

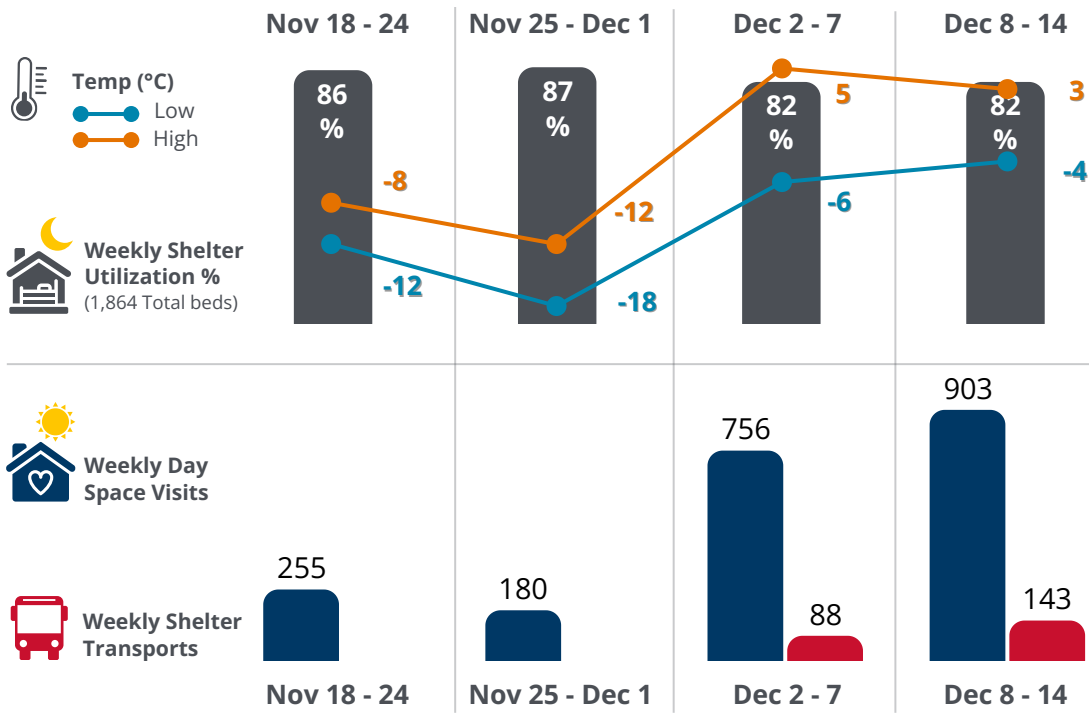


# COMMUNITY SAFETY & WELLBEING

December 2024 Indicator Report

## Extreme Weather Response ❄️

To enhance community safety and wellbeing, the Extreme Weather Response provides additional resources to emergency shelters and community services, including daytime warming spaces, an overnight shelter shuttle, enhanced outreach, and the distribution of essential items during inclement weather. For more information, please visit: [calgaryhomeless.com/ewr/](http://calgaryhomeless.com/ewr/)



Data includes information on uptake, daily temperatures, and shelter transports over a rolling monthly period.

In collaboration with:

**2024 EWR Shelter Utilization**  
 (Same period 2023): **84%** (79%)

**2024 Day Space Visits YTD**  
 (Same period 2023): **2094** (2082)

**2024 Transports YTD**  
 (Same period 2023): **231** (340)

## Transit Social Disturbances 🚆

Monthly disturbance calls originating from the public and Transit Public Safety & Enforcement officers city-wide.



Social disturbances include verbal fighting, screaming, insulting people or using obscene language.

