

2023 EDITION
LONDON POLICE SERVICE
ANNUAL REPORT



DEEDS NOT WORDS

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 neighboring 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.

PREPARED BY:

Corporate Services Division & Corporate Communications and Media Relations Unit

GRAPHIC DESIGN BY:

Corporate Communications and Media Relations Unit

For the online version of this report, visit www.londonpolice.ca.



TABLE OF CONTENTS

04	A Message from the Chief	30	Internal Task Forces
08	A Message from the Chair	32	Public Order Unit
10	Mission, Vision, Values	33	In the Community
11	Our Organization	42	Community Satisfaction Survey
12	Quick Facts	44	Community Outreach and Partnerships
14	Change of Command Ceremony 2023	46	London Police Pipes and Drums Band
15	London Police Service Board Names New Deputy	48	Evidence-Based Policing
16	Staffing Levels	50	Everyday Heroes
18	The Life of a Call	51	LPS Auxiliary Unit
19	2023 Response Times	52	Featuring the LPS Sexual Assault Unit
20	Dispatched Calls for Service	54	Kudos to our Community Patrol Sections
22	Crime in London	57	Kevin Celebrates 17 Years of Service
23	Crime Analysis	58	Awards & Recognition
24	Crime, Call, and Public Disorder Analysis	60	The Cost of Policing
26	Road Safety in London	61	Professional Standards
28	LPS Community Foot Patrol Office	63	Business Plan: End of Plan Report
29	Joint Forces Operations	66	Join the Conversation

A MESSAGE FROM THE CHIEF



As we continue to modernize our organization and prioritize Community Trust, Organizational Wellness, and Community Safety, I am pleased to present the 2023 Annual Report. This report highlights our accomplishments over the past year, acknowledges the hard work of our members, and provides a glimpse into our future direction.

EVOLVING OUR APPROACH TO COMMUNITY SAFETY

Last year marked the beginning of a new direction and the commencement of our journey as we undergo organizational transformation. On June 1, 2023, I had the distinct honour and privilege of joining our

incredible organization. We welcomed Deputy Chief Paul Bastien, who was newly appointed last year, to our Executive Command Team. Our Police Service Board unanimously approved the largest police budget in our organization's history – a multi-year budget (2024-2027) of \$672 million. This funding will allow us to leverage technology, modernize our business practices, and invest in the training and leadership development of our members to provide improved policing services for our community.

Last year was the final year of our 2019-2023 Business Plan. As we planned for the future, we aligned our direction with the Board's new 2024-2027 Strategic Plan, prioritizing community safety and well-being. By collaborating closely with community partners and stakeholders, we have established promising opportunities for addressing non-criminal calls. By developing a new service delivery model, we have identified solutions to reduce long-standing response times that have unfairly impacted the community we serve. The year in review truly marked the start of positive change, enabling our members to concentrate on high-priority incidents and the critical safety needs of our community.

STRENGTHENING OUR CONNECTION TO THE COMMUNITY

A key focus of our culture transformation has been building strong, trusting relationships with the communities we serve. We've made significant progress in this area, and I'm proud of the positive changes we've achieved together.

Our initiatives have not only enhanced community trust but also fostered a deeper understanding and cooperation between the London Police Service and London's diverse communities.

MODERNIZED LEADERSHIP STRUCTURE FOR A SAFER LONDON

To further strengthen our commitment to Community Trust, Organizational Wellness, and Community Safety, we began implementing a new three-pillar structure to align with the addition of a third Deputy Chief in 2024 within our Executive Command Team.

Deputy Chiefs and Their Portfolios:

- **Deputy Chief Paul Bastien:** Leading Community Trust & Frontline Operations, will champion building community trust through strong partnerships and engagement.
- **Deputy Chief Trish McIntyre:** Leading Community Safety & Specialized Investigations, will focus on increasing community safety through effective investigations and crime prevention.
- **Deputy Chief Treena MacSween (2024):** Leading Organizational Wellness & Performance, will spearhead advancing organizational wellness for a healthy and resilient police service.

THE NEW VISION, MISSION, AND VALUES

Vision: To be a leader in community safety.

- Being a leader in community safety directly correlates to earning and maintaining public trust. It signals a proactive approach to policing, focusing on preventative measures and engagement rather than reactive enforcement. This vision underlines our commitment to making London a safe place for all its residents and visitors.

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

- The focus on well-being highlights the importance of a holistic approach to policing that values mental health and the overall wellness of both the community and our police service. A healthy organization leads to more effective service. This mission reaffirms our primary objective of the police service, directly aligning with the priority of enhancing community safety.

Values:

- **Retained:** Professionalism, Integrity
- **Added:** Compassion, Courage, Community

These values are fundamental to building and maintaining trust within the community and among our officers. They ensure that actions are consistent with high ethical standards and best practices in policing. These human-centric values foster a supportive and understanding interaction with the community, encouraging our members to address challenging situations with empathy and bravery.

They also play a critical role in enhancing organizational wellness by promoting an internal culture of support and resilience. Emphasizing community as a core value stresses the commitment to community policing, where officers are seen as integral members of the communities they serve, further fostering mutual trust and respect.

HOW THESE ALIGN WITH OUR PRIORITIES

These changes directly support our core objectives:

- **Community Trust:** A focus on leadership in community safety demonstrates a proactive and collaborative approach, fostering trust.
- **Community Safety:** This revised Vision reinforces our commitment to a safe London, achieved through shared responsibility and preventative measures.
- **Organizational Wellness:** The focus on well-being in our Mission emphasizes the importance of a healthy police service, both physically and mentally, for effective service.

MOVING FORWARD TOGETHER

Our members, both sworn and civilian police professionals, as well as our volunteers, have accomplished so much in 2023. I am proud to highlight in this year's report some of their successes and the significant challenges they faced to keep our community safe in the past year:

- In March, two of our incredibly brave members were shot while keeping our community safe.
- In July, an extremely violent individual terrorized a residential neighbourhood; our courageous members were forced to engage with lethal force to protect our citizens.
- Hundreds of charges laid and 26 firearms seized as a result of enforcement efforts to keep our community safe (Project Shooting and Firearms Enforcement).
- After a lengthy and difficult trial, the accused was found guilty of four counts of first-degree murder and one count of attempted murder in the 2021 murders of Our London Family.
- Our frontline officers and communications professionals responded to calls for assistance daily, protecting our city and saving lives.
- Member recognitions, new community partnerships, and community engagement initiatives.

Thank you to all London Police Service members, including the London Police Association, who have made personal sacrifices in upholding the responsibility we carry to serve our community. By upholding our Values – Professionalism, Integrity, Compassion, Courage, and Community – you have my utmost gratitude.

To city council, our community partners, and members of the public, your support, trust, and confidence are necessary for us collectively to accomplish our Mission – To ensure the safety and well-being of London's communities.

To the London Police Service Board – Chair Chahbar, Vice-Chair Walker, Mayor Morgan, Members Branscombe, Gauss, Lehman, and Stevenson – your ongoing support and commitment are critical for our organization to achieve our Vision – To be a leader in community safety.

A stylized, handwritten signature in white ink, appearing to be 'T. Truong'.

Chief Thai Truong
London Police Service

A MESSAGE FROM THE CHAIR



Twenty-twenty-three was a significant and pivotal year for the London Police Service Board (LPSB) and the London Police Service (LPS). We recognized that we were at a critical juncture as an organization, and as a city. With calls for service at an all-time high and response times suffering, the city's public safety needs were not being met at the level they needed to be. We know that safety is a foundational, crucial and core element to the health, vibrancy and well-being of a city and the people who make that city home.

At the end of 2023, we concluded a labour agreement with the London Police Association for four years, an agreement which offers competitive wages and benefits, and provides incentives to recruit and retain more officers to front-line and investigative supports.

Together with the Service, we spent months conducting large-scale consultations to listen to our community, met with over 300 community groups, including residents, councillors, neighbourhood associations, business associations, hospitals, schools, everyday Londoners and LPS members, to learn where Londoners felt LPS resources should go to make our city a safer and better place for all. We thank each and every one of you who provided thoughtful and valuable input to us. In October, 2023, the Board unanimously approved a record-setting \$672 million budget, the largest in LPS's history, a budget which was approved by London City Council in March, 2024.

This unprecedented and historic four-year investment in London's public safety will help our organization deliver A Safer City Now – including more human resources; modern technology; safer roads; and safer neighbourhoods. We took stock of what Londoners want and need from their police service and now begins the important work of delivering the results.



The London Police Service Board looks forward to working with our newly expanded executive leadership team, comprised of Chief Thai Truong, Deputy Chief Trish McIntyre, Deputy Chief Paul Bastien and our newest addition, Deputy Chief Treena MacSween, who started in her LPS role April, 2024. This is a time of transition for the London Police Service, a time of modernizing our Service, and of moving forward together with Chief Truong's 3 pillars of Community Trust, Organizational Wellness and Community Safety.

I extend our deep appreciation to LPS leadership and members, sworn and civilian, who serve and protect our community with honour and pride each and every day. We appreciate your knowledgeable, skillful and compassionate execution of your duties, and the dedication and passion with which you serve the array of citizens in our great city. On behalf of my colleagues on the Board, thank you and be safe.

Ali Chahbar
Chair

THE LONDON POLICE SERVICE

OUR MISSION

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

OUR VISION

To be a leader in community safety.

