

ANNUAL UPDATE ON THE CALGARY POLICE SERVICE

EXECUTIVE SUMMARY

This report, to S.P.C. on Community & Protective Services, is for information only to provide Council with an update from the Calgary Police Commission (CPC) on the Calgary Police Service (CPS).

ADMINISTRATION RECOMMENDATION(S)

That the SPC on Community and Protective Services recommends that Council receive this report for information.

PREVIOUS COUNCIL DIRECTION / POLICY

At the 2003 November 26 Special Meeting of Council to review budgets, Council approved Alderman Danielson's Motion Arising, requesting that the Calgary Police Commission, with the Calgary Police Service, provide at the least an annual update to the S.P.C. on Community and Protective Services.

BACKGROUND

This report is for information purposes only and provides an overview of the Calgary Police Service activities for the last year.

INVESTIGATION: ALTERNATIVES AND ANALYSIS

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Stakeholder Engagement, Research and Communication

As part of its governance role between the police and the community, the CPC conducts an annual citizen phone survey to obtain formal feedback on Calgarians' satisfaction with the police service.

According to the 2013 citizen survey results, most citizens perceive the CPS in a positive manner. Perceptions of safety have increased again, with 55% of respondents strongly agreeing that Calgary is a safe city in which to live and 41% who somewhat agree. Citizen satisfaction with the Calgary Police Service has increased for the sixth year in a row, from a low of 89% of citizens who were satisfied or very satisfied with our police in 2008 to a high of 97% on the 2013 survey. Ninety-seven percent of respondents are somewhat confident (48%) or very confident (49%) in the ability of the Calgary Police Service to deliver the services needed to make sure Calgary is a safe place to live.

The crime and safety issue of most concern for respondents continues to be illegal gang activity, with house break and enters remaining the issue of second most concern and that of greatest concern at the neighbourhood level, followed by traffic violations. When asked "what do you think the Calgary Police should focus on going forward", crime/general crime prevention, as well as hiring more officers/more funding were among the top answers.

At the 2013 Calgary Police Commission's Annual Community Dinner, community leaders from our city's community associations and cultural/diverse groups, as well as City Aldermen and Police Service members of all ranks came together with Commissioners to discuss community

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policing. This was our third year of small group discussions around the dinner table. These discussions were a great success and focused on neighbourhood safety, policing challenges and the role of police.

The CPS continually engages the community in a proactive manner with the various community partnerships involving several social and government agencies. Constant feedback is obtained by members throughout the CPS in areas that include the Diversity Resources Unit; Community Resource Officers in the Districts; School Resource Officers; Crime Prevention Unit; Social Media and various investigative units.

As part of its commitment to improve communication with Calgarians, the CPS further enhanced its digital community presence in 2014 through social media. By actively engaging and responding to the public through Twitter, Facebook, Flickr and YouTube, CPS has opened a two-way dialogue with those that may not have had access to police previously.

The value of social media became even more prominent during the floods when CPS used various digital platforms to help keep Calgarians safe and informed throughout the crisis. This effort was recognized later in the year when CPS was awarded an international ConnectedCOPS Award for Social Media Event Management.

Strategic Alignment

Council priorities for 2012 - 2014 include **Priority area #1 Ensuring every Calgarian lives in a safe community and has the opportunity to succeed** with focus on community-based policing and crime prevention, innovative social programs and strategies to meet the needs of vulnerable Calgarians.

Social, Environmental, Economic (External)

Social

To support crime prevention and education, crime reduction, early intervention and treatment, the CPS continues to build partnerships and work with social agencies and business professionals in the community through various types of programs. In 2013, these efforts were highlighted by the following:

- ***Crime Prevention and Reduction Continuum***

The Calgary Police Service (CPS) is committed to reducing crime in the community by working with community partners to develop comprehensive strategies that address the education, prevention, early intervention, treatment and enforcement components associated with increasing safety and reducing crime. These strategies are applied progressively along a continuum with the ultimate goal of keeping individuals out of the formal justice system when appropriate, and to address the root causes of crime.

- ***Auxiliary Cadets***

Launched in July 2013, the Auxiliary Cadet Program provides learning and employment opportunities to augment the skills, knowledge and experience of young people

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interested in a law enforcement career and who want to make a difference in their community. The program bridges the gap between graduates of the Calgary Police Cadet Corps and those 18 years and over. The first class (AC001) included 30 Auxiliary Cadets (selected from 160 applicants). These Cadets were deployed to front counter positions in three pilot Districts within the CPS, working full-time hours for the month of August and transitioning to part-time from September, in line with the organization's commitment to the Auxiliary Cadet education.

- ***Multi Agency School Support Team (MASST)***

MASST is a joint partnership between the CPS, both Calgary School Boards, and the City of Calgary Community and Neighbourhood Services. The program focuses on youth five to 12 years of age in elementary and junior high school, who are exhibiting anti-social and negative behaviour or who are at increased risk of victimization. The main goal of the program is to intervene early in the lives of children and families in order to keep youth out of the justice system. MASST teams consist of a police officer and a registered social worker who work closely with children and their families, schools and community agencies. In 2013, the program was expanded to 12 teams providing services across the city. In addition, after a six-month pilot that addressed mental health concerns among MASST participants, three Alberta Health Services clinicians have been added to support work with the program.

- ***Start Smart Stay Safe (S4)***

The S4 pilot project ended in September 2013 with over 300 persons attending the S4 Conference. In Fall 2013, the program became available to grades K-6 in all CBE and CCSD schools with 11 School Education Officers (SEOs) to support program implementation. Since then, Renfrew Educational Services (K-6) has also been added as a program recipient to address the needs of children with special needs and their families.

