

CITY OF CALGARY
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IN COUNCIL CHAMBER
MAY 13 2020
ITEM: 7.1 CPS2020-0406
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CITY CLERK'S DEPARTMENT



Standing Policy Committee

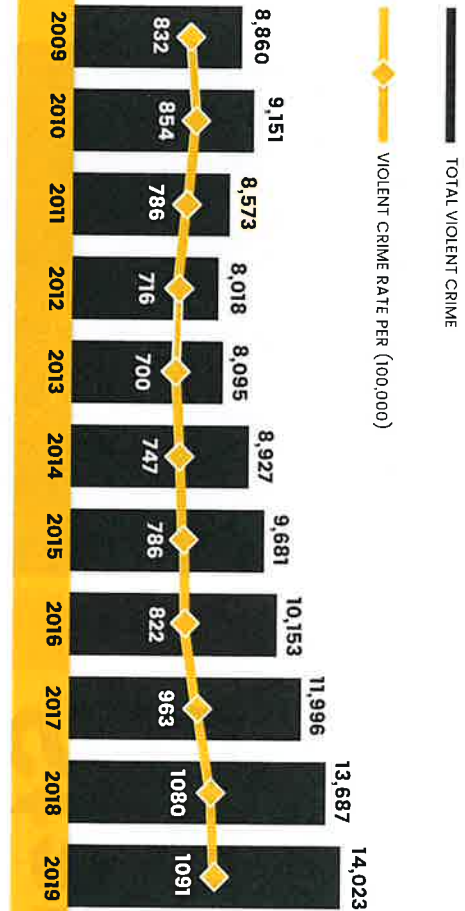
Presentation by Chief Constable Mark Neufeld



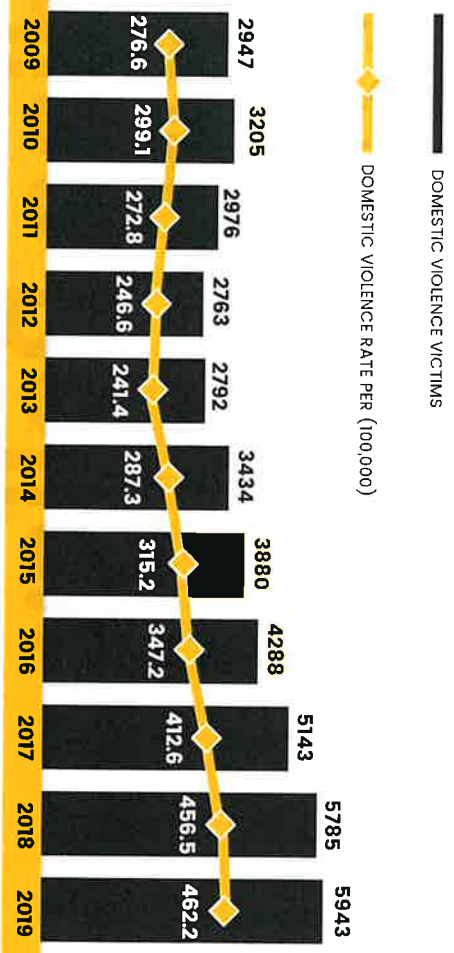
2019 by the numbers



CALGARY VIOLENT CRIME VICTIMS & RATE 2009-2019



CALGARY DOMESTIC VIOLENCE VICTIMS AND RATE 2009-2019



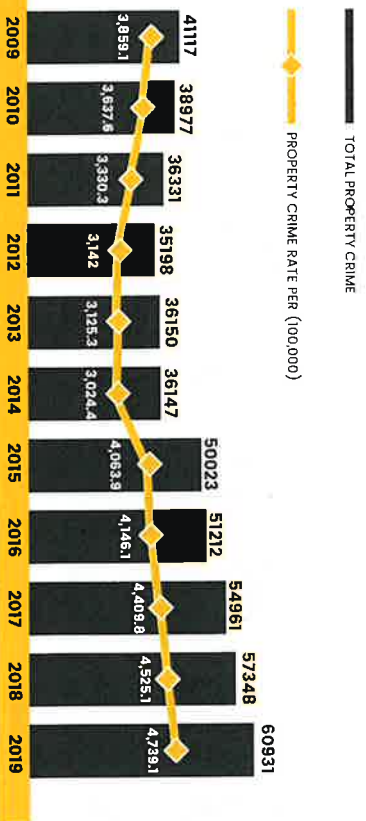
Key Drivers: Economy : Mental Health : Addictions : Methamphetamine





