

## **ANNUAL UPDATE ON THE CALGARY POLICE SERVICE**

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### **EXECUTIVE SUMMARY**

This report, to Standing Policy Committee 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 Standing Policy Committee on Community and Protective Services recommends that Council receive this report for information.

### **RECOMMENDATION OF THE SPC ON COMMUNITY AND PROTECTIVE SERVICES, DATED 2015 JUNE 09:**

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That the Administration Recommendation contained in Report CPS2015-0362 be approved.

Excerpt from the Minutes of the Regular Meeting of the SPC on Community and Protective Services, Held 2015 June 09:

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### **"CLERICAL CORRECTION**

At the request of the Administration, a clerical correction was noted to Attachment 5 of Report CPS2015-0362, by deleting the word "Draft" in the Heading of all pages."

### **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.

At the 2014 November 27, meeting of Council to approve budgets, Council approved Councillor Colley-Urquhart's motion requesting that the Calgary Police Service Performance Measures Related to Council Outcomes, from P.PM1 to W.PM12 for Council Approval, contained on Pages 430, 434, 436, 438, 446-447 of Attachment 1 be referred to the Calgary Police Commission with a report back to Council through the SPC on Community and Protective Services no later than 2015 June with an update.

### **BACKGROUND**

This report is for information purposes only and provides an overview of the Calgary Police Service (CPS) 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 about Calgarians' satisfaction with the police service.

According to the 2014 citizen survey results, most citizens perceive the CPS in a positive manner. Similar to 2013, 56 per cent of citizens "strongly agree" and 41 per cent "somewhat agree" that Calgary is a safe city to live in. Satisfaction with the CPS has remained high with 96 per cent of citizens saying they were "very satisfied" or "somewhat satisfied" with the police. Also similar to 2013, 96 per cent of citizens are "very confident" (44 per cent) or "somewhat confident" (52 per cent) that the CPS can deliver the services needed to make sure Calgary is a safe place to live.

The crime and safety issues of most concern for respondents were traffic violations, illegal gang was second followed by safety in public places. 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 2014 Calgary Police Commission's (CPC) Annual Community Dinner, leaders from our city's community associations and cultural/diverse groups, as well as City Councilors, the CPC and Police Service members of all ranks came together with Commissioners to discuss community policing. This was our fourth year of small group discussions around the dinner table. These discussions were a great success and focused on policing priorities and challenges.

The CPS focuses on proactive community engagement through various and ongoing community, social and government partnerships. Members throughout the CPS work with external partners such as Alberta Health Services, the Boards of Education, Child and Family Services and others on programs and initiatives to deliver policing services.

As part of its commitment to improve communication with Calgarians, the CPS further enhanced its digital community presence through social media in 2014 and into 2015. By actively engaging and responding to the public through Twitter, Facebook, Flickr and YouTube, hosting a number of virtual ride-alongs and taking an active role in recruitment and promoting CPS programs and initiatives, significant growth was seen over the previous year. As of the end of February 2015, the online profile of the CPS had risen to 76,000 Twitter followers, 36,145 Facebook likes and 1559 subscribers to YouTube. Social media engagement through these CPS platforms continues to rise at a healthy pace, opening a two-way dialogue with those who may not have had access to police previously.

### 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.

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### Social, Environmental, Economic (External)

#### Social

The CPS is continuing to focus on crime prevention and education, crime reduction, early intervention and treatment by building and maintaining partnerships in the community. In 2014, these efforts were highlighted by the following:

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

The Calgary Police Service (CPS) continues to be guided by the Crime Prevention and Reduction Continuum in its approach to reducing crime and increasing safety in communities. 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, at an early age. In 2014, the Service began work on the development of a comprehensive framework to support monitoring, evaluation and reporting of programs in the Continuum. It is expected that the evaluation framework will support the Service's efforts to better quantify and communicate the value of its efforts around crime prevention.

- ***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 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 CPS Cadet Corps (12-18 years) and those 18 years and over. The second class of Auxiliary Cadets included 29 Auxiliary Cadets (selected from 157 applicants) bringing the total number of Auxiliary Cadets to 46 at the end of 2014. Four Auxiliary Cadets have successfully applied to the CPS police recruiting class in 2015. Another four applications are currently being reviewed. In combination with the 84 members of the Cadet Corps, the Auxiliary Cadets volunteered a total of 1448 hours in 2014.

