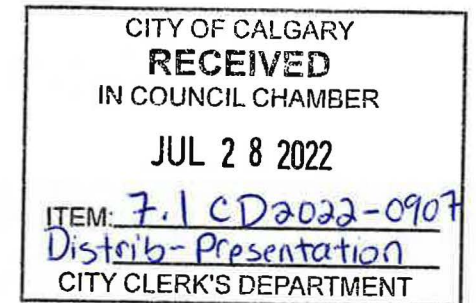




Community Development Committee

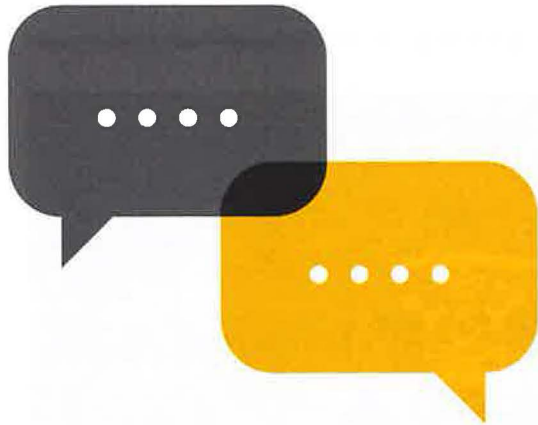
Presentation by Chief Constable Mark Neufeld
July 28, 2022





2021 Highlights

Opportunities and Challenges at a Glance



- Significant advances in anti-racism, equity, diversity & inclusion
- Transformation of Calgary's Crisis Response System
- Investigative excellence
- Enhanced intelligence gathering
- Employee morale and engagement challenges
- Increased firearms-related crime
- Crime trends below the five-year average, but now trending upwards

Community Safety & Well-being – Public Trust & Confidence
Employee Satisfaction & Engagement – Effectiveness & Efficiency



