

Community Services Report to
Community Development Committee
2024 March 20

ISC: UNRESTRICTED
CD2024-0026

Calgary Police Service 2023 Annual Report

PURPOSE

The Calgary Police Commission (CPC) and the Calgary Police Service (CPS) provide an annual update to the Community Development Committee of Council.

PREVIOUS COUNCIL DIRECTION

On November 26, 2003, at a Special Meeting of Council to review budgets, Council approved a motion requesting that the CPC with the CPS, provide at the least an annual update to the Standing Policy Committee (SPC) on Community & Protective Services - renamed in 2022 to Community Development Committee. Further, at the 2021 June 8 Priorities and Finance Committee, Council requested that the CPC and CPS in conjunction with Administration, report on outcomes of the Community Safety Investment Framework (CSIF) annually through the annual report.

RECOMMENDATION:

That the Community Development Committee recommend that Council receive this annual update from the Calgary Police Commission (CPC) on behalf of the Calgary Police Service (CPS) for the 2023 calendar year for the Corporate Record.

HIGHLIGHTS

In 2023, the Calgary Police Service:

- Secured an extra \$20 million in funding which supported the addition of 20 frontline officers (20 positions to be added each year up to 2026), 19 investigative and community support officers and 35 civilian employees.
- Launched the Safe Public Spaces Action Plan, in partnership with the City of Calgary to ensure parks, pathways and transit networks are established as safe places for the public.
- Collaborated with mutual aid and City of Calgary partners to ensure safety for delegates and Calgarians during the 24th World Petroleum Congress and created a temporary ninth police district to maintain a visible police presence, mitigate potential risks and maintain public safety at the Calgary Stampede.
- Continued collaborating with crisis response and transformation partners to implement the Community Safety Investment Framework, the Community Mobile Crisis Response team, Human-centred Engagement Liaison Partnership, Calgary Urban Strategy, expand the Police and Crisis Team, defined the scope of Reach Up YYC and continued call diversion work with Calgary 211 and 911.
- Created a fifth bureau focused solely on organizational performance to provide enhanced services to the CPS, as well as the community.
- Enacted new policies to guide responses to major events, missing persons investigations, driver safety and compliance, body-worn camera, and in-car video operations to enhance transparency and create efficiencies.
- Prioritized efforts to address hate-motivated incidents including community meetings, communications, and investigations; established the Racial Equity Office, continued work on the implementation of the Indigenous Roadmap, race-based data collection strategy, the implementation of the School Resource Officer program evaluation recommendations, added 9 Community Mobilizers and advanced work on the availability of open-source crime and disorder data.
- Advanced investigations with the use of genetic genealogy, created the Firearms Investigative Unit and formalized the first Canadian Crime Gun Intelligence Group, established the Blockchain Investigative Team to support cryptocurrency and blockchain-related investigations, and allocated additional resources to the Missing Persons Team with a focus on the Indigenous portfolio.
- Responded to 389,627 public and 167,705 officer generated calls for service; received 22,500+ online citizen reports (increase of 6.7%), attended to 1,802 Traffic Service Requests and completed 142,782 police information checks for employment and volunteering opportunities (increase of 21.7%).

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DISCUSSION

In 2023, calls for service returned to pre-pandemic levels, driven by increases in officer generated calls related to proactive work in public spaces. The Service saw a decrease in property-related crimes, the use of firearms to commit a crime and shootings (falling from 126 in 2022 to 100 in 2023). However, violent crimes have marginally increased, with non-domestic assaults and street robberies driving the trend.

CRIME & PUBLIC SAFETY

Gun Violence

The CPS formalized the first municipal Canadian Crime Gun Intelligence Group following the creation of the Firearms Investigative Unit. For the first time in six years, there was a reduction in the presence or perceived presence of firearms used in the commission of other crimes. In comparison to 2022, the Service also recorded a decrease in shootings and seized crime guns, further confirming that efforts to reduce gun violence are making an impact.

