



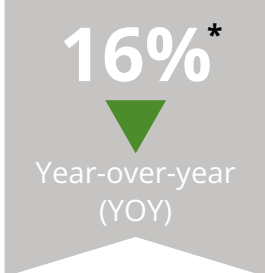
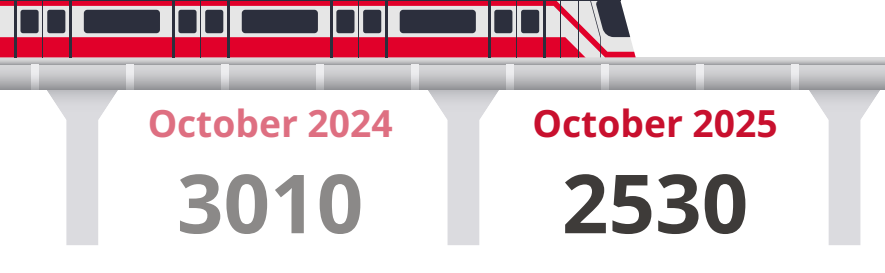
COMMUNITY SAFETY & WELLBEING

November 2025 Indicator Report



Transit Social Disorder

Number of monthly disorder reports originating from the public and Transit Public Safety officers city-wide.



Social disorder includes welfare checks, social disturbances, drug use, impairment, and suspicious and/or unwanted persons

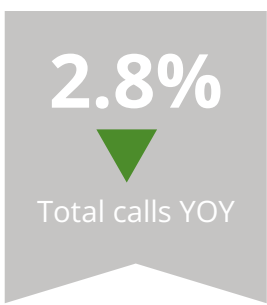
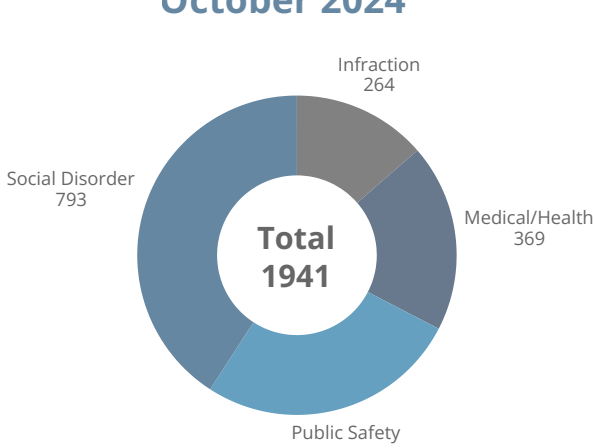
***Note:** To ensure consistency in data reporting, the Transit Public Safety team updated its definition of social disorder to align with the Calgary Police Service. Additionally, new data collection software was implemented in November 2024 which enhanced reporting capabilities. As a result, direct comparisons with data collected prior to this date should be made cautiously.



