



Key Performance Indicators

Performance Measure	Target
Crime Severity Index (Measures volume and severity of crime)	Keep below the five-year average in 2023
Proportion of attended calls requiring a police report (Measures effectiveness of call diversion efforts)	Increase by 7% in 2023
Average time between call dispatch and officer arrival (Measures resource availability and ability to respond)	Respond to emergency calls in 8 minutes or less in 2023
Proportion of Calgarians that feel safe (Measures public perception of safety)	Increase to 93% or more by 2024
Proportion of Calgarians that have confidence in CPS (Measures public perception of CPS' abilities)	Increase to 90% or more by 2024
Proportion of Calgarians that trust CPS (Measures public perception of CPS' character)	Increase to 80% or more by 2024



Key Performance Indicators

Performance Measure	Target
Operating cost per capita (Measures efficiency of resource use)	Match 2016 per capita cost by 2026
Weighted Clearance Rate (Measures CPS' investigative abilities)	Increase to 30% or higher in 2023
Proportion of officers' time doing proactive work (Measures resource availability for proactive policing)	Increase to 25% by 2026
Employee Engagement Index (Measures employee morale and engagement)	Increase to 70% by 2026
Proportion of Calgarians that agree CPS treats all fairly (Measures public perception of policing equity)	Increase to 80% or more by 2024
Proportion of Racialized and Indigenous recruits (Measures CPS' effort to better reflect the community)	Continue trending towards reflective recruit classes (no specific targets set to avoid target-based hiring)

Thank you

