



## 2024 to 2027 Business Plan

### Service: Security Services

**\$20.32**

Annual cost for the  
average rate payer  
(2024 to 2027)

**0.52%**

Of the 2024 to 2027  
City of London Net  
Property Tax  
Supported Budget

### Who we are:

- Security Services is responsible for the protection of all City assets including people and infrastructure. Programs include infrastructure protective systems, security audits, fire safety, downtown camera management, incident and emergency response, guard services, event security planning and executive protection.
- In addition, we are key partners in community safety through management of community protests and events, participation in the Informed Response Program and Community Safety Audits.

### What we do:

- Corporate Security contributes towards a safe and secure environment for City staff and residents through a commitment to prevention, preparedness, and response. This includes the protection of staff, residents, and infrastructure assets.

### Why we do it:

- **Essential** – The provision of effective security services at municipal facilities and across our community contributes towards public health and safety, the protection of public property and continuity of government.

The following table provides an overview of the budget for this service:

| Budget Summary (\$000's)                       | 2024           | 2025           | 2026           | 2027           | 2024 to 2027<br>TOTAL |
|------------------------------------------------|----------------|----------------|----------------|----------------|-----------------------|
| Gross Operating Expenditures                   | \$5,302        | \$4,572        | \$4,606        | \$4,616        | <b>\$19,096</b>       |
| Other Revenues                                 | -\$85          | -\$87          | -\$88          | -\$90          | <b>-\$350</b>         |
| <b>Net Tax Levy Supported Operating Budget</b> | <b>\$5,217</b> | <b>\$4,485</b> | <b>\$4,518</b> | <b>\$4,526</b> | <b>\$18,746</b>       |
| Total Capital Expenditures                     | \$221          | -\$29          | \$226          | \$226          | <b>\$644</b>          |
| Full-Time Equivalents (FTE's)                  | 22.0           | 22.0           | 22.0           | 22.0           | N/A                   |

Reflects 2024 to 2027 adopted City budget as of December 1, 2025.

## Linkage to the 2023 to 2027 Strategic Plan

This service supports the following Strategic Areas of Focus in the 2023 to 2027 Strategic Plan:



**Reconciliation, Equity,  
Accessibility, and  
Inclusion**



**Economic Growth, Culture,  
and Prosperity**



**Housing and  
Homelessness**



**Mobility and  
Transportation**



**Wellbeing and Safety**



**Climate Action and  
Sustainable Growth**



**Safe London for Women,  
Girls, and Gender-Diverse  
and Trans People**



**Well-Run City**

## Environmental, Socio-economic Equity and Governance (ESG) Considerations

Environmental, Socio-economic Equity and Governance Profile for this service:

### Environmental:

- This business plan is expected to help reduce greenhouse gas emissions in the community. We recognize the importance of environmental sustainability and strive to minimize its ecological footprint. In all our operations, we consider the potential environmental impacts and initiative measures to mitigate them. This includes opting for eco-friendly vehicles in our fleet and implementing waste management strategies that prioritize recycling and reduction of waste. We also promote environmental awareness and education among our staff and the community.

### Socio-economic Equity:

- Security Services ensures equal access to employment opportunities within the Service regardless of an individual's socio-economic background. This approach fosters diversity and allows for a broader range of perspectives, skills, and experiences within the workforce, enhancing the effectiveness of the area.

### Governance:

- We strive to enhance public trust and confidence through clear communication, engagement with the community, and the establishment of strong partnerships with all partners. This is achieved by actively seeking feedback, addressing concerns or complaints, and continuously evaluating the Service's governance structure and processes. By prioritizing good governance, the City of London Security Services area can effectively fulfill its mandate and provide service in a responsible and accountable manner.

The following section provides an overview of the key activities the service plans to undertake from 2024 to 2027 to implement the Corporation's 2023 to 2027 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

### Service Highlights 2024 to 2027

- With the assistance of Information Technology Services, develop and implement an internal service request portal which will improve efficiency, service delivery, and accountability.
- Completion of the Downtown Closed-Circuit Television (CCTV) Security Camera Program to provide coverage throughout the Core Area.
- Relocation and expansion of the Security Operations Centre to support safety and security of the new Rapid Transit shelters throughout the City of London and the expansion of the Downtown Camera Program.
- Security Services will continue to focus on asset protection and community safety including expanded efforts related to additional facilities as part of growing community.
- Security Services will also continue to partner on the Informed Response Program and work with Business Improvement Areas to conduct security and safety audits with a focus of improving overall safety in the core area.
- Work with key internal and external partners to support the City's commitment to a "Safe London for Women, Girls, Gender-Diverse and Trans People".

### Risks and Challenges Anticipated in 2024 to 2027

- Over the past few years there has been a significant increase in the number of public protests over various contentious issues. These protests have a potential to escalate quickly which create safety concerns for both participants and the public. We will continue to collaborate with our partners to ensure protests are conducted with a safety-first mindset.
- There continues to be increased concern regarding the safety of our community both in general and in relation to City facilities and parks. Incident frequency continues to increase as the City grows. We will need to find innovative ways and partnerships to address these concerns.

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