OUR VALUES

Professionalism

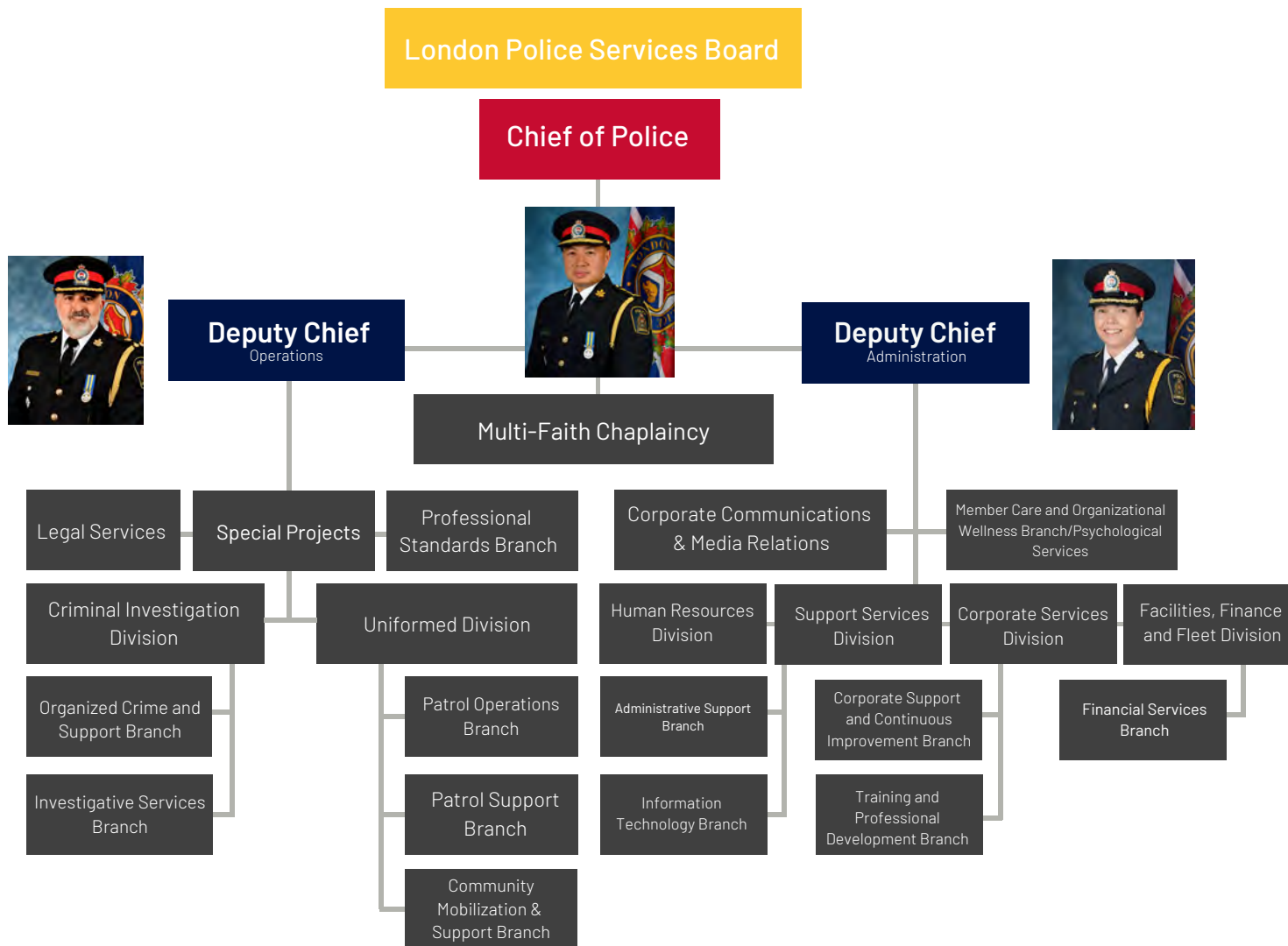
Integrity

Compassion

Courage

Community

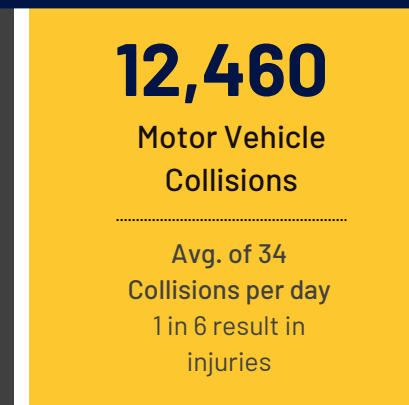
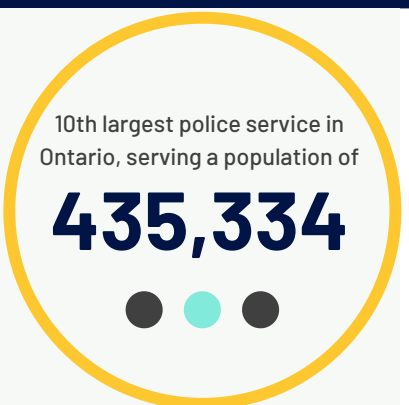
2023 ORGANIZATIONAL STRUCTURE



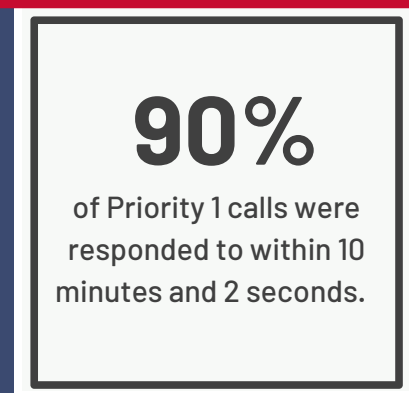
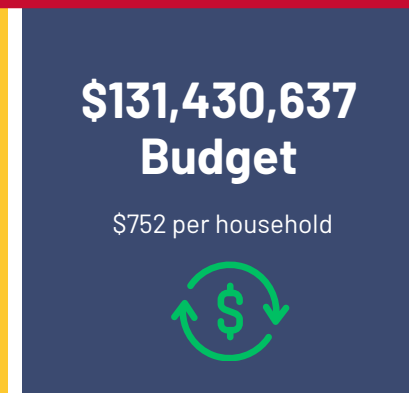
In early 2024, amid ongoing restructuring, Treena MacSween was named the newest Deputy Chief of the London Police Service, becoming the third deputy chief in the organization's Senior Leadership Team.

QUICK FACTS

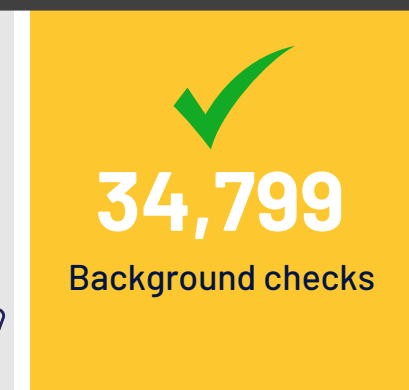
ABOUT LONDON



ABOUT THE LPS



OUR WORK







Change of Command Ceremony 2023



LONDON POLICE SERVICE BOARD NAMES NEW DEPUTY

On May 29, 2023, Superintendent Paul Bastien was sworn in as Deputy Chief, and assumed command of London Police Service Operations, encompassing frontline uniformed patrol and support units, criminal investigations, and professional standards. Deputy Chief Bastien began his career with the Royal Canadian Mounted Police in 1997 and four years later returned to Ontario to join the London Police Service.

"It's been both humbling and an honour to have been entrusted by the London Police Service Board to support Chief Truong in leading the organization through a period of transformative change. Day after day, our members demonstrate their capacity to embrace change and to engage with our communities in meaningful ways to ensure a safer city. We will achieve our vision of being a leader in community safety by nurturing strategic partnerships, leveraging technology and data, and promoting the long-term wellbeing of the people who make up the London Police Service."

