

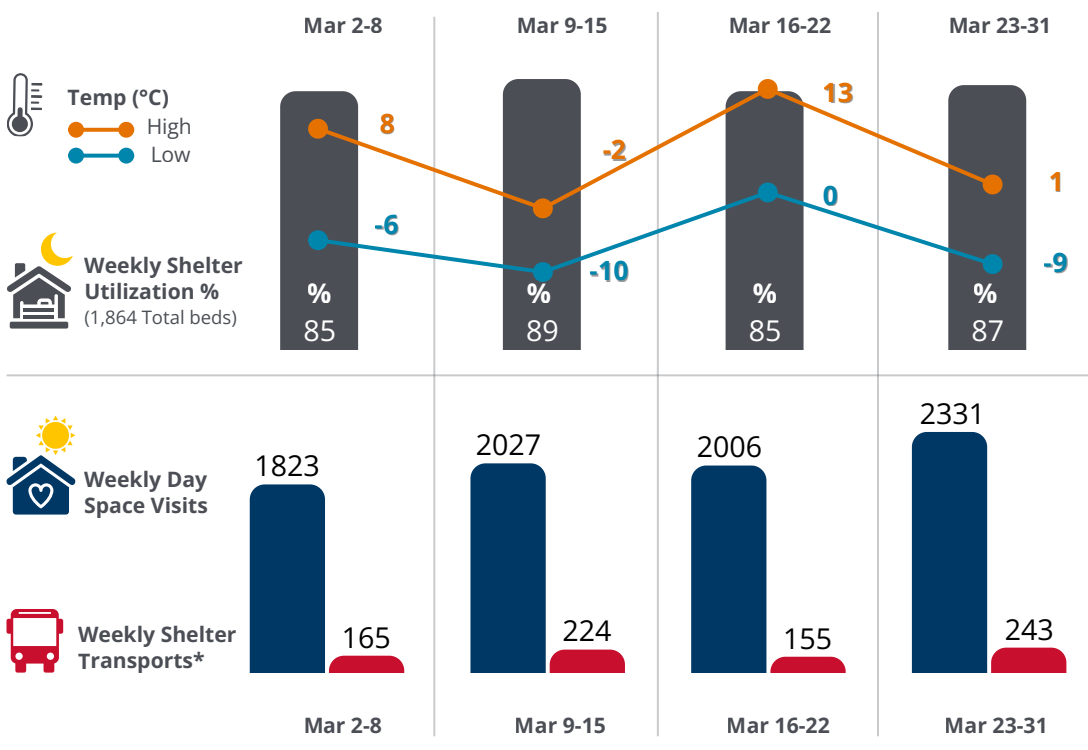
# COMMUNITY SAFETY & WELLBEING

April 2026 Indicator Report



## Extreme Weather Response (EWR)

To enhance community safety and wellbeing, the EWR (operating Dec 1 - Mar 31) provides additional resources in the community, including seasonal day spaces (complementing year-round day spaces), an overnight shelter shuttle, enhanced outreach and the distribution of essential items during Calgary's coldest months. For more information, please visit [calgaryhomeless.com/ewr/](http://calgaryhomeless.com/ewr/)



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

In collaboration with:

**2025/26 EWR Shelter Utilization**  
86.3%  
(Same period 2024/25: 81.5%)

**2025/26 Day Space Visits YTD**  
32,324  
(Same period 2024/25: 37,180\*)

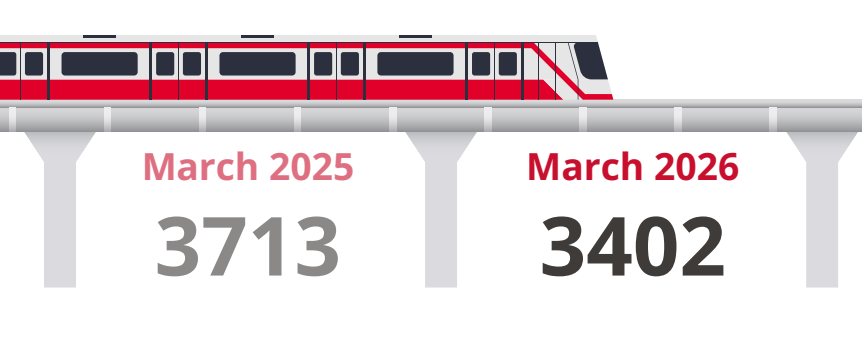
**2025/26 Transports YTD**  
3,097  
(Same period 2024/25: 2,560)

\*Note: The Calgary Homeless Foundation notes that the data collection issues occurred in 2025, thus some caution should be used in year over year comparisons.



