

Calgary Police Service 2022 Annual Report

RECOMMENDATION:

That the Community Development Committee:

1. Recommend that Council receive this annual update from the Calgary Police Commission on behalf of the Calgary Police Service for the 2022 calendar year for the Corporate Record; and
2. Direct that Report CD2023-0318 be forwarded to the 2023 June 6 Regular Meeting of Council as an Item of Urgent Business.

RECOMMENDATION OF THE COMMUNITY DEVELOPMENT COMMITTEE, 2023 MAY 31:

That Council receive this annual update from the Calgary Police Commission on behalf of the Calgary Police Service for the 2022 calendar year for the Corporate Record.

HIGHLIGHTS

In 2022, the Calgary Police Service:

- Targeted downtown safety issues, increased visibility of uniformed officers and tackled firearm-related violence through offender management and resourcing the Firearms Investigative Unit.
- Worked through the Community Safety Investment Framework (CSIF) to fund existing crisis response programs and develop system integration and transformation to better serve people in crisis.
- Continued work on the Indigenous Roadmap, outreach programs to Racialized communities, review of the School Resource Officer program, innovations in the Professional Standards process, compliance with new requirements on street checks, review of existing race-based data, deployment of additional body-worn camera and in-car video, and recruitment of a Social Media Strategist.
- Advanced internal Equity, Diversity and Inclusion (EDI) efforts with the development of an EDI lens and resources to reduce barriers to access police services and improve workplace inclusion for employees.
- Developed training on the Psychological Well-Being Strategy, integrated the Early Intervention Program into the Career Management Program, expanded Leadership Development Program, incorporated de-escalation, use of force policies, EDI and anti-racism topics into enhanced In-Service Training and developed an employee engagement plan that led to the Pathways to Engagement program.
- Responded to 387,863 public and 146,178 officer-generated calls for service.
- Received 20,500+ online citizen reports and attended to 1,598 Traffic Service Requests from citizens.
- Investigated 81,973 incidents where at least one criminal code offence occurred.
- Completed 95,455 police information checks for employment and volunteering opportunities.
- Background and Previous Council Direction is included as Attachment 1.

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DISCUSSION

The Calgary Police Commission (CPC) and Calgary Police Service (CPS) provide an annual report to the Community Development Committee of Council, that provides information on the CPS' service to Calgarians. In 2022, there was a return to pre-pandemic levels of calls for service, the violent crime rate in Calgary returned to the five-year average, however, property crime and the overall crime rate remained below the five-year average. The Service continued its efforts to support the transformation of crisis response in Calgary and internally, enhanced its efforts to support improved employee satisfaction and engagement, advanced equity, diversity and inclusion, and increased accountability and transparency. The following sections summarize the key challenges, achievements, and opportunities:

CRIME AND PUBLIC SAFETY:

Gun crime

There was a 106 per cent increase in shootings in the first six months of 2022 and by the end of 2022, Calgary had 126 shooting events. Of 27 homicides, 15 involved the use of a firearm. In response to this issue, the Service reorganized its firearms-focussed resources to better align intelligence and investigative resources for increased coordination and effectiveness. This contributed to improved identification, prioritization, investigation, and management of offenders who had the greatest impact on public safety. In addition, we invested additional resources to track, trace and investigate illegal firearms in Calgary.

Robberies

There was an increase in the number of commercial robberies in the first half of 2022 as offenders targeted pharmacies, cannabis, and cell phone stores. Enforcement, investigative and prevention work resulted in reductions in the number of these incidents in the latter part of 2022. In June 2022, CPS partnered with the Alberta College of Pharmacy in implementing mandatory time-locked safes for all Alberta pharmacies. The Service worked with the Alberta Gaming, Liquor & Cannabis (AGLC) to amend regulations that forced businesses to cover all windows and doors. The change in these regulations allowed businesses to use the principles of Crime Prevention Through Environmental Design (CPTED), creating safer environments for staff and customers. At the end of 2022, the city had 69 pharmacy robberies, compared to 89 in 2021 (-22%) and 22 cannabis store robberies, compared to 29 in 2021 (-24%).