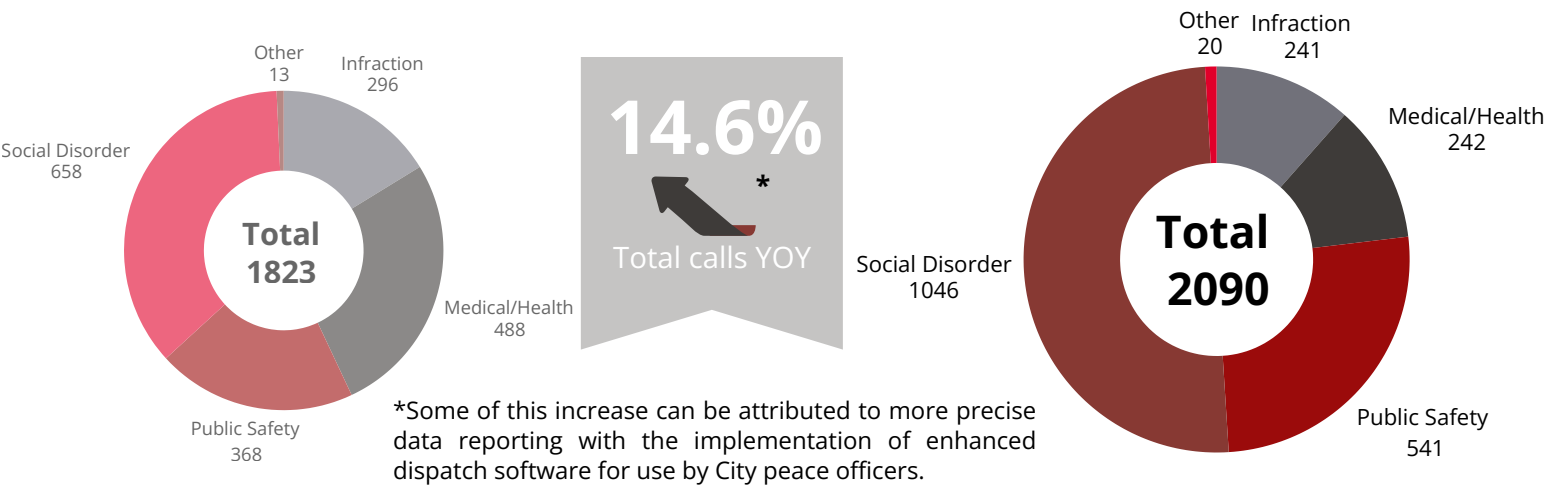
\*The increase in calls can be attributed to a few key factors: increased enforcement (with a 30% increase in Transit Public Safety & Enforcement Officers for 2024), adverse weather conditions, and significant growth in ridership. So far, transit ridership saw an increase of about 1 million trips per month during the first 2 quarters of 2024, bringing the total to over 8 million trips each month.

## Calls for Downtown Safety Response 🏙️

Calls responded to in the downtown core by City peace officers, security guards and community partners.