Anti-Racism, Equity, Diversity, and Inclusion and Call Response

CPS

\$8 Million

**Available
Funding 2021**

\$3.5 Million

Spent in 2021

\$4.5 Million

**Carry forward
into 2022**

27

**Projects
Funded**

City of Calgary

\$8 Million

**Available
Funding
2021**

\$6.2 Million

**Allocated in
2021**

\$1.8 Million

**Earmarked for
2022**

25

**Projects
Funded**



Commitment to Anti-Racism

**Anti-Racism
Strategy / Anti-
Racism Action
Committee**

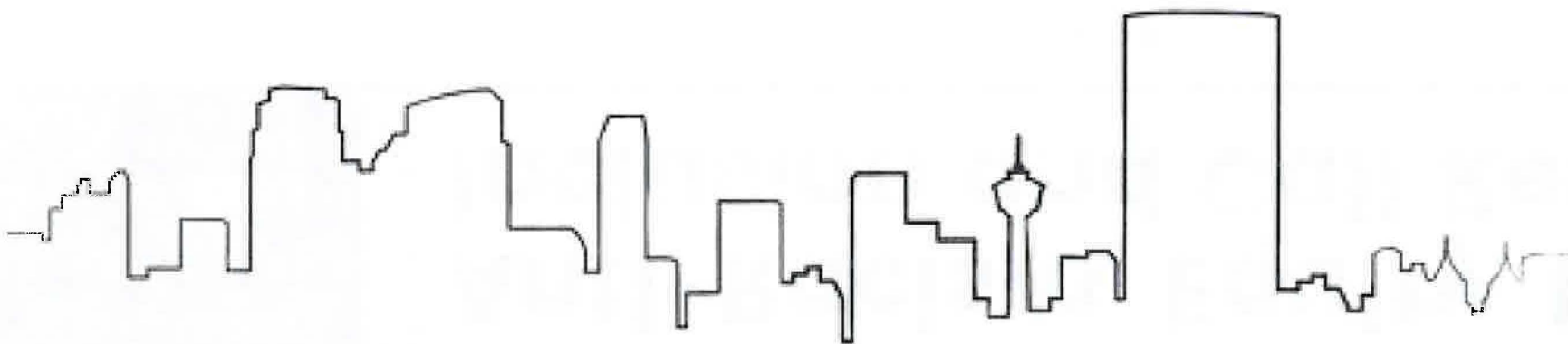
**Crisis Response /
Call-Diversion**

**School Resource
Officer Review**

**Body Worn
Camera
Evaluation**

Race-Based Data

**Equity, Diversity,
Inclusion**





Commitments to Community

**Crime
Prevention
Team**

**Indigenous
Relations
Team**

**Hate, Bias &
Extremism
Team**

**Integrated
Partnerships**

**Diversity
Resource Team**

**Indigenous
Road Map /
Sacred Space**





Calgary



CALGARY POLICE SERVICE

Transforming Calgary's Crisis Response System

Through the **Community Safety Investment Framework**, The City of Calgary and the Calgary Police Service funded a research report to assess the current crisis response system and make recommendations to propose changes that can be made to strengthen the system, address gaps and improve quality of care. **PolicyWise for Children & Families** and the **Centre for Suicide Prevention** provided the report and recommendations, which will be used to guide planning and implementation toward a more equitable and effective crisis response system.

Police & Crisis Teams Doubled

Mobile Response Team Growth

Downtown Outreach Addictions Program Doubled

Call-Diversion Co-Location Program Launched

SYSTEM IMPROVEMENTS



A **person in crisis** is in need of urgent support due to mental or emotional distress, conflict, or a threat to their safety.



Crisis response is the immediate resources required by the individual experiencing a crisis, their families, friends, and support networks.



Accountable Entity

Establish an accountable entity to **oversee and monitor the crisis response system**. This entity is dedicated to: coordinating services, establishing partnerships, overseeing system navigation, and collaborating on funding decisions.



Community-driven System Responsiveness

The crisis response system is **community-driven**. Ongoing community engagement informs the development, design, and implementation of crisis response.



Values-based System

The **core values** identified by Calgary service providers guide the design and operation of every aspect of the crisis response system.

OPERATIONAL IMPROVEMENTS



Accessibility

Ensure the system provides diverse, **barrier-free service** options rooted in community needs.



Peer Support

Create a mechanism to incorporate lived experience through **peer support** into the crisis response system.



Cultural Representation

Ensure **cultural representation** of Calgary's population in crisis response.



Trauma-Informed Care

Trauma-informed care and **client-centered** care is woven into all levels of strategy, practice, and policy in the crisis response system.



Training

Crisis response training is ongoing and requires both theory and practice with **immersive and applied approaches**.



Transportation

Transportation-related solutions and strategies are explored to address **safe and reliable care** of individuals in crisis.



Client Information Sharing

Increased understanding of **information sharing** protocols is attained to facilitate better coordination and care of individuals in crisis.



There's more work to do

This report is guiding the creation of an equitable and effective **crisis response system** in Calgary, one that provides lifesaving mental health care. These recommendations and related implementation considerations are a starting point to guide the transformation of Calgary's crisis response system. For further information, please **Contact Prevention Investments (calgary.ca)**.

Data Sources

The findings in this report were informed by eight data components:

1. Reviewing the literature (rapid review of the literature)
2. Interviewing jurisdictional exemplars
3. Interviewing Calgary Service Providers
4. Meeting with the Steering Committee
5. Engaging Strategic Advisors
6. Consulting with the Community
7. Surveying People who have Lived Experience of the crisis response system
8. Collecting administrative data



Equity, Diversity & Inclusion





Public Trust, Transparency & Confidence

Investigative Excellence



Professional Standards Section
Modernization / Community
Accountability Webpage

De-escalation & Use of Force Policy



Integrated Risk Management

Early Intervention Program



Increased Communication & FOIP
Requests

Service Optimization Review



Fiscal Responsibility

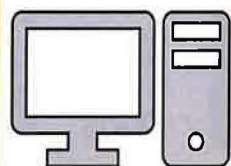
Patrol Training Officer (PTO)



