Thursday, August 20th, 2026

5	Executive Administration: Professional Standards Branch		
	Report on Investigation Pursuant to S. 81(1) CSPA:		
	5.1 SIU 25OCI487 Report #2607EA01	DC Bastien	Information
	5.2 SIU 25OCI051 Report #2607EA02		
	5.3 SIU 25OCI095 Report #2607EA03		
6	Verbal Updates		
	- Chair Gauss - CGO Johanssen - Chief Truong	Chair CGO Chief	Information
7	New Business	Chair	Information
8	ADJOURNMENT	Chair	



P.O. Box 5035
300 Dufferin Avenue
London, ON
N6A 4L9

June 3, 2026

R. Gauss, Chair
London Police Services Board
rgauss@lpsb.ca

I hereby certify that the Municipal Council, at its meeting held on June 2, 2026 resolved:

That the following actions be taken with respect to the London Police Service Board composition:

- a) in accordance with section 31 of the *Community Safety and Policing Act, 2019* the size of London Police Service Board BE MAINTAINED at seven (7) members, consistent with the composition permitted under the *Community Safety and Policing Act, 2019* and the direction of Municipal Council at its December 19, 2016 meeting; and
- b) the communication dated May 12, 2026, from R. Gauss Chair, London Police Service Board BE RECEIVED. (4.3/7/SPPC)

M. Schulthess
City Clerk
/hw

cc: S. Johanssen, London Police Services Board sjohanssen@lpsb.ca



MEMO

To: Municipal Council

From: City Clerk's Office

Date: June 3, 2026

Re: Extending Public Member Appointments to Agencies, Boards, and Commissions (ABCs)

In accordance with the resolution adopted by Municipal Council at its meeting held on March 31, 2026, Civic Administration has reviewed the governance frameworks applicable to the City's Agencies, Boards, and Commissions (ABCs) with respect to the continuation of current public member appointments through the transition to the new Council following the 2026 municipal election.

Resolution (April 1, 2026):

"That the following actions be taken with respect to appointing members of the public to the City's Agencies, Boards, and Commissions (ABCs):

a) Civic Administration BE DIRECTED to take the necessary actions to extend the terms of the current public member appointees to the City's ABCs to March 31, 2027, in order to provide continuity during the transition to the new Council following the 2026 municipal election; and

b) Civic Administration BE DIRECTED to prepare and bring forward to a future meeting of Municipal Council any required amendments to applicable by-laws or policies necessary to implement the extension of these appointments, including any provisions related to the appointment process for ABCs;

it being noted that provincial changes to Conservation Authority governance may impact both Council and public appointments to those bodies, and that Civic Administration may be required to bring forward additional amendments to ensure alignment with applicable provincial legislation and regulations."

Following review of the applicable legislative and governance frameworks, no amendments to municipal by-laws are being recommended at this time.

Agencies, Boards, and Commissions (ABCs) not requiring by-law amendments:

The following ABCs utilize staggered appointment cycles, do not have current public member appointees and or do not require appointments beyond the term of Council in order to maintain continuity through the transition period. By-laws and legislation provide that the term of the board members will continue until successors are appointed.

- London and Middlesex Community Housing Inc.
- London Hydro
- London Convention Centre Corporation Board of Directors
- Museum London – privately incorporated
- Covent Garden Market Board
- London Transit Commission – no current public member appointees

Other Agencies, Boards, and Commissions (ABCs):

The following ABCs are beyond the City's jurisdiction with respect to making appointments beyond the term of Council. These ABCs are governed by private legislation, do not include

public member appointees, or are governed by provincial or federal legislation. The City Clerk's Office has reviewed the governing legislation and confirms that members' terms continue until successors are appointed:

- Western Fair Association Board – privately incorporated
- Middlesex-London Health Unit – governed by the *Health Protection and Promotion Act*, R.S.O. 1990, c. H.7
- London Public Library Board – governed by the *Public Libraries Act*, R.S.O. 1990, c. P.44
- London Police Services Board – governed by the *Community Safety and Policing Act*, 2019, S.O. 2019, c. 1, Sched. 1
- Greater London International Airport Authority – governed by the Federal Government's National Airports Policy
- All Business Improvement Areas' boards of management – governed by the *Municipal Act, 2001*
- Eldon House Board of Directors – governed by the *Municipal Act, 2001*



LONDON POLICE SERVICE BOARD

OPEN MEETING

Thursday, May 21, 2026

HYBRID: Police Headquarters-Executive Boardroom / Teams

ATTENDANCE

LONDON POLICE SERVICE BOARD	LONDON POLICE SERVICE
Ryan Gauss, Chair	Chief Thai Truong
Nancy Branscombe, Vice Chair (Virtual)	Deputy Chief Treena MacSween
Jeff Lang, Member (9:04AM - 2:27PM)	Deputy Chief Paul Bastien
Steve Lehman, Member	Roger Ramkissoon, Chief Administrative Officer
Josh Morgan, Member	Ali Chahbar, General Counsel
Susan Stevenson, Member	Samantha Santos, Executive Assistant
Mike Wallace, Member (Part 2 Virtual)	
Stephanie Johanssen, Chief Governance Officer (Regrets)	
Melanie Coleman, Executive Assistant	
GUESTS	
Ron LeClair, Zone 6 Advisor (Virtual)	Catherine Bruni, Legal Counsel (Part 1 Only)
Director Jack Morgan, London Police Service	Inspector Brent Lipskey, London Police Service
Kris Esteban, London Police Service	

PART 1

1. Procedural Matters

Meeting Called to Order: 9:04AM

2. Move into Closed Session

Moved By: M. Wallace

Seconded By: S. Stevenson

“THAT The London Police Service Board moves from Open to Closed Session pursuant to Section 44(2) of the *Community Safety and Policing Act, 2019*.”

CARRIED

PART 2

1. Procedural Matters

Return To Open Meeting: 1:20PM

Disclosures of Interest: None

Introduction of New Business: None

LPSB Correspondence Reference Document #2605_001

Correspondence were received for information purposes.

Moved By: J. Lang

Seconded By: S. Lehman

“THAT the London Police Service Board accepts and approves the minutes of the April 16, 2026 Board Meeting as presented.”

CARRIED

2. Support Services

AI Technology Use Presentation (incl BWC) and Report #2605SS01

Director Jack Morgan, Inspector Brent Lipskey, and Kris Esteban delivered a presentation on Artificial Intelligence at the London Police Service. Report and Presentation were received for information purposes.

3. Financial Services

3.1 EMOP Co-Operative Purchasing Agreement – Diesel Fuel and Gasoline Supply Report #2605FF01

Moved By: S. Lehman

Seconded By: J. Morgan

“THAT the London Police Service Board approve the London Police Service proceeding with the use of the cooperative purchasing agreement resulting from the EMOP Diesel Fuel and Gasoline Request for Tender (RFT #202601) for the supply and delivery of diesel fuel and gasoline; and

THAT the London Police Service Board authorize the signing and execution of the Fuel Supply Agreement between the London Police Service Board and Suncor Energy Products Partnership.”

CARRIED

3.2 Operating Budget Status Report #2605FF02

Moved By: S. Stevenson

Seconded By: S. Lehman

“THAT the London Police Service Board receive the Operating Budget Status – March 31 report for information; and,

THAT the London Police Service Board approve the closure of the London Police Force Sick Leave Reserve Fund (RF051) and the transfer of the remaining balance, following the conclusion of the member’s retirement leave period on July 31, 2026 and subject to any final interest allocation adjustments, to the London Police Service Reserve Fund (RF10100). It being noted that while activity in the Sick Leave Reserve Fund will cease and the remaining funds will be transferred with approval of this LPS Board motion, physical termination of the fund will not occur until Spring 2027. This will be the next opportunity for Municipal Council to repeal reserve fund by-laws through the City’s annual Reserve and Reserve Fund Housekeeping report. “

CARRIED

3.3 Mental Health Crisis Response Training Report #2605FF03

The Chair noted that, if the October 2026 deadline is not met, the CAO will report back to the Board.

Moved By: J. Lang

Seconded By: S. Stevenson

“THAT the London Police Service Board approve the use of the Police Service Reserve Fund to support all costs associated with MHCR training, totaling \$22,887 in capital funding and \$95,303 in operating funding for 2026, and \$232,818 in operating funding for 2027, should these operating pressures not be absorbable through projected year end operating surpluses, including approval of the following:

a) The attached binding quote Q2026-435A issued by Street Smarts VR and associated terms and conditions;

b) Funding for one (1) full-time FTE from the Canadian Mental Health Association (CMHA) for \$138,320 and authorization for LPS Administration to finalize an MOU with CMHA; and

c) The additional identified expenses listed in Appendices A and B.

THAT the London Police Service Board approve the direct purchase of Street Smarts VR as a sole-source procurement and CMHA as a single-source procurement under Section 15 of the LPSB Procurement and Disposal of Surplus Property Policy; and

THAT the London Police Service Board Approve LPS Administration to submit a business case for permanent funding in the next MYB (2028-2031) to secure dedicated funding for the costs associated with MHCR training for future budget years beyond 2027; and

THAT the London Police Service Board approve LPS Administration to submit a business case for permanent funding through the 2027 Assessment Growth process to secure dedicated funding for 1 full time Constable position for MHCR program coordinator/facilitator.”

CARRIED

4. Uniformed Division

Police Pursuits Statistics Annual Report #2605UD01

Report #2605UD01 was received for information.

5. Criminal Investigation Division

Sexual Assault Investigation Annual Report #2605CI01

Report #2605CI01 was received for information.

6. Executive Administration: Professional Standards Branch

6.1 Aggregated Disciplinary Measures Report #2605EA01

Moved By: S. Lehman

Seconded By: S. Stevenson

“THAT the London Police Service Board receive this report pursuant to section 215(1) of the *Community Safety and Policing Act, 2019*, S.O. 2019, c. 1, Sched. 1 (CSPA) for information purposes; and

THAT the Board publish this report on the internet pursuant to section 215(2)(a) of the CSPA; and

THAT the Board forward this report to the Complaints Director pursuant to section 215(2)(b) of the CSPA.”

CARRIED

6.2 SIU Report #2605EA03

Report #2605EA03 was received for information.

Member Lang left the meeting at 2:28PM

7. Executive Administration: Chief's Office

Inspector General Province-Wide Inspection on Integrity and Anti-Corruption Practices Readiness Report #2605EA03

Moved By: J. Morgan

Seconded By: S. Stevenson

“THAT The London Police Service approve the action plan set out in this report as the Chief's response to the Board's February motion regarding the Inspector General of Policing's province-wide inspection on police integrity and anti-corruption practices, including the methodology, deliverables, timeline, and resourcing approach described herein.”

CARRIED

8. Verbal Updates

Chair Gauss provided a verbal update recognizing the recent swearing-in and promotions ceremony, welcoming new officers and celebrating the achievements of sworn members, civilian police professionals, and auxiliary constables. He also noted that the June Board meeting has been rescheduled to July 17th, 2026 and acknowledged May as Mental Health Awareness Month, and thanks all members, volunteers, and staff of the Service for their ongoing contributions to the City of London.

Chief Truong recognized several members' achievements and community initiatives, including Deputy Chief Paul Bastien's appointment to the Order of Merit of Police Forces. Updates were also provided on the upcoming Special Olympics, the Chief for a Day program, and member

participation at recent police memorial events. Thanking the Board members for their attendance and support.

9. New Business

No New Business.

10. Adjournment

Moved By: S. Stevenson

Seconded By: J. Morgan

Seconded By:

“THAT The London Police Service Board Adjourn the Open Session of the May 21, 2026, meeting.

