



POLICING IN 2023

Calgary Police Commission Chair Shawn Cornett &
Calgary Police Service Chief Constable Mark Neufeld

HIGHLIGHTS FROM 2023



3,210

CPS EMPLOYEES

↑ 7%



389,627

PUBLIC-GENERATED
CALLS FOR SERVICE

↑ 0.5%



167,705

OFFICER-GENERATED CALLS
FOR SERVICE

↑ 15%



22,632

ONLINE REPORTS

↑ 10%



16,117

NUMBER OF ARRESTS

↑ 11%



1,802

TRAFFIC SERVICE REQUESTS
FROM THE PUBLIC

↑ 13 %



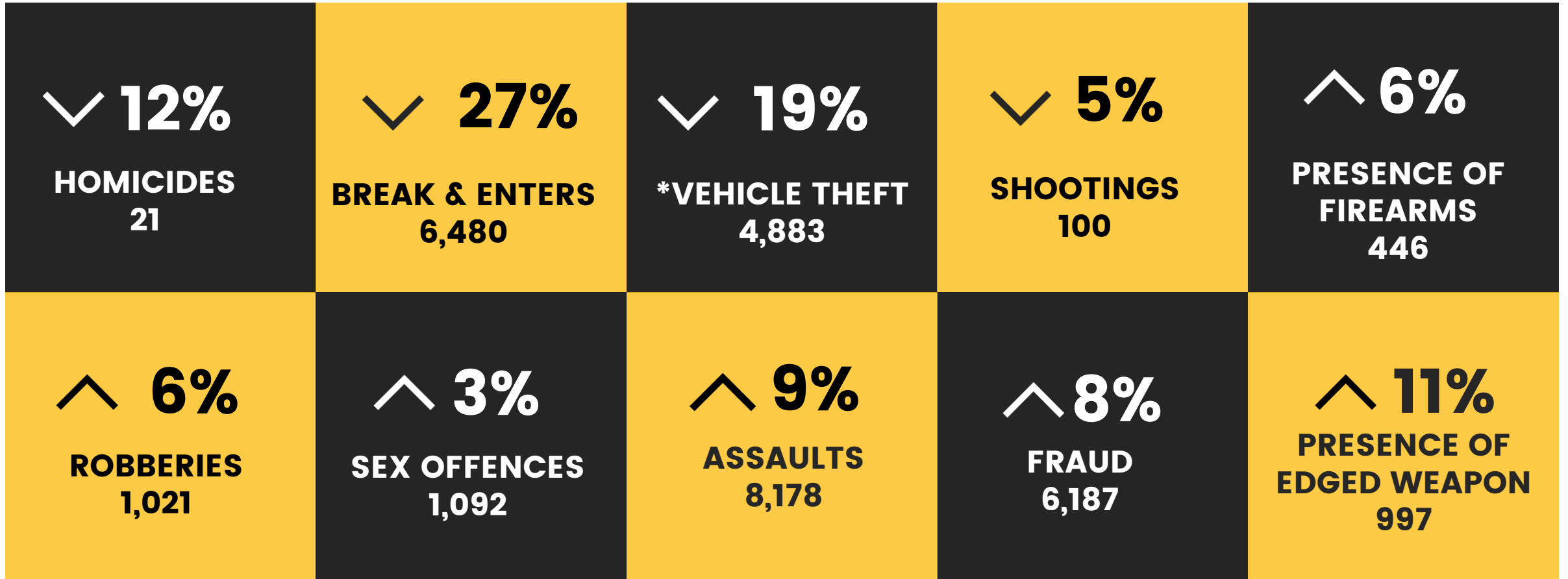
142,782

POLICE INFORMATION CHECKS
COMPLETED FOR EMPLOYMENT
AND VOLUNTEER
OPPORTUNITIES

↑ 21 %

CRIME & PUBLIC SAFETY

Compared to the five-year average



*Including attempted theft

**Data pulled on Friday, March 1, 2024

BETTER HELPING THOSE IN CRISIS

The CPS undertook several transformational initiatives to ensure that the **right service** goes to the **right person**, at the **right time**.