## Transit Social Disorder

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



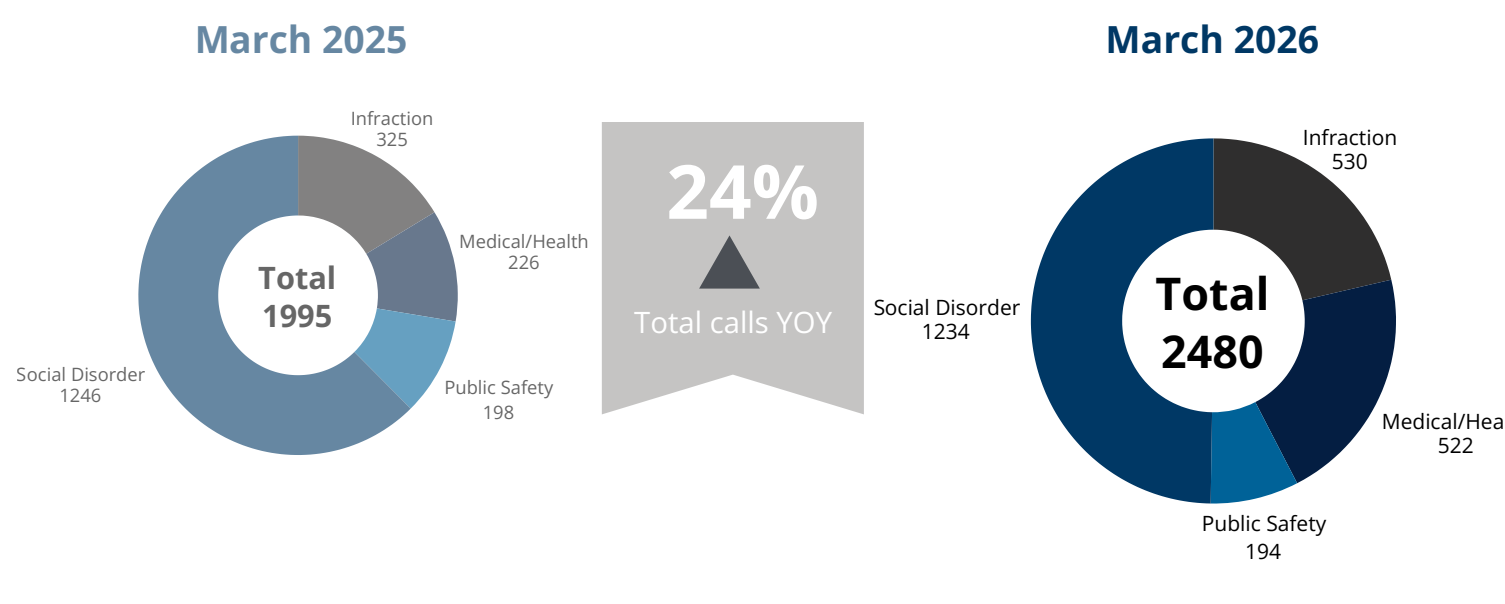
**8%**  
Year-over-year (YOY)