CARRIED

Meeting adjourned at 2:43PM

Ryan Gauss, Chair
London Police Service Board

Date



LONDON POLICE SERVICE

OPEN REPORT TO THE LONDON POLICE SERVICE BOARD

Report Number	2607FF01
Board Meeting Date	July 20, 2026

2026 Chief's Gala Financial Report

Roger Ramkissoon, Chief Administrative Officer

REASON FOR REPORT

- ☒ Seeking Decision
- ☐ Receive for Information/Update

RECOMMENDATION(S)

THAT the London Police Service Board (the "Board"):

1. Receive this report as the final summary of the 2026 Chief's Gala event.
2. Approve the disbursement of net proceeds, with 50% allocated to Bethany's Hope Foundation and 50% to Victim Services of Middlesex-London.
3. Support the continuation of the Chief's Gala as an annual event, subject to operational review and Board approval, with the next event scheduled for March 11, 2027.

SUMMARY

This report provides a final summary of the 2026 Chief's Gala event. Figures presented reflect final, confirmed totals following reconciliation of all revenues and expenses.

The Gala exceeded original expectations, both in community participation and financial success. The final disbursement to Bethany's Hope Foundation and Victim Services of Middlesex-London will support critical programs in the London community. The positive outcome reinforces the importance of community collaboration between police, business, and community partners in building a safer and more connected London.



FINANCIAL IMPLICATIONS

Following adjustment for committed and future expenses, final net proceeds total \$250,000.00, to be distributed equally, with each organization receiving \$125,000.00.

A detailed financial summary is provided below:

2026 Financial Summary	
Revenues:	
Sponsorships, Tables, and Donations	\$ 637,700.00
Single Ticket Sales	\$ 12,925.00
Total Revenues	\$ 650,625.00
Expenditures:	
Production	\$ 128,809.05
Venue and Catering	\$ 170,865.04
Marketing and Advertising	\$ 31,291.31
Banking and Payment Fees	\$ 2,805.27
Total Expenditures	\$ 333,770.67
Net Income	\$ 316,854.33
Committed and Future Expenses	
Marketing and Communications Event Infrastructure	\$ 33,554.37
2027 Gala Contingency Fund	\$ 33,299.96
Revised Net Income	\$ 250,000.00
Amount Per Agency	\$ 125,000.00

BACKGROUND

Event Highlights & Community Impact

The 2026 Chief's Gala was a notable success, attracting more than 1,200 attendees. This strong turnout marked the event's second consecutive sell-out and reflected significant public interest in, and support for, the London Police Service. A key highlight of the evening was the recognition of London Police Service members for their distinguished service, which contributed positively to organizational morale and reinforced public trust in the Service.

The Gala received generous support from more than 50 local businesses and community organizations, underscoring the London Police Service's role as a valued partner in promoting public safety and community well-being. Coverage by regional and local media outlets further amplified the event's impact, enhancing public awareness and appreciation of the Service's



ongoing contributions.

In addition to celebrating service and achievement, the event delivered meaningful community benefits, with all proceeds allocated to the Bethany's Hope Foundation and Victim Services of Middlesex-London.

The 2026 Chief's Gala was a resounding success, showcasing the strength of community partnerships while raising over \$250,000 for local charitable organizations. These funds will be equally distributed, with each organization—Bethany's Hope Foundation and Victim Services of Middlesex-London—receiving \$125,000.00.

CONCLUSION

The 2026 London Police Service Chief's Gala Appreciation Dinner & Awards Night was a significant success, exceeding attendance expectations and strengthening community relationships. The event celebrated the outstanding contributions of London Police Service members while also raising funds in support of the Bethany's Hope Foundation, Victim Services of Middlesex-London, and the Fund-the-Need initiative for Special Olympics.

Overall, the Gala has established a solid foundation for future events, supporting continued community engagement and charitable impact.

APPROVED FOR SUBMISSION BY CHIEF THAI TRUONG

X 

Thai Truong, Chief of Police

ATTACHMENTS

N/A

***Alternative formats, translation, and communication supports are available on request**



LONDON POLICE SERVICE BOARD OPEN REPORT

2025 LPS ANNUAL REPORT: SUBMISSION AND PUBLICATION

Report Number	#2607PB01
Board Meeting Date	July 20, 2026

SUBMITTED BY

Governance Advisory Committee

Stephanie Johanssen, LPSB Chief Governance Officer

REASON FOR REPORT

- ☒ Seeking Decision
- ☐ Receive for Information/Update

RECOMMENDATION(S)

THAT the London Police Service Board approve its 2025 London Police Service Annual Report for filing with the City of London and publication on the Board's website.

SUMMARY

This report seeks approval of the London Police Service Board's (the "Board") 2025 London Police Service (the "Service") Annual Report for filing with the City of London and public posting on the internet, as required by the *Community Safety and Policing Act, 2019* (CSPA). The attached Annual Report consolidates the Board's annual reporting requirements under s. 41 of the with the Chief's annual reporting requirements under s. 12 of O. Reg. 399/23.

The Service is providing a presentation on the Annual Report at the July 20th Board meeting, and the LPS cover report is Attachment #1 to this report. The Draft Annual Report was reviewed by the Board's Governance Advisory Committee to ensure it meets legislative requirements.

FINANCIAL IMPLICATIONS

There are no direct financial implications associated with submitting or publishing this report.



BACKGROUND

Under s. 41 of the CSPA the Board must file an annual report with the City of London by June 30 each year and publish it on the internet. The report must address implementation of the Board's Strategic Plan and objectives, the affairs of the Service, policing as it relates to the municipal Community Safety and Well-Being Plan, and any prescribed matters.

Under section 12 of O. Reg. 399/23, the Chief must prepare an annual report for the Board on Service activities during the previous fiscal year, including Strategic Plan implementation, public complaints, the actual cost of policing, and other required information.

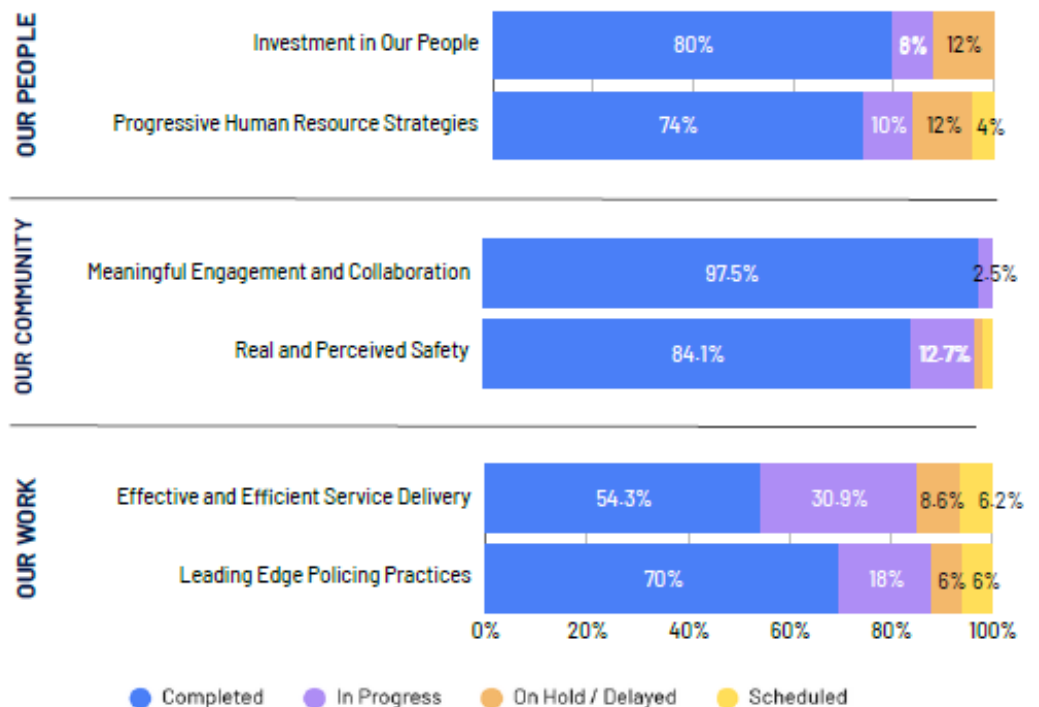
DISCUSSION

The attached Annual Report provides a concise public record of Service performance and Board oversight in 2025. The Annual Report is one of the ways that the Board monitors whether policing remains adequate, effective, and aligned with Board-approved objectives. It includes progress on the 2024–2027 Strategic Plan, an overview of the Board's work, crime trends, response times, community engagement, public complaints, financial information, modernization initiatives, and activities supporting community safety and public trust.

Progress Towards Board Objectives from the 2024-2027 Strategic Plan

The Board's 2024-2027 Strategic Plan is organized into six objectives under three priority areas*. The Annual Report shows meaningful progress toward these six objectives, with 288 of 375 deliverables completed in 2025, representing overall 77% completion in year two of four.

**Figure 1:
Excerpt from the 2025 LPS
Annual Report Pg 26 on year
two Strategic Plan progress
– six objectives under three
priority areas*





Filing and Submission

The Board is required to file the Annual Report with the Municipality and publish it on the internet.

While the statutory filing deadline is June 30, the June Board meeting was deferred and the report is therefore coming forward at the July 17, 2026 meeting. The appropriate parties were notified of the delay in advance. To avoid a similar delay in the future, the Annual Report will be brought forward to the Board next year at the May meeting, rather than in June.

An Updated Strategic Plan for 2027-2030

In July 2025, the Board approved early redevelopment of the 2024–2027 Strategic Plan after a gap analysis identified the need for stronger CSPA alignment (Report #2507PB01). A further update on the 2027-2030 Strategic Planning process is being provided at the July 17th, 2026 Board meeting through Report #2607FF02.

The new Plan will meet CSPA requirements by including objectives directly tied to thorough community and stakeholder input, establishing measurable indicators of success and considering the public safety priorities in London’s Community Safety and Wellbeing Plan. Developing the new Strategic Plan ahead of the next four-year budget cycle will help ensure required costs are identified and incorporated to support adequate and effective policing.

For 2025 and 2026, the current 2024–2027 Strategic Plan remains in effect, and the existing priorities, objectives, and performance measures continue to guide reporting and oversight until the new Plan takes effect.

CONCLUSION

This Annual Report consolidates the Board’s annual reporting requirement under s. 41 of the CSPA and the Chief’s annual reporting requirement under s. 12 of O. Reg. 399/23 into one public accountability document.

The Annual Report also supports the Board’s information-sharing obligations with the Municipality under s. 41 of the CSPA.

Board approval will allow the report to be filed with the City of London and published for public access. Future Annual Reports will be scheduled for May Board consideration to support timely approval, filing, and publication.

ATTACHMENTS

Attachment 1: London Police Service Annual Report Open Report #2607CR01

Attachment 2: 2025 Annual Report of the London Police Service

***Alternative formats, translation, and communication supports for this report are available on request.**



LONDON POLICE SERVICE

OPEN REPORT TO THE LONDON POLICE SERVICE BOARD

Report Number	2607CR01
Board Meeting Date	July 17, 2026

2025 Annual Report of the London Police Service

Roger Ramkissoo, Chief Administrative Officer

REASON FOR REPORT

- ☐ Seeking Decision
- ☒ Receive for Information/Update

RECOMMENDATION(S)

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

SUMMARY

The Annual Report provides an overview of the London Police Service's performance, achievements, and initiatives in 2025. It fulfills the annual reporting requirements under the Community Safety and Policing Act by reporting on organizational performance, strategic priorities, financial stewardship, progress toward the 2024–2027 Strategic Plan, and efforts to enhance community safety and public trust. The report demonstrates the Service's commitment to accountability, transparency, and continuous improvement in serving the London community. It also fulfills the Board's legislated responsibility to make this information publicly available.

FINANCIAL IMPLICATIONS

There are no direct financial implications associated with the recommendations in this report.

BACKGROUND

The 2025 London Police Service (LPS) Annual Report has been prepared in accordance with section 41(1) of the Community Safety and Policing Act, 2019 (CSPA) and section 12 of Ontario Regulation 399/23, General Matters under the Authority of the Lieutenant Governor in Council.



