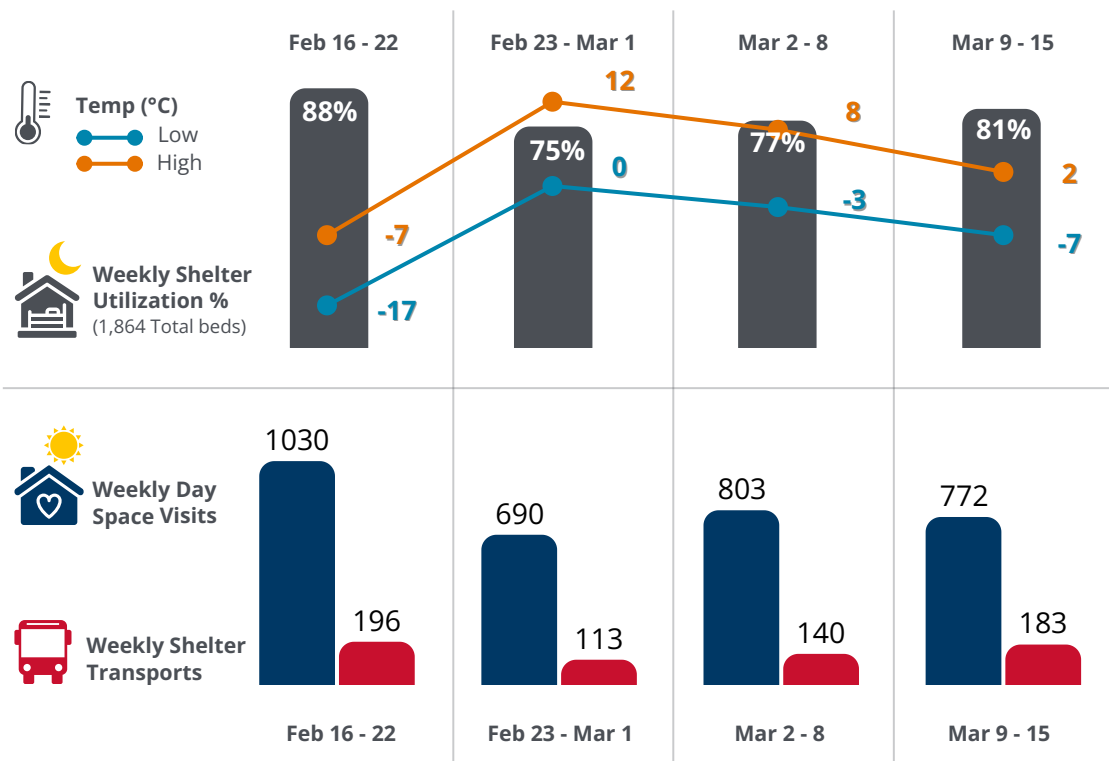


COMMUNITY SAFETY & WELLBEING

March 2025 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/



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

In collaboration with:
Calgary Homeless FOUNDATION

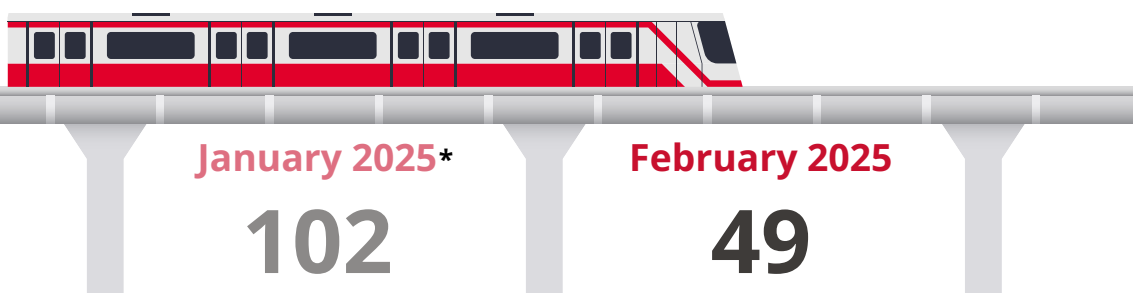
2024/25 EWR Shelter Utilization
 (Same period 2023/24)
83% (82%)