### November 2023

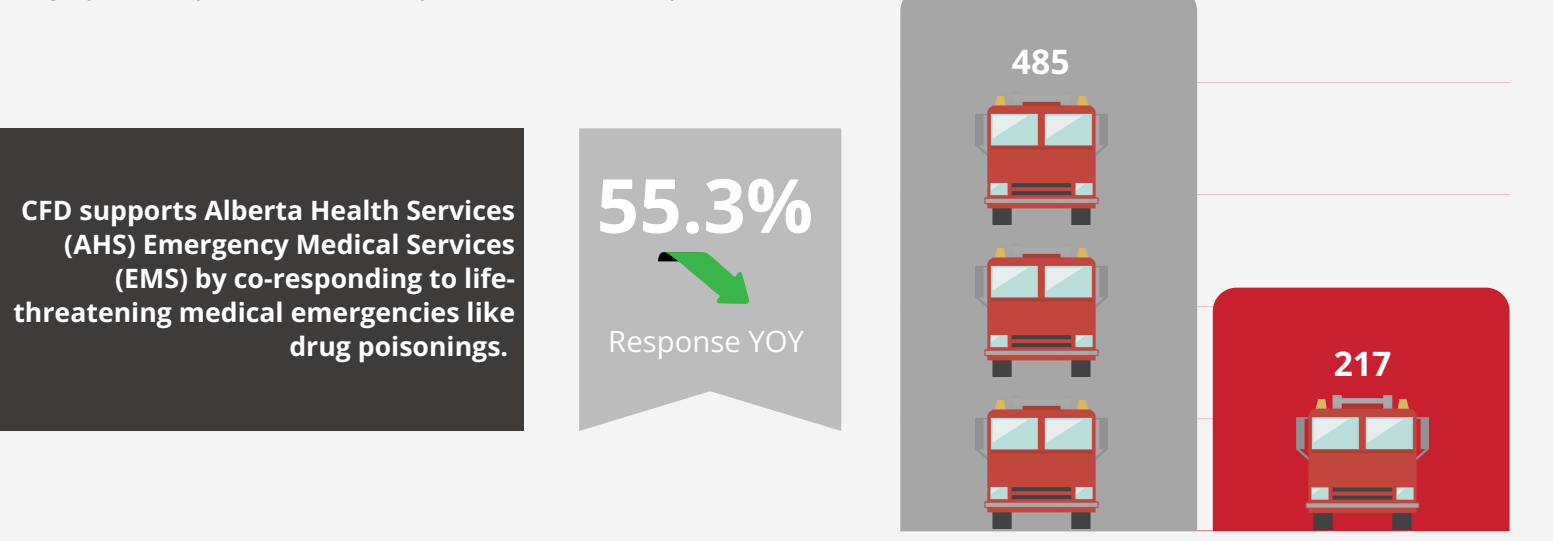
### November 2024



## Calgary Fire Overdose Response 🚒

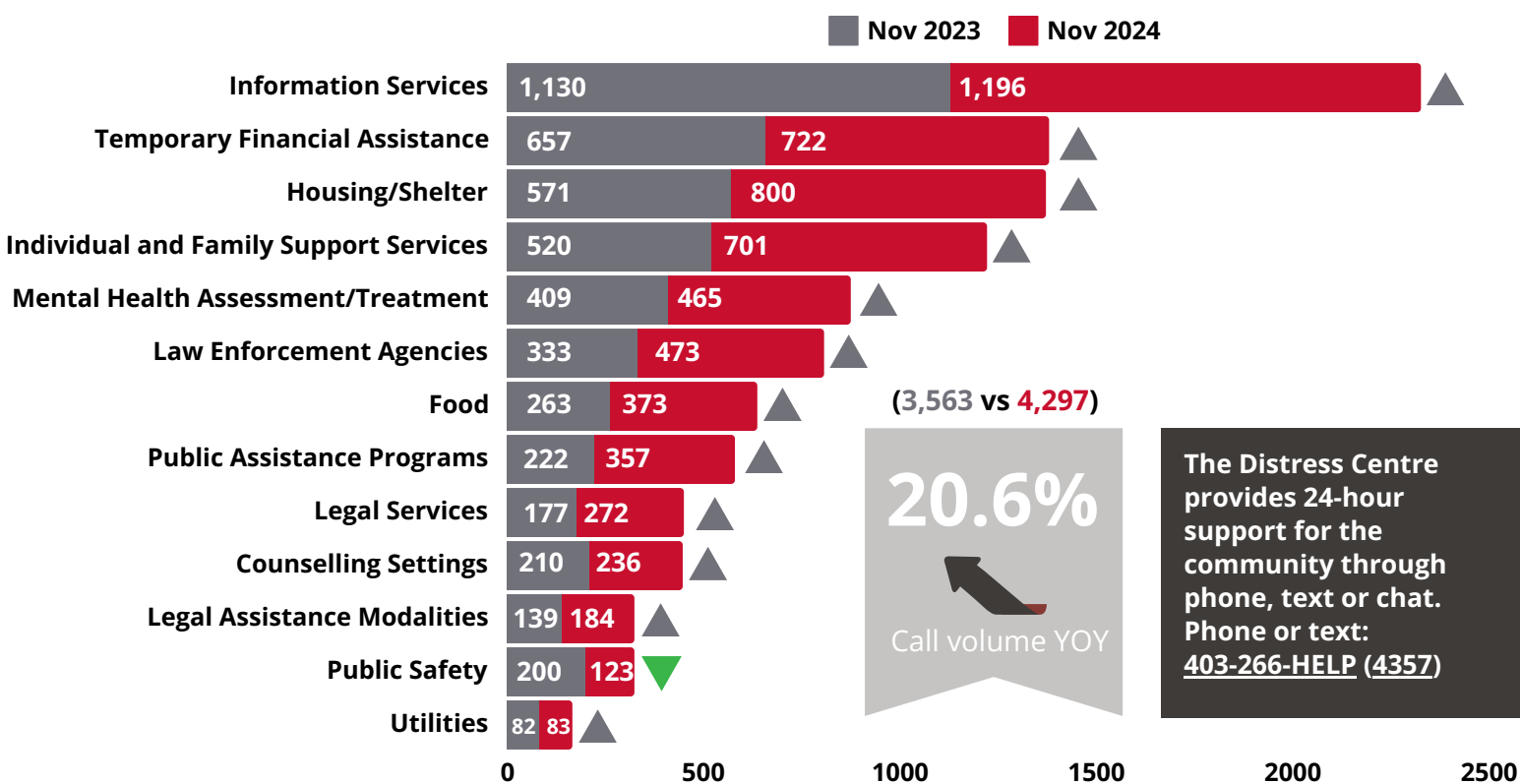
Calgary Fire Department (CFD) city-wide overdose response data.

