



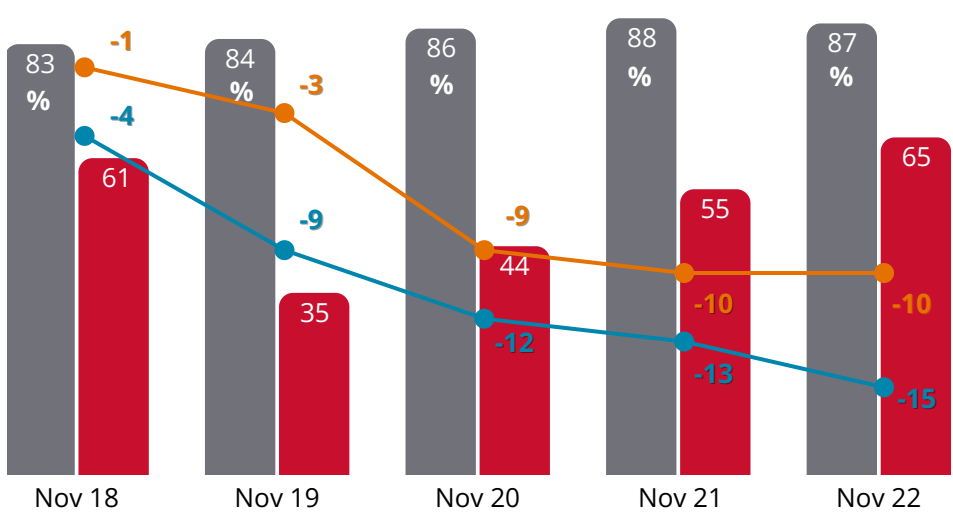
# COMMUNITY SAFETY & WELLBEING

November 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/)

🌙 Nightly Shelter Utilization %    ☀️ Daily Day Space Visits    🌡️ Temp (°C)  
● High    ● Low



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

In collaboration with:  
 CALGARY HOMELESS FOUNDATION

\*The first five days of service are presented as preliminary data, as community partners have proactively mobilized in response to the inclement weather. Full implementation begins on December 1, 2024, with additional data available in the December report.

## Transit Social Disturbances 🚆

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



**44.8%\***  
 Year-over-year (YOY)

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

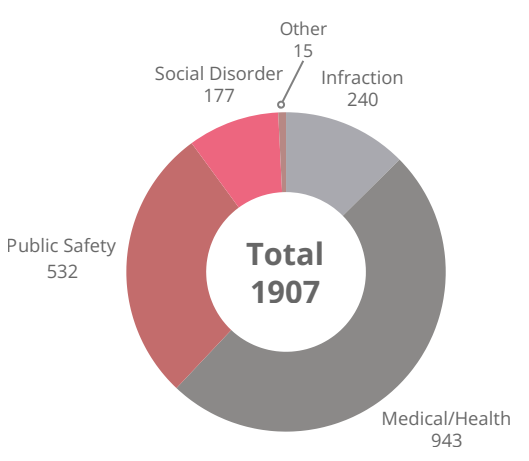
\*The increase in calls in October 2024 is the result of more proactive responses and reporting capability from Transit Peace Officers, as well as more inclement weather.

## Calls for Downtown Safety Response 🏙️

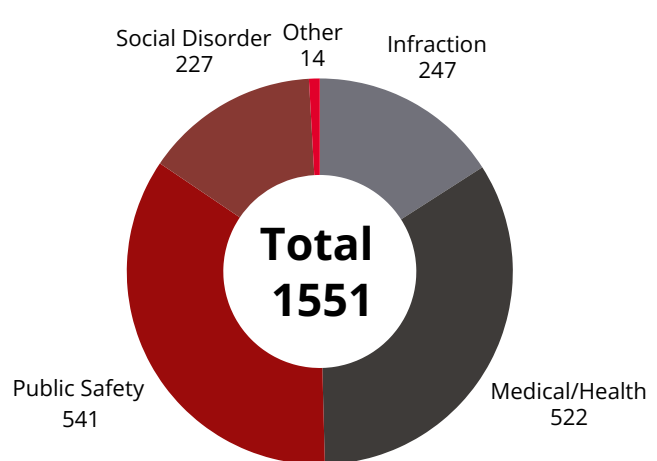
Calls responded to in the downtown core by City peace officers, security guards and community partners.