2024/25 Day Space Visits YTD
 (Same period 2023/24)
13,170 (22,019)

2024/25 Transports YTD
 (Same period 2023/24)
2,272 (2,703)

Transit Social Disturbances

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



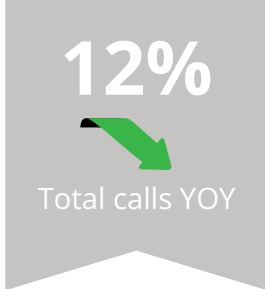
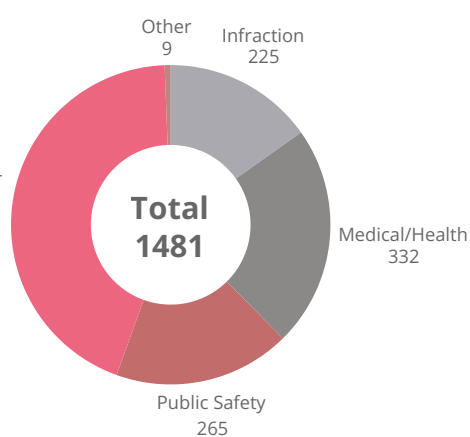
Social disturbances include verbal fighting, screaming, insulting people or using obscene language.

*A month-over-month comparison is used in this category due to utilization of new software for improved accuracy. Some of the reduction for February may be attributed to additional strategic patrols as a part of the integrated Safer Calgary operation launched in February (see News to Share item below).

