

**Community Services Report to  
Community Development Committee  
2025 April 16**

**ISC: UNRESTRICTED  
CD2025-0388**

**Calgary Police Service 2024 Annual Report**

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**PURPOSE**

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

**PREVIOUS COUNCIL DIRECTION**

At the 2003 November 26 Special Meeting of Council to review budgets, Council approved a motion requesting that the Calgary Police Commission (CPC) with the Calgary Police Service (CPS), provide at the least an annual update.

**RECOMMENDATION:**

The Community Development Committee recommend that Council receive this annual update from the Calgary Police Commission on behalf of the Calgary Police Service for the 2024 calendar year for the Corporate Record.

**HIGHLIGHTS**

- Crime gun seizures and shooting reductions: Seized 546 crime guns, marking a 28% increase from 2023, attributed to district patrols and investigations. Achieved a 22% decrease in shootings over the previous year and a 25.7% decrease from the 5-year average.
- Public disorder calls: Disorder-related calls in public spaces declined by 6%, supported by the Calgary 911/211 co-location initiative and the launch of the 50 provincially funded officers, establishing Community Engagement Response Teams (CERT).
- Funding for violent crime initiatives: Secured resources through the Guns and Gang Violence Action Fund (GGVAF) for five initiatives addressing firearm- and gang-related violence.
- Complaint resolution improvements: More than 79% of complaints received by the Professional Standards Section were resolved within 12 months, reflecting efficiency gains.
- Career development and training: Enhanced career development programs with the launch of a new learning management system.
- Indigenous and equity engagement: Strengthened engagement with Indigenous communities and equity-focused groups, highlighted by hosting the first Inclusion Summit.
- Support for Calgarians in crisis: Allocated \$9.4 million through the Community Safety Investment Framework (CSIF) to enhance crisis support services.
- Police Review Commission (PRC) engagement: Continued collaboration with the PRC to develop a new public agency under the Police Act for complaints, investigations, and disciplinary hearings, with plans for implementation by the end of 2025.

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**DISCUSSION**

In 2024, property and violent crime dropped by 8% compared to 2023 and by 9% compared to the five-year average. Notable reductions were observed in shootings, homicides, break-ins, vehicle thefts, social disorder, and person robberies<sup>1</sup>.

**CRIME & PUBLIC SAFETY**

- Officer-generated calls for service increased in 2024, while public-generated calls declined, thanks to CPS initiatives such as the deployment of the CERTs, call diversion (connecting non-emergency calls to the right service provider) and alternative call responses (online reporting rose by 14% over the five-year average).
- Commercial robberies targeting vape shops, cannabis stores and high-end retailers increased, along with incidents of ransomware and cyber-attacks.
- 2024 saw a 22% decrease in shootings compared to 2023, with 78 shootings reported (the lowest number of shootings over the past five years). Among these 11.5% resulted in fatalities, 38.5% caused injuries, 39.7% caused property damage and 10.3% involved firearms discharges with no injuries or damage.
- A total of 1,434 firearms were seized or surrendered in 2024, with 546 being classified as crime guns (up from 429 in 2023).
- Following the provincial allocation of 50 officers in 2023, eight Community Engagement Response Teams (CERT) were formed to address mental health, homelessness, and addictions, with additional members working on citywide encampment efforts.
- CPS managed 345 demonstrations in 2024, though only 195 required police response. Updated policy has supported additional focus on communication with protest leaders to ensure balanced protest management. The Service is a partner with the RCMP and other agencies as part of the Integrated Safety and Security Unit for the G7 Summit, which will be held in Kananaskis in June 2025.
- There were 2,908 injury collisions in 2024 and 29 fatal vehicle collisions.

**RESPONDING TO THE NEEDS OF THE COMMUNITY**

- The Service secured \$5.3 million over four years from the Gun and Gang Violence Action Fund (GGVAF), a federal program aimed at addressing gun and gang violence. These funds are allocated across five initiatives to enhance evidence processing, investigative capacity, Crown disclosure support and strategic data management.
- Significant progress was made in race-based data analysis, covering police-public interactions, such as victims, offenders, missing persons, officer contacts and use of force. A statistical report providing descriptive analysis of 2023 race data as well as an analysis of race-based data of use of force subjects, was released in September 2024. The Service continues to contribute to the Statistics Canada's initiative to standardize race-based data reporting.
- A total of 769 youth participated in CPS programs in 2024, including the first Indigenous Youth Police Academy, which engaged 22 Indigenous youth aged 12 to 16. Programs like YARD also saw significant waitlist growth.

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<sup>1</sup> Final numbers are subject to variation due to late reporting and processing.

