

Bylaw Education & Compliance

Led by: Director of Emergency Management & Community Safety

Service Description

Bylaw Education & Compliance develops and maintains community standards in Calgary to promote healthy and safe communities and to help Calgarians live in harmony with their neighbours. Community peace officers provide bylaw education to achieve compliance and enforce municipal bylaws and provincial statutes in the interest of community safety.

Service Updates

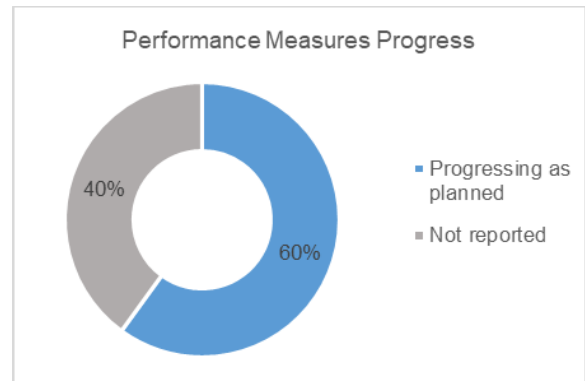
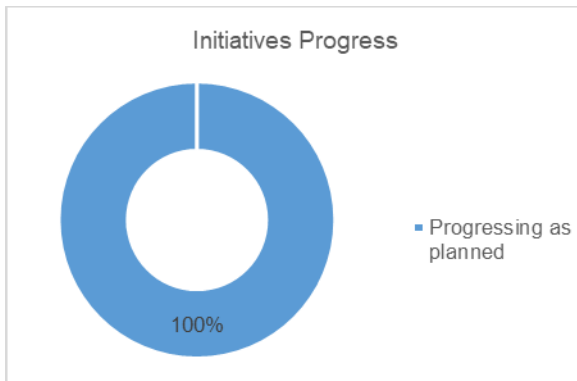
Key service results

Community safety peace officers attended 2,983 calls from 311 to ensure compliance with water use restrictions during the water feeder main emergency. 19 violation tickets were issued. (Initiative 6)

In 2023, Council approved the creation of the Peace Officer Traffic Safety Team to enforce vehicle noise and other community traffic safety issues and the expansion of the Coordinated Safety Response Team (CSRT) to address problem properties. Recruitment and equipment allocation for the traffic safety team were completed in Q1, with the team expected to launch in Q3/Q4. The service is also exploring automated systems to aid in vehicle noise enforcement. The CSRT has recruited additional supports enabling the team to address more, and a wider range of, problem properties for the remainder of 2024 (13 addressed to date). (Initiative 5)

This year, the service achieved a key milestone by transitioning to the One City Records Management System (OCRMS), enhancing metrics, tracking capabilities, and overall efficiency and effectiveness in service response. Business safety peace officers moved to OCRMS in Q2 2024, with community safety peace officers set to join by Q4 2024. (Initiative 4)

Progress summary



Risk(s) impacting the progress

Increasing service demand and expectations exceed service capacity

Employee Health and Wellbeing

Lack of Integrated Data Platform, impacting the ability to make informed and timely decisions and the ability to share data with partners



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

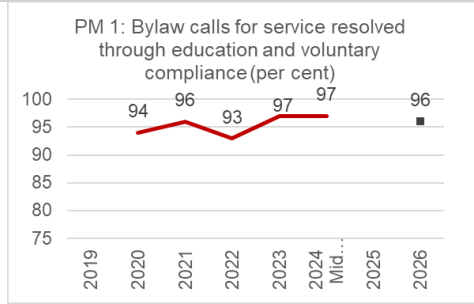
➔ Progressing as planned

⊖ Not progressing as planned

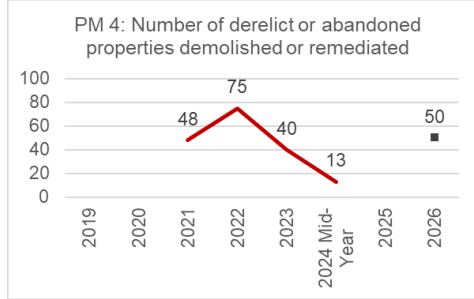
Performance Measures

Story behind the numbers

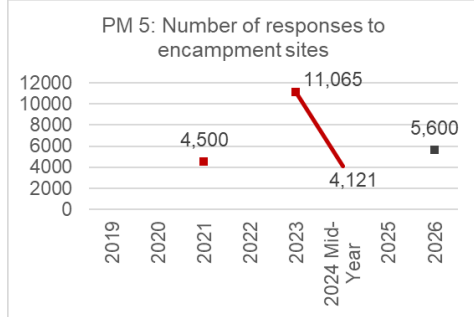
Status



The service has responded to evolving needs of Calgarians by adapting existing strategies for engagement, education and enforcement practices. Emphasizing "education before enforcement" has resulted in high compliance rates. Community safety peace officers attended 2,983 calls from 311 to ensure compliance with water use restrictions during the water feeder main emergency.