EXPANDED CRISIS RESPONSE

The Urban Strategy grant covered allocation of mental health clinicians within district offices, downtown beat and bike teams & the Arrest Processing Section

CONTINUED 911/211 CO-LOCATION SUCCESS

***7,150**
calls for service diverted from police

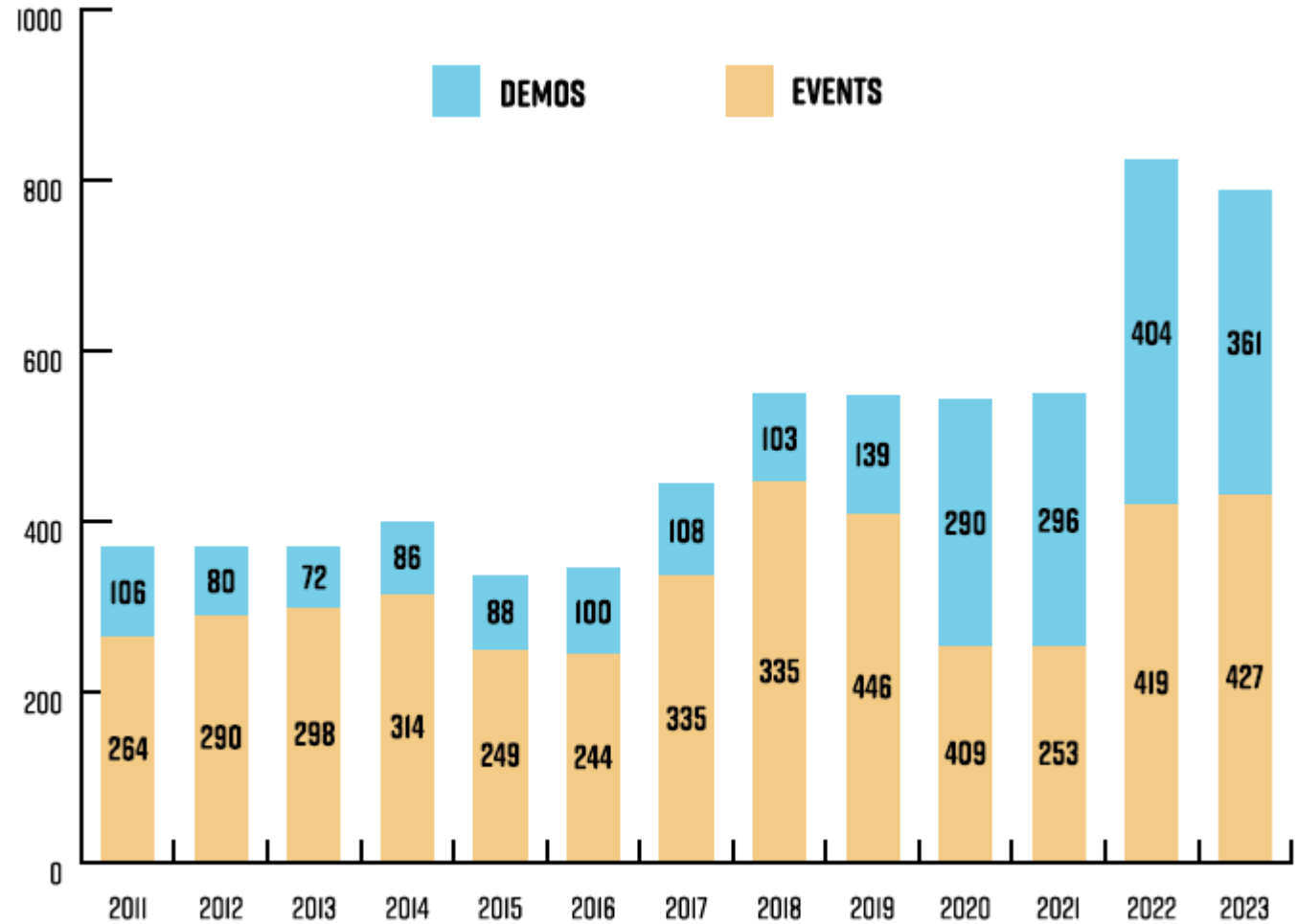
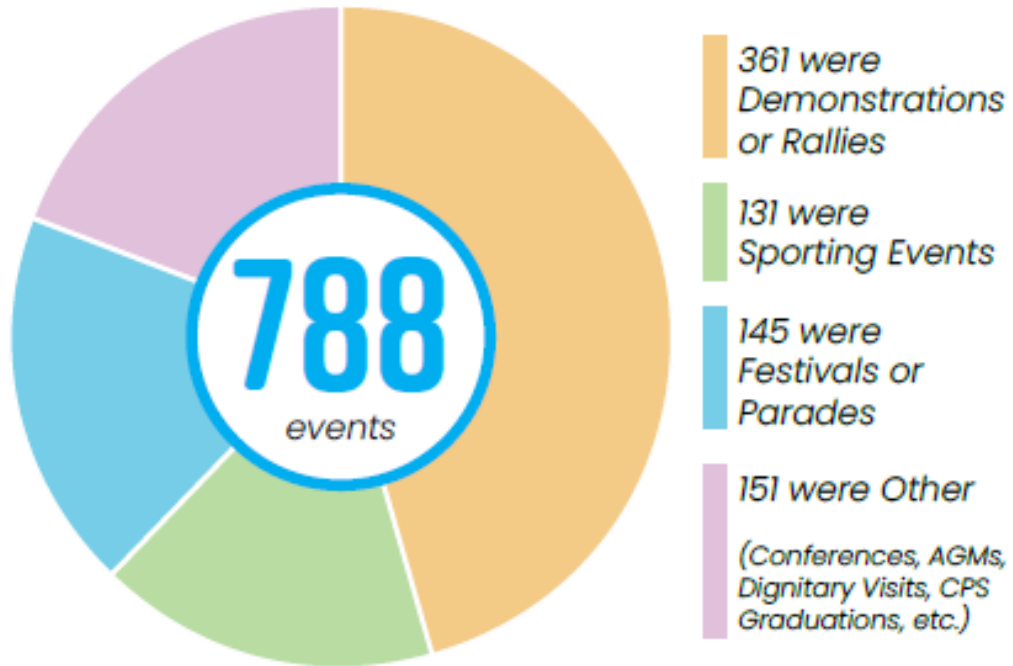
IMPACT OF CALL DIVERSION FOR THE PUBLIC