The CSPA s. 41(1) prescribes the following:

On or before June 30th of each year, the police service board shall file an annual report with its municipality or band council regarding:

- (a) the implementation of the board's strategic plan and the achievement of the performance objectives identified in the strategic plan;
- (b) the affairs of the police service;
- (c) the provision of policing as it relates to any community safety and well-being plans adopted by the municipalities or First Nations that are in the board's area of policing responsibility; and
- (d) any other prescribed matters.

The CSPA also directs the police service board to publish the annual report on the Internet.

Section 12 of Ontario Regulation 399/23 requires the Chief of Police to prepare an annual report for the Board that includes information respecting the activities of the police service during the previous fiscal year, including implementation of the strategic plan, public complaints, the actual cost of policing, and other information prescribed under the regulation.

The 2025 Annual Report provides an overview of the London Police Service's activities, performance, and achievements throughout the year. It highlights progress toward the 2024–2027 Strategic Plan, key public safety initiatives, organizational modernization efforts, financial stewardship, and community engagement activities. The report demonstrates the Service's commitment to accountability, transparency, continuous improvement, and responsive policing. Following Board receipt, the Annual Report will be published on the London Police Service Board and London Police Service websites and provided to members of the City Council.

DISCUSSION

The Annual Report reviews the London Police Service's performance, priorities, and achievements in 2025, highlighting progress on the 2024–2027 Strategic Plan. It meets reporting requirements, showcasing policing outcomes, activities, and strategic progress.

The Service enhanced public safety through targeted enforcement, organized crime investigations, human trafficking enforcement, bail monitoring, and crime-prevention partnerships. Operational improvements included faster response times for Priority 1 and 3 calls, over 238,000 9-1-1 calls answered, and investments in staff wellness, development, and leadership. Technology upgrades. The report details innovative community responses like the Nurse Police Response Team, Crisis Call Diversion, Community Outreach, and initiatives supporting mental health, substance use, and victimization. These efforts emphasize collaboration, prevention, and community service.

Key Highlights of 2025:

- Record community engagement with 379 events attended and 51,246 residents engaged.
- Major organized crime investigations resulted in significant drug and firearm seizures, including the largest fentanyl seizure in London's history.
- Expansion of specialized community safety initiatives, including the Nurse Police



Response Team, Crisis Call Diversion Program, and Community Outreach and Support Team.

- Deployment of Body-Worn Cameras and continued implementation of the Digital Evidence Advancement Program and Next-Generation 9-1-1 modernization initiatives.
- Strategic Plan implementation progressed with 375 deliverables, of which 288 (77%) were completed.
- Public confidence indicators improved, including increases in positive perceptions of overall LPS performance and personal safety within the community.

CONCLUSION

The 2025 Annual Report reflects continued progress toward the Board's strategic priorities and demonstrates the Service's commitment to effective policing, organizational excellence, community engagement, and public accountability. The report provides a transparent overview of policing outcomes and highlights ongoing efforts to address emerging community needs while advancing a safer city for Londoners.

APPROVED FOR SUBMISSION BY CHIEF THAI TRUONG

X 

Thai Truong, Chief of Police

ATTACHMENTS

1. The 2025 Annual Report (PDF)
2. The 2025 Annual Report Presentation (PPT)

***Alternative formats, translation, and communication supports are available on request**

[RETURN TO AGENDA](#)

LONDON POLICE SERVICE

2025

ANNUAL REPORT





PREPARED BY:

Corporate Services Division

GRAPHIC DESIGN BY:

Corporate Communications and Media Relations Unit

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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 Ramkissoon 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.



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,

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



"DEEDS NOT WORDS"

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*

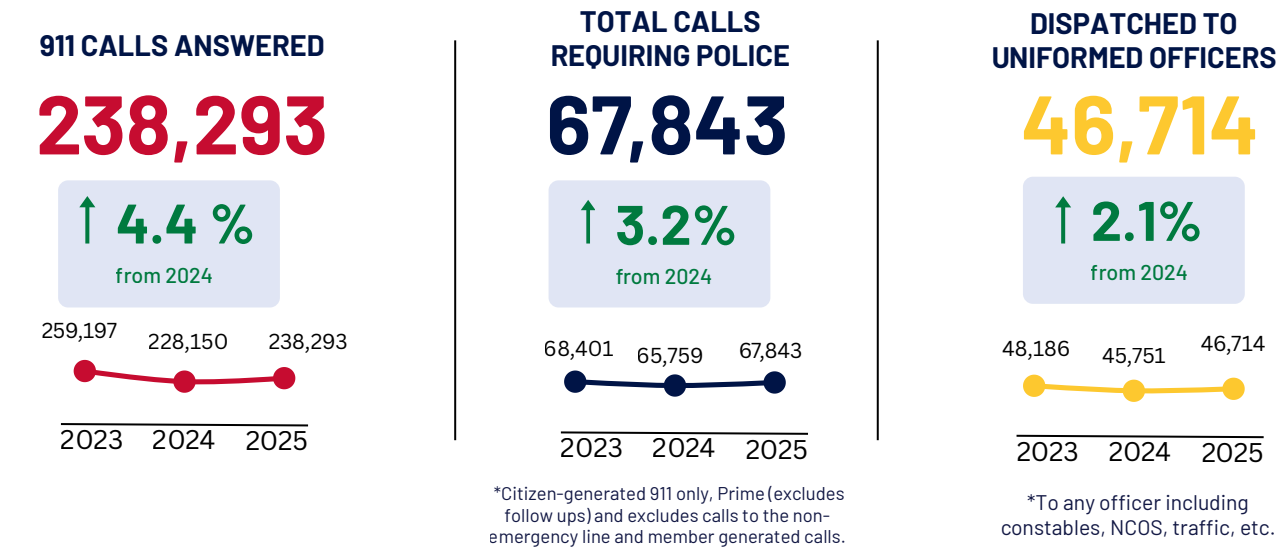
2025 Police Response Times		
Dispatched Priority		
1	9 minutes 11 seconds	-8.50%
2	9 hours 27 minutes 18 seconds	2.70%
3	42 hours 38 minutes 14 seconds	-67.80%

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.

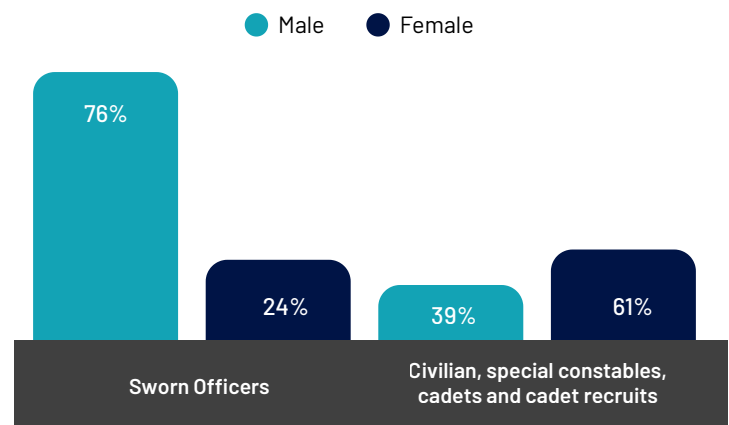
The People Behind the Service

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

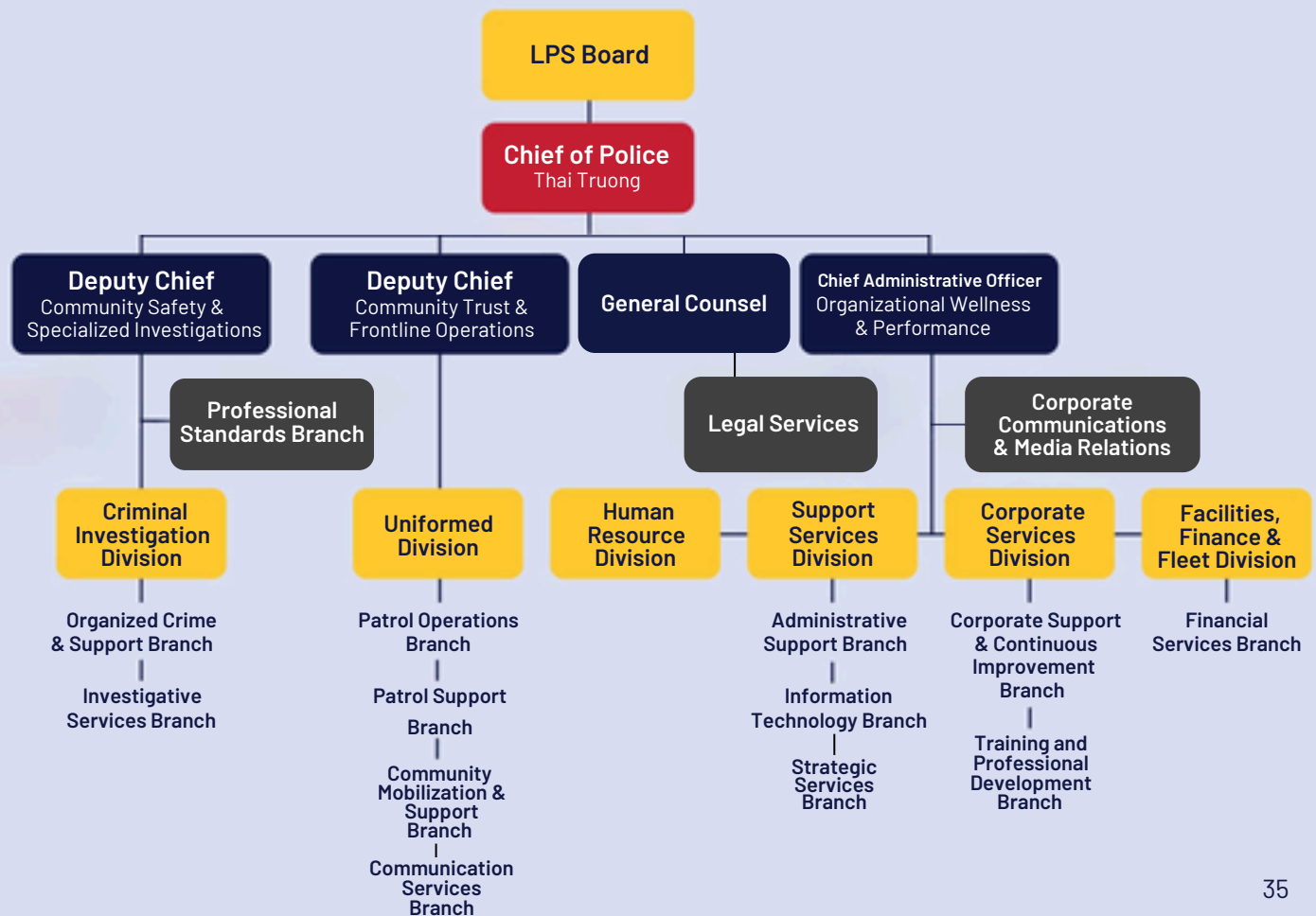
Organizational Leadership

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.



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

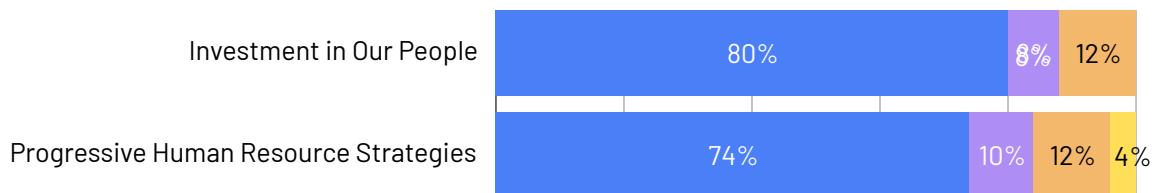
On April 1, 2024, the OIPRD (Office of the Independent Police Review Director) was renamed and transitioned into LECA (the Law Enforcement Complaints Agency) under the Community Safety and Policing Act.