RESPONDING TO THE NEEDS OF THE COMMUNITY:

Improved accountability

The Service continued its work on accountability and transparency to positively impact public trust and confidence. The CPS expanded the use of Body Worn Cameras (BWC) to include School Resource Officers, the Police and Crisis Team and Child At Risk Response Team, in addition to all patrol and traffic officers who had been wearing the cameras since 2019. A total of 1,214 officers now use BWC. A total of 444 vehicles have the new In-Car Video (ICV) system installed. Both systems allow officers to record their interactions with the public, which play a crucial role in protecting both the community and police officers and supporting a fair justice system.

Working towards reconciliation

The CPS prioritized reconciliation work to strengthen relationships with local Indigenous communities by:

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- Creating an Indigenous Relations Team to better connect CPS with local Indigenous communities.
- Launching mandatory e-learning series focused on the importance of Indigenous knowledge and education, Indigenous history and contemporary issues affecting Indigenous peoples in Canada. 2422 members have engaged in the course.
- Raised both the Treaty 7 and the Metis Nation's flags at CPS Headquarters as permanent acknowledgement of Indigenous connections.

Becoming an inclusive and anti-racist organization

The CPS remains committed to connecting with and being representative of the community we serve. In 2022, the CPS continued this work by:

- Establishing the Office of Respect and Inclusion (ORI) which has initiated work on the EDI framework and led the development and implementation of the 2022 Workplace Census.
- Held recruiting events to build relationships with marginalized and Racialized communities, identified opportunities to reduce barriers for applicants in the recruiting process, implemented initiatives to support applicants throughout the process, advocated for modernization of the provincial recruiting standards and conducted bias awareness and cultural awareness education sessions. In 2022, 27 per cent of recruiting events had an EDI focus, 43 per cent of applicants identified as part of a marginalized or Racialized community, 29 per cent of hires as part of a Racialized community and 19 per cent of applicants and 25 per cent of hires identified as female.
- Developed and implemented training on provincial legislation surrounding street checks and carding with 90 per cent of officers completing training by the end of 2022.

Better helping those in crisis

In 2022, the Service continued its active role in crisis response. Key initiatives include:

- The Community Safety Investment Framework (CSIF) in support of The City's Mental Health and Addiction Strategy to increase the capacity of crisis response systems.
- Partnerships with Calgary 9-11 and Distress Centre (2-11) to transfer 1,789 non-emergency mental health calls from 9-11 to 2-11 for social supports. A total of 2,436 resources were provided by 2-11 to transferred callers and 1,662 calls were diverted from District 1 to the Alpha House's DOAP Team.
- There were 3,868 calls by CPS officers to the Alberta Health Services Mobile Response Team, which allowed officers to consult with mental health professionals to determine the best course of action when responding to urgent mental health crisis calls.
- Expanded the Police and Crisis Team which attended a total of 2,428 calls for service.
- Worked with The Alex, Calgary 9-11 and 2-11 to deliver the Community Mobile Crisis Response (CMCR), which dispatches a team of two support workers and one plainclothes officer to respond to persons in crisis.

SUPPORTING THOSE WHO SERVE

Employee engagement and satisfaction

The Service prioritized employee services and wellness, by implementing employee training programs, prioritizing engagement and continuing the modernization of human resources.

- In 2022, CPS committed to making real change and launched Pathways to Engagement to ensure employees are updated on progress that impacts them.

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- The Service developed a training curriculum on the Psychological Well-Being Strategy, implemented the Re-Integration Program to support employees returning to work and the Early Intervention Program to improve employee wellness, performance, and confidence.
- In continuing its work on HR modernization, the Service launched a leadership development program and conducted a review of HR policies and standard operating procedures.