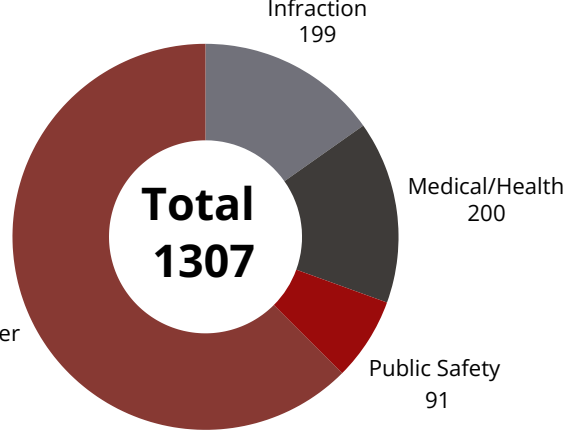
Calls for Downtown Safety Response

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

February 2024



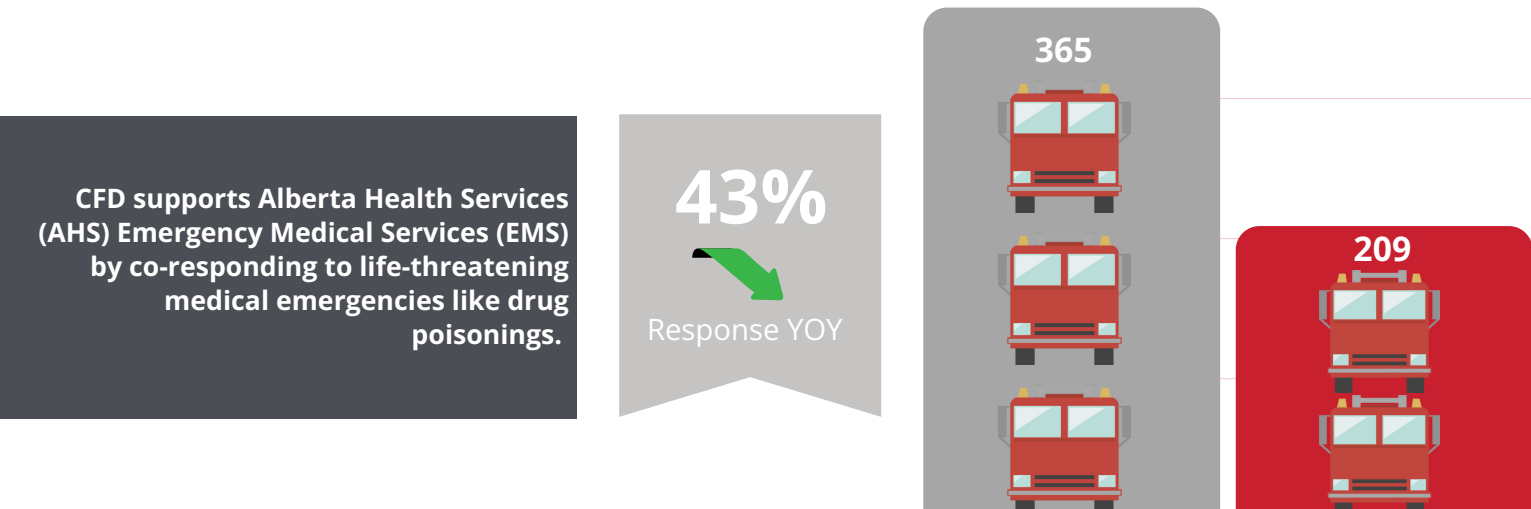
February 2025



Calgary Fire Overdose Response

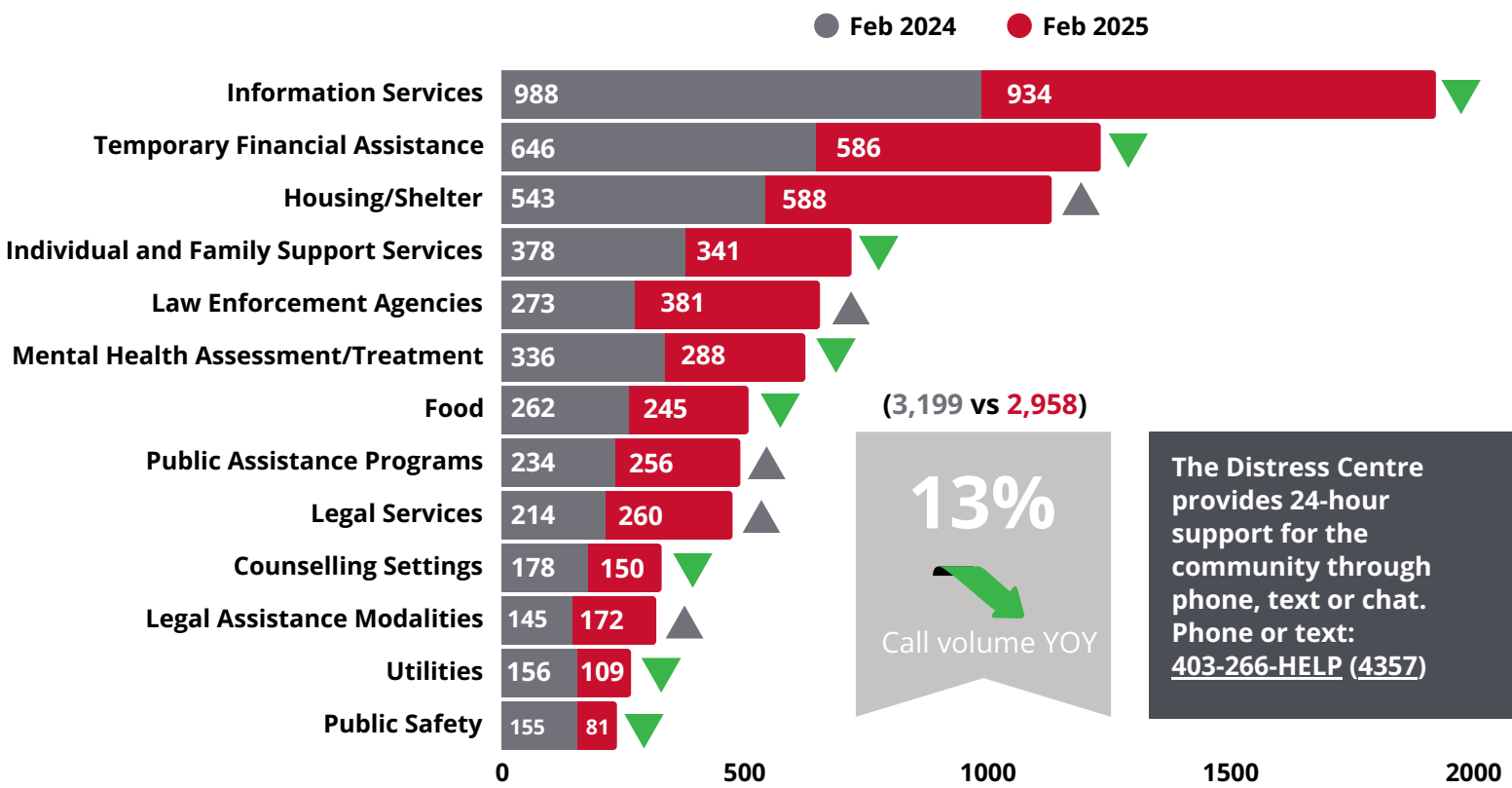
● Feb 2024 ● Feb 2025

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



Top Calls to the Distress Centre

Total call volumes to 211 for individuals in Calgary (top call types)



City Partner Spotlight



WOOD'S HOMES
 WORKING FOR CHILDREN'S MENTAL HEALTH
 SINCE 1914

Quick facts

- **Organization:** [Woods Homes](#)
- **Supporting City of Calgary fund:** [Community Safety Investment Framework](#)
- **2025 Funding Amount:** \$307,800

Featured Program:

Strengthening Family and Youth Crisis Response

This program offers client-centered, trauma-informed, and culturally-responsive crisis counseling and therapeutic support to all Calgarians. Individuals, youth, and families access services via call, text, chat, by-appointment, or walk-in, with support available in their preferred language. The program extends in-home crisis support to families.

Community Impact

- Less than 1% of clients required emergency services intervention after receiving program's support, underscoring the program's effectiveness in managing crises without escalating to emergency services.

A recent client survey indicated:

- 95% of clients felt heard, understood, and respected.
- 92% of clients received the help they needed and had a clear next step.
- 84% of clients stated they would reach out to ECMHS again if needed.

Community Safety & Wellbeing News to Share

Civic Partner Grants