Enhanced Intelligence Gathering

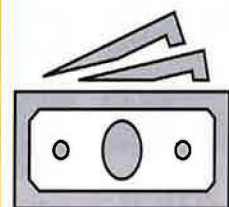


Investigative Success



Cybercrime Forensics Unit

- Operation Cronfather
- Operation Cold Storage
- Operation Gold Dust



Economic Crimes Unit

- Operation Frostnip / Frostbite
- Fraudulent Property Sales



Robbery Unit

- Operation Remedy



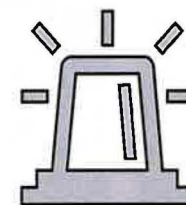
Firearms Investigative Team

- Straw Purchasing of Weapons



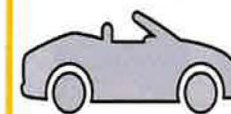
Forensic Crime Scene Unit

- Rapid DNA



Criminal Networks Section

- Operation Shake and Bake
- Undercover Operations
- Counter Terrorism & Extremism



Alberta Law Enforcement Response Team

- Operation Conduce
- Auto Crime



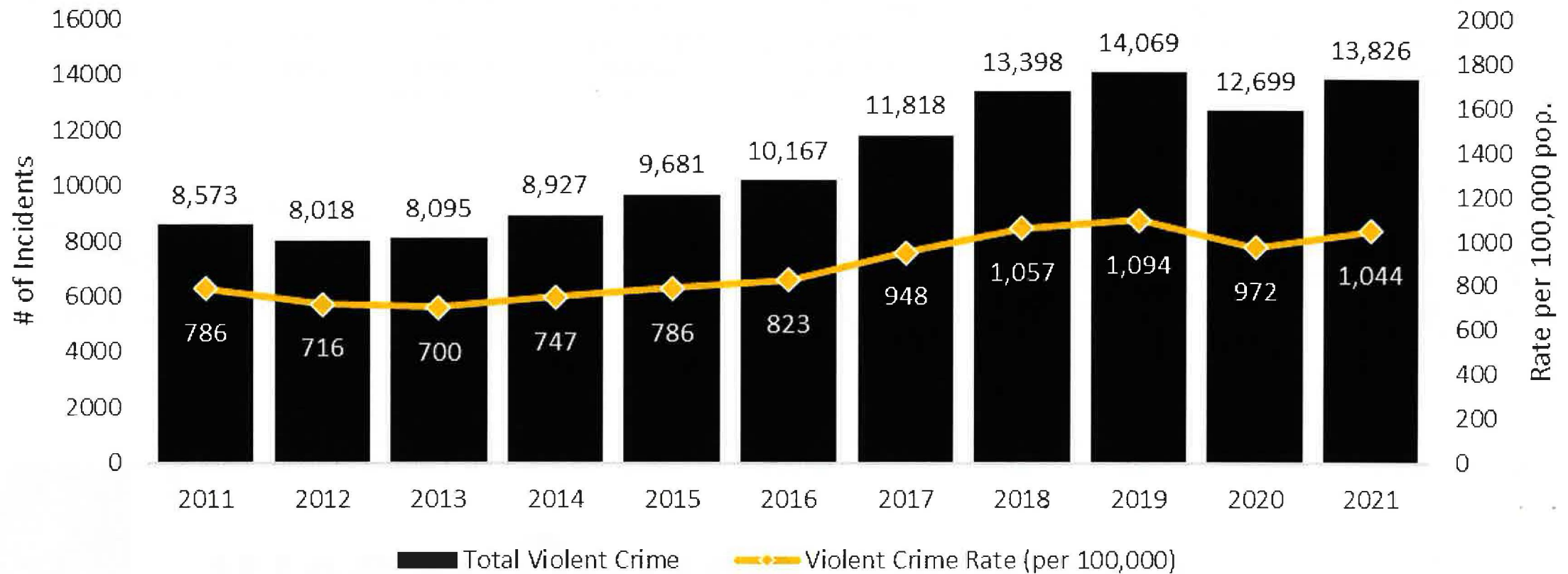
Major Crimes

- Historic Sexual Assault Arrest
- Arrest in 2007 murder of Tara-Anne Landgraf



By the Numbers 2021

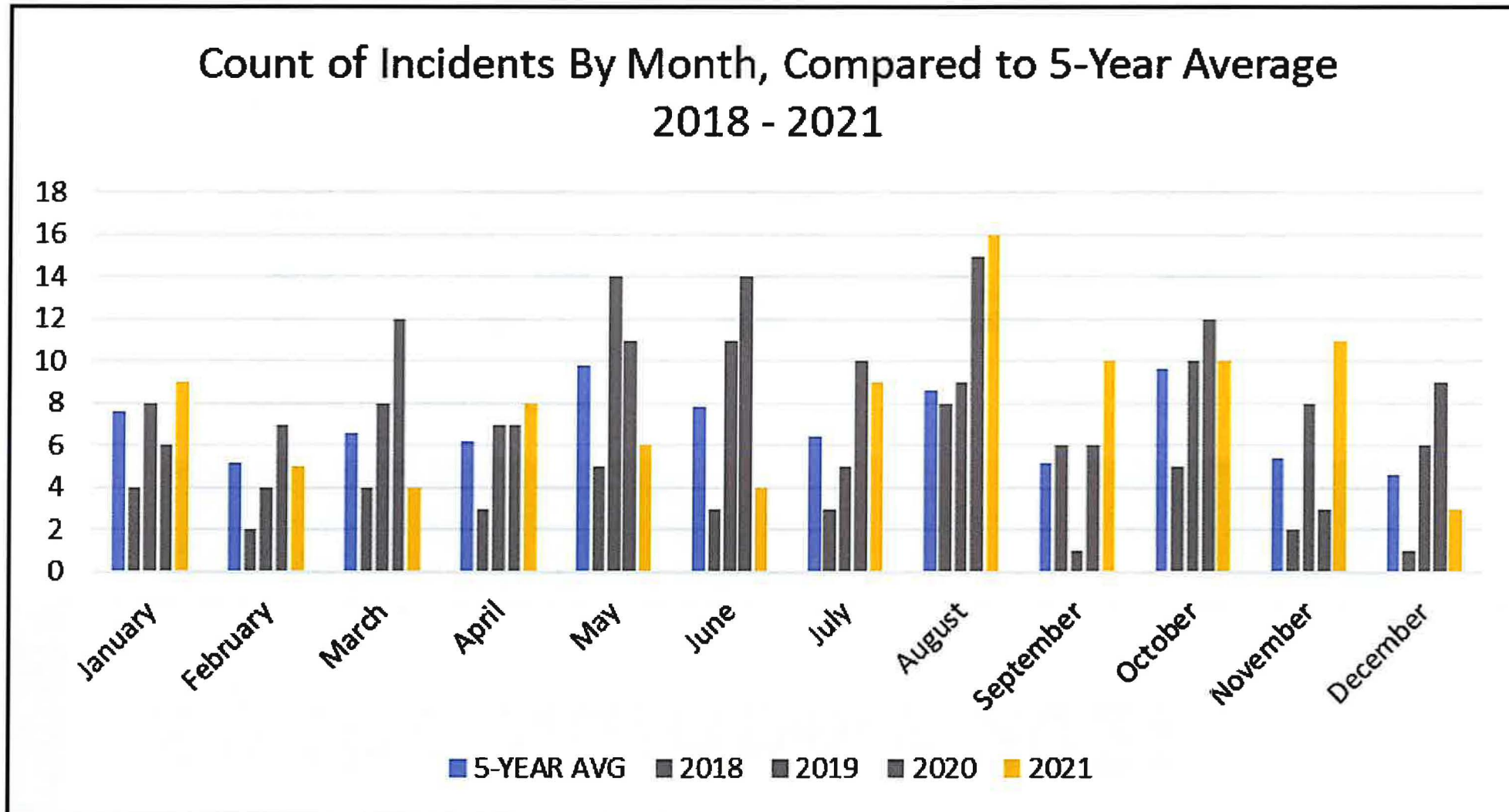
Violent Crime Victims and Rate, 2011-2021