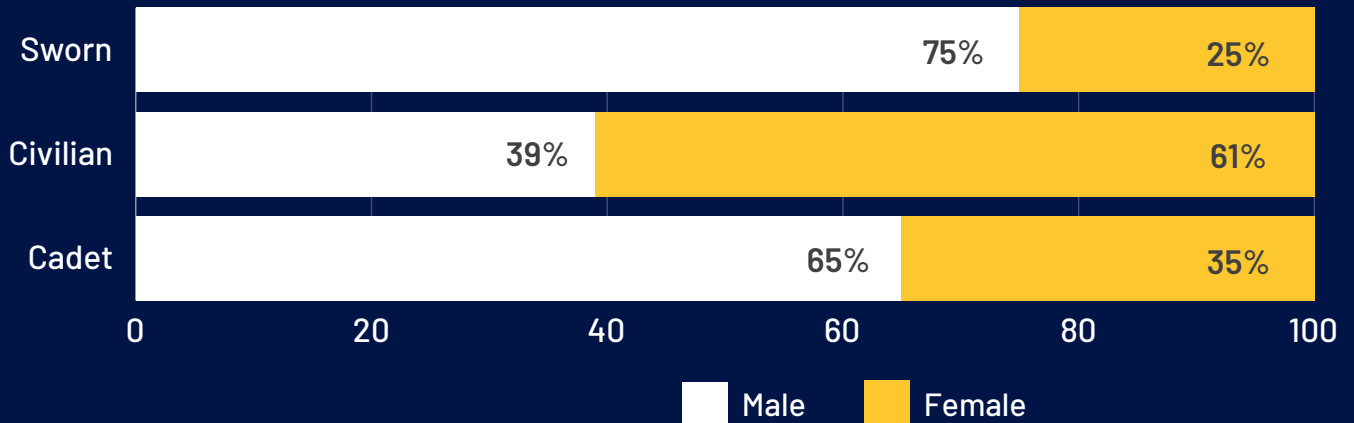
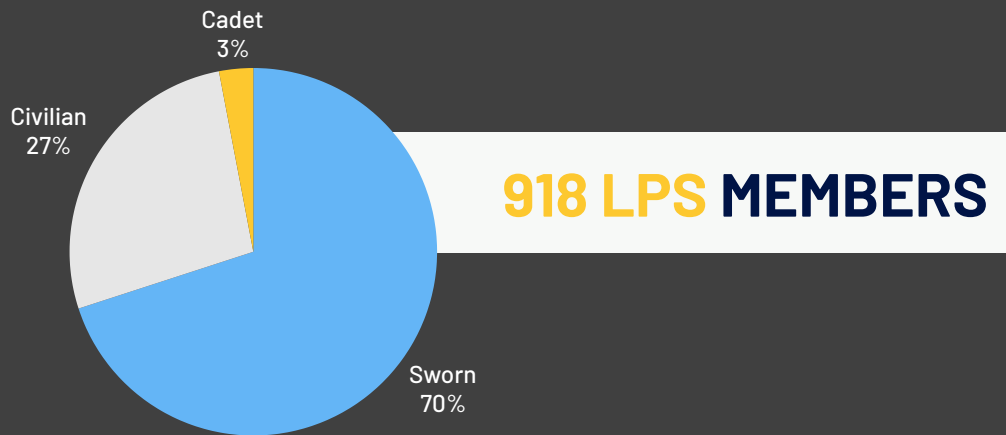
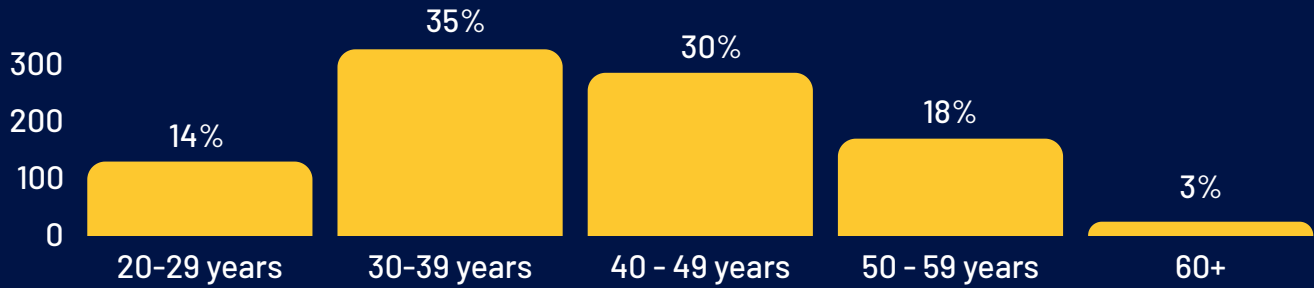


2023 LPS STAFFING LEVELS

SWORN		CIVILIAN		CADET	
Chief of Police	1	Senior Director	3	Cadet	23
Deputy Chief	2	Director	4		
Superintendent	4	Manager	3		
Inspector	10	Supervisor	25		
Staff Sergeant	25	Other	216		
Sergeant	117				
Constable	485				
TOTAL	644		251		23



AGE, STATUS AND GENDER



THE LIFE OF A CALL: AN INSIDE LOOK AT POLICE RESPONSE

Have you ever wondered what happens when you call the police? Have you questioned how the next steps are determined after that initial call? Let's take a look at the intricate process that ensures every call is handled with precision and urgency.

When someone requires police assistance, a call for service is generated and placed into a queue based on the urgency of the situation. These calls can come through to the police by dialing 9-1-1, the non-emergency number, or they can be generated by an officer encountering an incident firsthand.

In 2023, the LPS received 92,970 calls for service. Once the original call for service is received and placed in the queue, a determination is made whether an officer needs to be dispatched or if the situation can be resolved through an alternative service delivery model.

Of the total calls for service, police officers were dispatched to 70,988 calls, accounting for 76% of all calls made to the LPS. This means that the majority of calls require an immediate on-scene presence, demonstrating the high demand for direct police intervention.

The prioritization of calls is a critical aspect of police response. The police arrived on the scene within 10 minutes and 2 seconds to Priority 1 calls 90% of the time. Priority 2 calls, and Priority 3 calls, are handled based on their severity and potential impact on public safety. This structured prioritization ensures that the most serious incidents receive the quickest response.





2023 RESPONSE TIMES

90th Percentile*

Dispatch Priority 1 (Emergency)	10 mins 2 secs (↑5.6% since 2022)
Dispatch Priority 2 (Urgent)	9 hrs 45 mins 47 secs (↑43.5% since 2022)
Dispatch Priority 3 (Non-urgent)	132 hrs 28 mins 47 secs (↑22.8% since 2022)

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

DISPATCHED CALLS FOR SERVICE (2019-2023)

In 2023, 76% of 92,970 calls for service required the tasking of police resources. This includes, citizen-generated 911 and non-911 calls, member-generated reports of witnessed events in progress, and other member-generated requests for assistance.

Service time, which refers to the cumulative amount of time officers spend responding to and dealing with calls for service, has seen a notable increase over the years. In 2023, the average service time on initial response to calls was 3 hours and 14 minutes. This rising trend indicates an increasing complexity and demand for police resources.

Here is a breakdown of the average service time over recent years:

Time Spent on Initial Response to Calls for Service – Patrol Section Officers (excluding Non-Commissioned Officers)					
	2019	2020	2021	2022	2023
Number of Non-Administrative Calls Dispatched to the Patrol Sections	51,883	52,473	48,732	58,911	58,603
Total Hours on Initial Response – Patrol Section Officers (rounded to nearest hour)	134,624	145,259	140,424	180,073	189,208
Average Accumulated Officer Time per Call	2 hrs 36 mins	2 hrs 46 mins	2 hrs 53 mins	3 hrs 3 mins	3 hrs 14 mins

*Initial Call Time Only – Does not include follow-up time

The non-emergency line and headquarters switchboard received 8,193 calls in 2023, while the online reporting system logged 14,838 reports. The types of incidents reported online include Damage/Mischief to Vehicle, Damage/Mischief to Property, Fraud, Gas Drive Off (theft of gas from a gas station), Lost Property, Lost/Stolen License Plates, Shoplifting/Retail Theft, Theft, Theft from Motor Vehicle. These online reports help streamline the process, allowing officers to focus on high-priority calls and ensuring that all incidents are appropriately addressed.

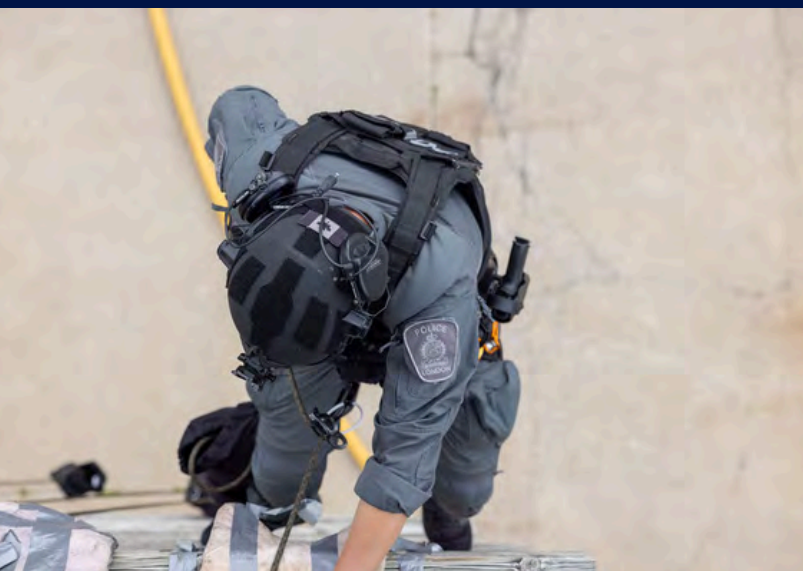
In summary, the life of a call to the police is a complex journey, meticulously managed to ensure timely and effective responses. With increasing call volumes and service times, the London Police Service continues to adapt and optimize its processes to meet the needs of the community it serves.



CRIME IN LONDON

This report offers a detailed analysis of crime statistics in London from 2021 to 2023, including total criminal code cases, violent and property crimes, clearance rates, and the number of individuals charged. It also features a breakdown of crime types for 2023.

	2021	2022	2023	Difference (2022- 2023)	3 year avg.
Total Criminal Code Offences	29,081	28,412	27,044	-5%	28,179
Total Violent Crimes	5,716	4,860	4,668	-4%	5,081
Violent Crimes Clearance Rate	54%	56%	60%	Up 4 percentage points	57%
Total Property Crimes	18,899	19,155	17,657	-8%	18,570
Property Crimes Clearance Rate	15%	15%	16%	Up 1 percentage point	15%
Youth Charged	186	268	367	37%	274
Adults Charged	5,457	5,832	6,224	7%	5,838





CRIME ANALYSIS

Crime Type	2023
Abduction/Kidnapping/ Forcible Confinement	61
Assault	2,555
Attempted Homicide	6
Break & Enter	1,302
Criminal Harassment	278
Fraud	1,989
Homicide	9
Human Trafficking	19
Motor Vehicle Theft	1,045
Property Damage	2,702
Robbery	317
Sexual Assault	587
Theft	10,362
Threats	557
Other Criminal Code	5,255
Total Criminal Code Offences	27,044



CRIME, CALL AND PUBLIC DISORDER ANALYSIS

The 2023 Crime, Calls for Service, and Public Disorder Analysis reveals key insights into local crime trends, offering strategies to enhance public safety.

Key findings include:

- A strategic focus on high-harm individuals to reduce risk and disrupt criminal activities.
- Integrating analytical support across units for informed decision-making and improved safety.
- Streamlining intelligence flow between divisions for efficient information sharing.
- Developing a street gang directory on the LPS intranet (which is available to officers) for up-to-date insights on gang members, enhancing officer safety.
- Establishing a real-time information-sharing network with the OPP for better intelligence on guns, gangs, and drugs.
- Sharing firearm seizure data to assist in bail hearings, including a dashboard for Crown Attorneys.