YEAR TWO STRATEGIC PLAN PROGRESS

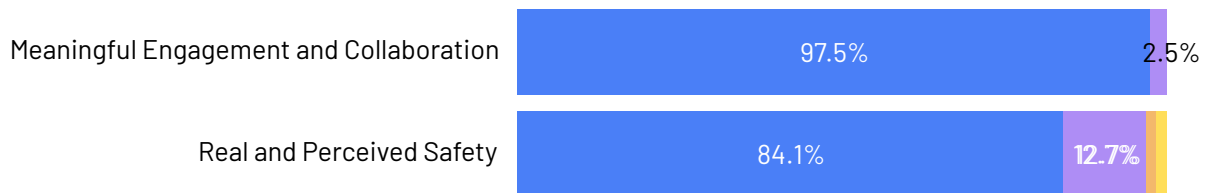
In 2025, the LPS began implementing priorities under the 2024–2027 Strategic Plan established by the London Police Service Board. This plan sets the Board’s long-term vision and strategic direction for the Service and is structured around three core priority areas: Our People, Our Community, and Our 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

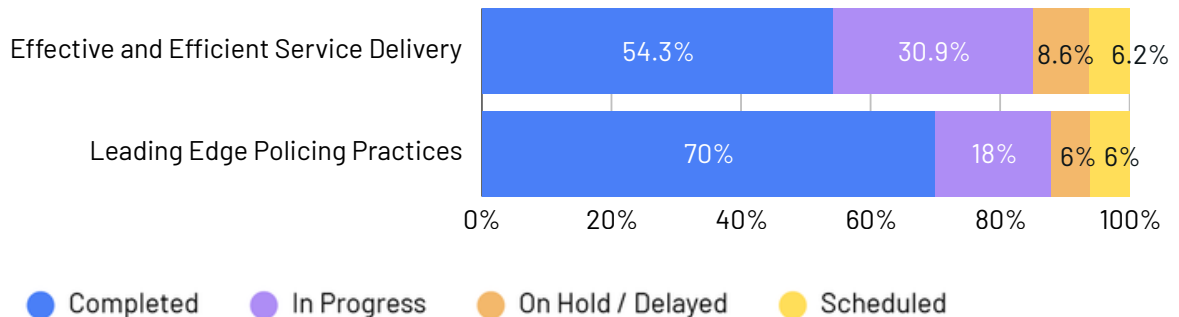
OUR PEOPLE



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.

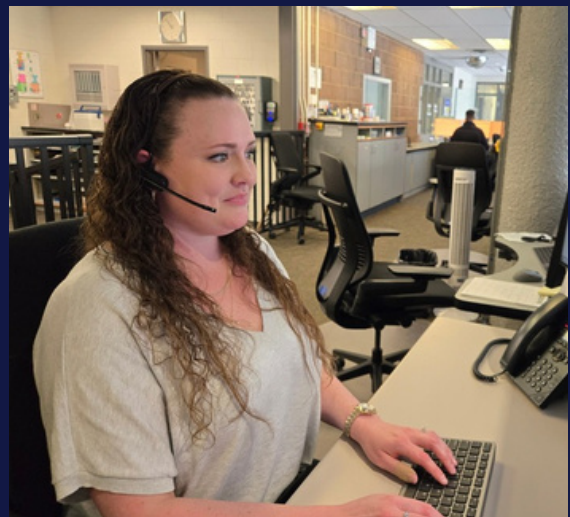


Next-Generation 911

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

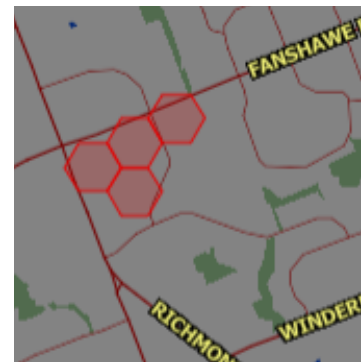
Safety concerns often reflect residents' lived experiences and day-to-day realities. In 2025, the LPS responded to community concerns through evidence-based, collaborative, and problem-focused approaches. By combining partnerships, a visible presence, data-informed enforcement, and proactive engagement, 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.



[RETURN TO AGENDA](#)

[RETURN TO AGENDA](#)

RETURN TO AGENDA



London Police Service

601 Dundas Street, London, ON N6B 1X1

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-  @LPSOntario

www.londonpolice.ca



London Police Service 2025 ANNUAL REPORT

A Year of Transformation, Modernization, and
Community Impact.

PREPARED BY:
Corporate Service Division



BY THE NUMBERS



CRIME SEVERITY INDEX: 65.89 65.89

6.9% Decrease

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

379 COMMUNITY ENGAGEMENT EVENTS

51,248 CITIZEN 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
46,714 calls resulted in uniformed officers being dispatched.

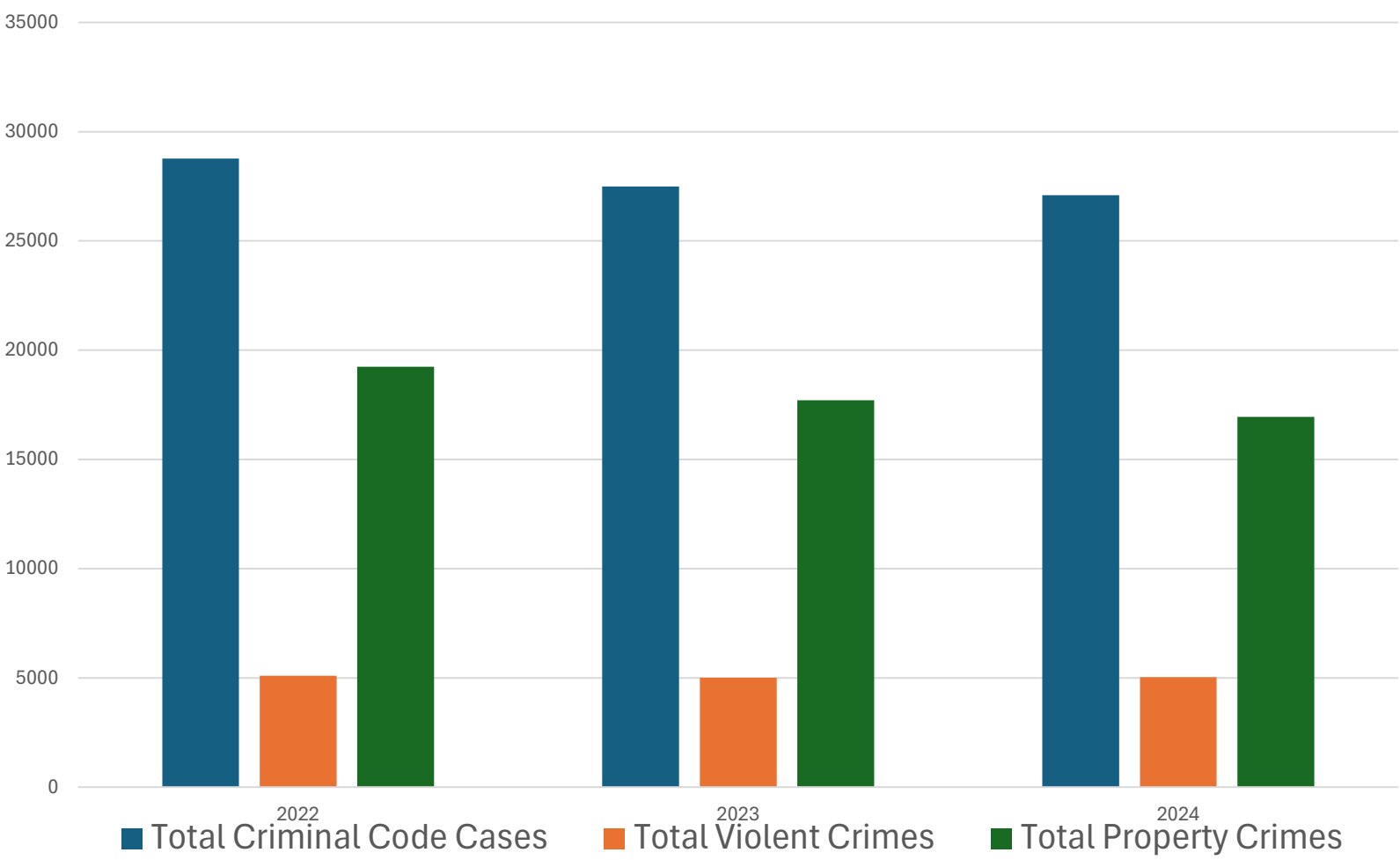
34,000+ TARGETED PATROL VISITS

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

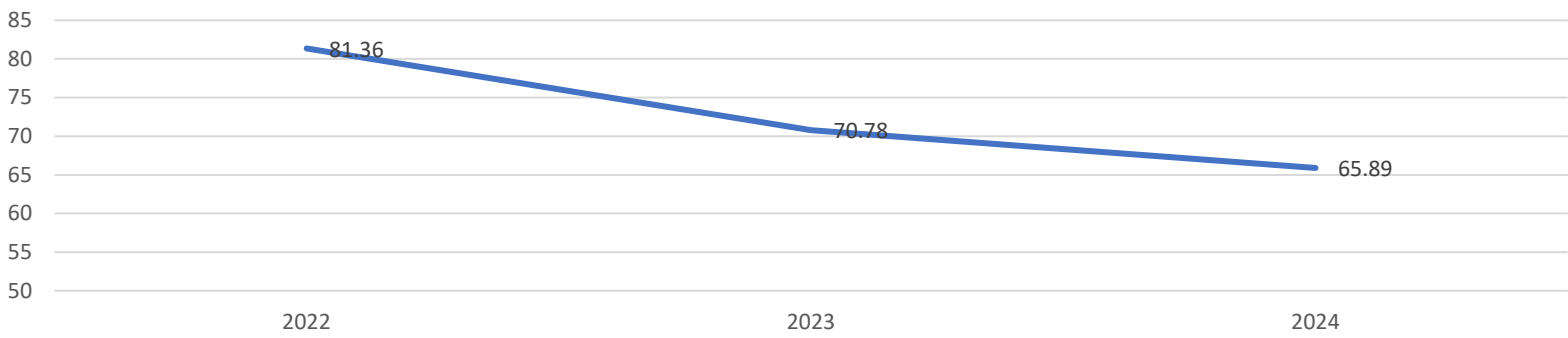
01. COMMUNITY SAFETY AND SPECIALIZED INVESTIGATIONS

Crime in London

Stat Can Crime Statistics in London



City of London Crime Severity Index



	London	Ontario	Canada
CSI	65.89	60.69	77.89
Violent CSI	81.84	81.28	99.87
Non-violent CSI	60.07	52.97	69.76

Community Safety and Specialized Investigation

COMMUNITY SAFETY AND SPECIALIZED INVESTIGATIONS

Crime Prevention

- Crime Stoppers
- Support Community Led Safety Awareness
- Business Improvement Areas
- National Retail Crime Taskforce
- Rights and Responsibilities Awareness Initiative
- National Fraud Prevention Month
- Project LEARN
- Youth in Policing Initiative
- Project BUILDS

Victim Support

- Beacon House Child & Youth Advocacy Centre
- Crisis Intervention Victim Support Unit and Victim Services of Middlesex-London
- Human Trafficking Prevention

Disrupting Serious Crime, JFOs and ITFs

- Provincial Bail Compliance Dashboard
- Major Investigation and Enforcement
- Bail Compliance and Warrant Apprehension
- Provincial Human Trafficking Intelligence-Led Joint Forces Strategy
- Project Allas
- Ontario's Strategy to Combat Internet Crimes Against Children

02. ORGANIZATIONAL WELLNESS AND PERFORMANCE

ORGANIZATIONAL WELLNESS AND PERFORMANCE

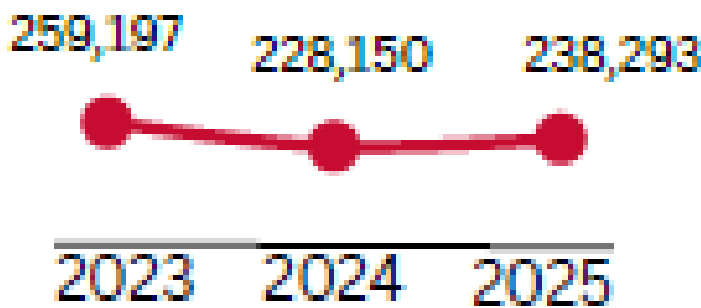
2025 Calls at a Glance

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

911 CALLS ANSWERED

238,293

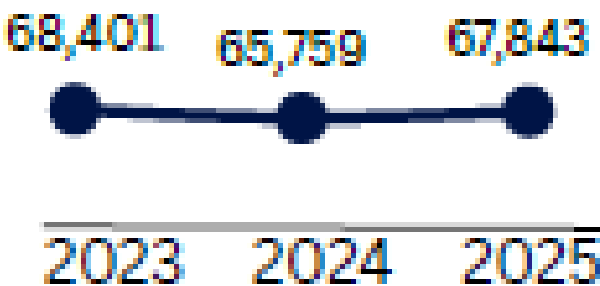
↑ 4.4 %
from 2024



TOTAL CALLS
REQUIRING POLICE

67,843

↑ 3.2%
from 2024

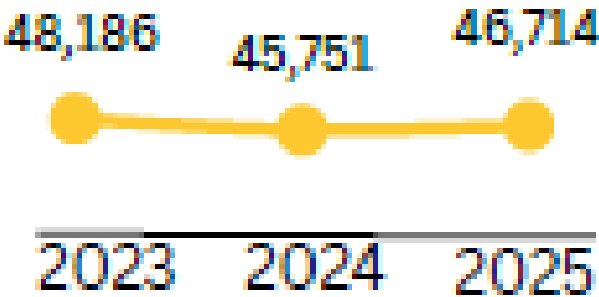


*Citizen-generated 911 only, Prime (excludes follow ups) and excludes calls to the non-emergency line and member generated calls.