By the Numbers 2021 – Shootings & Gun Crime

Shooting Incidents





By the Numbers 2021

ANTICIPATED INCREASES IN CRIME POST COVID-19

CALGARIANS' TOP CRIME CONCERNS*



House break
+ enter



Drug-related
violence



Drug offences



Gun violence



Theft + theft
of vehicles

AREAS OF FOCUS FOR CALL DIVERSION**



Social
disorder



Mental health



Suicide



Addictions



Domestic
violence

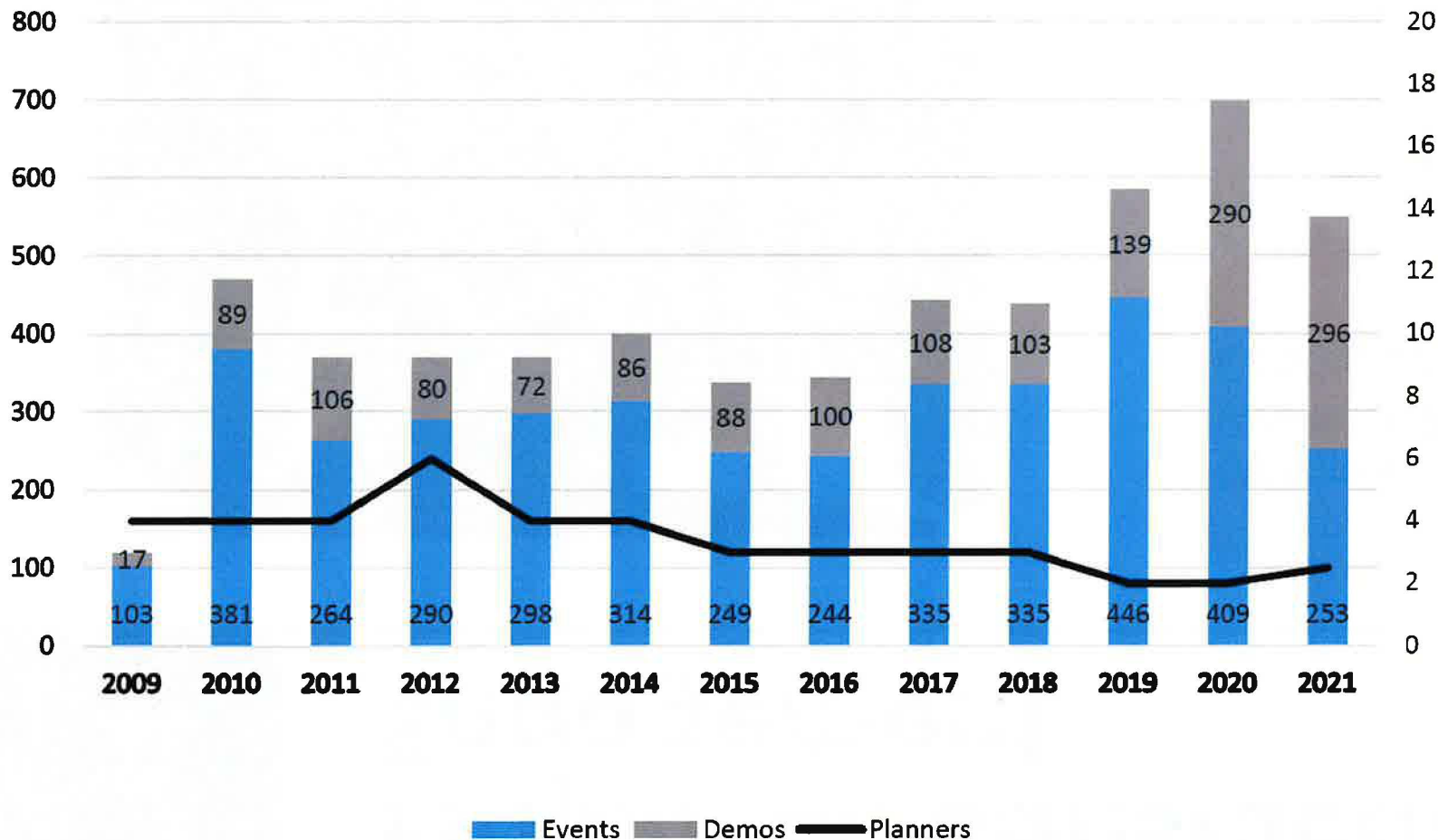
* Offences in the top six public concerns identified in the 2020 CPC Citizen Satisfaction Survey.