October 2023

October 2024



**18.7%**  
 Total calls YOY



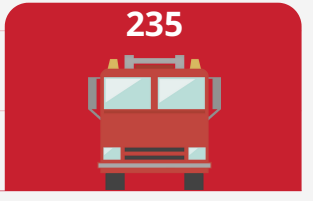
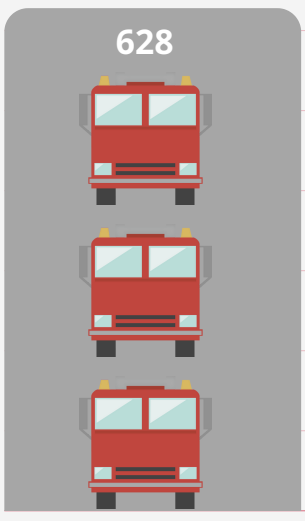
## Calgary Fire Overdose Response 🚒

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

Oct 2023    Oct 2024

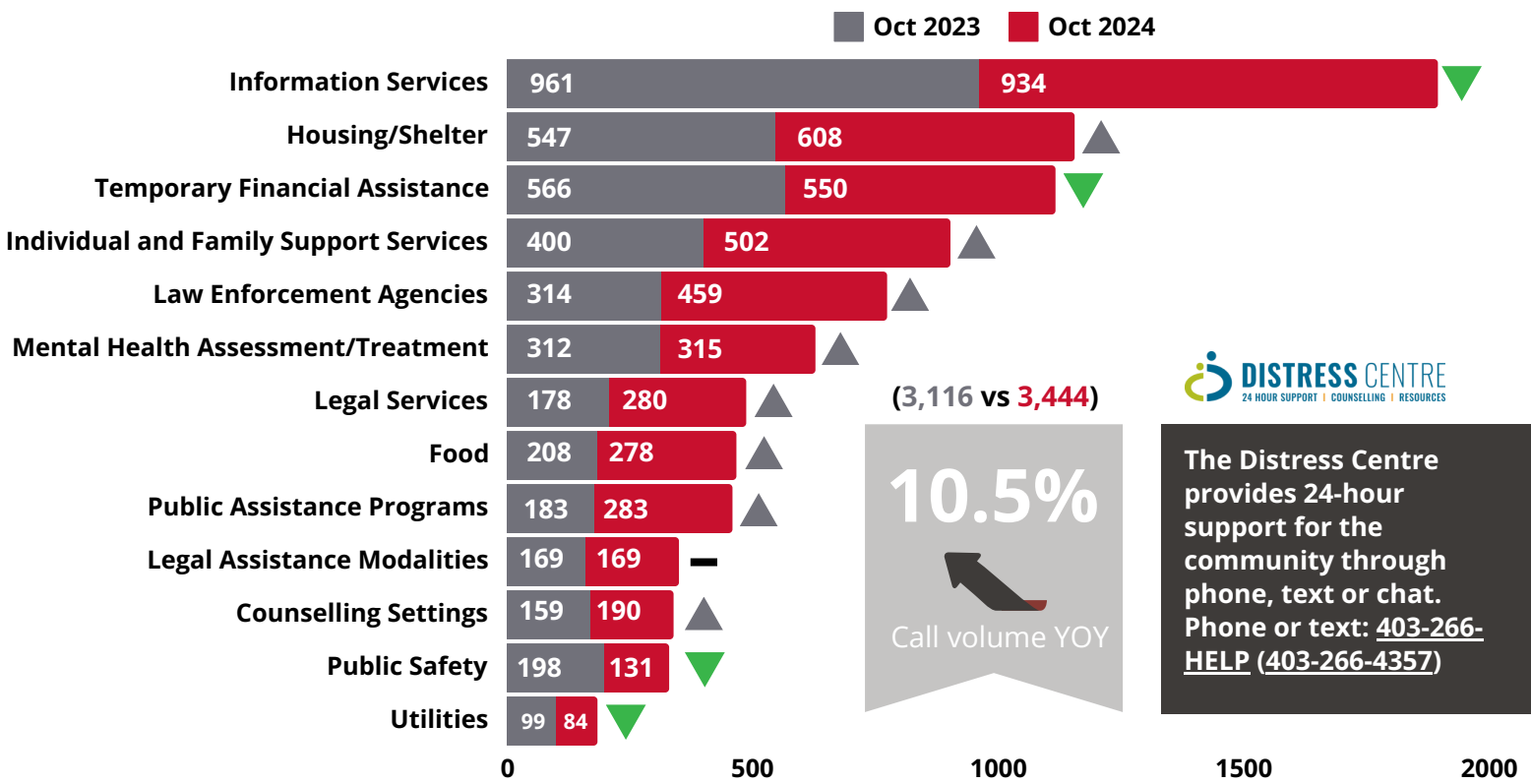
CFD supports Alberta Health Services (AHS) Emergency Medical Services (EMS) by co-responding to life-threatening medical emergencies like drug poisonings.

