



Community Safety

Feeling safe when you are out and about in your community

CITY SERVICE AREAS

Police services

Police Services work to create a community that is safe, diverse, inclusive and inspired. Calgary police say "we partner with communities, providing crime prevention and education initiatives, early intervention programs, law enforcement and criminal investigations". Police services directly address safety concerns of citizens and visitors, offer programs to prevent and reduce crime and victimization, handle criminal investigations, and ensure public safety.

Police Services include: Calgary Police Commission, Calgary Police, Service District Offices, Careers with Calgary Police, Contact Calgary Police, Police Information Checks, Report a Crime, and Calgary Police Services

Fire and Emergency Response

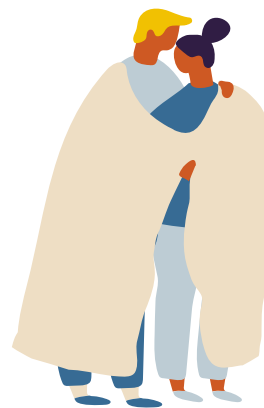
Fire and Emergency Response addresses public safety and medical risks. They protect and reduce damage to property and the environment. The City describes the service as 'contributing to safe communities and adapting to ever-changing needs and risks, serviced by 41 fire stations, over 1200 firefighters, and providing life-saving emergency assistance to 1.2 million Calgarians and visitors across 848 square kilometres'. They handle fire/fire-related incidents, critical medical needs, collisions, hazardous conditions, specialized technical rescues (water/aviation), calls for public service assistance, and fire prevention.

Fire & Emergency Response include: Calgary Fire Department, Calgary Fire Stations, Fire Bans & Advisories, Firefighter, Recruitment, Incident Report Requests,

Bylaw and compliance

Bylaw Education and Compliance creates and maintains community standards in Calgary to promote healthy and safe communities and help people live in harmony with their neighbours. They enforce municipal bylaws, provincial statutes and offer bylaw education that encourages people to follow the rules created. Peace officers actively enforce bylaws and try to solve issues between citizens, creating safe communities.

Bylaw Services include: Noise complaints (animal & non-animal), Building structure maintenance, Graffiti, Grass and herbaceous plants, Littering, Nuisances (light, airborne matter), Panhandling, Parking, Parks and Pathways, Public Behaviour, Smoke, Snow and Ice, Streets, Untidy properties, Composting, Dogs, Drainage, Garbage and Cannabis.



Things that make you feel safe:

- Feeling comfortable physically in your community and the city
- Feeling comfortable emotionally in your community and the city
- Feeling safe and comfortable when dealing with police, fire, emergency, and bylaw services



Things that can have a negative impact on your safety:

- Bad experiences and interactions with the police
- Bylaws that negatively impact day to day living
- Racial profiling, over-policing and monitoring

LINKING SOCIAL WELLBEING, CITY OF CALGARY SERVICES AREAS, AND SYSTEMIC RACISM

When The City conducted its public hearings on systemic racism, negative experiences with law enforcement were one of the most shared examples of racism experienced. Eight themes have emerged through research into City of Calgary service areas. These highlight the systemic and interconnected nature of racism across municipal services, and the need for a strategy that tackles these themes while also highlighting specific policy, service, and practice areas. A summary of themes and examples and how they connect to neighbourhoods can be found below.

1 ACCESS

Includes a wide range of factors that limit access. Your safety can be impacted when you live in a neighbourhood that lacks city infrastructure. For example a commonly raised theme is lack of streetlights in back alleys and sidewalks in the NE of the city. Access to safety can also be impacted by the prevalence and perception of racism with police and emergency services. This contributes to why racialized community members' hesitate or are unwilling to contact CPS or Bylaw if they need help.

3 SAFETY

Includes experience of racism from police/bylaw/security. Over policing of certain groups. Under-policing and lack of safety funding in certain neighbourhoods. Commonly shared examples include racial profiling, feeling over-policed and unsafe when approached by the police, being frequently stopped because of the colour of your skin, groups of youth from racialized communities being approached by bylaw officers in parks more frequently etc.

2 LACK OF REPRESENTATION

There is no visible diversity on the leadership team at Bylaw Services at the time of writing. This lack of diversity can impact the way bylaws are being created and enforced. Representation could be improved by giving more control to community members and civilians, and further building upon existing community policing programs.

4 ZONING

Zoning and bylaw are closely connected, as Bylaw officers can enforce zoning bylaws (e.g. land use, types and use of buildings etc.). Zoning bylaws, and changes, are often informed by community consultations (open houses, online engagement, and public meetings). Systemic barriers exclude those impacted by racism or poverty from having a full voice in consultations (see #5 below).

5 PARTICIPATORY GOVERNANCE

Includes projects such as allowing citizens to get involved in budgeting and planning. Who is being heard when Calgary Police Services consults on policing? Which groups feel safe speaking up? For example, when the Toronto Police looked deeper into the data on who they spoke with during their race-based data consultations, they found that they had connected with very few number of Indigenous community members.

7 CULTURAL RELEVANCE / APPROPRIATENESS

Lack of diversity among Calgary Police Service officers can lead to a lack of cultural understanding and appropriateness when interacting with racialized communities.

6 UNDER / OVER INVESTMENT

Under funding certain neighbourhoods or services, in particular more diverse and lower household income areas. Communities with lower household incomes are often under-served when it comes to enforcing bylaws related to snow clearing, or maintaining walkways buildings. On the other hand, these communities are often over-policed by bylaw in relation to cannabis and noise complaints.

8 LACK OF DATA

This includes data that has been broken down by detailed sub-categories, e.g. by gender, region, or level of education etc. Keeping an eye on bylaw approvals and law enforcement through metrics such as the Citizen Satisfaction Survey or Spring Pulse Check is giving data that is not broken down by ethno-racial background so it is difficult to see who is joining in conversations and consultations and what voices are being heard and whose are not.

EXAMPLES OF ACTIONS ALREADY TAKEN BY THE CITY OF CALGARY



Calgary Police Services is aligning with the Community Safety Investment Framework, \$5.2 Million has been committed towards 26 community projects (+ Calgary Police Service projects to create transformational culture change)

A multi-agency review of race-based data collection is currently underway. This will include race information into monthly, quarterly, yearly and other Calgary Police Service reports.



Calgary Police Service created a combined Hate and Extremism Team, bringing together the Hate Crimes Coordinator and ReDirect Program. The Calgary Police Service created and funded an Anti-Racism Action Committee, who will help reimagine policing in Calgary through the co-development and delivery of the Calgary Police Service Anti-Racism Strategy, with community members.

The Calgary Fire Department has conducted two internal reviews of workplace culture. These reviews have not yet been made publicly available.



EXAMPLES OF ACTIONS TAKEN IN OTHER JURISDICTIONS

This section gives a number of examples from other jurisdictions in North America who are working on addressing systemic racism and inequity in areas related to neighbourhood life.

The City of Toronto: Toronto Police Service

Toronto Police Service has created a race-based data collection strategy. In response to a provincial mandate for the collection of race based data, the Toronto Police Board carried out extensive public consultations to provide guidance on the collection and analysis of race based data. The report provides advice on consultations, data collection and standards, and also the role of public education when moving toward race based data collection.

More info: http://www.torontopolice.on.ca/race-based-data/docs/20201022-rbdc_community_engagement_report.pdf