




# A vibrant, safe and secure Calgary

INCREASED SAFETY	IMPROVED SOCIAL SUPPORT ACCESS AND NAVIGATION	RESILIENT PEOPLE AND COMMUNITIES	 <b>KEY MESSAGES</b>
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**Activities and updates**

Calgary Police Service’s (CPS) Downtown Response Team:

- Based on data provided by business improvement areas, the team is deploying bike and beat officers in the downtown.
- A dedicated CPS member has been assigned to investigate break & enter events.

Downtown Ambassadors:

- Ambassadors enhanced their data collection to inform service offerings and adjust response times to business concerns.
- Ambassadors improved their response and businesses experienced regular engagement and reduction in social disorder incidents.

**Activities and updates**

The 211/911/DOAP Call Diversion program:

- Diverted ~490 calls from 911 to 211, up ~70% from March.
- DOAP Team improved their response time from 22 minutes to 18 minutes when connecting Calgarians to the right resources.

City peace officers:

- Responded to ~625 calls, up 180% from March.
- Connected ~10 individuals to health and housing services.

Alpha House Outreach Teams:

- During the Extreme Shelter Shuttle, Alpha House identified frequent users of the shuttle and services they accessed.
- Partnered with the Transit Community Outreach Team to continue to support these individuals in and around transit.

**Activities and updates**

Community Cleanups (April 23 – April 30):

- Held in 11 communities including Bonavista Downs, Bowness, Bridgeland-Riverside Glendale, Huntington Hills, Marda Loop, McKenzie Lake, Sherwood, Signal Hill, Tuscany and University Heights.
- 500 in attendance per cleanup.

Parade of Wonders (April 28):

- Held on Stephen Avenue, this free all-ages costume parade opened the Calgary Comic and Entertainment Expo.
- ~5,000 in attendance.

International Jazz Day – Jazz Walk (April 30):

- Hosted by the Inglewood Business Improvement Area, this free event showcased jazz music and musicians.
- ~1,000 in attendance.

- The City of Calgary and CPS are focused on creating safer public spaces by reducing crime and social disorder through collaborative actions.*
- The City and partners continue to address real and perceived safety and security issues through coordinated information and resources.*
- The Coordinated Community Extreme Weather Response that supports unhoused Calgarians is developing a plan for spring and summer weather.*
- Calgarians continue to build strong connections in their communities through spring events and activities like community cleanups. For more information – [www.calgary.ca/communities/community-cleanups.html](http://www.calgary.ca/communities/community-cleanups.html) .*

## CITY-WIDE DATA POINTS OF INTEREST

In April:

- Calgary Transit peace officers responded to ~4,000 social disorder calls, remains stable from March.
- 211 received ~830 calls for mental health and substance abuse services, up 24% from March.