Safety in Public Spaces

The CPS launched the Safe Public Spaces Action Plan aimed at deploying as many resources as possible to support Calgary transit and bylaw partners in ensuring parks, pathways, and transit networks were safe places for the public. In 2023, officers laid more than 3,300 criminal charges, executed 5,600 warrants, and issued more than 3,600 summons related to work on transit.

Maintaining Safety at Planned and Unplanned Events

The frequency and complexity of geopolitical based protests and demonstrations has dramatically evolved over the last few years. This substantial increase in tandem with the larger crowd sizes (e.g., 2,000 individuals at the November 19th, 2023, pro-Israeli, and pro-Palestinian demonstration) demanded additional resources to ensure public safety and maintain the peace. Last year, the CPS managed 400+ unplanned events such as demonstrations, protests, and/or riots.

RESPONDING TO THE NEEDS OF THE COMMUNITY

Building Trust and Confidence with Calgarians

- The external body-worn camera webpage was launched with information about the use of BWCs, citizens rights, procedures for requesting videos and filing complaints.
- New crime prevention resources for Calgarians, translated into multiple languages, were introduced, traditional and social media were engaged to facilitate enhanced communication with citizens and over 65 crime prevention public presentations were delivered.
- Completed the roll-out of the 16-module mandatory Indigenous education e-learning series and displayed the Chief of Police Tipi inside the Westwinds headquarters for membership to understand the treaty partnership with the Treaty 7 Nations and the longstanding relationships the CPS has with community.
- Established the Racial Equity Office, worked with the Anti-Racism Action Committees, Habitus and ActionDignity to better understand community's perspectives about improving policing service delivery to Indigenous, Black, and diverse Racialized communities, completed the review of the School Resource Officer program, established the Youth Advisory Board, continued work on the collection, use and dissemination of race-based data, delivered in-service anti-racism training and employed 9 Community Mobilizers.

Ensuring a Robust Crisis Response Approach

- Using funding provided by the Government of Alberta through the Urban Strategy grant, two clinicians were assigned to Arrest Processing, four to the District 1 Beat teams, and each district was assigned a designated mental health clinician who will work in partnership with the Community Resource Officers.

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- Continued collaborating with crisis response and transformation partners to implement the Community Safety Investment Framework, the Community Mobile Crisis Response team, Calgary Urban Strategy, expand the Police and Crisis Team and define the scope of Reach Up. In call diversion work, up to November, 7,827 calls were diverted from Calgary 911 to 211, where persons received interventions by phone or through personnel dispatched to them, as well as more than 10,000 different information and referral resources.

Investigating Crime with a Trauma-informed Approach

- A new child forensic interviewing policy was released to support the Service's commitment to reducing trauma for children and youth victims or witnesses of a traumatic criminal event. The new policy provides guidelines regarding who can conduct a child forensic interview, when a child forensic interview should be completed, and the best practices and training required to do the interviews.
- The Service allocated additional resources to the Missing Persons Team including dedicated resources for Indigenous missing persons, updated policy and introduced a new response protocol to reduce the call load volume on frontline patrol.
- Victim Assistance Support Team hosted the Trauma-informed Best Practices and Interagency Collaboration Conference for volunteers and victim assistance agencies in Calgary and outlying areas.

SUPPORTING THOSE WHO SERVE

In 2023, the Service was acknowledged as a top employer in Alberta, for the fourth time in a row. The CPS prioritized employee services and wellness by:

- Transforming the promotions process to reduce pressure on candidates, encourage early engagement between candidates and supervisors, build efficiency, attract more members to the promotions process, and ensure that competencies are assessed in alignment with the CPS core values.
- Implementing new avenues to support recruitment by launching the Women's Recruiting Bootcamp, releasing video-based workshops, and offering open testing for the Alberta Police Cognitive Abilities Test. 115 new recruits and 21 Direct Entry Officers were employed.
- Developing resource guides for CPS members to help better support and understand colleagues in the workplace and the community. The resource guides included information about how to use inclusive language when addressing such topics as age, sexual orientation, gender expression and identity, pronouns, disabilities, Indigenous peoples, race, and ethnic background.
- Introducing a new deputy-level civilian Chief People Officer role to lead the Bureau of People and Organizational Development and created a new bureau focused on Organizational Performance.
- Employee engagement has improved with the Employee Engagement Index increasing from 42 to 53 and the response rate increased to 51%, which is the highest since 2019.

