

Police Services

Led by: Calgary Police Service / Calgary Police Commission

Service Description

As the third largest municipal police service in Canada, the Calgary Police Service strives to create a community that is safe, diverse, inclusive, and inspired. Police officers and civilian staff support public safety every hour of every day by responding to emergencies, enforcing laws, investigating crimes and traffic collisions, providing support to victims of crime and trauma, ensuring large events and protests remain peaceful, and promoting safe driving. We also work closely with various partners to prevent crime and help people in crisis due to challenges with homelessness, mental health and addictions.

Service Updates

Key service results

Dedicated resources to suppress and investigate crime impacting Calgarians, including through additional resources for the Gun Violence Enforcement Team, drug trafficking investigations focusing on public spaces and continued work on the OverDOSE pilot project to better co-ordinate investigations following fatal overdoses.

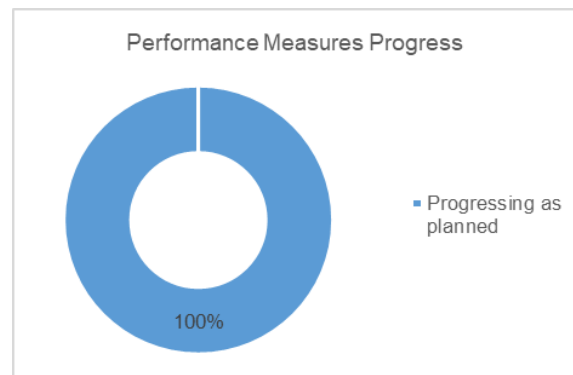
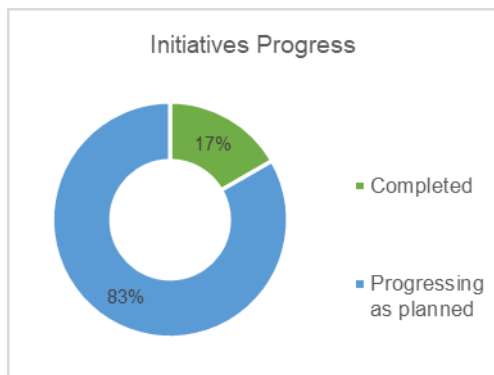
Historical Homicide Team detectives applied their expertise in Genetic Genealogy in partnership with the RCMP on an investigation that resulted in the finding that 4 historical Calgary-area homicides were linked to a now deceased serial killer.

With funding provided by the Government of Alberta for 50 additional officers, the Service deployed Community Engagement Response Teams to address safety concerns in high-crime areas and transit corridors and launched a Downtown Street Engagement Team to improve the efficiency of bike and beat teams.

Partnered with United Way and the City of Calgary to launch Action Table Calgary

Launched new learning management system, prioritized initiatives to enhance service efficiencies such as the Call Assessment project ensuring frontline officers respond to necessary calls, and introduced podcasts to support recruitment.

Progress summary



Risk(s) impacting the progress

HR - Workplace risk: Risk of negative impacts on CPS members and the organization due to heightening stressors - both within and external to the Service.

Funding and Resource Prioritization: Risk of insufficient funding resulting in a negative impact on CPS's capacity to maintain public safety for Calgarians.

Public Trust - Social Inequities: Risk that the CPS may not be adequately adjusting to social justice issues caused by historical power imbalances and the need to increase understanding and acceptance of equity, diversity, and inclusion issues within the organization.



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

➡ Progressing as planned

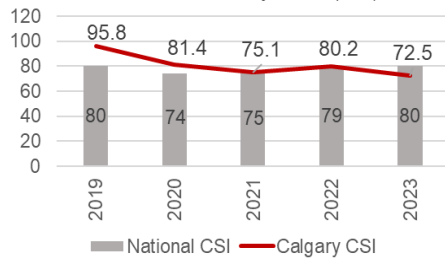
⬅ Not progressing as planned

Performance Measures

Story behind the numbers

Status

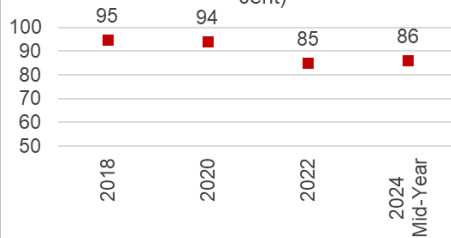
PM 1: Crime Severity Index (CSI)



The Crime Severity Index (CSI), released by Statistics Canada annually, shows that Calgary's CSI decreased by 9.6% from 2022 to 2023. At 72.5, the CSI is at the lowest level in the last nine years. Significant decreases in property crimes account for the decline. The number of break and enters and vehicle thefts that are typically crimes of opportunity have not rebounded to pre-pandemic levels as people working from home provide natural surveillance. In addition, police operations have focused efforts on active break and enter offenders to reduce victimization. Calgary's CSI is lower than the provincial (103.0) and national level (80.5).