The report emphasizes the use of data-driven insights and collaboration to address crime, demonstrating the London Police Service's commitment to maintaining a safe community.



ROAD SAFETY IN LONDON

Road safety is a top concern for the London community, and the LPS is dedicated to addressing the issue. In 2023, the Traffic Management Unit, along with general patrol officers, prioritized enforcing seatbelt use and handheld device compliance, as these are two of the four most dangerous road behaviours, alongside traffic light violations and speeding.

Aggressive driving was also a major focus, with the introduction of stricter penalties for stunt driving on September 21, 2021. Stunt driving now encompasses various risky behaviours, including excessive speeding and dangerous maneuvers. Penalties for stunt driving are severe, including immediate license suspension, vehicle impoundment, fines of up to \$10,000, jail time, and long-term license suspensions.

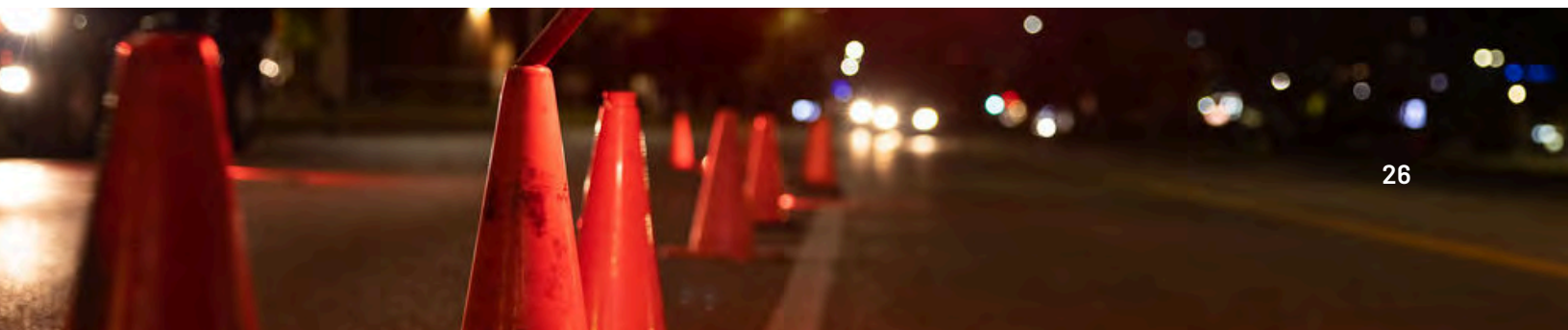
In 2023, we laid a total of 702 charges (1.9 impaired charge per day) for impaired driving and conducted 143 evaluations for drug impairment. Drug-impaired driving remains a prevalent issue, with opioid and fentanyl use being the most common substances detected.

Despite these efforts, distracted and aggressive driving continue to be the leading causes of serious injuries and fatalities on London's roads. The LPS remains committed to increasing enforcement to improve road safety. Officers will continue to target dangerous driving behaviours based on evidence, ensuring safer roads for everyone in London.

In 2023, the LPS conducted a total of 10,989 enforcement efforts (47.23 % increase from 2022), representing a significant increase from the previous year. This substantial rise underscores the LPS's heightened focus and dedication to ensuring the safety of our roadways and communities.

However, challenges persist, as evidenced by the 21 fatalities and 36 collision reconstructions in 2023. The number of fatalities increased when compared to previous years, highlighting the ongoing importance of road safety initiatives. Pedestrians remain the most vulnerable individuals on London's roadways.

To address these concerns, members of the Traffic Management Unit have actively engaged with the community through meetings with schools and other agencies to educate the public on roadway safety. Additionally, the London Police Service Media members have provided valuable support by assisting the Traffic Management Unit with social media alerts and distributing additional information to raise awareness and promote safer driving practices.



MOTOR VEHICLE COLLISIONS

	2019	2020	2021	2022	2023	Year over Year
Fatal	8	12	16	11	21	↑ 90.9%
Injury	1,850	1,303	1,441	1,807	1,946	↑ 7.7%
Property Damage Only	8,830	5,804	6,128	7,662	8,051	↑ 5.1%
Non-Reportable	2,254	1,636	1,778	2,193	2,442	↑ 11.4%
Total Collisions	12,942	8,755	9,363	11,673	12,460	↑ 6.7%
% Change of Totals vs. previous year	3.6	-32.4	6.9	24.7	6.7	
Pedestrian	200	128	127	157	176	↑ 12.1%
Cyclist	89	62	75	56	70	↑ 25%

SPECIFIC OFFENCE ENFORCEMENT





GRAND OPENING OF THE LPS COMMUNITY FOOT PATROL OFFICE

The LPS was pleased to announce the grand opening of the new Community Foot Patrol office in the spring of 2023, strategically located at 183 Dundas Street, a move that marks a significant step forward in our commitment to enhancing safety and fostering positive relationships within the community downtown.

Designed to serve as the primary hub for the Community Foot Patrol Unit, the office is poised to significantly improve our ability to provide visibility and essential services in the downtown and Old East Village areas. The central location allows our officers to conduct patrols on foot and by bike all year round, providing a consistent and proactive presence where it's needed the most.

Safety is a key concern in the downtown core and this new efficient space and proximity to businesses allows our members to build relationships and engage with local residents, business owners, and visitors to the city. Addressing community concerns head-on and putting community policing practices at the forefront of our response has added a sense of relief and safety for those who live, work and visit the downtown core.



JOINT FORCES OPERATIONS

Throughout 2023, the LPS embarked on 15 Joint Force Operations (JFOs) in collaboration with various law enforcement agencies and organizations across Ontario. These operations, essential in tackling organized crime and enhancing public safety, demonstrated the power of partnership. Despite the financial reimbursements required for officer salaries, benefits, and equipment, the advantages of these collaborations far surpassed the costs.

Each JFO met its performance objectives with impressive results. These operations led to numerous arrests, charges, and the seizure of illicit substances and assets, effectively disrupting criminal networks involved in activities from terrorism and illegal gambling to firearms and human trafficking. The tangible impact of these operations underscores their necessity and effectiveness.

One notable aspect of 2023 was the assignment of an LPS member to the Illegal Gambling Unit, focusing on organized crime investigations. This officer played a crucial role in two significant projects: Project Silt and Project Fairfield. Project Silt dismantled a drug trafficking network in the London area, seizing illicit drugs and firearms. Project Fairfield took down an organized crime network dealing in stolen vehicles and illicit drugs. These initiatives incurred minimal direct costs for the LPS. Yet, the public safety benefits to the City of London were substantial.

The LPS's commitment to combating human trafficking was equally evident through its participation in the Anti-Human Trafficking Investigation Coordination Team and the Provincial Strategy to End Human Trafficking, both led by the Ontario Provincial Police (OPP). The LPS Human Trafficking Unit (HTU) received funding to offset investigation costs, providing crucial support in this area. In 2023, the HTU arrested 25 individuals and laid 46 charges. They also engaged with suspected human trafficking victims 103 times, offering education on exit strategies and support to ensure their well-being. These efforts, bearing few direct costs to the LPS, greatly benefited the community.

The collaborative efforts of the LPS and its partner agencies in 2023 have significantly contributed to the safety and security of London. The success of these Joint Force Operations highlights the importance of cooperation in law enforcement, proving that together, we can achieve far more than we can alone.



INTERNAL TASK FORCES

In 2023, the LPS initiated a total of 35 internal task forces, representing a significant increase compared to previous years. These task forces were created to address various forms of criminal activity and special events. The proactive enforcement efforts of the LPS led to a total of 132 arrests and 610 criminal charges, highlighting the effectiveness of these internal task forces. This emphasizes the impact of targeted law enforcement actions. Existing resources covered most of the costs for internal task forces.

All internal task forces successfully achieved their performance objectives, which included targeting specific criminal activities, ensuring public safety during special events, and collaborating with other law enforcement agencies on multi-jurisdictional investigations. These internal task forces highlight the LPS's dedication to identifying and addressing crime trends within the community.



In 2023 Project Pistachio was initiated. The purpose of this project was to investigate the origin of numerous firearms seized during an arrest in February 2023. The subsequent investigation revealed an extensive criminal network that was using straw purchasers (a term used to describe someone who uses a legitimate Possession and Acquisition Licence to purchase firearm legally and then traffic/sell them illegally) based in the United States to obtain firearms with the purpose of smuggling them into Canada to be trafficked. There were 21 arrests, 122 criminal charges, seizure of 24 firearms, large amount of ammunition, \$10,555 cash, along with drugs and paraphernalia.

In September 2023, Project L.E.A.R.N. was initiated. The purpose of this annual project is to provide education and awareness regarding laws, by-laws and expectations of good neighbour behaviour to Western University and Fanshawe College students as they prepared to start their school year. The month-long project resulted in 13 criminal arrests, 5 criminal charges, 4 provincial arrests and 150 Provincial Offence Notices issued.

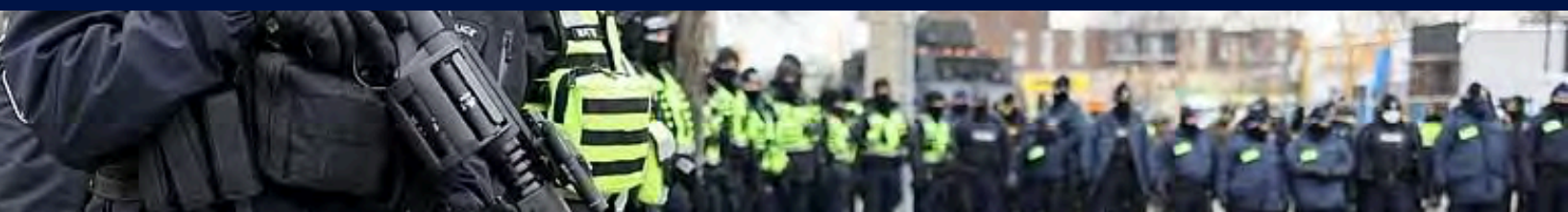
PUBLIC ORDER UNIT'S SUCCESS IN ENHANCING PUBLIC SAFETY

The LPS Public Order Unit (POU) is a specialized team of police officers who manage crowds during major events. They are trained to monitor crowd behaviour and respond if needed to keep people and property safe. In addition, the POU operates as an emergency search team. They conduct ground searches for missing people who may be in danger.