- ***Youth At Risk Development (YARD)***

Launched in 2008 by the CPS and The City of Calgary, the YARD program is an evidence-based initiative that seeks to prevent or stop gang involvement and criminal behaviour among youth aged 10 to 17 years. In the 2013 Interim Evaluation, it was found that youth involved in YARD demonstrate reduced involvement in criminal activity, improved constructive use of time, and positive peer associations when compared to similar youth not engaged in the program.

- ***Safe Communities Opportunity and Resource Centre (SCORCe)***

The (SCORCe) opened in June 2013 to provide programs and services to vulnerable people. The Centre was temporarily closed due to the June flood, and re-opened in September. SCORCe provides resources in housing, mental health and addictions, employment and training. SCORCe offers information, provides an initial assessment to determine a person's needs, offers crisis counseling if necessary, provides referrals for individuals to a range of programs and services that respond to their unique circumstances, and transports people to appointments when appropriate.

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- ***Child Advocacy Centre***

Since the opening of the Sheldon Kennedy Child Advocacy Centre in May 2013, the CPS Child Abuse Unit expanded to 20 investigators and investigated 311 files by year's end. The ability for Police, Child and Family Services, Alberta Health and Crown Prosecution to collaborate together and support children under one roof allows for a timely response to increased workload and provides more comprehensive support to victims and their families.

- ***Youthlink***

The Calgary Police Interpretive Centre offers an innovative blend of school and public programs focused on educating young people about crime, its consequences and the role of police in society. The new Centre is located adjacent to the CPS Westwinds Headquarters. Construction began in 2013 and the Centre is expected to open in Spring 2015.

- ***Domestic Conflict Response Team (DCRT)***

The DCRT, consisting of Police, HomeFront, Calgary Area Child and Family Services, and Closer to Home expanded city wide. This unique partnership aims to intervene in chronic or high-risk domestic conflict cases and offers assistance before it escalates to violence and charges are laid.

- ***Diversity Framework***

The CPS Diversity Framework, launched in 2013, helps to formally organize current CPS diversity work, and align programs and initiatives across Bureaus to work towards common diversity goals.

- ***Crime Management Strategy (CMS)***

Through the CMS, information from several sources including partner agencies and the community is collected and analyzed allowing crime and disorder issues to be prioritized and actioned. This allows the CPS to address current and emerging crime and disorder issues.

- Person Crime (not domestic related): In 2013, the number of crimes against persons was down from the 5-year average. Homicide, sex offences and assaults were relatively stable compared to average. Robbery continued its downward trend with all robbery types showing decreases over the year.
- Domestic Incidents: In 2013, reporting of *non-criminal* domestics increased both from the 5-year average and the volume reported in 2012. In spite of more incidents being reported to police, the number of *criminal* domestics dropped from average.
- Property Crime: Overall, property crime was down slightly from the 5-year average and consistent with the volume reported in 2012. The main drivers of

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this category are break and enter, theft (including vehicle) and fraud, all of which were close to the 5-year average or below in 2013.

- **Disorder:** The disorder category is a grouping of public calls for service that impact the community but do not generally result in criminal charges, such as unwanted guests, disturbances, property damage and abandoned vehicles. In 2013, disorder volumes were higher than both the 5-year average and the volume in 2012. The top calls for service that drove the increase were: Unwanted Guest; Disturbance; and Intoxicated Person Complaints. Much of this increase can be attributed to police interaction with the community to encourage reporting of these behaviours.
- Refer to the attached CPS 4th Quarter 2013 Statistical Report for more information.

Environmental

The CPS continues to implement environmental initiatives such as:

- **External CPS Safety Audit:** An external CPS Safety Audit was carried out in 2013. Audit recommendations implementation has begun and will continue into 2014. The Service received an 89% overall safety rating in the 2013 audit compared to 83% in the 2010 audit.
- **ISO 14001 Certification:** The Service continues to work towards ISO 14001 certification for Environmental Standards & Procedures. A gap analysis was completed in 2013 and the identified gaps in processes and procedures have been corrected. The CPS has moved to the next steps in the application for certification.
- **Green cleaning and other initiatives:** The Service is meeting the Building Operation Management Association for standards such as green cleaning and other environmental initiatives.
- **LEEDS Certification:** The Service adheres to the policy to develop LEEDS certified buildings. As an example, the Child Advocacy Centre renovations project recently certified for the Gold LEEDS certification.

Economic

The CPS continues to use new technology to improve the coordination of investigative information, resulting in operational and investigative efficiencies. In addition, we have made capital investments into vehicles and infrastructure that has realized operational savings which have been re-invested into ongoing operations.

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Financial Capacity

The Calgary Police Commission approves and monitors the CPS Business Plan. Council approves the CPS operating (Program #70) and capital budgets.

Current and Future Operating Budget:

For the purposes of this report, no budget implications were identified.

Current and Future Capital Budget:

For the purposes of this report, no capital implications were identified

Risk Assessment

Risk is an inherent aspect of taking responsibility for policing a complex population across a large geographic area. The highest risks identified include:

- Loss of life, both citizen and officer;
- Loss of public trust and confidence in the CPS; and
- Reduction in the real and perceived levels of public safety in Calgary.

The strategies to manage these risks include:

- A well-trained, well-staffed police service;
- Financial sustainability for both crime prevention and law enforcement; and
- A comprehensive community policing program that engages the public.

REASON(S) FOR RECOMMENDATION(S):

This is a report for information only.
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ATTACHMENT(S)

1. Calgary Police Service Business Plan Report 2013 4th Quarter
2. 4th Quarter 2013 Statistical Report
3. Calgary Police Commission Annual Report 2013