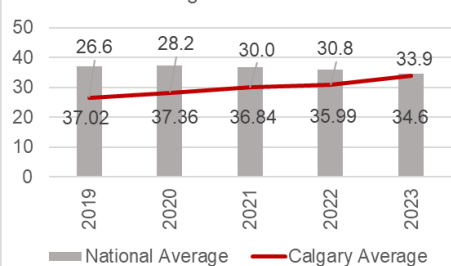
PM 2: Calgarians that feel safe (per cent)



Calgarians' perception of safety impacts their satisfaction with policing, socio-economic activities, and Calgary's ability to attract new residents and visitors. Results from the 2024 Citizens Survey conducted by the Calgary Police Commission indicates that 86% of Calgarians perceive Calgary is a safe city in which to live. The 2024 Perspectives on Calgary Survey conducted by the City of Calgary that when compared with other large Canadian cities, 42% of Calgarians indicate Calgary is safer and 45% indicate it is as safe. The majority of Calgarians perceive police presence (77%) as a crucial factor that enhances their sense of safety.



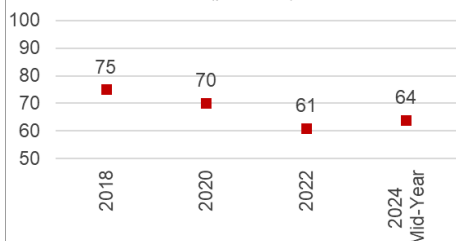
PM3: Weighted Clearance Rate



Calgary's weighted clearance rate improved by 10% between 2022 and 2023 to reach 33.9. This is the highest level since 2014. This trend is reflected in improvements on the clearance of non-violent crime that saw an increase of 16% in the same time frame. This increase is due to the focused efforts on break and enters offenders. The weighted clearance rate is a measure calculated by Statistics Canada to measure the proportion of crimes solved by the police (through charge or otherwise) and assigned a higher weight to more serious offences.



PM 4: Calgarians that agree CPS treats all segments of the community fairly (per cent)



Fair and equitable treatment of citizens is an important outcome for the CPS' equity, diversity, inclusion, and anti-racism efforts. The Calgary Police Commission asks in its biennial survey whether Calgarians agree that officers respond in a fair way when dealing with all segments of the community. This is one measure used to monitor progress towards equity in service delivery. Key areas of work in 2024 include the deployment of Community Engagement Response Teams, launch of Downtown Street Engagement Team, in-Service anti-racism education, and ongoing dialogue to better understand community's perspectives about improving policing service.



PM 5: CPS Employee Engagement Index (per cent)



Employee morale and engagement impact the quality of policing services that Calgarians receive and the health and wellness of those who serve. In 2024, the Service continued its work on the Pathways to Engagement initiative with focus on defining a long-term strategy for employee engagement, organizational culture, and morale. In 2023, the CPS achieved the first increase in the employee engagement index (EEI) since 2020, moving from 42 in 2022 to 53 in 2023. Sworn EEI improved 9 points from 34 to 43 and civilian EEI improved 11 points from 62 to 73. Survey completion rate also increased to 1625; the highest number since 2019.





