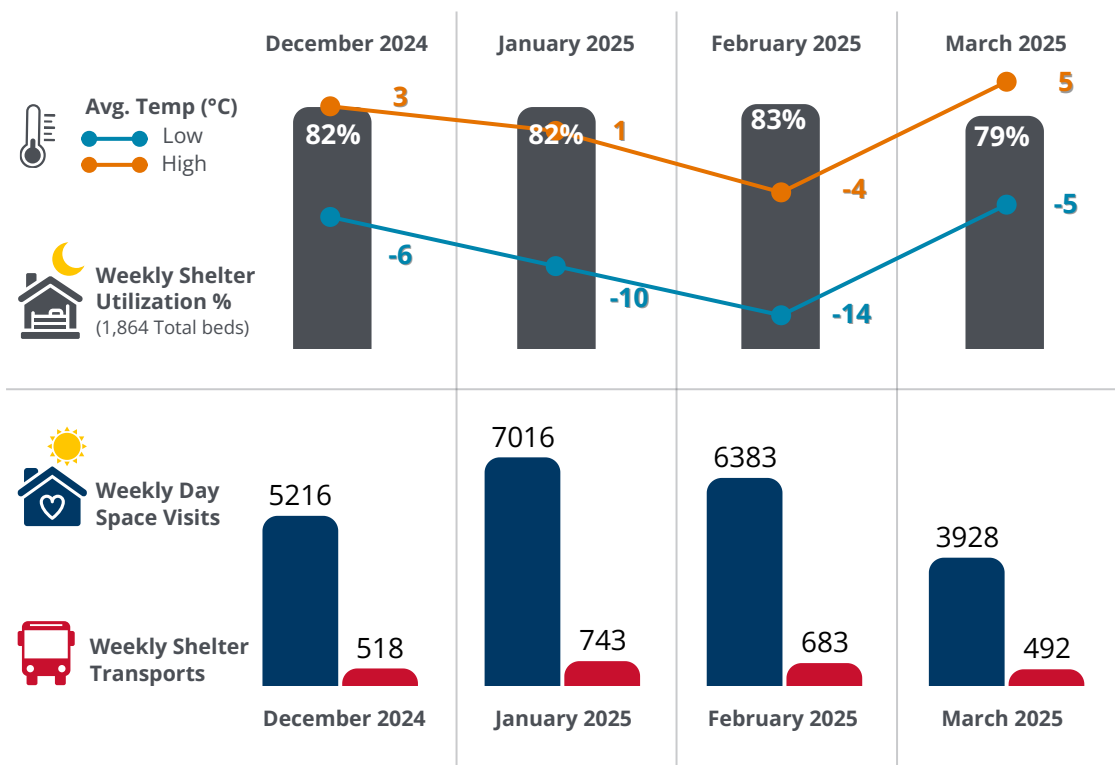


COMMUNITY SAFETY & WELLBEING

April 2025 Indicator Report

Extreme Weather Response ❄️🌡️

To enhance community safety and wellbeing, the Extreme Weather Response (EWR) 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/



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

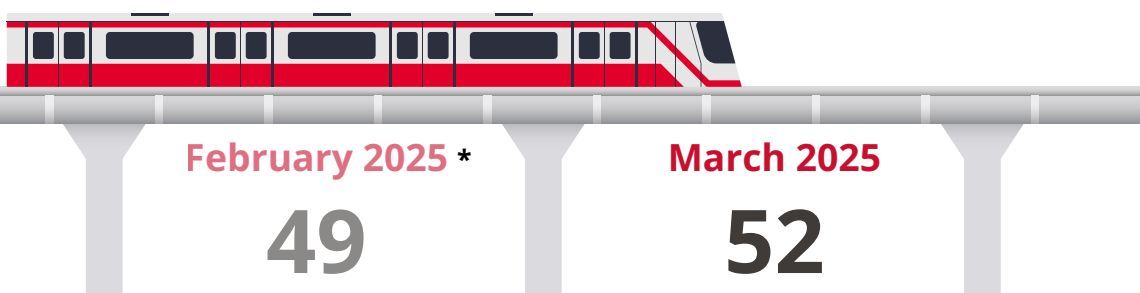
In collaboration with:
 Calgary Homeless FOUNDATION

2022/23	2023/24	2024/25
EWR Shelter Utilization		
73.6%	82.8%	81.5%
Day Space Visits		
19,327	26,796	22,543
Transports YTD		
1,055	2,823	2,436

*As March is the final month for EWR in 2024/25, preliminary year-end data is presented. Please note that final numbers are still being tabulated by CHF and can be found at calgaryhomeless.com/ewr/ when they become available.