In our ongoing commitment to public safety, The City is announcing \$2 million to support our Civic Partners with improving safety in and around facilities located downtown in both 2025 and 2026. The Civic Partner Community Safety Grant Program supports The City's Civic Partners operating in the downtown to address safety incidents and related escalated safety issues in the areas and community spaces surrounding their facilities. "By collaborating with our partners who provide important services to Calgarians, we are able to offer safe and welcoming spaces for individuals and families," says Mayor Gondek. More information can be found [here](#).



Safer Calgary Operation Showing Early Results

Launched Monday, Feb 17, 2025, the integrated Safer Calgary operation with police and peace officers, as well as community partners, is demonstrating success in addressing crime and social disorder in public spaces. More than 230 charges have been laid, 1,464 arrest warrants fulfilled and 1,060 tickets issued. In addition to enforcement, 1,151 social agency referrals have been made and there have been more than 1,128 businesses engagements. Learn more about the Safer Calgary operation [here](#).

Homelessness Point-in-Time Count Results

Lead by the Calgary Homeless Foundation, the Point-in-Time Count is an enumeration that counts the number of people experiencing homelessness on a particular night. A survey is also done to collect information on the characteristics and experiences of people affected by homelessness. Both activities highlight how homelessness is changing and helps to create a system of care that best serves Calgarians experiencing vulnerabilities. The results of the 2024 count (conducted in October 2024) have now been released. The findings indicate that despite very rapid population growth, there has been no change in the fraction, or rate, of homelessness since the 2022 PiT count. More information on the PiT count results can be found [here](#).



Tracking our Progress on Downtown Safety (Q1 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 Q1 updates (January-March 2025) through our [progress tracker](#).

[DSL Progress Tracker](#) 

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