



POLICING IN 2024

THE CALGARY POLICE SERVICE
2024 ANNUAL REPORT

CITY OF CALGARY
RECEIVED
IN COUNCIL CHAMBER

APR 16 2025

ITEM: T-1 CD2025-0388
Distrib-Revised Attach 2
CITY CLERK'S DEPARTMENT

Calgary Police Commission Chair Amtul Siddiqui and
Calgary Police Service Chief Constable Mark Neufeld

2024 HIGHLIGHTS

Compared to 2023



3,273

CPS EMPLOYEES

↑ 2%



354,664

PUBLIC-GENERATED
CALLS FOR SERVICE

↓ 6.3%



185,725

OFFICER-GENERATED CALLS
FOR SERVICE

↑ 3.9%



16,409

NUMBER OF ARRESTS

Negligible change



1,871

TRAFFIC SERVICE REQUESTS
FROM THE PUBLIC

↓ 3.8 %



29

FATAL COLLISIONS

↑ 21 %



2,908

INJURY COLLISIONS

↑ 10 %



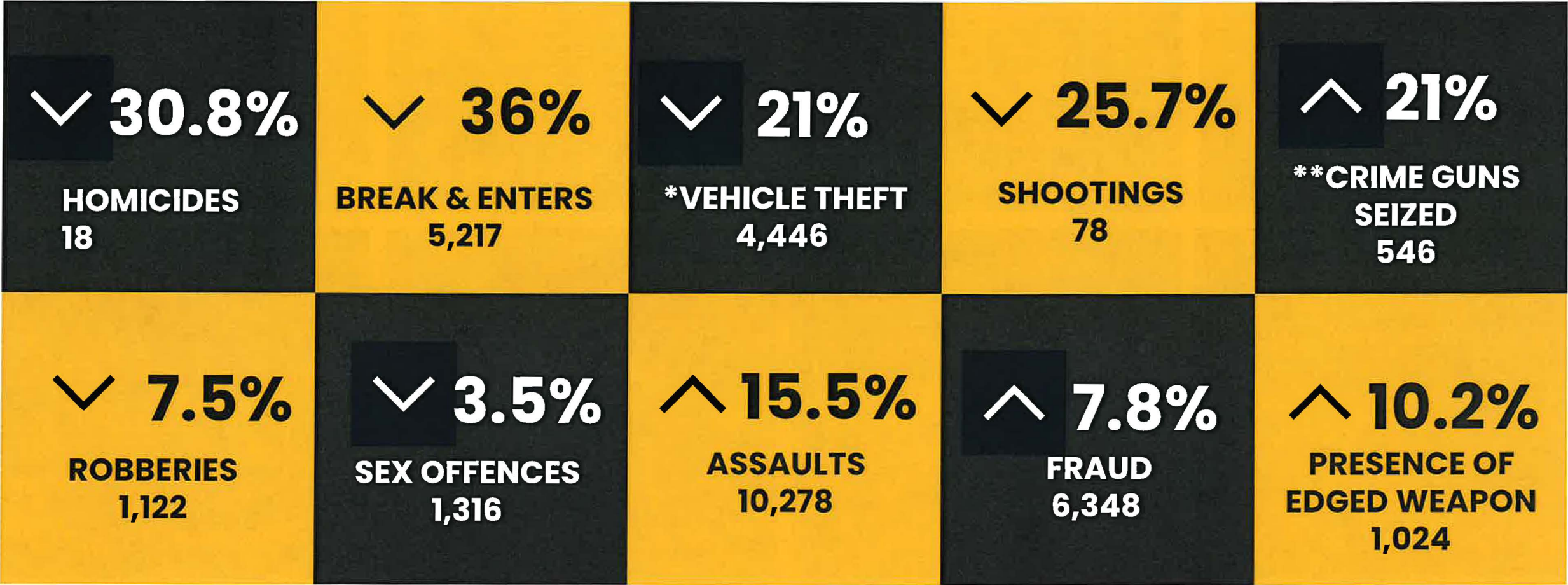
147,045

POLICE INFORMATION CHECKS
COMPLETED FOR EMPLOYMENT
AND VOLUNTEER
OPPORTUNITIES

↓ 4 %

CRIME & PUBLIC SAFETY

Compared to the five-year average



*Including attempted theft

**Compared to four-year average

Data pulled April 2025

RESPONDING TO THE NEEDS OF THE COMMUNITY

CSIF FUNDING

Supported 911/211 co-location, MRT and Indigenous Liaison Navigator for MPU

DE-ESCALATION

New De-escalation and Use of Force Framework introduced

VEHICLE BASED TACTICS

Tire deflation devices were procured and deployed

YOUTH DIVERSION & PROGRAMMING

14% (331) of young offenders diverted to alternate measures

769 participants in programs, including the first Indigenous Youth Police Academy

GUN AND GANG VIOLENCE ACTION FUND

Secured \$5.3 million over four years to address gun and gang violence

RACE-BASED DATA ANALYSIS

Report on race data and race-based data of use of force subjects released in September 2024

RECRUITMENT INITIATIVES

"Called to Serve" podcast launched and multilingual ad campaigns targeting women and diverse communities

PSS COMPLAINT RESOLUTION IMPROVEMENTS

More than 79% of complaints received by PSS resolved within 12 months

SUPPORTING THOSE WHO SERVE



ISC Unrestricted

Employee
Engagement
Index

2023: **53**
2024: **55**

Psychological
Therapies
Database Portal



EXTERNAL ENGAGEMENT AND COMMUNICATION



86% agree Calgary is a safe place to live
85% satisfaction with police
86% confidence in police



Safety perception up to **75%**
(from 69% in fall 2023)



73% agree Calgary is safe
87% agree Calgary is as safe or more safe than other large Canadian cities

IMPLICATIONS & RISK

Social

Ongoing engagement with Calgarians and employees to prioritize identified areas

Environmental

Energy-efficient technologies in facilities

Reducing vehicle idling

Adopting relevant climate resiliency measures

Economic

2024 budget increase addressed staffing and equipment needs

Mitigating budget shortfalls from fines

Service and Financial

Benefited from federal and provincial funding

Biggest impact: 50 new officers and civilian support positions

BUDGET

PUBLIC TRUST & CONFIDENCE

RESOURCE PRIORITIZATION

THE SERVICE IN 2025

ANNUAL POLICING PLAN 2025

- Setting the Service's direction and identifying the KPIs for 2025
- Focus areas:
 - Our People
 - Our Diversity
 - Our Community
 - Our Performance

2025 CALGARY POLICING SUMMIT

- Safety in public spaces
 - Public crime and disorder
- Public perceptions of safety
- Mental health and addictions crisis
- Community engagement & networking



QUESTIONS

