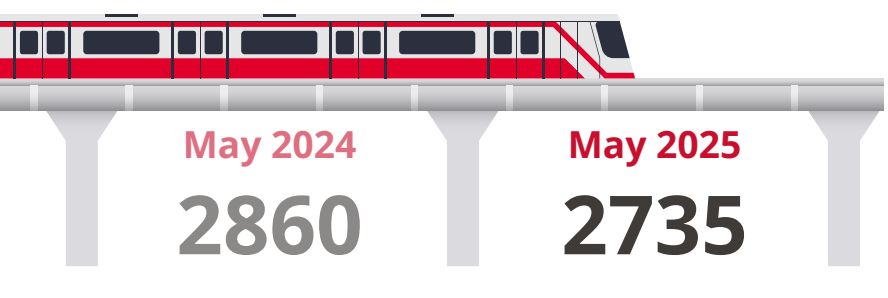
COMMUNITY SAFETY & WELLBEING

June 2025 Indicator Report

Transit Social Disorder

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



May 2024	May 2025
2860	2735

4% * ▼ Year-over-year (YOY)

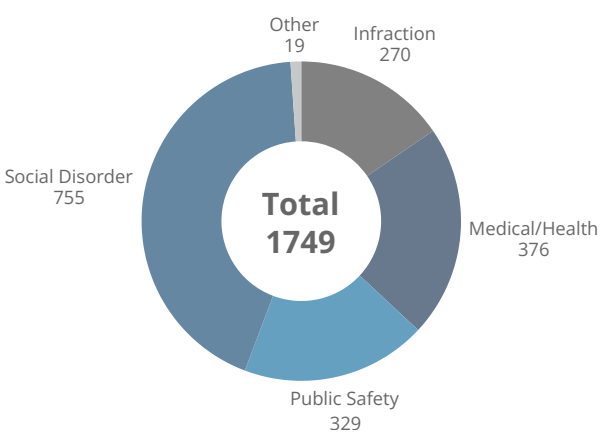
Social disorder includes welfare checks, social disturbances, drug use, impairment, and suspicious and/or unwanted persons

***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

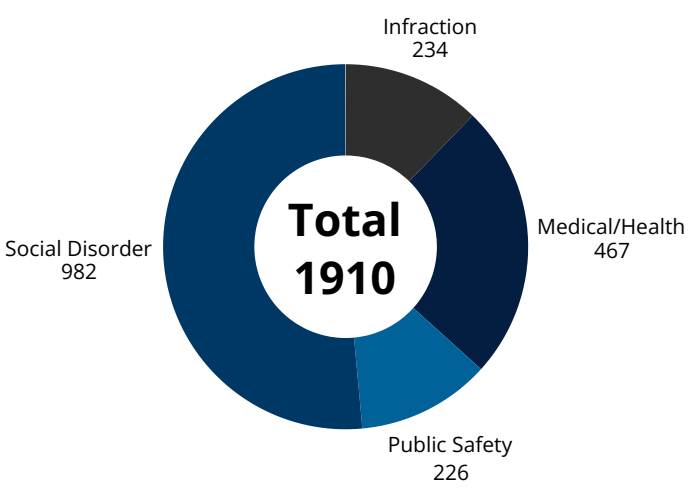
Calls responded to in the downtown core by City peace officers, security guards and community partners.

May 2024



9% ▲ Total calls YOY

May 2025

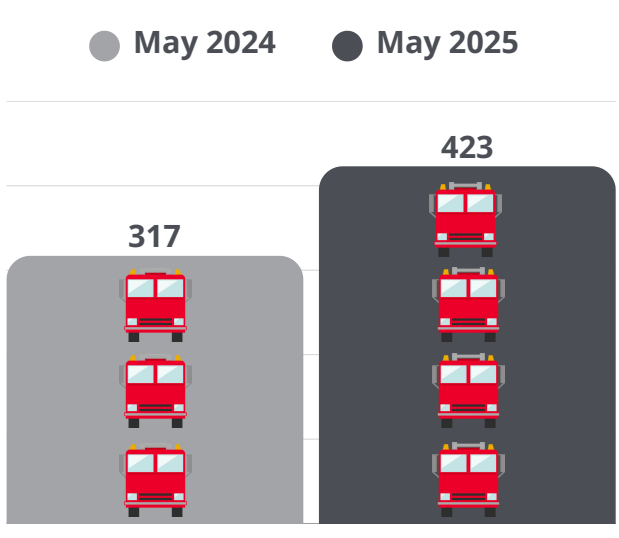


Calgary Fire Overdose Response

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

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

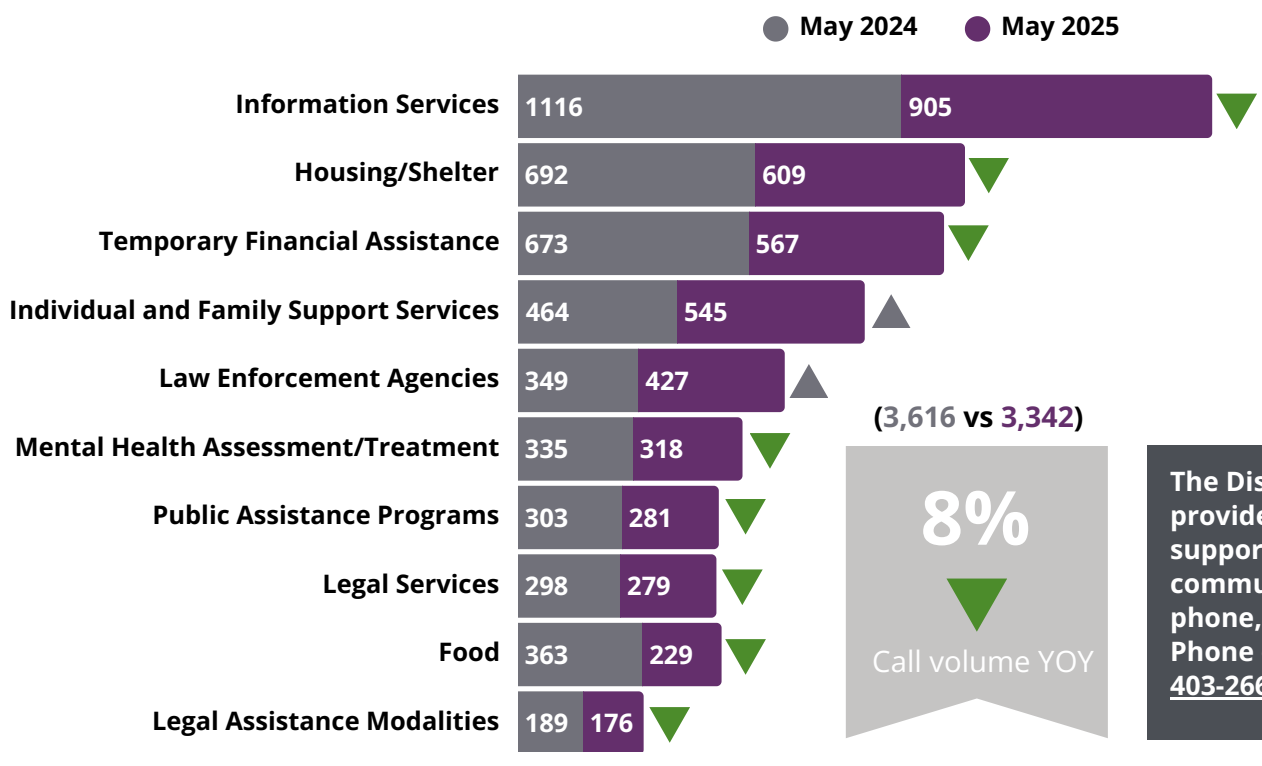
33%* ▲ Response YOY



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

Top Calls to the Distress Centre

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



(3,616 vs 3,342)

8% ▼ Call volume YOY

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

City Partner Spotlight

McMan

Quick facts

- **Organization:** McMan Youth, Family and Community Services Association
- **Supporting City of Calgary fund:** Family & Community Support Services
- **2025 Funding Amount:** $245,445

Featured Program:

Youth Alternative Program

The Youth Alternative Program (YAP) supports vulnerable children and youth aged 7-24 facing challenging social and economic conditions through evidence-based life skills workshops. These workshops focus on decision-making, peer pressure, risk-taking, substance misuse, communication, emotional regulation, coping skills, and healthy relationships. Facilitated by trained staff, YAP helps youth make positive choices, improve well-being, and avoid high-risk activities.

Community Impact

Recent participant surveys showcased that:

- 26% of participants noted an increase in being able to stand up to peer pressure;
- 25% noted an increase in trying to do the right thing even when they know that no one will know;

Impact Story:

At the start of one of McMan's summer workshops, a group of five youth were shy and reserved, with one youth displaying passive-aggressive behavior. By the second session, after learning about respect, empathy, and connection, the group dynamics shifted. The children began engaging with each other respectfully and curiously. The previously passive-aggressive youth became more assertive, using "I-statements" to express feelings and needs. The workshop group provided a safe space for the youth to practice and apply their new social skills with facilitators and peers.

Community Safety & Wellbeing News to Share

Cooling locations to provide respite in extreme heat

Calgary summers are getting increasingly hotter and drier. Extreme heat can put your health at risk, causing illnesses like heat stroke and even death. To help Calgarians escape the heat as the weather warms up, The City of Calgary has recently updated its cooling locations map which list publicly available indoor locations that are open during normal business hours where individuals can visit for a temporary respite from the heat. All listed locations have either an indoor water fountain or an indoor water bottle filling station. To learn more about how to stay safe and prepare for extreme heat, or other disasters, please visit **calgary.ca/emergencies/extreme-heat**

Community Court 1-year Anniversary

First launched in June 2024, Calgary's Community Court celebrates its **one-year anniversary** this month. This innovative approach to justice connects vulnerable Calgarians with community programs to resolve bylaw infractions instead of fines. The goal of the program is to set individuals on a path towards rehabilitation and stabilization. Since its launch, over 450 participants have joined, with more than 2,000 tickets withdrawn. Notably, over 70 individuals have graduated, achieving greater stability and better connections with community supports. Learn more at calgary.ca/communitycourt

Traffic Safety Team cracks down on noisy vehicles this summer

The City of Calgary's Traffic Safety Team is stepping up enforcement this month to reduce vehicle noise and improve quality of life in neighbourhoods across the city. Drivers operating excessively loud or modified vehicles can expect increased monitoring and fines. Vehicle noise is more than just an annoyance. It disrupts daily life, affects mental and physical well being, and reduces the livability of our communities. The City of Calgary is asking all drivers to be mindful of how their vehicles impact others.

To learn more about the Traffic Safety Team and how Calgary is working to reduce vehicle noise, visit: **calgary.ca/trafficsafetyteam**

Tracking our Progress on Downtown Safety

The Downtown Safety Leadership Table (DSLT) 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.

DSLT Progress Tracker Click Here ▶

Click here to learn more about community safety & wellbeing