Transit Social Disturbances 🚆

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



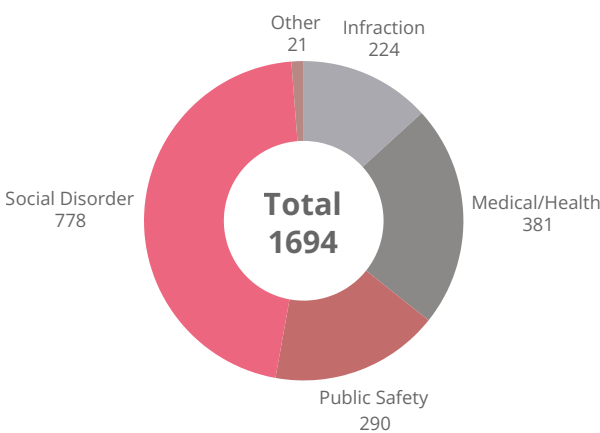
Social disturbances include verbal fighting, screaming, insulting people or using obscene language.

*A month-over-month comparison is used in this category due to utilization of new software in 2025 for enhanced accuracy.

Calls for Downtown Safety Response 🏙️

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

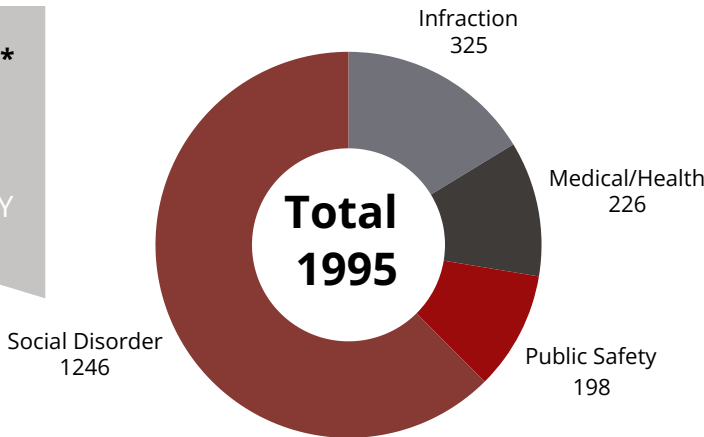
March 2024



18% *

Total calls YOY

March 2025



*Some of this increase can be attributed to more precise data reporting with the implementation of enhanced dispatch software for use by City peace officers.

Calgary Fire Overdose Response 🚒

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

● March 2024 ● March 2025

CFD supports Alberta Health Services (AHS) Emergency Medical Services (EMS) by co-responding to life-threatening medical emergencies like drug poisonings.