By the numbers (cont)

CALGARY PROPERTY CRIME INCIDENTS AND RATE 2009-2019



BREAK & ENTER



COMMERCIAL



DWELLING



ROBBERY



ASSAULT



SEXUAL OFFENCES



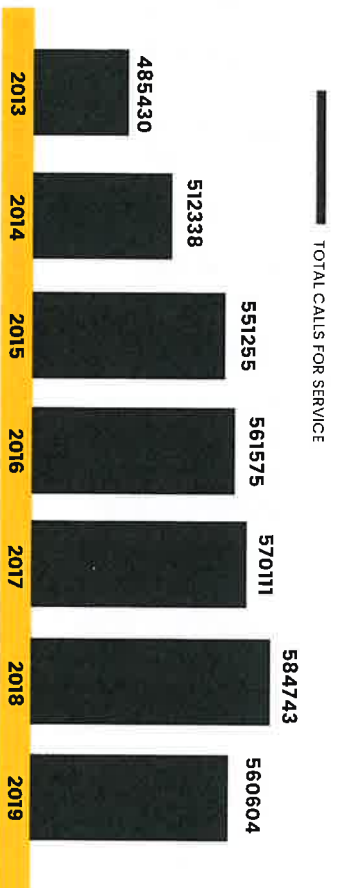
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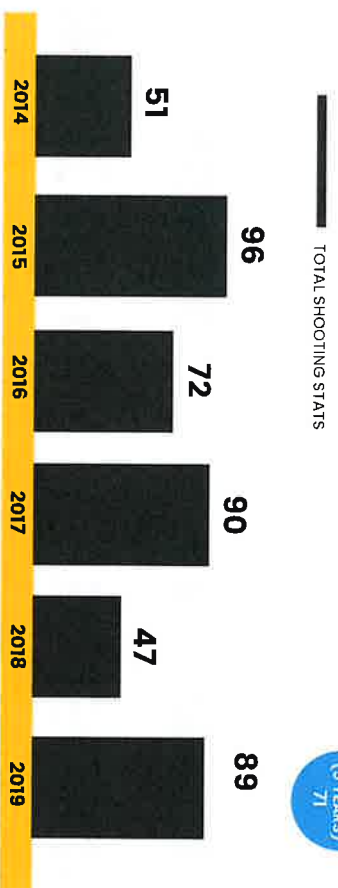
By the numbers (cont)



CALGARY CALLS FOR SERVICE 2013-2019



CALGARY SHOOTING STATISTICS 2013-2019



DISORDER CALLS

- TOP DISORDER CALLS
- 1 SUSPICIOUS PERSON
 - 2 UNWANTED GUEST
 - 3 DISTURBANCE
 - 4 SUSPICIOUS VEHICLE



STOLEN AUTO



Key Drivers: Economy : Mental Health : Addictions : Methamphetamine



Survey feedback

Citizen 2019: From the City of Calgary Quality of Life Survey

- Overall satisfaction with the CPS remains high at 92 per cent
- Eight-in-ten (82 per cent) Calgarians say they do or would feel safe walking alone in their neighbourhood after dark
- “Crime, safety and policing” - one of the top three issues of importance

Employee 2019:

- Highest ever survey response rate
- Many improvements – significant increase in people say morale is good
- Continued work – leadership support and better accountability
- Positive COVID-19 pulse survey results - 2020



Efficiency / Effectiveness

Efforts made in 2019:

- Reduced operating budget by \$7 million
- Cancellation of recruit class
- Civilian hiring freeze
- Leverage technology (Sentry DDE / BWC / CopLogic / Power BI)
- Official opening of Forensic Firearms and Toolmarks Lab
- Redeployment of resources
- Enhanced management controls
- Significant proactive efforts were made in 2019 to get ahead of Meth issues



Efficiency / Effectiveness

Previous efforts:

- Repurposing 48 positions to frontline
- Established Strategic Intelligence Group (SIG) for better coordination of resources
- Established Priority Response Team (PRT)
- Patrol Support Team – priority 3 calls over the phone
- Form 10 Project



Efficiency / Effectiveness

Money back to the City since 2017:

Operating Budget Reductions

2017 - \$3.3 million

2018 - \$2.2 million

2019 - \$7.0 million

Total Operating Budget Reductions = \$12.5 million

Plus:

City Budget Savings Account contributions = \$12.1 million

Total contribution back to the City = \$24.6 million



Complexity of policing

Legislative changes (Bill C-75, MAS, Edibles)

Justice system – court capacity

Technology – pros and cons

Aging infrastructure

Supervised Consumption Services

Workplace culture

Previous and anticipated budget uncertainty





Shaping our Future



Short and long-term Strategic Direction



COVID-19 Impact

Crime Trends:

- Known crime trends – what we are seeing now
 - Reduced calls for Service
 - Reduced residential break and enter
 - Increased domestic stand by / notifications (non-violent calls)
 - Increase in frauds, scams, extortions, phishing
 - Increased disorder
- Anticipated crime trends – based on research and early indicators
 - Increased domestic violence
 - Increased child abuse





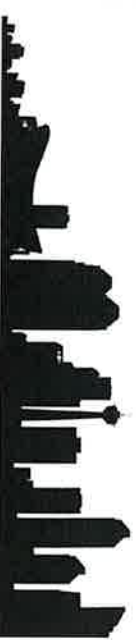
COVID-19 Impact (cont.)

Crime Trends:

- Long-term – based on previous trends
 - Increased acquisitive crime – based on previous recession / crime trends
 - Increased drug usage and overdose
 - Continued increase in fraud
 - Suicide and mental health

Enforcement:

- Education, voluntary compliance and enforcement

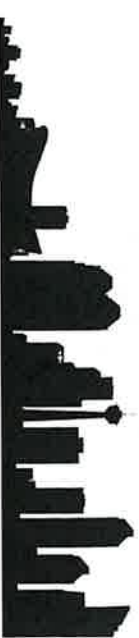




COVID-19 Impact (cont.)

Budget:

- Reduced fine revenue
- Loss of third-party revenues (ALERT and Airport)
- Reduction in False Alarm and Police Information Check revenue
- Overtime and increased unfunded liabilities (long-term)
- Financial uncertainty of many partners that CPS rely on
 - Community
 - Social
 - Corporate

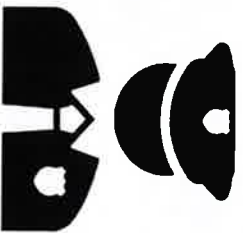




COVID-19 Impact (cont.)

Workforce:

- Member health and wellness
- Number of COVID-19 + members
- Cancellation or postponement of training
- Recruiting:
 - Unable to address gaps in service due to not being able to keep up with attrition rates
 - Recruiting and training process can take over 18 months from start to operational

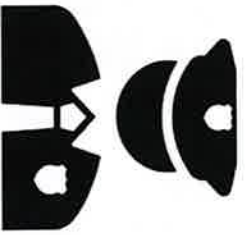




COVID-19 Impact (cont.)

Adaption to meet **Service Action Plans** / **Performance Measures**:

- Deployment to address crime trends and maintain level of service
- Increased internal and external communication from the Strategic Communications Section
- Re-evaluation and leverage of partnerships
- Expansion of online reporting
- Amazing work by IT and HR to support remote working





Questions