EXTERNAL ENGAGEMENT AND COMMUNICATION

- | | |
|---|---|
| <input checked="" type="checkbox"/> Public engagement was undertaken | <input checked="" type="checkbox"/> Dialogue with interested parties was undertaken |
| <input checked="" type="checkbox"/> Public/interested parties were informed | <input type="checkbox"/> Public communication or engagement was not required |

Calgary Police Commission Meetings

The Calgary Police Commission (CPC) revamped public participation in its meetings to create one of the most open policies in the country. Calgarians now can provide a presentation on any topic related to police governance, can provide a written submission, or can ask a question of commissioners or the police chief. Following the return to in-person regular meetings in May, the CPC invested resources to ensure that the public could continue watching and participating in meetings remotely, something that was not possible before the pandemic. In addition, the CPC launched a social media presence on YouTube, LinkedIn and Twitter, to support regular communication to Calgarians on police governance.

2022 Calgary Police Commission Citizen Satisfaction Survey

During the 2022 Calgary Police Commission Citizen Satisfaction Survey, 10 per cent fewer Calgarians believed Calgary is a safe place to live than in 2020 and both satisfaction with and confidence in the police showed declines. Calgarians ranked drug activity, violence, gang activity, theft and break and enters as their top policing concerns, with social disorder and transit safety being growing concerns. Calgarians also expressed that they want the police to focus on reforming how misconduct is addressed, developing an alternative call response model, implementing EDI (equity, diversity, and inclusion) within the organizational culture, and diversifying the police service's workforce.

IMPLICATIONS

Social

The CPS remains committed to the vision of ensuring that Calgary is the safest major city in Canada. Our ongoing engagement with those we serve and those who serve, indicate that the following areas are priority areas for continued work in the short term:

- Recruiting and staffing issues impacting the services we provide and our workload.
- Crisis transformation through the Community Safety Investment Framework and alternative call response models.
- Reducing gun violence, property crimes, and increasing road safety.
- Continuing to action our commitments to anti-racism, Indigenous reconciliation and equity, diversity, and inclusion through an integrated, service-wide approach.
- Implementing the internal Pathways to Engagement plan to improve employee engagement.

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- Utilizing various technological solutions to improve data reporting and organizational efficiency.

Environmental

The CPS continues to prepare for, and adapt to, climate change impacts by leading actions to protect the environment with improvements that enhance the environmental performance of our facilities. Key accomplishments in 2022 include, but are not limited to, the following:

- Continuous review and refinement of CPS Energy Management documents, processes, and procedures to align with Corporate Sustainability Strategy.
- Ongoing monitoring and modeling of statistics to reduce and optimize energy consumption within the CPS infrastructure portfolio.
- Completed Building Condition Assessments targeting deferred maintenance and upcoming lifecycle requirements for major building components.
- Environmental Risk Management in alignment with Corporate Risk Management Standards.
- Monitoring of the anti-idling program run by CPS Fleet.
- Ongoing education and training for employees on sustainable practices to reduce environmental impacts related to fleet policies, procedures, and guidelines.

Economic

The CPS will continue to explore ways to ensure the most effective and efficient use of resources. Rapid The budget increase received at the beginning of 2023 will assist in supporting some of the organization's key priorities, including staffing, and begin to stabilize the Service after several years of uncertainty.

RISK

CPS continues to monitor and introduce steps to mitigate potential impact of key risks for the organization. Some key ongoing risks to the organization exist within the realm of public trust and confidence. The CPS recognises the need to ensure that it continues to engage with and understand the concerns of its members and the public as it relates to issues of accountability and transparency, social justice, adequate management systems and control to facilitate required oversight and mitigate risks associated with accidental or deliberate organizational information and physical security breaches that could result in the public dissemination of restricted information or disrupt the Service's ability to operate.

ATTACHMENTS

1. Previous Council Direction, Background
2. 2022 Annual Report
3. 2022 Annual Report Presentation Slides
4. 2022 CSIF Allocation

Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
Mark Neufeld, Chief Constable	Calgary Police Service	Approve

**Calgary Police Commission Report to
Community Development Committee
2023 May 31**

**ISC: UNRESTRICTED
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Shawn Cornett, Chair	Calgary Police Commission	Approve
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