** Areas of focus as part of our commitment to anti-racism and improved call response.



Protests, Events & Demonstrations

Total Events and Staffing 2009-2021



2021 \$1.9 million

including:

- soft staffing costs & overtime

* **Demonstrations** include gathering such as rallies, protests and marches.

* **Events** includes parades, concerts and festivals



Employee Satisfaction & Engagement



Member
Wellness &
Resiliency

Recruitment,
Training &
Member
Development

Diverse,
Respectful
& Inclusive
Workplace

Human
Resources
Modernization

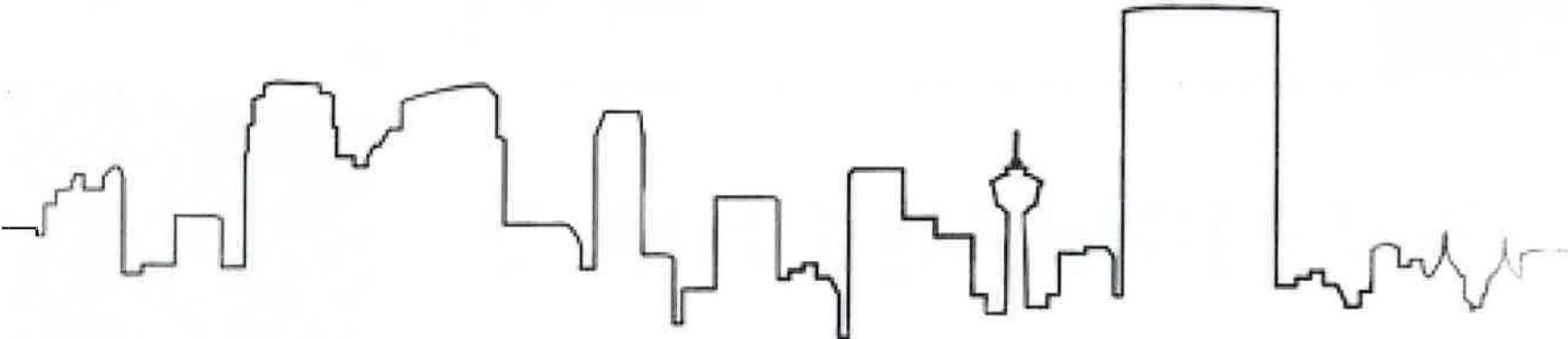


Budget 2021

Reduced fine
revenue

Court fine payment
delays

Decrease of
summonses issued
pre-pandemic





A Year in Pictures





Questions?