DISPATCHED TO
UNIFORMED OFFICERS

46,714

↑ 2.1%
from 2024



*To any officer including constables, NCOS, traffic, etc.

ORGANIZATIONAL WELLNESS AND PERFORMANCE

CALLS FOR SERVICE AND RESPONSE TIME

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 (Rounded to nearest hour)	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.



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.

ORGANIZATIONAL WELLNESS AND PERFORMANCE

POLICE PERFORMANCE AND ACCOUNTABILITY

Community Feedback and Perceptions

- 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.

Cost of Policing

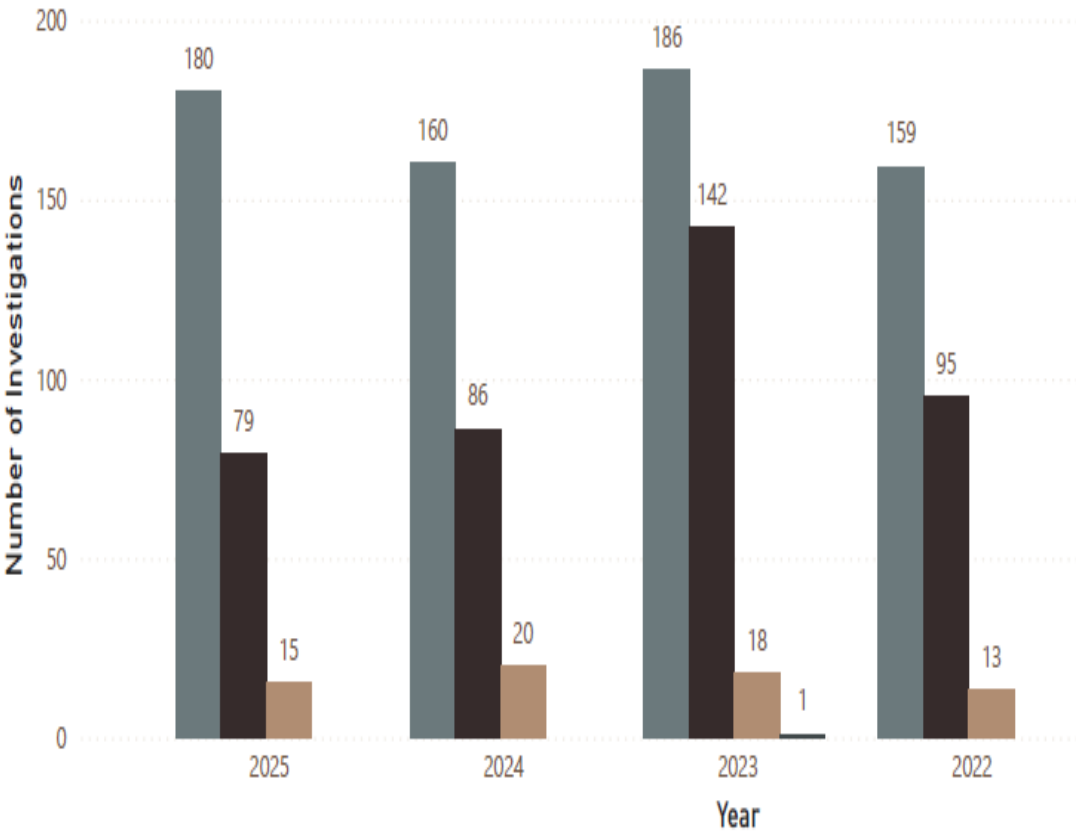
2025 Operating Budget

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.

Public Complaints

Type of Complaint ● Public Complaint ● Local Response ● Investigation by Chief of Police ● (Blank)



ORGANIZATIONAL WELLNESS AND PERFORMANCE



Workforce and Organizational Development

01 The People Behind the Service

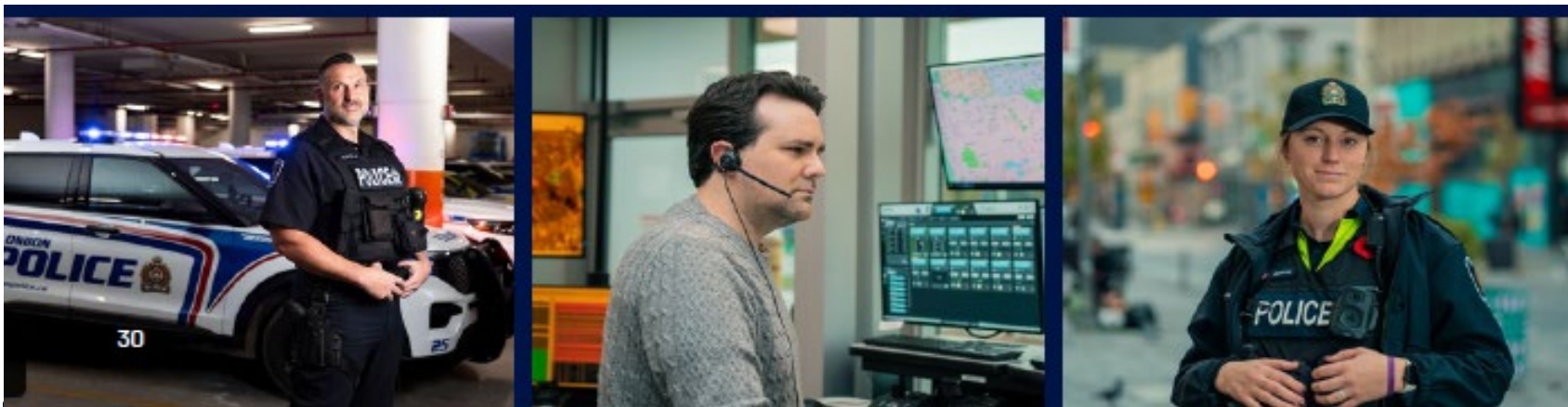
776 total sworn officers
342 civilians, special constables, cadets, and recruits
147 new personnel onboarded

02 Developing Skills, Strengthening Service

During the year, LPS Members accumulated 110,471 hours of legislative training and 69,819 hours of non-legislative training..

03 Supporting Our People, EDI 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.



Modernizing Policing

04 Technology and Systems Modernization

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

05 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.

06 Next Generation 911

NG911 delivers improved caller location information and establishes the foundation for future capabilities that support modern communication methods and evolving public expectations.

03. COMMUNITY TRUST AND FRONTLINE OPERATIONS

COMMUNITY TRUST AND FRONTLINE OPERATIONS

COMMUNITY TRUST AND FRONTLINE OPERATIONS

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.

**ENHANCING
EMERGENCY
RESPONSE AND
ACCESSIBILITY**

- **Hate Crime Response and Preventing Hate-Motivated Harm**
- **Patrol Operations Investigative Section**

**ADDRESSING COMMUNITY-
IDENTIFIED
SAFETY CONCERNS**

- Focused Police Presence in Hotspot Areas
- Open Air Substance Use Strategy
- London Transit Commission Partnership
- Road Safety
- Public Order

SPECIALIZED INITIATIVES

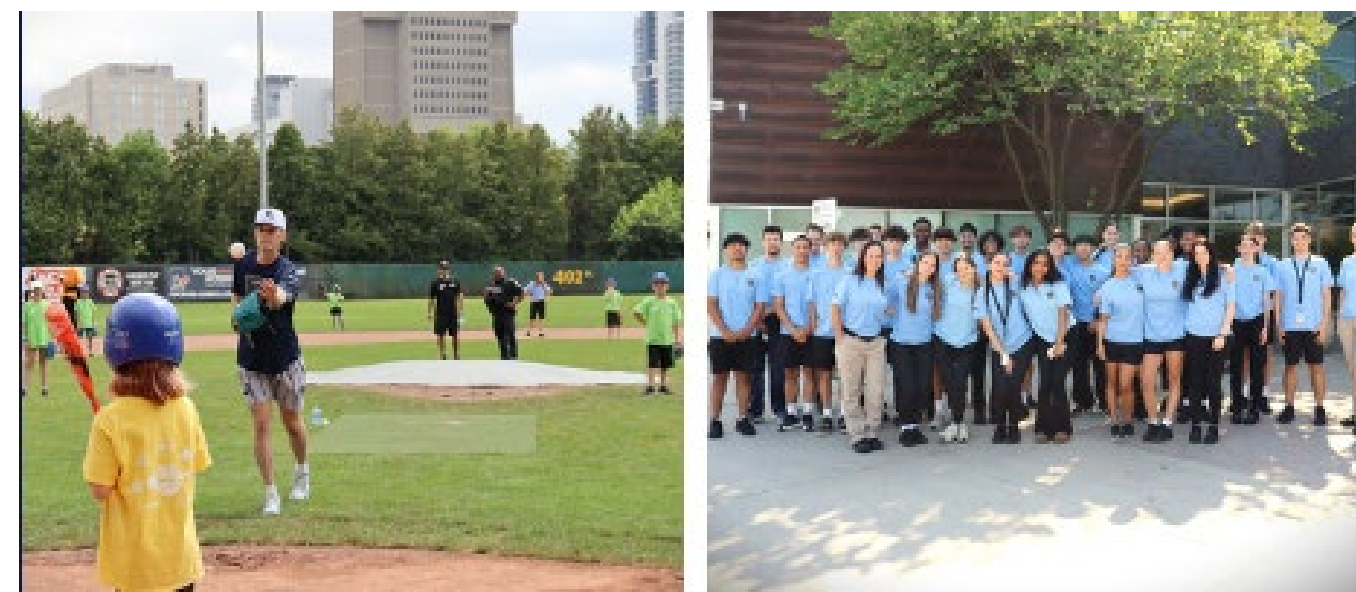
- **Nurse Police Response Teams**
- **Crisis Call Diversion Program**
- **Community Outreach and Support Team**

**SUPPORTING
INDIVIDUALS AT RISK**

- Intimate Partner Violence
- High-Risk Action Table for Femicide Prevention
- Violence Against Women Advocate Case Review Program
- Missing Persons Unit
- Person at Risk

COMMUNITY TRUST AND FRONTLINE OPERATIONS

Strengthening Community Engagement



Advancing Diversity Through Inclusion and Reconciliation

Black History Month and Lewis Coray Trailblazer Awards
Indigenous Relations and Solidarity

Community Engagement and Support

Supporting Londoner
Community Engagement and Educational Outreach

Celebrating Cultural Events

Sharing in Celebration
Pride and Inclusivity

Strengthening Community Relations

Newcomer Engagement
Supporting Youth and Vulnerable Populations

COMMUNITY TRUST AND FRONTLINE OPERATIONS

Community Safety and Well-Being Plan



How LPS Supports

- | | |
|--|-------------------------------------|
| Proactive Crime Prevention | Enhanced Emergency Response |
| Targeted Enforcement | Data-driven Road Safety Initiatives |
| Collaborative Responses to Complex Social Issues | Community Partnership |

LOOKING AHEAD

Challenges & Opportunities





LONDON POLICE SERVICE BOARD OPEN REPORT

UPDATES ON **PROPOSED** BILL 119: CSPA AMENDMENTS

Report Number	#2607PB02
Board Meeting Date	July 20, 2026

SUBMITTED BY

Stephanie Johanssen, LPSB Chief Governance Officer

REASON FOR REPORT

- ☐ Seeking Decision
- ☒ Receive for Information/Update

RECOMMENDATION(S)

This report is for information purposes only.

SUMMARY

This report provides an update on Bill 119, the *Protecting Ontario’s Streets and Communities Act, 2026*, which includes proposed amendments to the *Community Safety and Policing Act, 2019* (CSPA) that may have implications for local police governance and strategic planning.

No formal position or decision is required at this time. This report is provided for information as the Board continues to monitor the legislation and any guidance from Police Governance Ontario that may affect local governance, strategic planning, or Board processes.

FINANCIAL IMPLICATIONS

There are no direct financial implications associated with receiving this report.

Any future financial or resource implications would be assessed if the Bill is enacted and further implementation details are provided.



BACKGROUND

In May 2026, the Ontario government introduced Bill 119, the *Protecting Ontario's Streets and Communities Act, 2026*, which includes proposed amendments to the CSPA.

In summary, the proposed amendments would increase provincial involvement in police governance, particularly in relation to board strategic planning, and policing priorities.

At the time of writing, Bill 119 has not received Royal Assent and remains under consideration by the Ontario Legislature.

Ontario's provincial police governance association, Police Governance Ontario (PGO), has advised member boards that it was reviewing the proposed amendments and assessing their potential implications for local civilian governance, strategic planning, accountability, and board operations.

PGO has indicated that it will continue to monitor the Bill, engage with the Ministry where clarification is required, and provide member boards with updates and practical guidance as more information becomes available.

DISCUSSION

The following proposed changes may have direct implications for police service boards:

- The Bill would allow the Solicitor General to identify priorities that police service boards must include in their strategic plans.
- These priorities could be issued through directives that apply either across the province or to a specific police service board.
- If a directive is issued, a board would be required to review its strategic plan and if necessary and relevant, reflect the priorities in the directive.
- Strategic plan updates required by a directive would not be subject to the usual consultation requirements that normally apply when a board prepares or revises a strategic plan.
- The Solicitor General's role would expand to include advising police service boards, OPP detachment boards, and First Nation OPP boards on effective board operations.
- The Bill would allow the Minister to require the Inspector General to investigate and report in certain circumstances on whether appropriate arrangements have been made for the provision of adequate and effective policing, and would allow the Inspector General to disclose information to the Minister where it relates to the Minister's duties.
- Boards would be restricted from employing or contracting for services with current or former police service board members until at least two years after the person's board service has ended, subject to transition rules for existing contracts.



- Anyone attending a closed meeting, or the closed portion of a meeting, would be required to keep those matters confidential (*an existing requirement for board members themselves under O. Reg. 408/23 Code of Conduct for Police Service Board Members*).
- Further regulations may further define how certain complaint, investigation, misconduct, reporting, prescribed-person, and closed-session processes apply.

At this stage, the Board is not being asked to take a formal position or make any decisions in response to Bill 119. The legislation remains before the Legislature, and further discussion or action may be required if the Bill is enacted.

The Board's immediate role is to continue monitoring updates from PGO, the Ministry, peer boards, and other relevant sources so that potential implications can be assessed as more information becomes available.

While the Board supports broad provincial priorities that promote consistency and alignment across Ontario's policing sector, any provincial priority directives should provide clear guidance and meaningful consultation while giving boards enough flexibility to adapt priorities to local circumstances, risks, community needs and strategic planning processes.

BOARD MEDIA COMMENT

Board Chair Ryan Gauss Media Statement on May 29, 2026:

"London Police Service Board (the "Board") is aware of Bill 119 and the proposed amendments to the Community Safety and Policing Act, 2019 (CSPA). The proposed legislation has not yet been formally discussed by the Board as a whole, so I am unable to comment on specific implications or concerns the Board may have at this stage.

Police Governance Ontario has informed its membership that the matter is being reviewed on behalf of Ontario's police service boards to assess potential impacts on governance autonomy and community responsiveness, and that they will provide additional analysis and resources as more information becomes available.

As with any proposed legislative change, this Board will consider what it could mean for local governance, community accountability, strategic planning authority, board capacity and resourcing, and the alignment of provincial policing priorities with the public safety needs and expectations of Londoners.

As the CSPA continues to evolve, our responsibility remains the same: to stay informed, responsive, and compliant with the Province's legislative framework while placing the best interests of this City at the forefront of our decisions."



CONCLUSION

Bill 119 remains before the Legislature and may change as it moves through the legislative process. The Board will continue to monitor the proposed CSPA amendments and assess any governance, accountability, strategic planning, or operational implications if the Bill is enacted.

ATTACHMENTS

Attachment 1: Bill 119 (attached electronically)

***Alternative formats, translation, and communication supports for this report are available on request.**



LONDON POLICE SERVICE BOARD OPEN REPORT

NEXT STEPS IN DEVELOPING THE 2027-2030 STRATEGIC PLAN

Report Number	#2607PB03
Board Meeting Date	July 20, 2026

SUBMITTED BY

Governance Advisory Committee

Stephanie Johanssen, LPSB Chief Governance Officer

REASON FOR REPORT

- ☒ Seeking Decision
- ☐ Receive for Information/Update

RECOMMENDATION(S) FROM THE GOVERNANCE ADVISORY COMMITTEE

THAT the Board receive this report for information as a public update of its Strategic Planning process; and,

- Direct the Chief Truong to work with the Governance Advisory Committee to support the next stage of Strategic Plan development by:
 - a) Identifying proposed qualitative and quantitative performance measures, indicators of success, and potential key performance indicators aligned *with Community Safety and Policing Act, 2019* (CSPA) requirements and the broad themes identified through the community consultation process (s. 39(1)(3));
 - b) Compiling high-level information on facilities, information technology, resource, and implementation considerations that may be required to support the Strategic Plan (s. 39(1)(6-8)).

SUMMARY

This report provides a public update summary on the development of the 2027–2030 Strategic Plan, including broad themes that were identified from the independent public consultations,



and seeks Board direction to the Chief on information required for the next stage of planning. It does not present draft priorities or objectives. The final Strategic Plan is expected to come forward for approval at the October 2026 Open Meeting.

FINANCIAL IMPLICATIONS

There are no direct financial implications associated with receiving this update or directing the next stage of planning.

Future financial implications will be considered through the Board's budget process once implementation and resource needs are further developed.

BACKGROUND

Under s. 39 of the *Community Safety and Policing Act, 2019* (CSPA), police service boards must prepare and adopt a Strategic Plan for policing. The Plan must address policing objectives, priorities, core functions, and performance indicators, and be informed by consultation, community needs, and the municipal Community Safety and Well-Being Plan.

In July 2025, the Board approved the early redevelopment of the 2024–2027 Strategic Plan after a preliminary gap analysis identified the need for stronger alignment with the requirements of the CSPA (see Report #2507PB01). This report provides a public status update on the process.

The Board retained Advanis to lead the consultation process from an external perspective. These extensive consultations took place over a period of several months and are now complete.

DISCUSSION

This report provides a public update and confirms the next steps needed to complete the Plan.

The Alignment between Oversight and Operations

The CSPA requires the Strategic Plan to include quantitative and qualitative performance objectives and indicators of public safety outcomes.

The Board's Strategic Plan will provide high-level governance direction, with clear outcomes and indicators of success for each objective. The Chief's Action and Business Plans will operationalize that direction through detailed initiatives, activities, and key performance indicators.

Now that consultations are complete, the next phase is to translate the themes into objectives, outcomes, indicators of success, and implementation considerations, including high-level facilities, information technology, resourcing, and operational planning needs.



Community and Stakeholder Consultations

The independent consultations included a representative community survey, an open survey link, targeted correspondence, focus groups, and public input sessions.

In addition to open community engagement, consultations sought input from City Council, First Nations Band Councils, community and business groups, school boards, the London Police Association, and the Chief and Executive Command Team.

To promote awareness and accessibility, engagement opportunities were shared through social media, radio, print materials, and other public communications.

Themes from the Consultations

At a high level, the independent consultations identified several themes informing the Board's planning work, including:

- Safety is not experienced equally across London, especially in downtown areas, on public transit, and at night.
- Response times and confidence in the reporting process affect whether people feel safe and whether they report crime.
- Social issues and public order are among the community's most significant safety concerns, including homelessness, encampments, substance use, mental health, poverty, and access to health care.
- Many residents see policing as only one part of the response to complex safety issues and want stronger coordination with other agencies, governments, specialized supports, and alternatives to direct police response.
- Trust, fairness, sensitive response, and equal service are not experienced equally across communities.
- Different communities experience safety, policing, and confidence differently, including Indigenous, 2SLGBTQIA+, faith, newcomer, disability, women, business, youth, and senior communities.
- Residents raised the need for clearer information about policing results, resource use, partnerships, and the value achieved through policing investments.

The Board is assessing how the Strategic Plan can support the Service and its members and working to identify the resources, partnerships, health and safety supports, training, and direction needed to meet community public safety needs. A key Board priority is to continue to deliver public safety in a way that is collaborative, adaptable, effective, and sustainable over the long term.



Community Needs, Values, and Expectations: What does that mean?

In setting policing priorities, the Board must consider community needs, values, and expectations. Needs are based on data and evidence, and values and expectations consider lived experiences and perspectives.

Community Needs for policing are based on:

1. Legislated responsibilities under the CSPA and related legislation.
2. Comparisons of similar jurisdictions.
3. Performance data, risk indicators, and evidence-based analysis.

Community values and expectations are based on:

1. Structured community engagement and stakeholder input.
2. Awareness of the need to balance competing interests and incorporate diverse perspectives.

Incorporating the City of London's Community Safety and Wellbeing Plan

The Board has been working with the City of London to support alignment with the updated Community Safety and Well-Being Plan (CSWB Plan), approved by City Council on March 31, 2026. The Board is considering how the Strategic Plan can support the CSWB Plan's broader public safety priorities while maintaining its distinct governance role for policing.

Member Susan Stevenson has been appointed as the Board's current liaison to the Community Safety and Well-Being Implementation Committee.

Proposed Amendments to Legislation Bill 119

The Strategic Plan is being developed as provincial policing legislation continues to evolve, including proposed Bill 119 amendments that may affect policing priorities (see Board Report #2607PB01). The Board will monitor any changes or guidance before the Plan is finalized.

CONCLUSION

Community and stakeholder consultations are complete, and the Board is reviewing the results with the Service to develop a Plan that reflects London's needs, values, and expectations while meeting its CSPA responsibilities and remaining fiscally responsible.

The final Plan is expected to come forward for approval at the October 2026 Open Meeting. The direction in this report clarifies the information required from the Chief before final development. **Although formal consultations are complete, the Board continues to welcome community feedback at lpsb@lpsb.ca. More information is available at www.lpsb.ca.**

ATTACHMENTS

No attachments.