- ***Counter-radicalization***

Working within the framework of the existing CPS Crime Prevention and Reduction Continuum and Canada's National Counter-terrorism Strategy, the CPS developed the ***ReDirect Strategy*** to be implemented and delivered locally, with a parallel vision to share the model and tools with partner stakeholders in law enforcement and security across Canada. The CPS ***ReDirect Strategy*** seeks to prevent the radicalization of youth and young adults toward violent extremism. The primary target populations addressed by the Strategy are youth/young adults between the ages of 12 and 24 years who have been identified as being at risk of radicalization. The main objectives of the Strategy are to challenge the ideology that supports terrorism and those who promote it, protect vulnerable individuals (*identify, assess, and refer*) and provide support to sectors and institutions where there are risks of radicalization.

In collaboration with the City of Calgary, CPS has engaged one team consisting of a Social Worker and Police Officer, who demonstrates cultural awareness and subject matter

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expertise in the radicalization process. The team is available for referral via the ReDirect Intervention Framework and is part of the YARD program.

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

The S4 project is currently engaged with approximately 260 Calgary Board of Education and Calgary Catholic School District elementary, elementary/junior high and middle schools. The program also supports engagement in specialized schools such as Renfrew Educational Services (K-6) and any charter, faith based or private schools that do not have an actively involved Community Resource Officer. The program has 13 School Resource Officers (SROs) who provide educational police visits in line with the S4 curriculum, Lock Down Training and School Safety Patroller Training (for Grades 5-6). At the end of 2014, 52% of Calgary schools had successfully implemented the S4 program.

- ***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. Since 2008, 441 youth have been referred to the program.

A comprehensive evaluation (2010-2014) found the program achieved:

- 1) considerable difference in reducing criminal charges among YARD participants (down by 73.3%) when compared to youth who were eligible but declined the program (57.1%) or who dropped out of the program (32%); and
- 2) 45% of YARD participants reported a positive change in constructive use of time and 40% had a more positive emotional well-being score after YARD participation.

YARD has received funding to support one additional team dedicated to the needs of Aboriginal youth. In response to the identified need for more intensive programming that aligns with the Aboriginal community, culture, history and identity, the YARD Aboriginal Team will utilize the services of an Elder throughout the case management process from initial consultation to the celebration of youth exiting the program. The team will also be supported by the Alberta Health Service's psychologist and the Community & Neighbourhood Services Youth and Family Counsellor attached to the YARD program.

- ***Youth Resource Officer (YRO) Project***

Implementation of the YRO pilot began in May 2014 in partnership with the Calgary Board of Education and the Calgary Catholic School District. The project has adopted a developmental approach to understand the appropriate mandate (including recommendations for deployment, training, support, roles and responsibilities of CPS and schools) for YROs in junior high schools. The pilot, which will end in March 2015, will also make recommendations for a YRO handbook, to support engagement with students at the junior high level and a program evaluation framework. The pilot is being done across four pilot and four control schools and will assess student, parents and staff perceptions and suggestions for the work of police in schools as well as required police capacity to support that work.

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- ***Integrated School Support Program (ISSP)***

In August 2014, the CPS launched the ISSP pilot project for two years in two elementary schools located in Forest Lawn, namely Patrick Airlie School (Calgary Board of Education) and Holy Trinity School (Calgary Separate School District). The ISSP provides intensive wraparound services to create an environment in which each child can attain personal success both academically and socially. To achieve this goal, the ISSP has provided a physical education teacher, full-time psychologist, developed universal breakfast and lunch programs, learning assessments, after-school programming, dedicated CPS Multi-agency School Support Team (MAAST), and Start Smart Stay Safe Program (S4) staff. In addition, ISSP is supported by the recently-introduced International Avenue Beat Team (IABT) that patrols 17<sup>th</sup> Avenue SE. This project has engaged over 15 social agencies that **have** provided a variety of resources to the schools. We would also like to acknowledge the YMCA and the Calgary Public Library that are providing the after school programs, Meals on Wheels that has expanded the existing meal programs, and the Calgary Police Foundation for its financial contribution.

- ***Child Advocacy Centre***

The Sheldon Kennedy Child Advocacy Centre opened in May 2013 and specializes in providing support to victims of child abuse and their families. The collaborative approach includes a number of partners including the CPS Child Abuse Unit, Child and Family Services, Alberta Health and Crown Prosecution.

