

Downtown Safety Leadership Table Process

September 2023 – March 2024

Mandate:

The Downtown Safety Leadership Table was established in September 2023 as a representative group of downtown leaders convened to help identify opportunities, solutions, and strategies to address safety issues in downtown Calgary. The group's mandate is to identify gaps, recommend removal of barriers, and advise on proposed actions to address safety concerns in downtown Calgary to ensure that downtown continues to grow and is comprised of safe and vibrant spaces.

DSLTL Goal:

Provide a series of strategic recommendations, informed by diverse community voices and data, that will improve the safety, inclusivity, and perceptions of safety for an enhanced downtown experience for all.

Seven Member

Leadership Table
comprised of
downtown leaders

Community Engagement and Consultation Process

Engagement sessions conducted with over **45 community partners and individuals**

Social Service
Partners and Leaders

Community and
Business Associations

Indigenous
Elders

Development Community
and Post-secondary Partners

Tourism
Representatives

Students

Business Owners,
Property Owners and Managers

Residents

Community downtown safety survey: **354 responses**

Community engagement 'what we heard' session with
45 representative organizations and individuals

Downtown Safety Leadership Table Strategic Focus Areas:



Government Response:

Strengthen investments and remove barriers to improve the delivery and outcomes of services.



Strategic Communication:

Ensure the range of targeted investments and actions are effectively communicated.



Community Collaboration:

Deliver coordinated and measured responses through key service providers and inspire downtown organizations and communities to come together with a vested interest to influence better outcomes



Specialized Initiatives:

Implement targeted, innovative approaches to address diverse community needs.

Key Themes from Engagement:

Key themes that emerged informed the four focus areas include:

- A need for increased support to address the needs of our community's most at-risk populations and those experiencing homelessness.
- The need for enhanced levels of maintenance, service, enforcement and outreach in our downtown to ensure residents and visitors feel safe.
- Improved communications to help citizens understand the supports, investment and initiatives underway or coming forward to support downtown safety.
- The lack of adequate resources and funding for social service providers dealing with drastically increasing complex addiction and mental health challenges. These limitations are also impacting the attraction, training and retention of staff required to support these organizations.
- Considerable perception challenges that are impacting the visitor and resident experience in the downtown that must be addressed in order to continue to support an active and vibrant downtown.

28 Strategic Recommendations:

Quick Wins (1 year):

These recommendations are immediately actionable and can be implemented within a year or less.

Further Research (1-3 years):

These recommendations are priorities that will require further research and/or time to implement.

System Impacts (3+ years):

These recommendations are to be actioned under a systems approach with multi-order government support and may take up to three years or more to fully implement.