***Alternative formats, translation, and communication supports for this report are available on request.**



LONDON POLICE SERVICE

OPEN REPORT TO THE LONDON POLICE SERVICE BOARD

Report Number	2607FF02
Board Meeting Date	July 20, 2026

2026 Asset Management Plan Review

Roger Ramkissoo, Chief Administrative Officer

REASON FOR REPORT

- ☐ Seeking Decision
- ☒ Receive for Information/Update

RECOMMENDATION(S)

THAT the London Police Service Board (the “Board”) receive the 2026 Asset Management Plan Review report for information.

SUMMARY

This report provides the 2026 annual progress review of the London Police Service (LPS) Asset Management Plan (AMP) in accordance with Ontario Regulation 588/17.

FINANCIAL IMPLICATIONS

There are no direct financial implications associated with this report. The 2024 LPS Asset Management Plan identified a 10-year maintain LOS infrastructure gap of \$94.5 million for 2023-2032, based on assets with an estimated replacement value of \$175.5 million. The 2026 Corporate Asset Management Plan Progress Review identifies no current 10-year maintain LOS infrastructure gap for current levels of service, reflecting approved funding through the 2024–2027 Multi-Year Budget (MYB).

DISCUSSION

Ontario Regulation 588/17 mandates that municipalities and related entities prepare and maintain an AMP. The plan must include:



Report to the London Police Service Board

- Current levels of service (LOS),
- Cost of maintaining current LOS,
- Proposed future LOS and associated costs,
- Financial strategies to support these service levels.

Under a service level agreement, the City of London's Corporate Asset Management (CAM) department supports LPS in maintaining a compliant AMP. The plan is reviewed annually and updated with each multi-year budget cycle. The next full update is scheduled for 2027 to support the 2028–2031 Multi-Year Budget.

For the 2026 Corporate Asset Management Plan Progress Review, LPS was reviewed alongside other Agencies, Boards and Commissions (ABCs). The update confirms progress in the CAM Program, Multi-Year Budget integration, and addressing AMP-identified infrastructure gaps. Key areas of progress include:

- Advancing the CAM Program
 - LPS' AMP remains integrated with the City's CAM framework, policy and annual review process.
 - CAM priorities include Power BI tools, the Corporate Asset Registry, improved valuation and condition data, and stronger lifecycle decision-making ahead of the 2027 CAM Plan update.
- Integration with the MYB
 - Civic Administration is improving the integration of CAM Plans with the Multi-Year Budget (MYB) to support risk-informed capital recommendations aligned with AMPs.
 - A service-area pilot will inform broader improvements to capital investment planning and capital-funded business case development.
- Addressing the Infrastructure Gap
 - The 2024 LPS AMP identified a 10-year gap to maintain current LOS of \$94.5 million for 2023-2032, with LPS assets valued at approximately \$175.5 million.
 - The 2026 Budget Update identifies no gap to maintain current LOS for LPS over the same period, reflecting approved investments for current LOS.

The City's 2026 Corporate Asset Management Plan Progress Review Report includes LPS within the broader ABC review and is attached for reference.

CONCLUSION

LPS remains on track with its asset management objectives and is preparing the full update of the 2027 LPS Asset Management Plan, which is planned to be presented to the LPS Board by the end of 2026. This work will inform the 2028–2031 MYB. Continued collaboration with the City's CAM team will support regulatory compliance, service delivery, and the long-term sustainability of LPS infrastructure.



APPROVED FOR SUBMISSION BY CHIEF THAI TRUONG

X T. Truong

Thai Truong, Chief of Police

ATTACHMENT

1. 2026 Corporate Asset Management Plan Progress Review – Strategic Priorities and Policy Committee

***Alternative formats, translation, and communication supports are available on request**

Strategic Priorities and Policy Committee

To: Chair and Members
Strategic Priorities and Policy Committee

From: Anna Lisa Barbon, CPA, CGA
Deputy City Manager, Finance Supports

Subject: 2026 Corporate Asset Management Plan Progress Review

Date: May 28, 2026

Recommendation

That, on the recommendation of the Deputy City Manager, Finance Supports, the report **BE RECEIVED** for information.

Executive Summary

This report provides Council with an update on progress in implementing Asset Management Plans across City service areas, including Agencies, Boards and Commissions (ABCs), as required by Ontario Regulation 588/17. Highlights for the current year include progress on the following priority initiatives:

- strengthening day-to-day Corporate Asset Management (CAM) Program operations;
- integrating asset management planning with the Multi-Year Budget (MYB) process; and,
- advancing actions to address infrastructure gaps identified through Asset Management Plans (AMPs).

These initiatives will support transparent, risk-informed investment decisions and will inform the 2027 CAM Plan and the 2028–2031 MYB.

Linkage to the Corporate Strategic Plan

Council's 2023–2027 Strategic Plan identifies Climate Action and Sustainable Growth and Well-Run City as two of eight strategic areas of focus. The CAM Program supports these areas by advancing the following strategic priorities:

- London's infrastructure and systems are built, maintained, and operated to meet the long-term needs of the community which includes: The infrastructure gap is managed for all assets and Infrastructure is built, maintained, and secured to support future growth and protect the environment.
- The City of London is trusted, open, and accountable in service of the community which includes: London's finances are maintained in a transparent, sustainable, and well-planned manner, incorporating intergenerational equity, affordability and environmental, social, and governance considerations.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- May 27, 2025 Report to Strategic Priorities & Policy Committee – [2025 Corporate Asset Management Plan Progress Review](#)
- May 27, 2025 Report to Strategic Priorities & Policy Committee – [2025 London and Middlesex Community Housing Asset Management Plan](#)
- June 18, 2024 Report to Strategic Priorities & Policy Committee – [Asset Management Plans for Agencies, Boards and Commissions](#)

- October 10, 2023 Report to Strategic Priorities & Policy Committee – [2023 Corporate Asset Management Plan](#)

2.0 Discussion and Considerations

2.1 Background

The City of London's Corporate Asset Management (CAM) Program has been in place since 2013. Ontario Regulation 588/17 (O. Reg. 588/17) came into effect on January 1, 2018, and sets out the requirements for municipal Asset Management Plans (AMPs). The City of London is compliant with O. Reg. 588/17.

Section 9 of O. Reg. 588/17 requires municipalities to complete an annual review of asset management planning progress by **July 1** each year. The annual review:

- assesses progress in implementing AMPs;
- identifies factors impeding implementation; and,
- proposes strategies to address those factors.

This report evaluates progress in three key areas:

1. Advancing the CAM Program
2. Strengthening integration with the Multi-Year Budget (MYB)
3. Addressing the Infrastructure Gap

2.2 Advancing the CAM Program

The CAM Program provides comprehensive, day-to-day support across all service areas within its mandate, linking strategic community goals with operational decision-making. By aligning infrastructure investments with municipal objectives, CAM supports the delivery of value, efficiency, and measurable community benefit.

In partnership with a City-led steering committee, CAM continues to strengthen asset management practices that respond to operational needs and support regulatory compliance. Current priorities include:

- Providing asset management support across all service areas within CAM's scope.
- Expanding Microsoft Power BI tools (an interactive data visualization software product) to automate and standardize asset analysis in preparation for the 2027 CAM Plan update.
- Advancing the Corporate Asset Registry by improving data collection methodologies to increase the accuracy and reliability of asset valuations and condition assessments.
- Participating in communities of practice to share best practices and collaborate with peer municipalities on common challenges.
- Strengthening data-driven lifecycle decision-making.

Looking ahead, the CAM Program will focus efforts on service areas with the greatest potential for community impact and strategic alignment. This approach will reinforce the connection between corporate strategy and implementation, support long-term infrastructure sustainability, improve service delivery, and strengthen the City's resilience and operational efficiency.

2.3 Strengthening the CAM Plan's Integration with the Multi-Year Budget

Civic Administration is strengthening integration between the CAM Plan and the MYB to better inform Council's capital funding decisions. This work focuses on improving prioritization methods so capital recommendations are consistent, risk-informed, and aligned with AMPs.

Implementation is being phased to embed asset management practices within the City's budgeting framework. The next step is to undertake a pilot within one service area to inform broader improvements for capital investment planning for the next MYB. This will

provide clear alignment to AMPs and stronger supporting evidence to support capital-funded business cases.

2.4 Addressing the Infrastructure Gap

Service Areas

Table 1 summarizes the impact of the MYB on the City’s 10-year infrastructure funding gap to maintain the current levels of service (LOS). For the 2022–2031 CAM Plan reporting period (prior to approval of the MYB), the gap was initially estimated at \$946.1 million. It has since been reduced to \$697.5 million, reflecting Council-approved budget changes including updated lifecycle renewal budgets. There has been no material change in the maintain LOS gap since the 2025 Annual Progress Update, reflecting only minimal changes over the past year.

Table 1 – 2026 Budget Update Impact on the CAM Plan Maintain LOS 10-Year Infrastructure Gap (\$ millions)

Service Area	2023 CAM Plan Replacement Value (\$ millions)	2023 CAM Plan Maintain LOS Gap (2022–2031) (\$ millions)	2026 Maintain LOS Gap (2022–2031) (\$ millions)
Water	7,653.2	None Identified	None Identified
Wastewater	6,759.8	57.7	None Identified
Stormwater	6,335.5	9.2	None Identified
Transportation and Mobility	4,761.7	677.5	583.6
Parking	7.1	None Identified	None Identified
Corporate Facilities	324.3	9.9	None Identified
Fleet	70.9	None Identified	None Identified
Information Technology	39.7	None Identified	None Identified
Culture Services	122.5	1.0	0.4
Waste Management	136.4	None Identified	None Identified
Recreation and Sport	533.6	72.4	58.5
Parks	236.1	65.7	47.4
Forestry	443.1	None Identified	0.9
Emergency Management and Security	9.1	None Identified	None Identified
London Fire Department	176.0	41.8	None Identified
Municipal Housing and Industrial Development	21.2	None Identified	None Identified
Long Term Care	75.6	10.8	6.8
Land	759.2	Not Applicable	Not Applicable
Total	28,465.1	946.1	697.5

*Subject to rounding.

Key highlights and impacts on the 10-year infrastructure gap include:

- **Wastewater:** Additional funding includes renewal of Greenway Wastewater Treatment Plant and construction of renewable energy heating and cooling systems at the Dingman Creek Pumping Station.
- **Stormwater:** Additional funding examples include assessment and replacement of non-structural culverts, helping to mitigate flood risks associated with future climate-related rainfall events.

- **Transportation:** Additional funding for lifecycle renewal projects targeting roadways, bridges, traffic signals, and street lighting to enhance community safety, mobility, and accessibility.
- **Recreation and Sport:** Deep energy retrofits are underway at both Kinsmen and Earl Nichols Arenas.
- **London Fire Department:** Funding supports a strategic shift to shorten fleet lifecycle replacements from 20 years to a more efficient 15-year schedule. This proactive approach reduces maintenance costs, prevents unexpected breakdowns, and minimizes downtime, enhancing financial sustainability, stabilizing annual budgeting, and narrowing the infrastructure funding gap.

Agencies, Boards and Commissions

Table 2 summarizes the initial AMPs for the Agencies, Boards and Commissions (ABCs) and the impacts of the MYB to maintain the current LOS gap. All ABCs, except London Middlesex Community Housing (LMCH), completed their initial AMP in 2024 for the 2023–2032 reporting period. LMCH completed their first AMP in 2025 for the 2024–2033 reporting period.

Together, these service areas represent more than \$2.1 billion in assets. The plans initially identified an infrastructure funding gap of \$227.5 million to maintain LOS; this has since been reduced to \$41.7 million following updates to the MYB. There has been no material change in the maintain LOS gap since the 2025 Annual Progress Update, reflecting only minimal changes over the past year.