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- The Service launched recruitment initiatives targeting diverse communities and women. Efforts included Women's Recruiting Bootcamps, the "Called to Serve" podcast, multilingual ad campaigns in languages such as English, Chinese, Punjabi and Tagalog, and partnerships with Indigenous media outlets. These campaigns reached over one million potential applicants across Alberta, Vancouver, and Toronto.
- Through CSIF funding, the Service supported the 911/211 co-location with Distress Centre Calgary, the Mobile Response Team with Recovery Alberta, the Indigenous Liaison Navigator for the Missing Persons Unit, and partnerships with organizations like Alpha House, the Missing Children's Society of Canada, and the Northeast Mental Health and Addiction Centre.
- A new De-escalation and Use of Force Framework was introduced into training, emphasizing de-escalation and adherence to principles of necessary, reasonable, and proportionate force under the Criminal Code of Canada.
- As part of the Vehicle Based Tactics program aimed at addressing crime vehicles which present safety risks, tire deflation devices were procured and deployed, with training provided to officers to enhance public safety.

**SUPPORTING THOSE WHO SERVE**

- The Service continues work to improve employee engagement. In 2024, there was an increase in the Employee Engagement Index (EEI), moving to 55 in 2024 (up from 53 in 2023 and 42 in 2022). Civilians reported higher engagement, while sworn members' engagement showed significant improvement.
- LinkedIn Learning was integrated into MyLearning, providing self-directed online courses tailored to member roles, career stages and training goals.
- The Psychological Therapies Database Portal was introduced to screen providers for qualifications, training, and diversity/accessibility factors.
- The Global Diversity, Equity, Inclusion and Belonging (GDEIB) tool was used to evaluate CPS' progress on equity and inclusion, informing the EDIB Framework and Strategy for 2025.

**EXTERNAL ENGAGEMENT AND COMMUNICATION**

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

**Calgary Police Commission 2024 Community Perceptions Report**

- 86% of respondents agree Calgary is a safe place to live, and both satisfaction with and confidence in the police remained consistent with 2022 levels at 85% and 86% respectively. Calgarians ranked drug activity, vehicle theft, concerns about homelessness and transit/LRT/CTrain safety as their top safety concerns. 61% of respondents indicate the Service is not adequately staffed and suggested more visible police presence (41%), better community outreach and communication (27%) as well as the need for more/better officer training (21%) to address homelessness, mental health, and drug use in the community.

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**2024 City of Calgary Fall Survey of Calgarians**

- Calgarians' overall perceptions of safety in their city improved statistically, with three-quarters (75%) describing Calgary as 'safe,' up from 69% in fall 2023.

**2024 Perspectives on Calgary Safety Perceptions**

- 73% of Calgarians surveyed agreed the city is safe with 87% of Calgarians indicating the city is as safe or more safe than other large Canadian cities.

**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, indicates that the following areas continue to be priority areas: adequate budget and resources to ensure capacity to provide adequate and effective policing in Calgary; 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 Service supported the implementation of energy-efficient technologies in its facilities and continued initiatives to reduce vehicle idling. Work to adopt relevant climate resiliency measures for the new indoor range design as well as the groundwork for the application of green technologies and sustainable building frameworks in the new district project have started.

**Economic**

The budget increase at the start of 2024 supported the stabilization of services by addressing staffing needs, equipment life cycling and maintenance. As in previous years, the Service worked to mitigate revenue shortfalls from fines and penalties, as well as unfavorable overtime expenses, through strategic salary savings and expenditure management, achieving a net-zero operating budget result. The budget continues to be impacted by reduced traffic fine revenue due to restrictions on Automated Traffic Enforcement.

**Service and Financial Implications**

**Existing operating funding - base**

The Service benefited from Government of Canada funding for work to reduce gun and gang violence as well as Government of Alberta funding for various initiatives, with the most significant allocation supporting the addition of 50 new officer positions and civilian support roles. At the end of 2024, the CPS was unable to fully contribute to all reserves due to a limited surplus compared to previous years. Decline in fine revenue will likely impact the organisation's budget into 2025.

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### **RISK**

The CPS continues to monitor and address organizational risks, particularly those related to budget constraints and maintaining public trust and confidence. Recognizing the importance of engaging with both members and the community, the CPS is committed to tackling concerns around accountability, transparency, social justice, and effective management systems. With budget limitations affecting revenue streams, the Service carefully prioritized resources to ensure effective oversight and risk mitigation. This approach includes safeguarding against accidental or intentional breaches of organizational information and physical security, which could result in the unauthorized dissemination of restricted information or disruption to essential services.

### **ATTACHMENTS**

1. Previous Council Direction, Background
2. Policing in 2024 Presentation Slides
3. 2024 CSIF Allocation

Department Circulation

| General Manager/Director      | Department                | Approve/Consult/Inform |
|-------------------------------|---------------------------|------------------------|
| Mark Neufeld, Chief Constable | Calgary Police Service    | Approve                |
| Amtul Siddiqui, Chair         | Calgary Police Commission | Approve                |

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