■ Nov 2023 ■ Nov 2024



# Top Calls to the Distress Centre

Total call volumes for individuals in Calgary (top call types)



## City Partner Spotlight



### Featured Program:

#### The Alex Street Team

The Street Team is a street outreach program that proactively engages with street-connected individuals through the distribution of harm reduction supplies and Naloxone, with the goal of identifying and removing barriers to services for clients and supporting them in navigating their addiction, housing, and mental health needs.

#### Quick facts

- **Organization:** [Alexandra Community Health Centre](#)
- **Supporting City of Calgary fund:** [Community Safety Investment Fund \(CSIF\)](#)
- **2024 Funding Amount:** \$206,609

#### 2023/2024 Impact Data

From May 2023 - April 2024, a total of 16,050 external referrals were made including: 5209 related to food security, 2972 related to healthcare, and 2669 related to housing.

Additionally, 1816 Naloxone kits were distributed, 213 individuals were trained on the use of Naloxone, and 11 overdoses were reversed by the Team. The Team also gave 11 community presentations.

## Community Safety & Wellbeing News to Share

### New Transit Public Safety District Office at CF Chinook Centre

The City of Calgary's Public Transit Safety Strategy reached a new milestone in November with the addition of a **fourth Transit Public Safety district office** at CF Chinook Centre. Transit Public Safety Community Outreach Teams (COT) will work out of the new district office, allowing a more rapid response to community concerns. COT Teams work collaboratively with Alpha House and other agencies to provide outreach and support to individuals sleeping rough. The team recently expanded from 4 members to 12, tripling response capacity city-wide.



### Strengthening Public Transit Safety



At the end of November, **26 new transit peace officers** began their duties, marking the completion of The City of Calgary's transit peace officer hiring program. In total, Transit Public Safety has added more than 70 new officers to its team, achieving the target goal of 185 operational transit peace officers by the end of 2024. Through the district deployment model that was rolled out earlier in the year, we have transitioned from 12 transit peace officers a shift to having 45 officers deployed across the transit system at any given time.

### Ready Calgary Emergency Preparedness Training

With the holidays approaching, are you ready in case of an emergency? Ready Calgary is a community preparedness program developed by the Calgary Emergency Management Agency (CEMA) for the citizens of Calgary. It has been designed to inform, educate and build resiliency to the impacts of emergencies. The course encourages safety at home, in the workplace, neighbourhood and community. Take our [online course](#) and learn how to prepare your home and family for an emergency.



## Tracking our Progress on Downtown Safety (Q4 Update)

The Downtown Safety Leadership Table was a representative group of downtown leaders convened to help identify opportunities, solutions, and strategies to address safety issues in downtown Calgary. In March 2024, they released **28 recommendations** to support safety and vibrancy in Calgary's downtown. We are pleased to say that work is already underway on all 28 recommendations in the timelines anticipated. The work is targeted to three key areas: great public spaces, wellbeing of people, and emergency response and enforcement.

See how our work is advancing through our latest **Q4 updates** (October - December 2024) on our [progress tracker](#).

[Learn more about community safety & wellbeing here](#) ▶