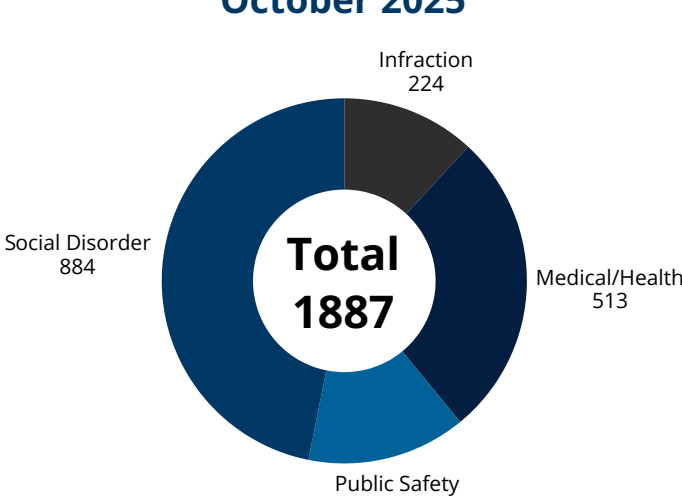
Calls for Downtown Safety Response

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

October 2024

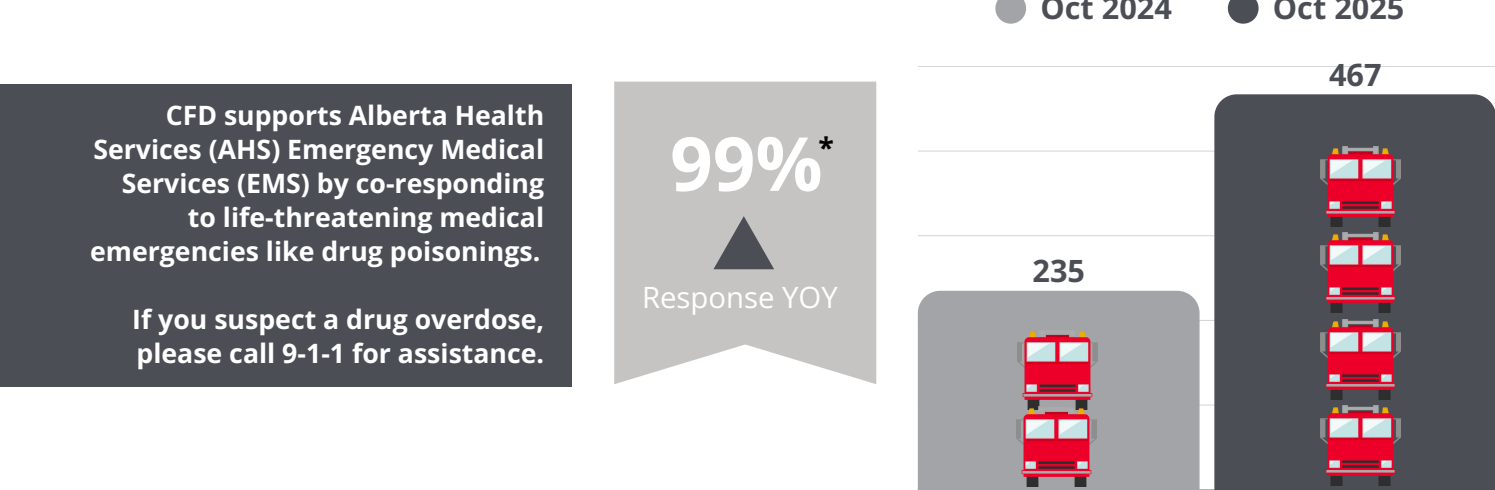


October 2025



Calgary Fire Overdose Response

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

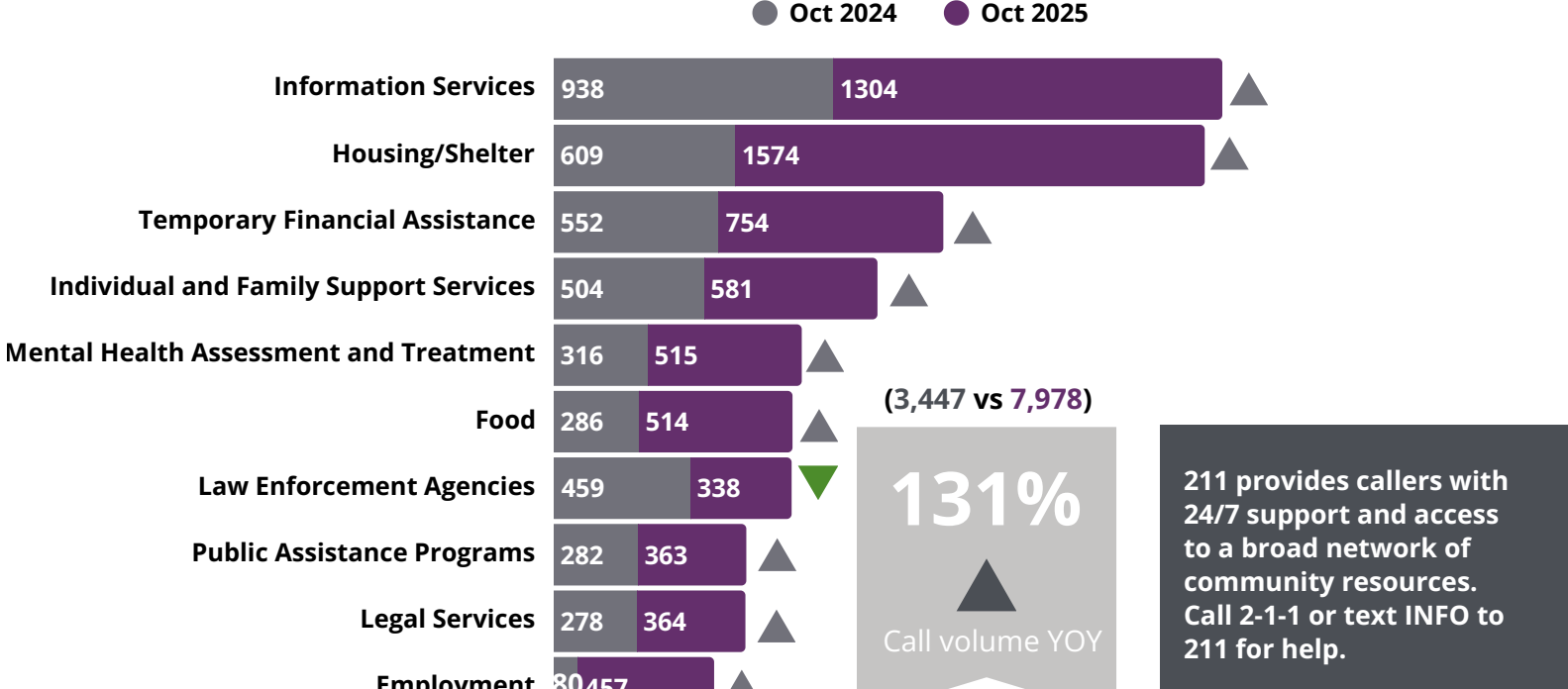


***Note:** The CFD is closely monitoring this rise in drug poisonings and noted this increase may be related to changes in street drug supply or composition.



Top Calls to 211

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



***Note:** The data highlighted here is a snapshot of data from Distress Centre's monthly data reports. Please visit distresscentre.com for the most up to date information.



City Partner Spotlight



Featured Program: Greater Forest Lawn Seniors (GFLS)
GFLS is dedicated to supporting adults aged 55+ with programs and services that foster connection, health, and independence. Our goal is simple: help older adults stay active, engaged, and living in their own homes longer. Through social activities, wellness programs, and practical support, we reduce isolation and promote mental and physical well-being.

Quick facts

- Organization:** [Greater Forest Lawn 55+ Society](#)
- Supporting City of Calgary fund:** [Family & Community Support Services \(FCSS\)](#)
- 2024/25 Funding Amount:** [\\$162,023](#)

Community Impact

A member who struggled with addiction during her youth managed to stay sober while working full-time. After a severe accident left her unable to work and in chronic pain, she fell into depression and relapsed into substance use. Her family intervened, and she entered a recovery program where she learned coping strategies. Through a friend, she reluctantly visited GFLS for bingo, but ended up discovering a welcoming community. This social connection gave her purpose and joy, leading her to volunteer regularly. For the past three years, she has been an essential part of GFLS, helping with programs and outreach. She credits GFLS with saving her life and providing a sense of belonging and meaning.



Community Safety & Wellbeing News to Share

Calgary launches Explore Downtown YYC

Tourism Calgary, alongside the City of Calgary's Downtown Strategy team, has launched the [Explore Downtown YYC Website](#). Calgaryans new portal to learn about go-to-spots, events, community guides, insider tips and more! Check out 'Downtown adventures' for the latest winter itinerary of downtown activities.

"As a winter city, Calgaryans know the cold isn't something to escape – it's something to embrace and celebrate, snowsuits and all," says Thom Mahler, Director of Downtown Strategy. "Downtown is the heartbeat of our city and throughout the cooler months, we're inviting everyone to rediscover the energy, experiences and communities that make our downtown so special." Learn more at [exploredowntownyycc.com](#).



Extreme Weather Response Launches for the 2025/2026 season

Calgary Homeless Foundation (CHF), The City of Calgary, and more than 20 partner organizations are launching the 2025-26 Extreme Weather Response, a coordinated citywide initiative designed to protect individuals experiencing homelessness from the dangers of extreme cold and connect them to essential services. Now in its fourth year, Extreme Weather Response provides seasonal day spaces, overnight transportation to emergency shelters, and critical winter supplies.

Last winter, the program responded to 20 days below -20°C, including three days that plunged below -28°C, and supported:

- 37,180 visits to seasonal day spaces
- 2,227 overnight shuttle transports to emergency shelters
- Distribution of 102,440 essential items, including 80,657 hand warmers and 3,090 emergency blankets



Future indicator reports will feature an EWR section for the upcoming season. Learn more about Extreme Weather Response [here](#).

Calgary Transit pilots new bench styles to enhance accessibility

Calgary Transit is testing two new bench styles – stainless steel and concrete – at select CTrain stations. This new design is part of Calgary Transit's ongoing commitment to building better spaces and a more accessible transit system for people of all ages and abilities. The design and materials of the new benches are more durable and easier to maintain, giving better value for taxpayers.



As part of this initiative, Calgary Transit is inviting customers who use Marlborough, City Hall, and Brentwood stations to participate in an online survey through a QR code. They can try the benches and share their feedback on comfort, usability, and appearance. Their feedback will be used to help The City of Calgary select a style that's most accessible for everyone.



Tracking our Progress on Downtown Safety

The [Downtown Safety Leadership Table \(DSLTL\)](#) 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 progress tracker or visit calgary.ca/dslt for more information.

DSLTL Progress Tracker
Click Here

Click here to learn more about community safety & wellbeing