EXTERNAL ENGAGEMENT AND COMMUNICATION

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

2023 City of Calgary Fall Survey of Calgarians

69% of Calgarians perceive Calgary as "safe" compared to 77% in 2022. 46% of Calgarians think that crime has increased in their neighbourhood, 47% believe that crime has stayed the same, 4% think crime has decreased from 2022 (3% no response).

2023 Calgary Policing Summit

The first Calgary Policing Summit was held in September. The one-day conference, which attracted 300 attendees, was an opportunity for the Calgary Police Commission, Calgary Police Service leadership, City Council, and the Alberta Ministry of Public Safety and Emergency Services to hear from Calgarians.

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Community members participated in panel and break-out discussions, providing input into long-term plans and priorities for policing, including the 2024 Annual Policing Plan.

2023 Community Perception Research: Police Communication Public Trust

The CPC led a qualitative Community Perceptions Survey in Spring to identify how Calgarians wanted the CPS to communicate with them to improve trust. Respondents identified five key areas that the CPS can provide information to community to improve trust – what CPS is doing to address crime, crime prevention efforts, relevant community-based information, opportunities for citizens to help and the Service's efforts to collaborate with the community.

IMPLICATIONS

Social

The CPS remains committed to ensuring that Calgary is among the safest major cities in Canada. Our ongoing engagement with those we serve and those who serve, indicate that the following areas continue to be priority areas: recruiting and staffing issues impacting services and workload; being fiscally responsible while delivering quality service; modernizing the CPS to deliver innovative approaches to support public safety and community well-being; utilizing various technological solutions to improve data reporting and organizational efficiency; collaborating with key partners to support crisis response and continuing to action our commitments to anti-racism, Indigenous reconciliation and equity, diversity, and inclusion through an integrated, service-wide approach.

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. The CPS added 25 hybrid vehicles, increasing its compliment of hybrid vehicles to 88, continued to ensure sustainability and sustainable practices are integrated into all internal processes and large-scale projects, with LEED and, where possible, net zero designs for new facilities, complied with the Corporations drought restrictions and advanced education and training for employees on sustainable practices to reduce environmental impacts related to fleet policies, procedures, and guidelines.

Economic

The budget increase at the beginning of 2023 assisted with some key priorities including staffing and stabilizing the Service after several years of uncertainty. In a year, where there was increased operational demand due to protests and safety concerns on transit, the Service mitigated revenue shortfall and unfavorable overtime expense through salary savings and expenditure management, ending the year with a net-zero variance.

Service and Financial Implications

The CPS contributed to Reserves at year end and had a 28 per cent annual spend rate. Facilities had the largest unspent amount with budget allocated to a new district office and indoor range. In December 2023, Government of Alberta funded 50 new officer positions and proportionate funding for civilian support. The funding will support the Service's efforts to address social disorder and violent crime impacting Calgary communities and transit.

RISK

The Calgary Police monitors and implements measures to mitigate significant organizational risks, particularly those affecting public trust. Recognizing the importance of accountability, transparency, social justice, and robust management systems, we are committed to ongoing engagement with members and the public. This proactive approach facilitates necessary oversight and minimizes the risk of accidental or

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deliberate breaches, safeguarding against the dissemination of restricted information and potential disruptions to the Service's operations.

ATTACHMENT

1. Background and Previous Council Direction
2. 2023 CSIF Update and Funding Allocation
3. 2023 CDC Presentation

Department Circulation

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

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