The Coordinated Safety Response Team (Problem Properties Team) continues to achieve positive outcomes in communities, with 13 properties demolished this year. As the team expands, the service remains committed to developing and maintaining an established response and monitoring program to address the wide range of problem properties, aiming to meet the expected performance targets for 2026.



Since January, there have been 4,121 responses to encampment sites by peace officers, including subsequent visits, representing a 30 per cent increase in complaints and 25 per cent increase in responses compared to the same period in 2023. Addressing encampments necessitates a collaborative effort between the Encampment Team and support services. Through this coordination, peace officers uphold public safety and safeguard the unhoused community.



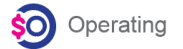


Progress on Service Delivery






PROGRESS STATUS



FUNDING TYPE



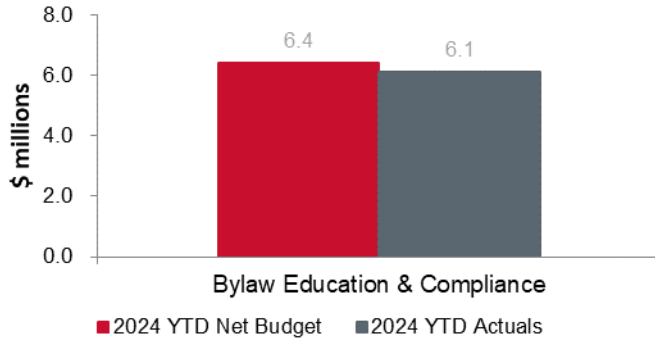
Initiative 1		Impact Area: City-wide	Funding Type:
Link populations experiencing vulnerabilities with partnering agencies and support services by evolving the front-line officer outreach model.			
UPDATE 	The Partnership Agency Liaison Team continues to use a model focused on building positive relationships to support individuals experiencing vulnerability. The team has responded to 3,295 encampment related calls for service. Peace officers have also conducted 215 welfare checks and assisted four individuals to find supportive housing through our Alpha House partners. The Extreme Weather Steering Committee has enhanced response during severe weather by directing unhoused individuals to nearby warming stations and other cold weather supports		
Initiative 2		Impact Area: City-wide	Funding Type:
Address localized social disorder and improve safety in the downtown core by increasing community peace officer capacity.			
UPDATE 	The Joint Management Team was formed to unite Calgary Police Service (CPS), Emergency Management & Community Safety, Corporate Security, and Parks & Open Spaces to address social disorder issues downtown. Community peace officers (CPO) supported CPS in managing weekly downtown protests to ensure public safety. An agreement with the United Way Action Table was made to improve connections for high-risk individuals with available supports. CPOs continue to maintain a presence in Olympic Plaza increasing visibility and addressing social disorder with CPS and transit public safety peace officers.		
Initiative 3		Impact Area: City-wide	Funding Type:
Strengthen employee resiliency by delivering training and resources designed to improve officer safety and support mental and physical wellness.			
UPDATE 	Community Standards staff completed various safety training programs: Control Tactics Certification (35 staff), Crowd Management (14), Standard First Aid (25), Boat Patrol training (13), and Control Tactics Instructor training (9). One hundred staff were invited to complete the Before Operational Stress specialty training to strengthen employee resiliency.		
Initiative 4		Impact Area: City-wide	Funding Type:
Improve responsiveness to emerging local issues and citizen needs by leveraging new technology to modernize service delivery.			
UPDATE 	All 94 community peace officers completed the introductory One City Records Management System (OCRMS) training to transition to the new case management system. Business safety peace officers transitioned to OCRMS in Q2 2024, while community safety peace officers are scheduled for onboarding by Q4 2024. OCRMS supports the service's efforts to increase overall efficiency and effectiveness in service response, improve officer safety, and enhance metrics, information sharing, tracking and performance reporting.		
Initiative 5		Impact Area: City-wide	Funding Type:
Address problem properties in Calgary by increasing capacity and broaden the scope of existing coordinated response and monitoring program.			
UPDATE 	As identified in the Council-approved investment, the service recruited positions across four different business units/agencies to expand the Coordinated Safety Response Team (problem properties team). This expansion will increase the number of properties addressed through the program and broaden the scope to include a collaborative response to more types of problem properties. While expansion is underway, the existing team continues to deliver positive outcomes in communities with 13 properties being demolished this year after intervention by the problem properties team.		
Initiative 6		Impact Area: City-wide	Funding Type:

Promote bylaw compliance and community safety by increasing community engagement efforts.		
UPDATE 	Community Standards peace officers delivered online presentations on Animal/Bylaw Education and Community Safety to English as a Second Language students and newcomers. They also provided in-person presentations to City Hall School students and other schools, focusing on animal safety, city cleanliness, and environmental protection. Partnering with CPS, officers attended "Coffee with Uniform" events to build relationships and inspire people to pursue law enforcement careers. Additionally, Peace officers participated in Calgary's Nagar Kirtan parade.	
Initiative 7	Impact Area: City-wide	Funding Type: 
Improve citizen awareness on illegal dumping and temporary sign bylaws through targeted education, programming and increased enforcement practices.		
UPDATE 	Community peace officers increased enforcement of protest activities and unauthorized banners on pedestrian overpasses. A public communication strategy on illegal dumping will be rolled out this summer. The responsibility of managing signs has transitioned to Mobility, leveraging their resources and equipment to more effectively address sign-related complaints. This ensures a more efficient allocation of resources and enables peace officers to concentrate on their core responsibilities while ensuring that sign regulations are effectively managed by the appropriate business unit.	
Initiative 8	Impact Area: City-wide	Funding Type: 
Promote inclusive public engagement by strengthening relationships with Indigenous and Racialized communities and aligning enforcement practices with the Corporate Anti-Racism strategy.		
UPDATE 	The service collaborated with the Anti-Racism Team to develop and deliver Equity, Diversity, Inclusion and Belonging (EDIB) training. Twelve EDIB champions and service leaders, alongside 17 peace officers, have completed the training. This will roll out to all staff in 2024. Additionally, four Indigenous Education Modules have been introduced for staff to complete by June, followed by eight more by year-end. In addition, the Anti-Racism Team continues to provide consultation and input for updates of peace officer program policies.	



Service Updates on Financial Performance

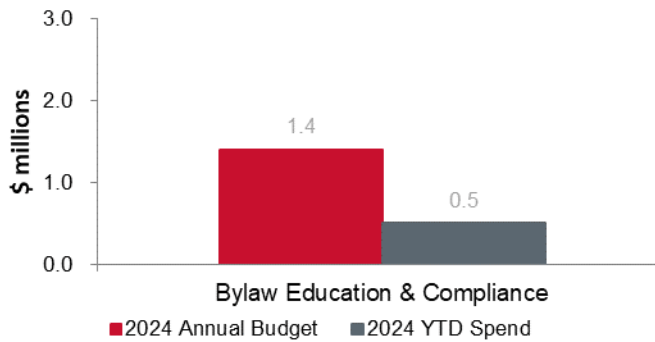
Net Operating Budget and Actuals as of June 30, 2024



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

Bylaw Education & Compliance has a favourable operating variance of \$0.3 million. The main reasons that have contributed to the variance are temporary vacancies due to new growth positions which were not hired until May as well remaining vacancies which will be filled in an upcoming class. There is limited capacity to training new officers and the available capacity is shared with Public Transit safety.

Capital Budget and Spend as of June 30, 2024



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

Bylaw Education & Compliance has spent 36.9 per cent of the 2024 approved capital budget. This is expected to accelerate significantly in the coming months as costs for the One City Records Management System move from IT to EMCS.

In 2024, the capital work includes acquisition and life cycle of equipment required for Community and Vehicle Standards Peace Officers; as well as modernization of government through technology initiatives such as the ongoing investment in the OCRMS program and assessment of a solution to replace and enhance the functionality of the existing Animal Licensing Payments Online (ALPO). Bylaw is also the steward of capital programs for technology modernization and equipment lifecycle across Community and Vehicle Standards.