Progress on Service Delivery

PROGRESS STATUS



Completed



Progressing as planned



Not progressing as planned



Not started













FUNDING TYPE


















Capital



Operating

Initiative 1		Impact Area: City-wide	Funding Type: 
Address the recruiting and staffing issues impacting the services we provide.			
UPDATE 	The Service has successfully addressed the civilian posting backlog and is also on track to meet the 2024 annual sworn hiring target of 135. As of 2024 April YTD, sworn hiring (51) is comparable to the same timeframe last year (50). The Service is maintaining efforts to use innovative marketing and outreach tools to support a diverse applicant pool. This includes a partnership with Windspeaker Radio, consisting of targeted radio and digital ads. In order to reach Indigenous communities, the radio ads will run in English, Stoney Nakoda, and Blackfoot languages.		
Initiative 2		Impact Area: City-wide	Funding Type: 
Continue pursuing the Community Safety Investment Framework and other alternative call response models.			
UPDATE 	In 2024, CPS has reallocated about \$3 million to community-based initiatives via CSIF. These include the Distress Centre (211/911 Co-location initiative), Alberta Health Services (Mobile Response Team), Police and Crisis Teams (PACT), CPS Missing Persons Unit (Indigenous Navigator position), and Alpha House (HELP - formerly DOAP). REACH Up, formerly led by CPS, has been transitioned to the City of Calgary.		
Initiative 3		Impact Area: City-wide	Funding Type: 
Develop a Joint Safety Traffic Plan with The City of Calgary.			
UPDATE 	The Calgary Police Service and the City of Calgary collaborated on the development of the Safer Mobility Plan 2024-2028. The new plan is built on past successes and principles of continuous improvement, as we aim to capture the momentum of our programs, amplify their impact, identify gaps, and develop innovative programs and strategies to address them. The Safer Mobility Plan has been completed and accepted by the City of Calgary and the Calgary Police Commission.		
Initiative 4		Impact Area: City-wide	Funding Type:  
Implement recommendations from the review of the body-worn and in-car camera programs.			
UPDATE 	The CPS continues to use body worn cameras to support its commitment to providing unbiased and independent accounts of police/community interactions. The CPS procured 250 additional cameras to accommodate new hires and the expansion of the program to uniformed officers in specialty units. The Service is currently completing the body worn camera evaluation, with input from officers and members of the public.		
Initiative 5		Impact Area: City-wide	Funding Type:  
Apply an equity, diversity and inclusion lens to our organization and its programs.			
UPDATE 	The Service is developing a comprehensive Equity, Diversity, Inclusion and Belonging Framework and Strategy. This will align with the Global Diversity, Equity & Inclusion benchmarks and support the adoption of leading practice. In addition, the Service continues to advance its commitment to a safe and healthy workplace, and will be piloting a Safe Disclosure Office, revising the policies and prevention plans for Respectful Workplace and Violence in the Workplace.		
Initiative 6		Impact Area: City-wide	Funding Type:

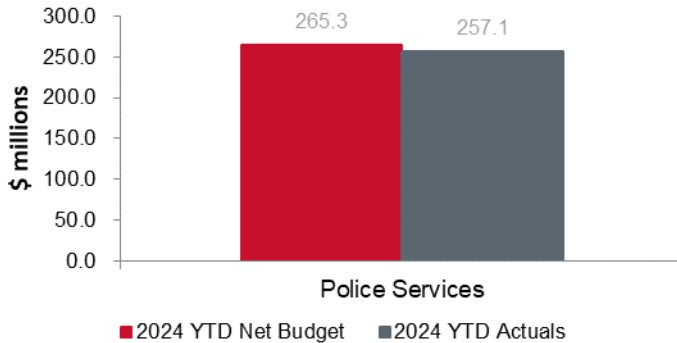
		
Develop a strategy with Calgary Transit to provide prevention and intervention approaches on transit.		
UPDATE 	The Transit Public Safety Strategy was presented and accepted by Council in 2023. The Calgary Police Service supported this strategy and is now supporting the implementation phase through education and enforcement. The Government of Alberta funding for 50 CPS officers has supported the creation of Community Engagement Response Teams that address social disorder and crime in public spaces, in the downtown core, and on Transit corridors.	
Initiative 7	Impact Area: City-wide	Funding Type: 
Implement the Anti-Racism Strategic Roadmap from the Anti-Racism Action Committee		
UPDATE 	The Calgary Police Service continues to implement an internal engagement plan to foster trusting relationship between the Racial Equity Office (REO) and members, fulfill commitments to anti-racism and racial equity, and support members in championing this work throughout the Service. The CPS' external Anti-Racism Action Committee continues to identify systemic barriers to accessing police programs and services, recommend actions and opportunities to work with community groups to address structural racism, and collaborate with internal CPS business units.	
Initiative 8	Impact Area: City-wide	Funding Type: 
Implement the Indigenous reconciliation road map under the guidance of local Elders and Nations.		
UPDATE 	The Indigenous Relations Team worked in partnership with Indigenous communities, including urban Indigenous, to act as consultants in inter-community and intra-community conflicts, inform Indigenous communities about the Calgary Police Service's practices, procedures, and complaint process, assist community groups that serve Indigenous people, assist officers and police personnel with investigations and crime prevention programs, and continues to develop and facilitate Indigenous education and awareness.	
Initiative 9	Impact Area: City-wide	Funding Type: 
Implement race-based data collection in more areas and improve collection where it is happening.		
UPDATE 	In 2024, the race-based data project has worked on a strategic communications plan and completed a series of consultations and engagement (both internal and external) to inform the development of the race-based data strategy & framework (in draft). Also, the 5-year trend analysis of the data is being done and is scheduled for publication in the Fall. This work extends beyond the City of Calgary, aligning with a national program led by Statistics Canada.	
Initiative 10	Impact Area: City-wide	Funding Type: 
Build a new indoor firearms range to improve employee safety and allow more officers to be trained.		
UPDATE 	The Project Team is finalising the feasibility report for the new 16 bay range. A preferred design has been selected and the feasibility report includes a Design Class 4 cost estimate, accurate to -15% to +20%, has been established. A request for the incremental budget is in progress.	
Initiative 11	Impact Area: City-wide	Funding Type: 
Implement the internal Pathways to Engagement plan to improve employee engagement.		
UPDATE 	Pathways work in 2024 has included completing a draft strategy and launching a new direction for communications (boilerplate banners connecting work to Pathways themes, and videos from leaders, etc.). In May, the Service engaged each division/district to develop an action plan to address three to four areas of concern at their level that reflect and respond to employee issues and concerns	

Initiative 12	Impact Area: City-wide	Funding Type:  
Implement various technological solutions to improve data reporting and organizational efficiency.		
UPDATE 	<p>The Service continues to work on technological solutions with the following being done since January:</p> <ul style="list-style-type: none">• Implemented Phase 1 of the new Learning Management System.• SENTRY Enhancement Project is continuing and remains on track.• The implementation of the new Computer Aided Dispatch (CAD) is in the initial stages.• Negotiations have begun with one vendor for the Investigative Search Tool.• The development of a governance strategy for a Centre of Excellence for data reporting, analysis and application development has started.	



Service Updates on Financial Performance

Net Operating Budget and Actuals as of June 30, 2024



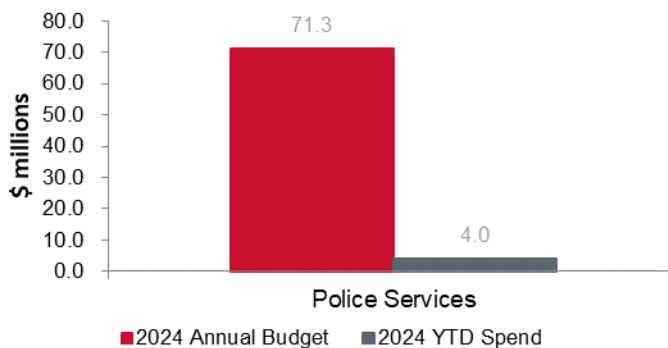
Operating Budget Updates - 2024 YTD net operating budget vs actuals:

The Calgary Police Service (CPS) has a favourable operating variance of \$8.2 million. The main reasons that have contributed to the variance are vacancies of unfilled sworn and civilian positions, timing spend of contract expense, along with timing to Reserve contributions.

CPS is continuing its budget commitment to the Community Safety Investment Framework (CSIF) to assist with alternative call response strategies.

CPS is focused to effective revenue and expenditure management, which includes grants, fines and penalties, and overtime expense.

Capital Budget and Spend as of June 30, 2024



Capital Budget Updates - 2024 total capital budget vs 2024 YTD spend:

CPS has spent 6 per cent of the 2024 approved capital budget.

In 2024, the capital expenditures have mainly been used towards programs of Vehicles, Facilities and Computers.

The majority of the 2024 capital budget is attributed to the Facilities program, which envelopes budget for a new district office and indoor range. Planning is progressing towards these two major projects.