Table 2 – 2026 Budget Update Impact on the AMP Maintain LOS 10-Year Infrastructure Gap (\$ millions)

ABCs	2024 AMP Replacement Value (\$ millions)	2024 AMP Maintain LOS Gap (2023–2032) (\$ millions)	2026 Maintain LOS Gap (2023–2032) (\$ millions)
Argyle BIA	0.04	None Identified	None Identified
Covent Garden Market	55.1	3.0	1.9
Eldon House	0.24	None Identified	None Identified
Hamilton Road BIA	0.14	None Identified	None Identified
Hyde Park BIA	0.13	None Identified	None Identified
London Downtown Business Association	0.22	None Identified	None Identified
London Middlesex Community Housing **	1,009.0	6.4	5.1
London Police Service	175.5	94.5	None Identified
London Public Library	206.2	24.6	5.9
London Transit Commission	510.3	80.1	15.0
Museum London	57.6	7.3	6.9
Old East Village BIA	0.04	None Identified	None Identified
RBC Place London	107.6	11.6	6.9
Total	2,122.1	227.5	41.7

*Subject to rounding.

** London Middlesex Community Housing 2025 AMP (2024–2033)

Key highlights and impacts on the 10-year infrastructure gap include:

- **London Transit Commission (LTC):** Additional lifecycle renewal investments to replace rolling stock.

- **Museum London and RBC Place:** Additional elevator-related funding has been approved for both entities.
- **London Police Service:** Additional funding has been approved to support investments necessary to maintain current LOS and achieve proposed LOS.
- **London Public Library:** Additional funding supports facilities maintenance and improvements. Planned investments will focus on upgrading technology systems, renovating physical spaces, and enhancing accessibility and energy efficiency across library branches.

Council has established the Infrastructure Gap Reserve Fund and policy mechanisms (including Surplus/Deficit and Assessment Growth) to direct annual one-time contributions to the reserve fund. CAM also prepares an annual assessment growth business case to increase contributions to the Capital Asset Renewal and Replacement Reserve Funds as new assets are constructed and assumed. CAM will continue to monitor these strategies and will provide a detailed assessment in the 2027 AMPs.

The 2027 CAM Plans and ABC AMPs are currently in development and will be presented to Council for approval in spring 2027. As part of this work, key assumptions, methodologies, and supporting data are being reviewed to improve the accuracy of the City’s long-term asset management estimates. One example is road condition modelling, where updated pavement deterioration models better reflect observed trends based on decades of condition data and are expected to improve Transportation and Mobility’s infrastructure gap reporting. This work is one of many continuous improvement initiatives intended to strengthen the asset management framework and better support capital decision-making.

Conclusion

The City of London remains committed to strengthening its CAM approach through targeted initiatives, continuous improvement, and active collaboration with service areas. The annual review process supports compliance with O. Reg. 588/17 by tracking progress, identifying implementation barriers, and proactively addressing challenges. The City is preparing for the next comprehensive CAM Plan update in 2027, setting the groundwork for the 2028–2031 MYB. Continued engagement, data-driven decision-making, and strategic financial management will support sustainable infrastructure planning, service optimization, and informed Council decisions.

Prepared by:

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Reviewed by:

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Submitted by:

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Director, Capital Assets and Projects

Recommended by:

Anna Lisa Barbon, CPA, CGA
Deputy City Manager, Finance Supports



LONDON POLICE SERVICE

OPEN REPORT TO THE LONDON POLICE SERVICE BOARD

Report Number	2607EA01
Board Meeting Date	July 20, 2026

REPORT ON INVESTIGATION PURSUANT TO S. 81(1) CSPA, SIU 25OCI487

Paul Bastien, Deputy Chief

REASON FOR REPORT

- ☐ Seeking Decision
- ☒ Receive for Information/Update

RECOMMENDATION(S)

THAT the London Police Service Board receive the report for information purposes.

SUMMARY

Following an investigation by the Special Investigations Unit into an incident involving a serious injury to an individual in custody, the Professional Standards Branch investigated the conduct of the officers involved in the incident, the policing provided by the officer, and the procedures established by the Chief, as required Sec. 81(1) of the Community Safety and Policing Act.

FINANCIAL IMPLICATIONS

There are no direct financial implications associated with the recommendation in this report.



BACKGROUND

On November 26, 2025, the complainant was arrested by London Police Service officers in relation to a stolen vehicle investigation. During his arrest, he informed officers that he had used heroin several hours earlier and warned that he would likely become ill as the drug's effects wore off. Officers conducted searches of his person, located and seized heroin, and transported him to LPS headquarters, where he was lodged in a cell at approximately 5:45 p.m.

While in custody, the complainant was monitored and spent most of the night sleeping in his cell. At approximately 7:40 a.m. on November 27, 2025, he awoke and began vomiting. Police responded by removing him from the cell and transporting him to hospital, where he was treated for symptoms associated with opioid withdrawal.

The Special Investigations Unit investigated the incident and examined the conduct of three subject officials who had responsibility for the complainant at various stages of his custody. The SIU considered whether there were grounds to pursue charges of failure to provide the necessities of life or criminal negligence causing bodily harm under the Criminal Code.

The Director concluded there were no reasonable grounds to believe any officer committed a criminal offence. The evidence indicated that officers acted appropriately at the time of arrest, questioned the complainant about his drug use, remained alert to the potential effects of his recent heroin consumption, and monitored him while in custody. Although the SIU noted that some episodes of vomiting may have gone unnoticed overnight, the complainant otherwise appeared to be sleeping comfortably until the morning. Once police observed him actively vomiting, they promptly arranged medical treatment.

The SIU determined that the officers' actions did not amount to a marked departure from the standard of care required in the circumstances and found no basis to proceed with criminal charges

DISCUSSION

The Professional Standards Branch investigation concluded that the involved officers complied with relevant procedures and the Code of Conduct for police officers set out in O. Reg. 407/23 of the Act.

The review of relevant procedures found them to be adequate in terms of ensuring appropriate service (policing) and guidance to members.

An identified communication issue not amounting to misconduct or breach of procedure was referred to the Training and Professional Development Branch for corrective action.



CONCLUSION

N/A

APPROVED FOR SUBMISSION BY CHIEF THAI TRUONG

X T. Truong

Thai Truong, Chief of Police

ATTACHMENTS

N/A

***Alternative formats, translation, and communication supports are available on request**



LONDON POLICE SERVICE

OPEN REPORT TO THE LONDON POLICE SERVICE BOARD

Report Number	2607EA02
Board Meeting Date	July 20, 2026

REPORT ON INVESTIGATION PURSUANT TO S. 81(1) CSPA, SIU 25OCI051

Paul Bastien, Deputy Chief

REASON FOR REPORT

- ☐ Seeking Decision
- ☒ Receive for Information/Update

RECOMMENDATION(S)

THAT the London Police Service Board receive the report for information purposes.

SUMMARY

Following an investigation by the Special Investigations Unit into an incident involving a serious injury to an individual in custody, the Professional Standards Branch investigated the conduct of the officers involved in the incident, the policing provided by the officers, and the procedures established by the Chief, as required Sec. 81(1) of the Community Safety and Policing Act.

FINANCIAL IMPLICATIONS

There are no direct financial implications associated with the recommendation in this report.

BACKGROUND

On January 31, 2026, a London Police Service officer responded to a call regarding a male damaging property at a gas station located near Huron Street and Highbury Avenue North. Upon arrival, the officer located the individual, later identified as the complainant, and arrested him on the strength of several outstanding warrants. Following the arrest, the complainant was



handcuffed, searched, and placed in the rear of the officer's cruiser. During the search, several items, including a smoking pipe, were seized.

A short time later, a second officer arrived to transport the complainant to police headquarters. When officers opened the car door, they discovered that the complainant had moved his handcuffed hands to the front of his body and removed his shoes. A second search was conducted, during which officers located vials and substances concealed within the inner pockets of his coat.

While en route to the station, the transporting officer observed that the complainant appeared to have something in his mouth. When questioned, he stated that he had consumed fentanyl. The officer immediately stopped the vehicle and requested emergency medical assistance. Officers at the scene repeatedly encouraged the complainant to spit out the substance, but he refused, reportedly stating that he would rather die than be lodged in police cells.

Paramedics attended and transported the complainant to hospital. Upon arrival, he was unresponsive and displaying signs consistent with a drug overdose. He remained under medical observation overnight before being released back into police custody the following day.

The Special Investigations Unit examined whether the arresting officer met the required standard of care. Although the Director noted that the officer likely should have searched the complainant's inner coat pockets during the initial search, the evidence did not establish a marked departure from a reasonable standard of care. Given the uncertainty surrounding where the fentanyl had been concealed and the absence of grounds for a more intrusive search, the SIU found no basis for criminal charges and closed the file.

DISCUSSION

The Professional Standards Branch investigation concluded that the involved officers complied with relevant procedures and the Code of Conduct for police officers set out in O. Reg. 407/23 of the Act.

Issues surrounding the subject officer's performance as it pertained to communication, arrest, and monitoring of persons in custody not amounting to misconduct were identified and referred to the Uniformed Division for follow up.

The review of relevant procedures identified a gap related to standards of communication with respect to medical information or concerns related to substance use when custody of an individual is transferred from one officer to another in the field. This gap will be addressed through an update to procedure relating to the care and control of persons in custody.



CONCLUSION

N/A

APPROVED FOR SUBMISSION BY CHIEF THAI TRUONG

X T. Truong

Thai Truong, Chief of Police

ATTACHMENTS

N/A

***Alternative formats, translation, and communication supports are available on request**



LONDON POLICE SERVICE

OPEN REPORT TO THE LONDON POLICE SERVICE BOARD

Report Number	2607EA03
Board Meeting Date	July 20, 2026

REPORT ON INVESTIGATION PURSUANT TO S. 81(1) CSPA, SIU 25OCI095

Paul Bastien, Deputy Chief

REASON FOR REPORT

- ☐ Seeking Decision
- ☒ Receive for Information/Update

RECOMMENDATION(S)

THAT the London Police Service Board receive the report for information purposes.

SUMMARY

Following an investigation by the Special Investigations Unit into an incident involving a serious injury to an individual in custody, the Professional Standards Branch investigated the conduct of the officer involved in the incident, the policing provided by the officer, and the procedures established by the Chief, as required Sec. 81(1) of the Community Safety and Policing Act.

FINANCIAL IMPLICATIONS

There are no direct financial implications associated with the recommendation in this report.

BACKGROUND

In the early morning of February 28, 2026, London Police Service officers responded to a report of a person attempting to break into a home in the area of Dundas Street and Clarke Road. Officers arrived at approximately 3:10 a.m. and established a perimeter around the property while a police dog handler and police service dog (PSD) were deployed to locate the suspect.



The PSD quickly led officers to the rear yard, where the complainant was hiding in a confined crawl space beneath a deck. The area was cluttered with stored patio furniture and other items. Despite repeated verbal directions from the officer to identify himself and exit the crawl space, the Complainant did not respond or emerge.

Given the confined and potentially hazardous environment, the officer deployed the dog into the crawl space while maintaining the dog on a lead. The first attempt to locate the complainant was unsuccessful. During a second deployment, the dog located the complainant concealed beneath stored items and bit his left arm. The complainant did not react. The officer then moved in, released the dog's hold, and the complainant was taken into custody without further incident.

The complainant was transported to hospital, where he was diagnosed with dog bite injuries to his left arm and a fracture of his left elbow.

The Special Investigations Unit investigated the incident and assessed whether the force used during the arrest was lawful. The Director concluded that officers had reasonable grounds to arrest the complainant further determined that the deployment of the PSD was a reasonable and necessary tactical option given the complainant's refusal to surrender, the confined nature of the scene, and the risks associated with officers entering the crawl space.

While the precise cause of the elbow fracture could not be determined, the SIU found no evidence that the Complainant's injuries resulted from any unlawful conduct by the officer. As a result, there were no reasonable grounds to pursue criminal charges, and the file was closed.

DISCUSSION

The Professional Standards Branch investigation concluded that the involved officers complied with relevant procedures and the Code of Conduct for police officers set out in O. Reg. 407/23 of the Act.

The review of relevant procedures found them to be adequate in terms of ensuring appropriate service (policing) and guidance to members.

CONCLUSION

N/A

APPROVED FOR SUBMISSION BY CHIEF THAI TRUONG

X T. Truong

Thai Truong, Chief of Police



ATTACHMENTS

N/A

***Alternative formats, translation, and communication supports are available on request**