**62.6%**  
 Response YOY



# Top Calls to the Distress Centre

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



The Distress Centre provides 24-hour support for the community through phone, text or chat. Phone or text: **403-266-HELP (403-266-4357)**

## City Partner Spotlight



### Featured Program:

#### Deterring Involvement in Gangs (D.I.G.)

Engages youth who are gang-involved or at risk of gang involvement, and their natural supports by guiding them through case management with assessment, coaching, facilitated referrals, system navigation and advocacy. Using the Family and Natural Supports model, the program will create connections and opportunities for positive interactions.

#### Quick facts

- **Organization:** Trellis Society for Community Impact
- **Supporting City of Calgary fund:** [Building Safer Communities Fund \(BSCF\)](#)
- **2024 Funding Amount:** \$183,400

#### 2023/2024 Impact Data

Measured using the Youth Strengths Scale, 88% of program participants reported maintained or improved engagement with community services and supports. 88% of youth had decreases in their associations with risky peers and increases in the number and strength of their healthy relationships.

## Community Safety & Wellbeing News to Share

### Downtown Washroom Attendant Program

The City of Calgary's Parks & Open Spaces team has seen positive outcomes from the washroom attendant program at Olympic Plaza, funded by The City's Equity in Service Delivery Fund. From July to October, attendants saw over 25,000 guests or 225 users per day. There were only 3 instances of drug poisonings compared to 112 the year prior. Maintenance costs decreased 62% compared to when attendants were not present and 80% of users surveyed felt the washrooms were safer and more welcoming. The program has now been expanded to Central Memorial Park and Century Gardens.



### Calgary Fire Department Lithium-ion Battery Safety

Lithium-ion battery fires are becoming more common in Calgary; and every home with a lithium-ion battery is at risk. During November, The Calgary Fire Department is raising awareness regarding Lithium-ion battery safety. Calgarians should visit: [calgary.ca/chargesafe](http://calgary.ca/chargesafe) for more information and safety related tips.

### CPS Downtown Safety Hub

The City of Calgary and the Calgary Police Service, in collaboration with community partners, are excited to share the creation of a new downtown police front counter location and the relocation and expansion of the [Downtown Safety Hub](#). The new location in the Telephone Building (119 6 Ave SW) merges the CPS District 1 Ramsay office and the Stephen Avenue Safety Hub, which have now closed, and is publicly accessible Monday to Friday from 8:00 am to 4:00 pm.



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