44%

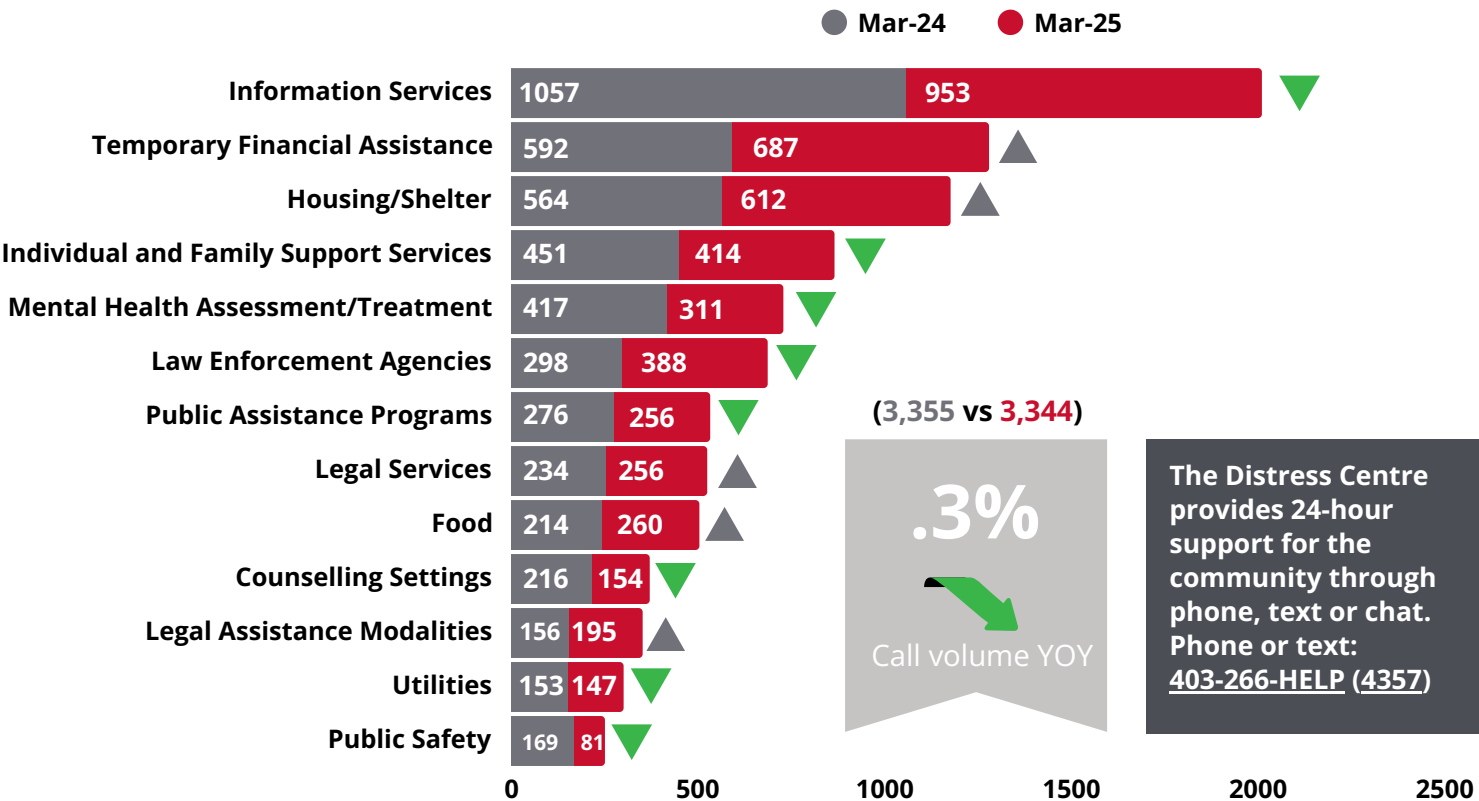
Response YOY

510

285

Top Calls to the Distress Centre

Total call volumes to 211 for individuals in Calgary (top call types). All data from: distresscentre.com/data-reports/



City Partner Spotlight



Quick facts

- **Organization:** [12 Community Safety Initiative Society](#).
- **Supporting City of Calgary fund:** [Community Safety Investment Framework](#)
- **2025 Funding Amount:** \$298,074

Featured Program: East Ambassador Program

The program helps vulnerable communities on the streets access service referrals for help, and provides real-time, on-the-ground data to improve what we know about these vulnerable communities through building trust and relationship.

Community Impact

- In 2023/2024, the East Ambassador Program had 3950 interactions with community members, including support for 15 emergencies.
- Other highlights include:
 - Providing 2629 water bottles for vulnerable people
 - Distributing 514 Naloxone Kits
 - Providing 181 First Aid supplies
 - Supporting 175 Housing check-ins
 - Providing 60 Needs and service questionnaire intakes
 - Provided 19 First Aid treatments

Community Safety & Wellbeing News to Share



State of Downtown Report Launch

Downtown Calgary is the city's economic and cultural heartbeat — a hub of business, innovation, creativity, and community. Its success fuels job creation, drives investment, supports essential services, and benefits every Calgarian. What happens downtown echoes across the entire city.



The City of Calgary's [2022–2024 State of Downtown Report](#) tells the story of how Calgary is transforming by capturing the data, stories and shared efforts shaping the future of Downtown Calgary. For more information and to read the report click [here](#).



Engaging Vulnerable Person Training

Did you know? The Calgary Alpha House Society offers training on best practices for engaging with vulnerable individuals affected by homelessness and addictions. Their training covers topics such as: factors leading to homelessness and addiction, information on community resources, and guidance on navigating interactions.

For more information or to book this invaluable training for your group and/or attend their on-demand webinar, please click [here](#).

University of Calgary Expansion in the Downtown

The University of Calgary and The City of Calgary announced a new partnership to convert an underused office tower (801 7 Ave. S.W.) into active academic, teaching, and research space. This expansion to the university's downtown campus will transform 180,000 square feet into the new home for the University of Calgary's School of Architecture, Planning, and Landscape (SAPL) that includes design studios, classrooms, research spaces, a robotic fabrication workshop, an exhibition gallery, and a community-facing design justice lab. This project will help to increase the overall economic activity, vibrancy and safety in the greater downtown area while also reducing downtown office vacancy. For more information please click [here](#).



Tracking our Progress on Downtown Safety



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 Q1 updates (January-March 2025) through our [progress tracker](#).

DSLTL Progress Tracker ▶

Learn more about community safety & wellbeing here ▶