11,781
resources provided to callers through call diversion



*Approximate

PROTESTS, DEMONSTRATIONS AND EVENTS



RESPONDING TO THE NEEDS OF THE COMMUNITY

- ✓ Participated in the first-ever Calgary Policing Summit with 300 community leaders
- ✓ Increased translation, engagement & communication through social media
- ✓ Grew the Missing Persons Team & dedicated resources for Indigenous missing persons
- ✓ Focused on safe public spaces, including transit
- ✓ Increased frontline staffing & exceeded recruitment targets
- ✓ Welcomed nine community mobilizers as civilian police ambassadors
- ✓ Bolstered de-escalation training – use-of-force incidents down
- ✓ Established Racial Equity Office

IMPROVING ACCOUNTABILITY

Professional Standards Section Process Efficiencies

70%

Reduction in open files from
2022 to 2023

Average file-closure time of
six months

Body-Worn Camera Advantages

47%

of files were resolved using
body-worn camera footage

Enhanced Technology Through New Online Portal

12%

decrease in citizen
complaints

48%

of files were resolved
through Alternative Dispute
Resolution

SUPPORTING THOSE WHO SERVE

Outcome One
**Improve Resourcing,
Workloads, & Resiliency**

Outcome Two
**Build ELT/SLT
Trust & Support**

Outcome Three
**Implement Fair, Efficient,
& Effective Processes**



»» **PATHWAYS TO
ENGAGEMENT**

Outcome Four
**Improve Communication
& Information Sharing**

Outcome Five
**Support Professional
Development**

Outcome Six
**Clarify Organizational
Identity & Priorities**



SERVING CALGARY IN 2024

| FOCUS AREA | OUTCOME |
|-----------------|---|
| OUR PEOPLE | Continue to create and sustain workplaces where people are healthy, safe, and engaged |
| | Resource the Service to maximize organizational performance and employee well-being |
| OUR DIVERSITY | Advance anti-racism Commitments |
| | Progress a culture of accessibility, inclusion and belonging |
| OUR COMMUNITY | Foster community safety and well-being |
| | Build public trust and confidence |
| OUR PERFORMANCE | Achieve excellence in service delivery |
| | Be fiscally responsible while delivering quality service |
| | Provide efficient and accessible data (for decision-making and transparency) |



ANNUAL POLICING PLAN 2024



CALGARY
POLICE
SERVICE

Questions