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



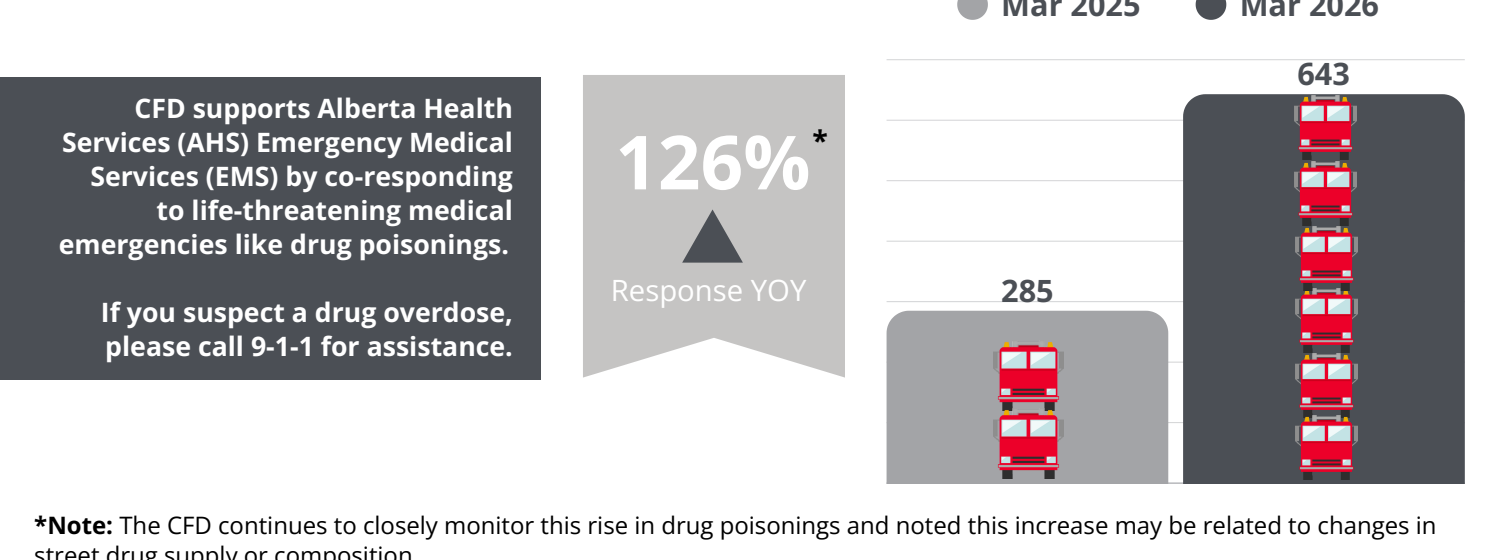
## Calls for Downtown Safety Response

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



## 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.

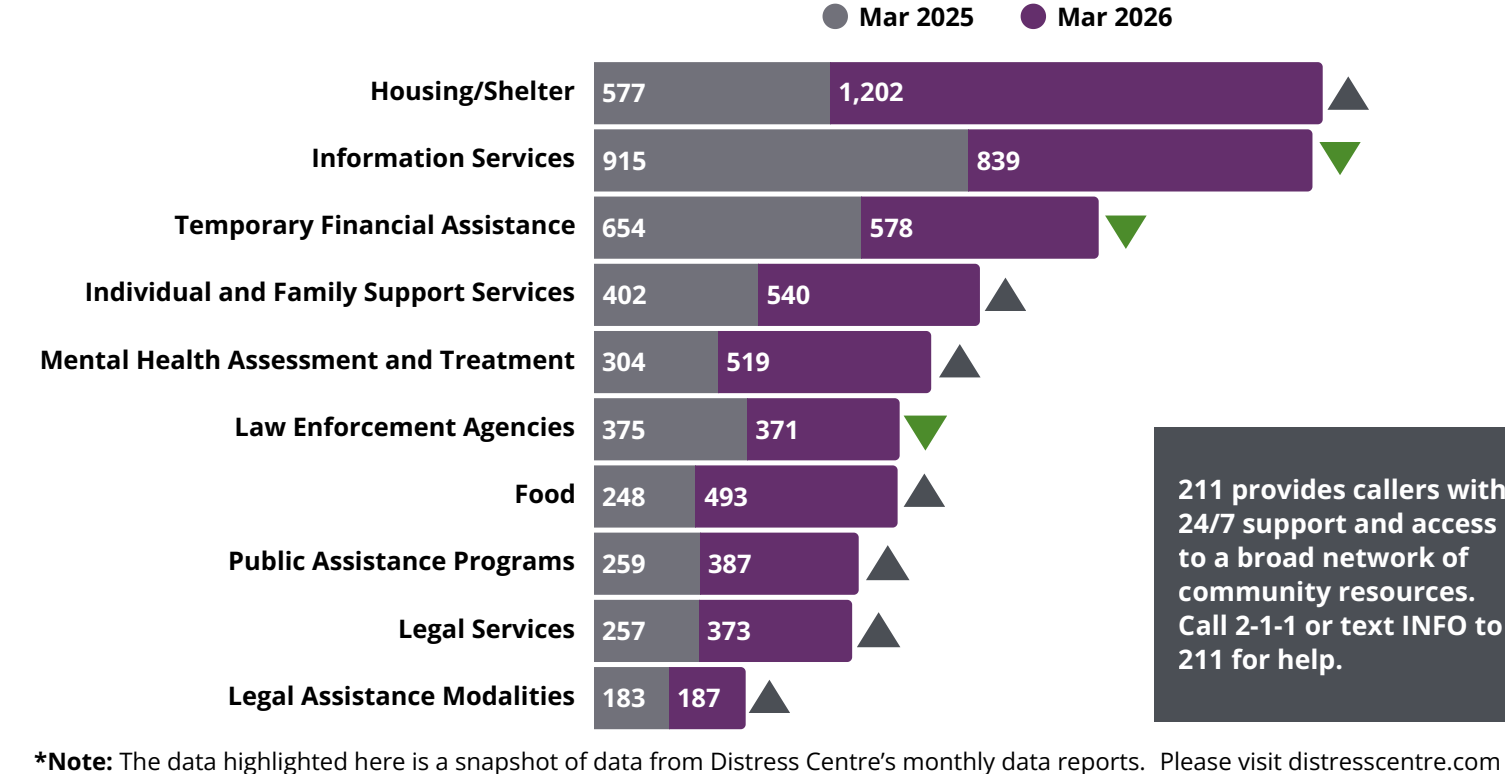
If you suspect a drug overdose, please call 9-1-1 for assistance.