The past year was a busy one for the Unit, with 24 crowd management deployments and 32 missing person searches. Their efforts were crucial in managing crowd control for a wide range of events, from sanctioned gatherings to spontaneous assemblies. Notably, the POU played a vital role during high-profile visits, such as the President of the United States' visit to Ottawa. Their presence was equally important during major local events such as St. Patrick's Day and the London Pride Parade. Additionally, the POU provided essential support during numerous demonstrations and protests, including those related to conflict in the Middle East.

In 2023, the POU team assisted with security and crowd management at 24 public protests/demonstrations, which is a 26% increase over 2022. There was a notable increase in demonstrations post October 7, as a result of the conflict in the Middle East. Of the total, 13 (54%) took place after October 7, in comparison to two events (11%) in this same time period in 2022.

The Public Order Unit's proactive and responsive strategies greatly contributed to maintaining public order and safety. Their involvement in various high-stakes events and their ability to handle increasing demands reflect the effective use of resources and a strong commitment to serving the community.



| IN THE COMMUNITY



Our motto "Deeds Not Words" is exemplified through the volunteerism of our employees who participate in countless events and support numerous initiatives in the community. They help raise awareness of social issues, provide crime prevention and safety education, and act as LPS ambassadors to the communities we serve.



Thanks to attendees of our 12th Annual Lewis Coray Trailblazer Awards in memory of Lewis 'Bud' Coray.



We had a wonderful group for our 2023 Citizen's Academy.



LPS members volunteering at McDonald's locations around the city to help raise money in support of RMHC's McHappy Day.



We joined the Guru Nanak Mission Society at their Free Pizza Drive, helping serve 1100 pizzas to those in need.



Chief Truong, Deputy Bastien and LPS members celebrated Indigenous Solidarity Day in Wortley. They were honoured to be invited to take part in the Solidarity Grand Entry.



LPS members joined the Srishti Foundation for the Holi Festival of Colours celebration to mark the arrival of spring and new beginnings.



Annually, our members help raise funds on Uniformed Services Kettle Day to support the Salvation Army's Christmas Kettle Campaign.



We were excited to be walking in the 27th Annual Pride Parade, connecting with Londoners and promoting inclusion.



Supporting the London Abused Women's Centre's Shine the Light campaign, standing with those affected by domestic abuse. Every day we work to end violence against women and girls.



Community partnerships are so important to the work we do. Rookie League is an initiative in partnership with the London Middlesex Community Housing where children play an organized sport with police during the summer months.



As part of Take Your Kids to Work Day at LPS, the kids toured London Police Headquarters and learned what it takes to be a police officer and the work we do each day to keep our community safe.



We joined Big Brothers Big Sisters of London & Area as part of a MEGABike fundraiser. All proceeds went directly to support youth mentorship.



The Srishti Foundation joined us at London Police Headquarters to celebrate the ancient festival of Raksha Bandhan. The children tied a sacred thread called Rakhi on our wrists, praying for the well-being and safety of all LPS members.



The LPS COP-PER Dragons Team came out on top at the 10th Annual Fanshawe Dragon Boat Festival as the Community Service Division Champions!



During the summer months, our Rookie Ball players and YIPI interns team up each week as part of the Clean and Green Initiative to tidy up London & Middlesex Community Housing neighbourhoods.



As part of Police Week, we held London Police Headquarters Tours for the community. We had officers, auxiliary and specialty units on site to share more about what we do here at LPS! There were smiles all around.



Coffee with a Cop was a hit for Londoners. What better way to connect than over a cup of coffee, generously provided by McDonalds.



Our officers paid their respects at the Remembrance Day Ceremony at Victoria Park. We thank Londoners for joining together on such an important day.



Our officers helped collect donations at the 2023 Christmas Lights and Sirens Toy Drive at the London Fire Department Headquarters! LPS are happy to be a part of such a great cause in support of Life*Spin.



We had a fa-la-la-la fabulous time mingling at our first ever LPS Holiday Drop-In event! Lots of Londoners stopped by at London Police Headquarters to say hello and take part in the festive activities.

WE STAND WITH OUR LONDON FAMILY



On November 16, 2023, a Canadian man was convicted of murder in the 2021 killings of a Muslim family in London, Ontario, after an eleven-week trial. The convictions are a culmination of thousands of hours of investigative work involving numerous government agencies.

"In this extensive investigation, I extend my heartfelt thanks to each and every civilian and sworn member who responded on June 6, 2021, and to all who were deeply affected by this investigation."

- Chief Truong



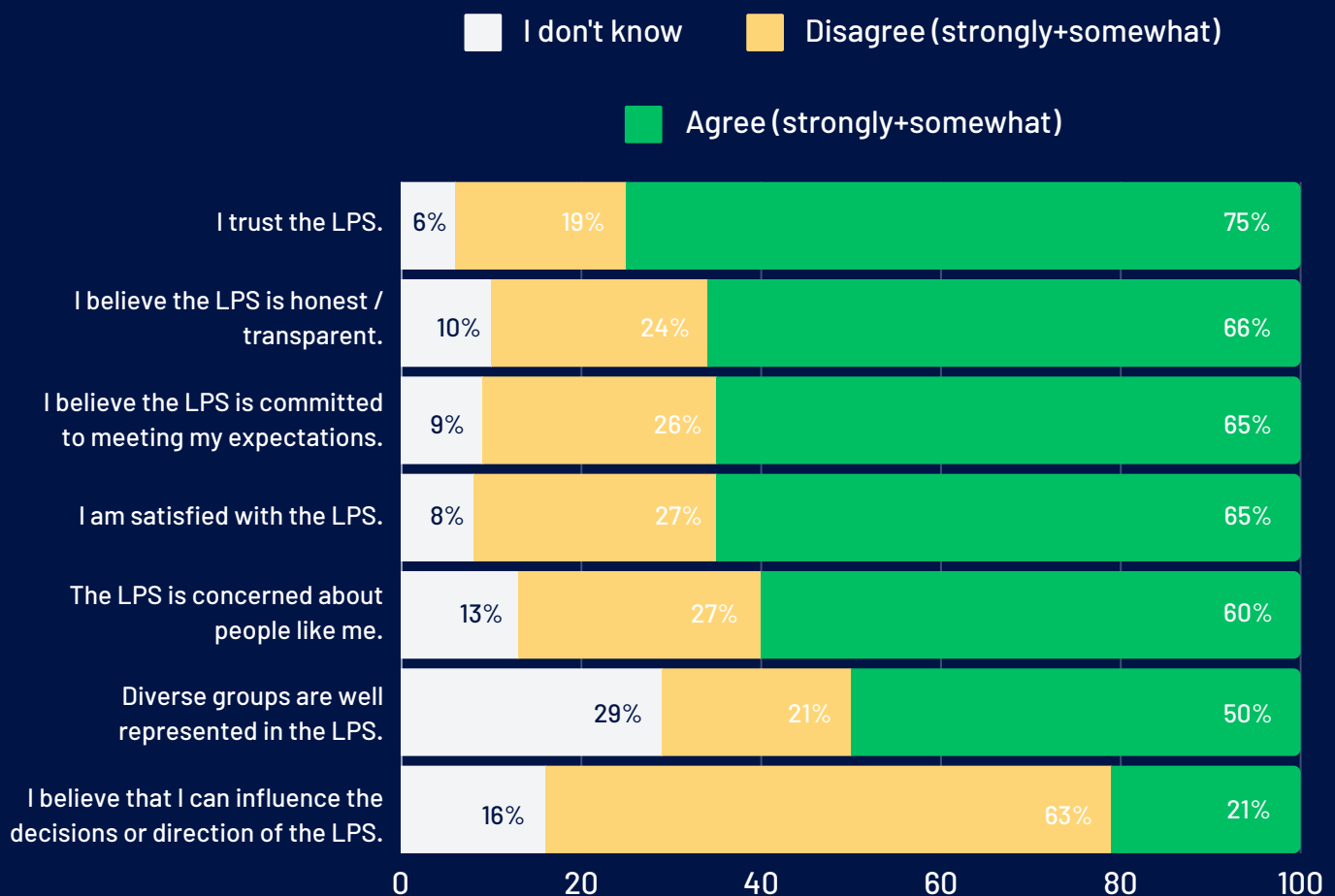
In 2023, LPS members attended the 2nd annual vigil at the Our London Family Memorial Plaza to mourn and remember the Afzaal Family.

There is no place for Islamophobia and hate-motivated violence in our communities.



LEGER SURVEY: COMMUNITY SATISFACTION

In 2023, the LPS partnered with Leger, a reputable public opinion research firm, to conduct the Public Trust and Satisfaction Survey. This initiative aims to measure public trust, confidence, and satisfaction with police services by gauging diverse residents' perspectives. The survey examined key areas such as perceptions of safety, interactions with the police, and satisfaction with responsiveness, with the goal of improving services and understanding the public's perception of the police.





COMMUNITY OUTREACH AND PARTNERSHIPS

The LPS is dedicated to enhancing victim support and improving investigative processes through proactive initiatives and collaborative partnerships. By utilizing available resources and fostering communication with advocacy groups and external agencies, the LPS aims to create a safer and more supportive environment for survivors of sexual assault and child abuse in the community.

VIOLENCE AGAINST WOMEN ADVOCATE CASE REVIEW PROGRAM:

Since its inception, the Violence Against Women Advocate Case Review Program has played a pivotal role in reviewing sexual assault cases in which no charges were laid. In 2023, out of 587 reported cases, 254 fell within the program's mandate. The program serves as the cornerstone for comprehensive support for survivors, with collaborations established by St. Joseph's Health Care London Regional Sexual Assault & Domestic Treatment Program and Victim Services Middlesex-London.

VICTIM SUPPORT INITIATIVE:

The LPS has implemented several victim-centred processes to provide survivors with assistance and resources. The Victim Support Initiative (VSI), introduced in 2022, saw over 100 referrals in 2023. Additionally, 80% of victims participating in the VSI found the program helpful, indicating its effectiveness in meeting survivor needs.



BEACON HOUSE CHILD AND YOUTH ADVOCACY CENTRE:

The establishment of the Beacon House Child and Youth Advocacy Centre has been instrumental in providing trauma-informed support for child abuse cases. Partnering with the London Family Court Clinic, Beacon House Child and Youth Advocacy Centre served 122 children/youth and their families from February 15 to December 31, 2023, highlighting its significant impact in aiding young victims of exploitation.

SPEAK OUT ANONYMOUS REPORTING TOOL:

The Speak Out tool, introduced in 2022, enables anonymous reporting of sexual assaults, facilitating a safe space for victims to come forward. While not directly investigatory, the information gathered aids in understanding crime patterns and encourages victims to seek assistance.



LONDON POLICE PIPES AND DRUMS BAND

Formed by two London police officers in 1967, the London Police Pipes and Drums was created as a centennial year project and has members who volunteer from all walks of life in the London community. The band became officially known as the “London Police Pipes and Drums” in 1991.

Many band members are current and retired members of the police service. Other members include doctors, high school and post-secondary students, teachers, warehouse workers and even real estate brokers. The band is under the direction of Pipe Major Scott Shaw, who was a former piper with the Pipes & Drums of the Essex & Kent Scottish and Windsor Police Band.

The Drum Major is Rod Silverson, who served with the London Police Service for thirty years before being employed for another ten years as “Chief Instructor of Basic Constable Training” at the Ontario Police College in Aylmer, Ontario.

The group contributes thousands of volunteer hours each year rehearsing and attending community events. If you find yourself in LPS Headquarters, you may actually get a chance to hear the band practicing as they get together twice a week to sharpen their skills.







EVIDENCE-BASED POLICING

The Patrol Modernization Project was launched in early 2019 to promote evidence-based decision-making in the allocation of front-line resources. Sworn members selected to complete the University of Cambridge's Master of Applied Criminology and Police Management program were assigned to the project and were joined by a civilian Crime Analyst later in the year. This project supported problem-oriented initiatives, primarily from the Uniformed Division, by researching and analyzing crime and call data, which led to the implementation of a sector-based strategic deployment model within the Patrol Operations Branch.

The pilot project concluded in February of 2023, and two permanent sworn positions were reallocated to establish an Evidence-Based Policing Unit within the Corporate Services Division. This unit, the first of its kind in Canada, signifies a commitment to prioritizing evidence-based decision-making and practices throughout the organization.

Through the Evidence-Based Policing Unit, the LPS is proud to introduce the Victim Choice Reporting Unit, Canada's first virtual reporting option for victims of intimate partner violence. This innovative project was inspired by a similar initiative piloted by Kent Police in the United Kingdom.

VICTIM CHOICE REPORTING (VCR) PILOT PROJECT

The VCR Unit has transformed how LPS handles non-emergency intimate partner violence cases, allowing victims to choose between a triaged traditional physical response or an immediate virtual one. VCR aims to enhance efficiency for victims and improve effectiveness by building legitimacy and trust. To aid officers in determining which calls can be handled virtually, a decision support tool was developed. Criteria include the parties must not be in the same location, the complainant must be at least 18 years old, have internet access, and no children can be present. Importantly, the victim must choose a virtual response over a physical one.

For officers, VCR eases the burden on front-line personnel by removing time-consuming and complex investigations from the service queue, allowing them to focus more on emergency calls and proactive policing. Most importantly, VCR empowers victims by offering a streamlined approach to reporting.

Recent survey data indicates high satisfaction with VCR: 95% of those who received a virtual response were satisfied or very satisfied with their overall interaction with VCR officers, and 93% were satisfied or very satisfied with the technology used for reporting.

Below are some further projects and initiatives that the Evidence-Based Policing Unit has undertaken, utilizing research, analysis, problem-solving methods, and program evaluation:

COMMUNITY FOOT PATROL HOT SPOTS PROJECT

The Community Foot Patrol Section (CFPS) continues to focus on locations within the downtown core identified as hot spots—specific geographic areas with high concentrations of crime. This determination is based on harm as measured by the Canadian Crime Severity Index and is informed by external hot spot research and LPS's internal occurrence data.

REDUCE IMPAIRED DRIVING EVERYWHERE (RIDE)

Traffic data was analyzed to identify the intersections that should be targeted by the RIDE program. Officers were deployed to these identified locations instead of selecting locations at random.

UNIFORMED DIVISION HIGH HARM PROJECT

In 2023, members from three out of the four patrol sections participated in a high-harm project. This initiative aimed to conduct bail checks on offenders with specific conditions and to apprehend wanted offenders identified as the highest harm, based on LPS history and the Canadian Crime Severity Index. The project was informed by external research on frequent offenders and strategies to mitigate community harm.



EVERYDAY HEROES

On March 11, 2023, police were called to an apartment building in north-east London where they located a deceased person in the hallway. Police learned the suspect was in an apartment unit, and despite lengthy attempts at resolving the situation through negotiations, the subject fired at officers, injuring two officers, Constables Ian Bedore and Calvin Lui. The suspect was taken into custody and has since been found guilty of two counts of attempted murder. He has been sentenced to a period of incarceration of 10 years.

This incident highlights the danger that police officers face every day. We acknowledge the bravery of these individuals and thank them for their service.

On July 21, 2023, an early morning incident in south-east London led to two individuals being hospitalized. The LPS was called to Edmunds Crescent at 8:40 a.m. after a man attempted to steal a vehicle while armed with a gun. Further 9-1-1 calls reported the same suspect in backyards on Glenroy Road.

Officers quickly responded, evacuating nearby residences and closing Glenroy Road. During the search, a citizen was found with a gunshot wound believed to be inflicted by the suspect. The suspect was eventually located, and a firearm was discharged during the confrontation. Both the suspect and the injured citizen were taken to the hospital.

"This morning's events are another reminder of the work that members of the London Police Service (LPS) do each and every day to protect our citizens and our city. Our officers responded to multiple emergency calls for assistance following an attempted carjacking by a suspect. We now believe the same individual is also responsible for discharging a firearm at a member of the public. Our officers, with support from our skilled Communications Operators, worked together to protect our community against a violent and armed individual. Every day, LPS members come to work to serve and protect. I am proud of our front-line police officers, Canine Unit, and Emergency Response Unit who put their own lives on the line for others today."

-Chief Truong



LPS AUXILIARY UNIT

The LPS Auxiliary Section is a remarkable group of nearly fifty dedicated citizens who collectively volunteer over 7,000 hours annually. These individuals, hailing from diverse backgrounds, work side by side with sworn officers to deliver essential services to the residents of London. Their contributions are multifaceted and indispensable, extending from aiding in major community events to participating in vital Crime Prevention initiatives. Additionally, they play a crucial role in assisting with searches for missing persons, providing invaluable support to both the police service and the community.

In 2023, the Auxiliary Unit members further demonstrated their commitment by collaborating with Victim Services Middlesex London. This partnership saw them visiting neighbourhoods impacted by significant incidents, offering much-needed support to affected community members. Their presence and assistance were greatly appreciated. This endeavour not only exemplifies their dedication but also underscores the importance of their role in fostering a sense of safety and solidarity within the community.

The Auxiliary Section's efforts are a testament to the power of volunteerism and community engagement. Their dedication and diverse range of responsibilities enhance the capabilities of our officers. By bridging the gap between the police service and the public, these volunteers help build trust and resilience within the community, making London a safer place to live, work and play.



HELPING LONDON'S MOST VULNERABLE: Featuring the LPS Sexual Assault Unit

Assisting survivors and victims of sexual assault, abuse or neglect is no easy feat, but having a dedicated and professional team of investigators makes all the difference. Helping a victim start the journey towards healing is success in the eyes of the LPS's Sexual Assault Unit.

Detective Sergeant (Det. Sgt.) Dann, who leads a unit of 11 investigators, is a testament to the positive work done each day. In 2023, Det. Sgt. Dann was presented with the Frank Brennan Award from the London Family Court Clinic. This is due to her hard work in helping to make the Beacon House Child & Youth Advocacy Centre a reality, among other important initiatives launched to support victims, including the "Speak Out" tool for anonymous sexual assault reporting and the continuation of the Victim Support Initiative that ensures victims are fully informed at the start of any investigation. These are a few notable improvements among many to assist London's most vulnerable.

"Twenty-twenty-three was an incredible year for our Sexual Assault Unit. Helping one person might not change the whole world, but it could change the world for one person," says Det. Sgt. Dann.

"Our team helps people every single day and there is nothing more rewarding than that. We are grateful to the victims/survivors who have come forward and trusted us with their story."

The unit faces unique challenges serving vulnerable peoples and sees the devastating impact crime can have on families. With the help of community partners, the LPS supports victims, while bringing perpetrators to justice. Agencies such as ANOVA, the London Abused Women's Centre, St. Joseph's hospital, the Beacon House, the Canadian Mental Health Association, Children's Aid Society of Middlesex London, Victim Services of Middlesex London, and many others, do incredible work and our officers simply couldn't assist victims of crime without their knowledge and expertise.

To the team, it's the small achievements each day that makes the work so rewarding! This includes when a child asks for a hug at the end of their interview or when our officers can be there to support a victim in court when their abuser is found guilty. This speaks to the victim centric approach of the unit, and how officers dedicate themselves to always learning new and improved ways to support those who need it most.

In the coming years, with more resources and funding, the unit is working on improving the reporting process to better serve the London community. Ensuring victims feel safe, secure, and heard is paramount.



"If you are ever having a bad day or working on a case that feels helpless, just remember all of us that are still here, and not just surviving but enjoying life because of the work you do."

– Anonymous testimony

KUDOS TO OUR COMMUNITY PATROL SECTIONS

SECTION ONE:

At 9:19 am on January 14, 2023, Dispatch alerted officers to an emergency involving an 83-year-old male who was choking in the far south end of the city. Officers Kerr and Lacroix immediately responded. Upon arrival, they found the man choking and performed the Heimlich maneuver. At this point, the male had been choking for at least 11 minutes; while performing the Heimlich, the individual went into cardiac arrest. The Officers quickly transitioned to CPR, continuing for three minutes until emergency medical services (EMS) and fire crews arrived. Their swift actions restored the man's pulse, and he was transported to the hospital with strong vital signs and breathing independently. Their courage and quick thinking saved a life and exemplified their commitment to service.

SECTION TWO:

On August 31, 2023, at 3:04 am, Officers Munroe and Easter responded to a medical emergency where a woman was giving birth at a residence. Arriving before paramedics, the Officers found the woman in active labour in her living room. They assisted the mother and anxious family as Officers Easter and Munroe delivered the baby. The birth was complicated by the baby being in a breech position. EMS arrived shortly after and confirmed both mother and baby were healthy. The EMS team praised them for their professionalism and life-saving assistance, highlighting the challenges and dangers of a breech birth at home. Their adept handling of a challenging situation demonstrated their dedication to the safety and well-being of our community. Their actions remind us of the profound impact Officers can have beyond law enforcement.

SECTION THREE:

A woman, 34 weeks pregnant, went into premature labour and delivered her baby at home. However, the baby was not breathing at birth. Officer Telfer responded to the emergency and found the infant still not breathing. Officer Telfer immediately performed CPR on the newborn until EMS arrived. By the time the EMS team was on scene, the infant's oxygen levels were improving. The baby was then transported to the hospital, where they were stabilized and began breathing on their own. In moments of crisis, Telfer's quick actions and dedication played a crucial role in saving the newborn's life.

SECTION FOUR:

Numerous members of Section Four responded to a disturbance where a male had suffered severe lacerations to his arm and leg. The individual was bleeding profusely and in immediate medical distress. The officers provided life-saving measures by applying tourniquets to his limbs, effectively controlling the bleeding. The male was then transported to the hospital, where he survived his injuries. The quick and decisive actions of Section Four members highlight their exemplary service in critical situations.

FOOT PATROL SECTION:

While conducting foot patrols downtown, two officers observed a male, who upon noticing the police presence, fled into a backyard. The officers initiated an investigation that resulted in the discovery of a loaded firearm in his possession. The vigilance and swift actions of these Foot Patrol members ensured the safety of the community, reflecting the steadfast dedication of our police members. Their commitment to protecting and serving our community is a source of inspiration to us all.



KEVIN CELEBRATES OVER 17 YEARS OF SERVICE

At the LPS, we believe in the inherent value of all individuals and uphold the right for everyone to feel included, and to participate in their community – this includes the workplace.

From the moment Jim and Lorraine Hewett's son, Kevin, was born, their lives have been filled with a sense of purpose and determination. They have faced numerous challenges but have always felt a profound responsibility to educate themselves on how best to support Kevin in becoming an active member of his community as a person living with down syndrome. Their journey has been an inspiring one, marked by their advocacy for not only Kevin but for all children with disabilities. All of their hard work has led Kevin to his career with the LPS.

Through Community Living London Employment Services program, we are proud to celebrate that Kevin has been a valued employee with the LPS for over 17 years. Responsible for many important tasks, his favorite part of the job is undoubtedly the people he interacts with on the job. His enthusiasm is contagious; his colleagues often find themselves uplifted by the sound of Kevin singing while he works in the shredding room. His co-workers have become some of his closest friends, joining him for special occasions from birthdays to summer barbecues at the Hewett house. Kevin's presence at LPS is a daily reminder of the joy and fulfillment that comes from inclusivity and community!



AWARDS & RECOGNITION

Every day, LPS members uphold organizational values of professionalism, integrity, compassion, courage and community. Throughout the year, members are recognized formally through awards and informally through letters of appreciation for their hard work, dedication, and individual or team successes.

The following are examples of awards that were presented in 2023.

SERGEANT ANTHEA FORDYCE, CONSTABLE JULIA PIENING, AND CONSTABLE EVAN HARRISON, LUSO COMMUNITY SERVICE AWARD

LPS members Sergeant Anthea Fordyce, Constable Julia Piening, and Constable Evan Harrison were awarded the LUSO Community Service Award by LUSO Community Services as appreciation of their continuous dedication to the Project Santa Initiative.

This initiative plays a vital role in supporting children in need by providing them with winter gear, ensuring they stay warm and protected during the cold months. It is heartwarming to see such acts of kindness and generosity making a positive impact in the community, showing that indeed, good deeds have a lasting and meaningful effect on those they touch.



CONSTABLE BROUGHTON WITH POLICE SERVICE DOG KODA, CPCA TRAILS 2023 - 3RD PLACE OVERALL

Congratulations to the LPS Canine Unit for their performance at the Canadian Police Canine Association's 2023 National Police Dog Competition! Notably, Constable Broughton with PSD Koda competed against nearly 40 other Canine teams from across the country, taking home third place overall.

The canine/handler duo put their skills to the test as they took part in detection and patrol competitions, compound/open area searches, building searches, evidence searches, criminal apprehension, tracking, obedience, agility and more.

Their performance at the 2023 CPCA National Police Dog Competition trials are a testament to the incredible talent and skill that our canine team possesses.



THE COST OF POLICING: 2023 OPERATING BUDGET

	Objects of Expenditure	Budget	Allocation	Actual	% of the Actual
	Personnel Cost	\$127,607,499	97.09%	\$135,237,289	102.90%
	Administrative Expenses	\$1,914,337	1.46%	\$1,810,779	1.38%
	Financial Expenses*	\$831,608	0.63%	\$10,427,031	7.93%
	Purchased Services	\$6,494,052	4.94%	\$7,115,678	5.41%
	Materials & Supplies	\$4,357,397	3.32%	\$4,239,868	3.23%
	Equipment & Furniture	\$592,965	0.45%	\$643,396	0.49%
	Recovered Expenses	(\$319,435)	-0.24%	(\$319,435)	-0.24%
	Total Expenditures	\$141,478,423		\$159,154,606	
	Total Revenue	(\$10,047,786)	-7.64%	(\$27,723,969)	-21.09%
	Net LPS Expenditures	\$131,430,637		\$131,430,637	

*Financial expenses include an expenditure related to the creation of the Police Services Reserve (consolidation of the Recruit Reserve and Unfunded Liability Reserve). Monies may not flow directly between Reserve Funds; therefore, monies flow through the operating budget. There is an equal amount of revenue to offset the impact of the Reserve consolidation transaction.

PROFESSIONAL STANDARDS

The LPS Professional Standards Branch (PSB) is tasked with investigating allegations concerning employees, services, or policies.

These tables provide an in-depth overview of both the quantity and nature of complaints managed by the PSB, offering insight into its workload and the range of investigations conducted to address allegations of misconduct and maintain accountability within the police service. Additionally, they summarize public complaints, including cases resolved through informal local discussions or the formal complaint process. Typically, local discussions are reserved for less serious complaints against sworn members, where complainants choose not to pursue formal complaints and are satisfied with supervisors resolving the issues.

LOCAL DISCUSSIONS

Our process involves closely monitoring our operations, providing fair review and timely reports, actively engaging with our members and the community, and valuing community feedback. These measures aim to facilitate resolutions through local discussions and improve overall community satisfaction. Our ultimate objective is to enhance service performance and build trust with the public.

Complaints Received by Year and Type of Investigation	2021	2022	2023
Total Local Discussion Received by Year	135	95	139
Total Local Discussion Completed by Year			
Conduct Complaints	116	78	104
Service Complaints	22	16	30
Policy Complaints	8	2	1
Total Resolutions from Local Discussions	146	96	135

FORMAL COMPLAINTS

Office of the Independent Review Director (OIPRD) and Chief's Public Complaints	2021	2022	2023
Total OIPRD and Chief's Complaints received by Year			
Chief's Complaint	13	14	18
OIPRD Complaint	164	159	180
Total OIPRD and Chief's Complaints Completed by Year			
Chief's Complaints	9	12	10
OIPRD Complaints	147	159	183
Conduct	120	128	149
Service	26	30	34
Policy	1	1	0

RESOLUTIONS IN 2023



303 Total Resolutions

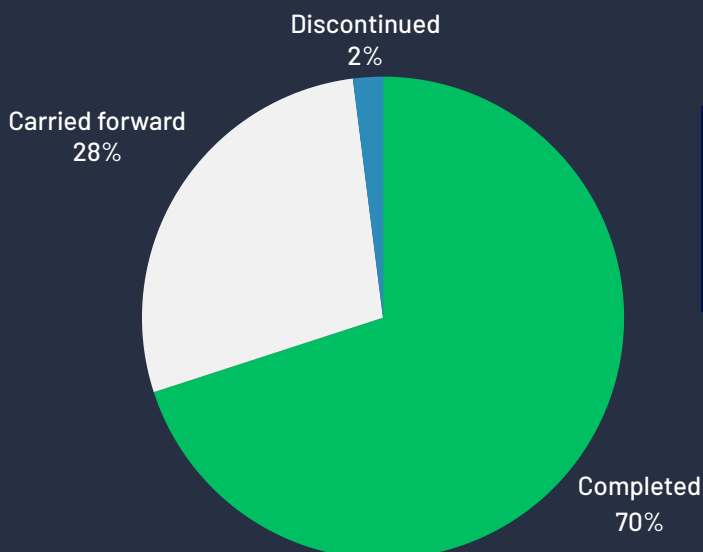
**Regulatory Exclusion: Outside Scope of Section 60, Screened Out by OIPRD*

**The number of total resolutions will not always match the total number of complaints, as there may be more than one type of allegation per complaint. as multiple resolutions can be made for a single complaint*

VISION FOR A SAFER LONDON

2019-2023 STRATEGIC PLAN END-OF-PLAN STATUS REPORT

The 2019-2023 Strategic Plan was comprised of 197 deliverables. Of these, 137 were successfully completed, showcasing significant progress toward the plan's objectives. However, 55 deliverables will be carried forward into the next planning period, reflecting ongoing and deferred initiatives that require further resources. Additionally, 5 deliverables were discontinued due to changing circumstances, such as the Thames Valley School Board ending the School Resource Officer program.



The following pages highlight some of the important work completed toward the Vision for a Safer London.

FINANCIAL CRIME UNIT

March marked National Fraud Prevention Month, during which the London Police Service (LPS) Financial Crime Unit executed a comprehensive campaign to educate Londoners on fraud prevention. The campaign emphasized the "Three Rs": Recognize, Reject, and Report. Detective Sean Harding provided public information sessions, highlighting the importance of spreading awareness to prevent fraud victimization.

During a two-week span, the Financial Crimes Unit reported:

- 20 targeted computer frauds, primarily spear phishing
- 19 identity frauds
- 10 credit card/bank frauds
- 8 emergency/grandparent scams
- 6 frauds involving cheques

MAJOR CRIMES SECTION (MCS)

In 2023, the MCS investigated eight murder/manslaughter occurrences and six attempted murder occurrences, including incidents involving two LPS members being shot in the line of duty. Charges were laid in all cases, demonstrating the unit's commitment to resolving serious crimes.

PROJECT SAFE (SHOOTING AND FIREARMS ENFORCEMENT)

In response to a surge in firearm violence, LPS launched Project SAFE. This task force, composed of various divisions and partnered with other law enforcement agencies, targeted illegal gun smuggling and firearm-related violence. Over three months, Project SAFE achieved significant results:

- 70 individuals charged with 550 offences
- 26 firearms seized
- Over \$8 million in drugs seized
- The High-Risk Individual Unit, funded by the Ministry of the Solicitor General, continues this vital work.

COMMUNITY SERVICES AND DIVERSITY AND OUTREACH UNIT

In 2023, these units attended hundreds of community events, focusing on cultural engagement, outreach, and crime prevention. Highlights include:

- Youth in Policing Initiative (YIPI) participants gained exposure to various LPS sections and community initiatives.
- Rookie League baseball program provided opportunities for youth to develop physical and social skills, in partnership with London Middlesex Community Housing.

- Police Liaison Team - Established in the fall of 2023, this team focuses on peaceful event facilitation, respecting Canadians' rights to freedom of opinion and assembly. The team was actively involved in numerous events, maintaining continuous dialogue with community members.

GUNS AND GANGS SECTION

The Guns and Gangs Section had another productive year in 2023, achieving the following:

- 26 handguns seized, a 167% increase over the previous five-year average
- 48 firearms seized, an 83% increase
- \$13,398,631 in illicit drugs seized, a 190% increase
- \$674,967 in Canadian currency seized, a 184% increase
- 757 combined charges laid, a 64% increase

GENERAL INVESTIGATIONS SECTION

A notable case in 2023 involved a robbery at a London jewellery store, where four suspects were apprehended, and \$65,000 in stolen jewellery was recovered. This case highlighted a larger trend of "cash for gold" store robberies across the province.

HUMAN TRAFFICKING UNIT (HTU)

The HTU collaborated with 13 community partners and participated in the "Online Safety for All" program, targeting inappropriate online behaviour. The unit also supported street-level Women at Risk (SLWAR) and assisted 102 individuals involved in survival sex work or trafficking, securing sustained housing for 10 individuals.

The HTU completed several successful investigations in 2023, resulting in:

- 12 arrests
- 44 criminal charges

Project FULCRUM, aimed at curbing demand for illegal sexual services through enforcement and education, was a significant initiative. The HTU also collaborated closely with community partners to provide support and raise awareness.

INTERNET CHILD EXPLOITATION/DIGITAL FORENSICS UNIT (ICE/DFU)

In July 2023, a significant investigation led to the arrest of an individual involved in child pornography and voyeurism. The operation uncovered over 96 terabytes of data, resulting in 10 charges and the identification of numerous victims.

As we reflect on the accomplishments of the 2019-2023 Strategic Plan, it is evident that our efforts have significantly impacted the safety and well-being of Londoners. Moving forward into the 2024-2027 Strategic Plan, we remain dedicated to building upon these achievements. Our focus will continue to be on proactive community engagement, innovative crime prevention strategies, and collaborative efforts with our partners and the community. Together, we will strive to create a safer and more resilient London, ensuring that our city remains a place where everyone can live, work, and thrive.

JOIN THE CONVERSATION



@LPSMediaOffice

76,700+

Followers



@LPS.Ontario

59,300+

Followers



@LPSMediaOffice

22,700+

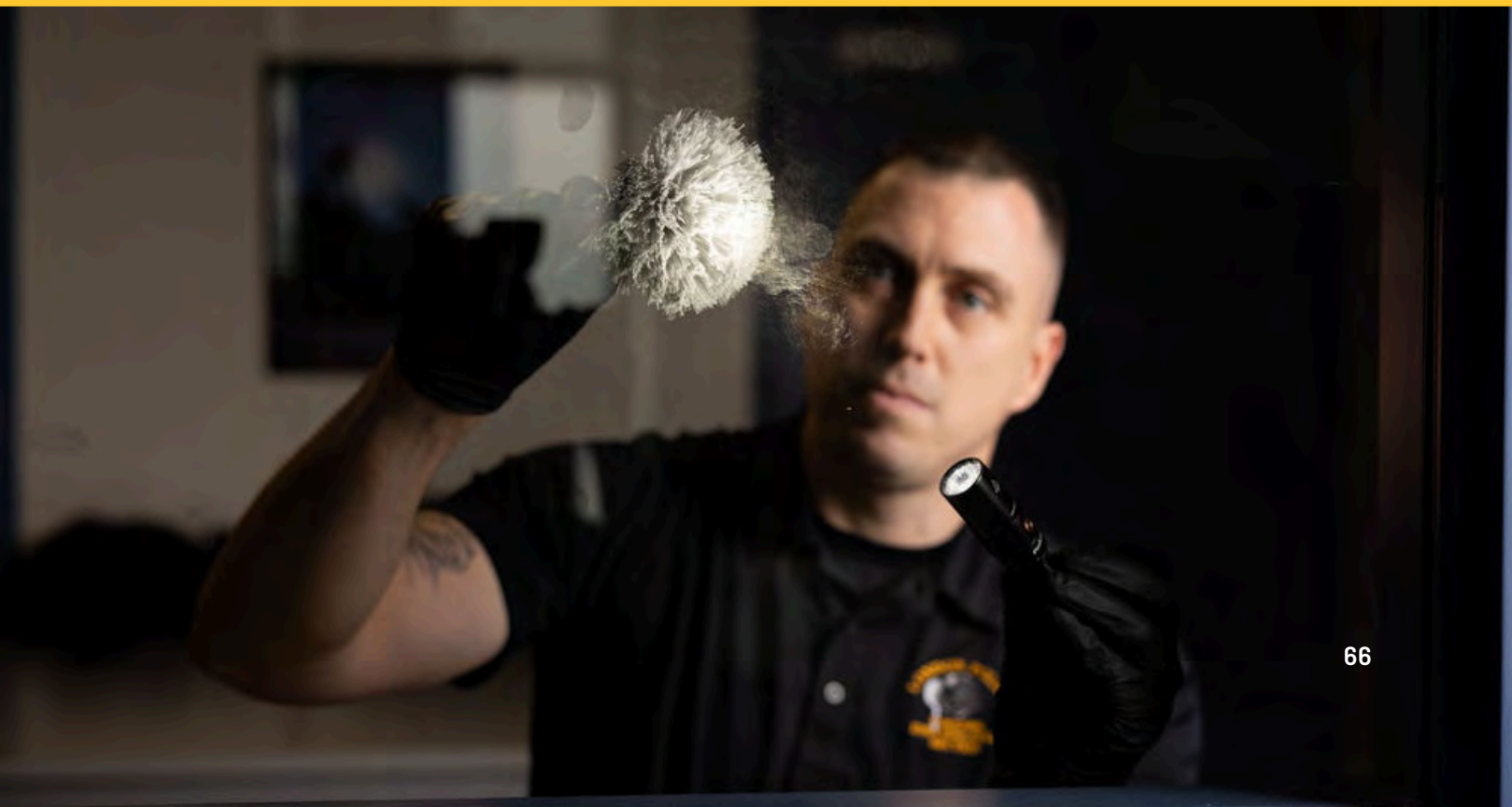
Followers



@LPSOntario

1000+

Followers





London Police Service

601 Dundas Street, London, ON N6B 1X1

P: 519-661-5670 | F: 519-661-2506

 LPS.Ontario  @LPSMediaOffice

www.londonpolice.ca