In 2014, the Child Abuse Unit initiated 476 investigations, assisted on an additional 142, and conducted over 1000 interviews. The Child at Risk Response Team completed nearly 250 additional investigations and 1310 background checks for Child and Family Services. An additional Staff Sergeant position was added in 2014 to help manage the increasing workload.

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

The DCRT, consisting of a partnership between Police, HomeFront, Closer to Home, and Calgary Area Child and Family Services completed its first year as a city wide program and assisted 525 families. This unique partnership aims to intervene in chronic or high-risk domestic conflict cases and offer assistance before they escalate to violence.

- ***Elder Abuse Response Team (EART)***

The EART, consisting of a partnership between police, Carya, and the Kerby Centre, investigated 126 files in 2014. In January 2015, the team grew from two to four Constables with the mandate of investigating more complex and lengthy allegations of elder abuse. It is expected that EART will complete over 200 investigations in 2015. The team is also representing the Service with regards to municipal and provincial strategies on elder abuse.

- ***Crime Management Strategy (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

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the CPS to address current and emerging crime and disorder issues. The following crime categories have been identified as key crime indicators for our CMS initiatives. Each category is comprised of a number of related criminal offences that, taken together, provides a broad spectrum of understanding of Calgary's overall crime picture.

- Person Crime (not domestic related): Person crime saw a slight increase from the 5-year average in 2014. This increase was driven by an increase in common assault. Although some of this increase can be explained by sporadic activity in the downtown core, a significant proportion is due to changes in internal reporting methods with respect to domestic incidents. Domestic reporting practices were reviewed for compliance with the Criminal Code definition of common assault, resulting in more recorded incidents of domestic related common assault. These incidents would have previously been captured as domestic information reports with no criminal offence.
- Domestic Incidents: In 2014, the number of non-criminal domestic incidents levelled-off while the number of domestic offences increased. This increase was also driven by the changes in internal reporting methods referred to above.
- Property Crime: Overall, property crime decreased in 2014. This drop was largely driven by a 17.3% decrease in commercial B&E. However, it should be noted that the number of other B&Es (primarily detached garage) and fraud offences both increased over the same time period.
- Disorder: The 2014 Q3 statistics<sup>1</sup> show a continued increase in the number of disorder complaints as seen in 2013. Again, unwanted guest complaints drove the increase. Mental health concern and suspicious person complaints were also high, while disturbances, intoxicated person and noise complaints were down.

Refer to the attached CPS 4<sup>th</sup> Quarter 2014 Statistical Report for more information.

### Environmental

The CPS continues to implement environmental initiatives such as:

- **ISO 14001 Certification**: the CPS is the first North American police agency to receive ISO 14001 certification to assist in developing and implementing strategies to reduce the Service's environmental impact.
- **External CPS Safety Audit**: the Service continued to implement the recommendations from the 2013 safety audit. These include legal compliance with environmental and Occupational Health and Safety regulations that address material safety data sheets, standard operating procedures, training records and emergency drills.
- **LEEDS Certification**: the CPS continued to pursue LEEDS certification for buildings. In 2014, the Forensics Facility was LEEDS certified.
- **Energy consumption reduction initiatives**:

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<sup>1</sup> Year-end statistics are not available due to the CAD changeover in October, however those numbers are forthcoming.

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- In 2014, retrofit and upgrade of the LED exterior lighting system began; this will help reduce energy consumption and maintenance.
- As part of the anti-idling initiative, the Service is investigating technology for automatic shut off of vehicles.
- **Triple Bottom Line:** The Service completed a study and report regarding the Administration Building that outlines recommendations for the relocation of the Court Services Section.

### **Economic**

The CPS continues to use new technology to improve the coordination of investigative information, resulting in operational and investigative efficiencies. We continue to leverage partnerships with support agencies, increasing our capacity to fund youth and preventive programs. In addition, we have made capital investments into vehicles and infrastructure and have realized operational savings which have been re-invested into ongoing operations.

Examples of cost efficiencies include:

- fuel consumption reductions as a result of more fuel efficient patrol vehicles
- operational savings realized by the onsite car wash
- the lecture hall which helps to provide a more cost effective training model

### **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.

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**REASON(S) FOR RECOMMENDATION(S):**

This is a report for information only.

**ATTACHMENT(S)**

1. 2014 CPS 4th Quarter Update Quarterly Business Plan Report
2. 2014 CPS 4th Quarter Statistical Report
3. 2014 CPC Annual Report
4. 2014 CPC Citizen's Survey
5. **Corrected** 2015-2018 Business Plan and Budget Performance Measures Update