



LONDON POLICE SERVICES BOARD

“Deeds Not Words”

Report #: 21-113

To: Chair and Members of the London Police Services Board

Date: November 18, 2021

Subject: LPS Workload – Officer and Community Impact Update

Board Action:

- Update / Information Purposes Only
- Seeking Input
- Seeking Decision
- Evaluation

At the October 2021 public meeting of the London Police Services Board, I provided a verbal update to the Board relative to workload levels in Patrol Operations and the subsequent impact upon the wellness of officers and service delivery to the community. This memorandum provides an update to the Board and public on actions taken by the Administration in the preceding weeks and the background which outlines the necessity for these actions.

Background:

2021 has shown us unprecedented demand for policing services and resulting impact to police response times in the City of London. For example, when comparing January – October 2021 to the same period in 2020:

- Officers have spent an additional 33,000 hours servicing roughly the same number of calls for service. These additional hours equate to the workload for an equivalent of 16 Full Time Employees.
- Code 1 calls (emergencies, life threatening, serious crimes in progress) have increased by 27%;
- A 96% increase in the time it takes for officers to respond to Code 2 calls (urgent calls but not emergencies). The month of September 2021 alone, saw a 226% increase in Code 2 response time compared to September 2020.

The implications of this increased demand include:

- Repeated concerns from the public with respect to increased response times
- \$454,000 overtime costs incurred to-date for patrol operations
- 60 occasions when minimum staffing requirements as provided for in the Collective Agreement could not be achieved
- Officer fatigue, burnout, morale and member wellness impacts

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Actions Taken to Enhance Patrol Staffing to Ensure Adequate and Effective Services:

- Continuing efforts to mitigate calls for service involving persons in crisis utilizing community partners via our COAST program
- Expanded efforts to support officers via our Member Care and Organizational Wellness Branch
- Calls for Service Review Committee has convened to identify alternative service delivery models, including the identification of lower risk calls that could be handled in a manner other than having an officer attend. This could include referral to another agency/organization, telephone or online response, etc.
- Additional administrative tasks have been eliminated or reassigned away from patrol officers to permit them to focus on core policing duties
- Redeployment of significant resources to front line patrol operations including:
 - Eight (8) school resource officer positions have been temporary assigned to front line patrol duties
 - Eight (8) members redeployed to Patrol Operations from other operational areas as a result of temporary and/or delayed transfers
 - Eleven (11) officer positions from the Community Oriented Response (COR) Unit have been transferred for an indefinite period to Patrol Operations

These changes are necessary to ensure the provision of adequate and effective services and to safeguard the wellbeing of our members. However, these redeployments will also have impact and carry risk, as the work being done in some specialized areas will remain and will no longer receive the targeted services currently provided. Notably, for example, the COR Unit works closely with neighbourhood and business associations throughout London to address chronic crime and disorder trends. Our ability to be nimble and responsive to neighbourhood concerns is diminished as we focus on frontline service delivery in order to alleviate strain on frontline officers and improve response capacity.

Over the coming weeks and months we will continue to monitor workload trends and keep the Board informed on service delivery adjustments. Additionally, the Administration will continue efforts towards securing Assessment Growth funding for growth positions and also consider further budgetary submissions moving forward in the multi-year operating budget cycle.

SUBMITTED BY: Steve Williams, Chief