\*Note: The CFD continues to closely monitor 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/](http://distresscentre.com/data-reports/)



211 provides callers with 24/7 support and access to a broad network of community resources. Call 2-1-1 or text INFO to 211 for help.

\*Note: The data highlighted here is a snapshot of data from Distress Centre's monthly data reports. Please visit [distresscentre.com](http://distresscentre.com) for additional data and the most up to date information.



## City Partner Spotlight



**Featured Program: Alpha House Outreach**  
Alpha House's Outreach Programs include the HELP team, and Encampment teams, which seek to create safety for all community through engagement, crisis-response, and trauma informed care of vulnerable individuals alongside education, rapid response, and support for stakeholders and partners. These programs have a mobile delivery model, traveling around the city of Calgary and outlying communities 24/7. The target population are individuals under the influence of drugs or alcohol who need help navigating shelter, detox, medical services, housing and other programs and resources.

**Quick facts**

- **Organization:** Calgary Alpha House Society
- **Supporting City of Calgary:** Community Safety Investment Framework (CSIF)
- **2025 Funding Amount:** \$1,090,000

**Community Impact**

Through strong interagency collaboration, Alpha House Outreach program significantly strengthened Calgary's non-emergency crisis response system. Serving nearly 4,000 unique individuals responding to over 46,000 contacts, the program delivered timely, 24/7 outreach that diverted 1,200+ calls from emergency services and reduced average response times from 55 to approximately 37 minutes.

Partnerships with CPS, 211/911, Calgary Transit, Bylaw Services, and local Business Improvement Areas enabled coordinated call diversion, proactive community outreach, and integrated case management, supporting safer public spaces while connecting vulnerable individuals to housing, health, and social supports.



## Community Safety & Wellbeing News to Share

### Community Cleanups Starting this Spring

Starting this April, Community Cleanup events will be taking place across Calgary from April 25 through September and are open to all Calgarians. These free events are organized by community organizations with support from The City and provide a no-cost way to dispose of oversized household items that do not fit in the black cart.



The City of Calgary urges residents to dispose of waste properly and legally, as proper disposal helps keep our neighbourhoods safe, clean and accessible. Details and event dates are available at [calgary.ca/cleanups](http://calgary.ca/cleanups).

### Calgary Celebrates National Public Safety Telecommunicators Week

The City of Calgary proudly joins municipalities across Canada in recognizing the critical work of 9-1-1 emergency communications professionals during National Public Safety Telecommunicators Week (NPSTW), April 12-18.



As the first point of contact in an emergency, Emergency Communications Officers (ECOs) play a vital role in keeping both the public and first responders safe. Before emergency crews arrive at the scene, it's the Calgary 9-1-1 ECO who is there, gathering critical information, reassuring the caller, providing life-saving instructions, coordinating complex multi-unit responses, and relaying critical information to help emergency crews respond quickly and safely.

In addition to supporting the Calgary Police Service, Calgary Fire Department, and Community Safety Peace Officers, Calgary 9-1-1 serves as the fire dispatch centre for 11 regional fire departments. As Calgary continues to grow, demand for 9-1-1 services is increasing, with more than one million emergency and non-emergency calls answered by Calgary 9-1-1 each year.

### Funding to Support Community Safety & Wellbeing Now Open

The City of Calgary has launched the 2026 Crime Prevention & Community Safety funding call which combines two distinct funding streams – Crime Prevention Investment Plan (CPIP) and Community Safety Investment Framework (CSIF) – into a single, coordinated funding opportunity that aims to improve safety and wellbeing for Calgarians experiencing crisis or who are at risk of involvement in crime.



Funding is available for three years (2027 to 2029) to support new and existing social programs which focus on crime prevention or crisis response. All eligible organizations are required to submit an Expression of Interest (EOI) between April 22 to May 21, 2026. For more information please visit: [calgary.ca/funding](http://calgary.ca/funding).



## 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/dsltl](http://calgary.ca/dsltl) for more information.

[DSLTL Progress Tracker](#)  
Click Here

[Click here to view the Community Safety and Wellbeing Dashboard](#)

For more information, visit: