



Implementation plan

Downtown safety leadership table recommendations



Roadmap – within 1 year

Recommendation ¹	City Actions already underway (NOW) or planned (NEXT)	Delivering to Calgarians	Status
1. Maintenance, cleanliness, and safety improvements	<p>NOW The City maintains infrastructure, tracks areas of concern for deficiencies and provides grants to businesses and community organizations for cleaning and maintenance.</p> <p>NEXT Explore feasibility of expanding cleaning frequency, grant programs and a dedicated team to provide rapid response to maintenance concerns. Additional resources may be required.</p>	More proactive and consistent cleaning and maintenance of parks and public spaces, making downtown more welcoming and inviting.	
2. CPTED studies	<p>NOW Crime Prevention through Environmental Design (CPTED) studies of downtown parks and transit infrastructure have been completed or are in the planning phase.</p> <p>NEXT Engage an external consultant to conduct CPTED studies to identify additional actions and recommendations.</p>	A CPTED implementation plan to ensure physical design principles are applied to improve real and perceived safety in public spaces.	
3. Public washrooms	<p>NOW Lessons learned from the 2023 Washroom Attendant Pilot Project are being used to inform a future public washroom strategy which is in the scoping phase.</p> <p>NEXT Develop a Public Washroom Strategy for Calgary and explore opportunities to deploy washroom attendants in parks. Additional resources may be required.</p>	A comprehensive city-wide Public Washroom Strategy with recommended actions to improve washroom safety, cleanliness, and accessibility.	
4. Daytime resource centres	<p>NOW The City provides funding for non-profit organizations to deliver community safety programs, crisis response and outreach, including daytime spaces in the winter months through the Coordinated Community Extreme Weather Response.</p> <p>NEXT Work together with community partners to determine the feasibility of year-round daytime resource centres. Additional resources may be required.</p>	Continued collaboration with community partners, with a goal of bringing new daytime spaces and programming online by Q4 2024.	
5. Rough sleeping response	<p>NOW The City partners with Alpha House and funds social serving agencies to provide outreach and support to individuals sleeping rough. Calgary Police Service implemented a dedicated Encampment Team in 2024 April.</p> <p>NEXT Enhance City policies and procedures for addressing rough sleeping to improve how The City responds to, tracks and reports on community concerns.</p>	City-wide improvements to how unsanctioned structures are identified and addressed with a focus on connecting individuals with resources and improving coordination, tracking and accountability.	
6. Police and uniform presence	<p>NOW Calgary Police Service and The City are exploring the feasibility of a downtown district office and a new location for the Downtown Safety Hub.</p> <p>NEXT Work with community and government partners to advance a hybrid health and police hub.</p>	A district front counter in the downtown that is accessible to the public; continued investment in the Safety Hub model that allows uniformed officers to work collaboratively from centralized locations in areas with high calls for service.	
7. Plus 15 network	<p>NOW The City maintains the structural integrity of the Plus 15 network and conducts security patrols in sections adjacent to the Municipal Building.</p> <p>NEXT Lead a functional study of the network to evaluate peak usage and security concerns, re-establish the Plus 15 Safety & Security Committee to enhance collaboration, and perform safety audits of the network with recommendations for improvements. Additional resources may be required.</p>	Improved information-sharing, coordination, and response to immediate and chronic public safety concerns across the Plus 15 network.	
8. Event activations	<p>NOW The City offers grants and supports infrastructure for activations in the downtown.</p> <p>NEXT Initiate a new intake process for funding through the Downtown Strategy, communicate opportunities for activations, reduce barriers for the application process, and provide ongoing support to community partners. Additional resources may be required.</p>	Expanded funding and more downtown activations leading to greater vibrancy and increased visitation to the downtown.	

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17. Communications resource	<p>NOW The City's Community Safety webpage has been updated and relaunched and provides a 'single source of truth' for City safety and wellbeing investments, strategies and programs.</p> <p>NEXT Collaborate with partners to develop a multi-agency communications resource alongside a robust communications strategy to build awareness of safety and wellbeing initiatives and their progress.</p>	More frequent communications and data regarding downtown safety investments and initiatives from one publicly accessible source by Q1 2025.	
18. Data sharing platform	<p>NOW The City has a dedicated analytics and mapping team to track internal data and identify trends.</p> <p>NEXT Capitalize on data sharing that has been initiated internally to steward an expanded data compilation and sharing platform with key partners. Additional resources may be required.</p>	More rapid identification and communication of emerging issues with partners and Calgarians.	
19. Downtown Safety & Maintenance Team	<p>NOW The City provides funding to Business Improvement Areas and other community partners for cleaning and maintenance.</p> <p>NEXT Review best practices and identify options for a model for a dedicated maintenance team that can be delivered by The City and/or community partners.</p>	Continued investments in downtown cleaning and safety to ensure residents, businesses and visitors feel safe.	
20. 24/7 deployment of outreach services	<p>NOW The City has established relationships with service providers through the Coordinated Community Extreme Weather Response and has provided funding to support projects focused on improved outreach coordination.</p> <p>NEXT Convene partners and social serving agencies to facilitate discussion on coordination, communication, and standardization among outreach partners.</p>	More effective coordination between government and community outreach partners leading to improved service delivery to individuals experiencing vulnerabilities, and safer communities.	
21. Coordinated policing and enforcement services	<p>NOW City modernization projects for records management and dispatch are underway to amalgamate systems among City enforcement partners; Action Table Calgary moves complex cases from an enforcement based responses to community and social services agencies.</p> <p>NEXT Deploy Calgary Police Service's Community Engagement Response Teams in Q2 2024 to work with partners to coordinate information-sharing and response downtown.</p>	A reduction in social disorder resulting from a more streamlined, efficient, and coordinated deployment of policing, enforcement and social services in the downtown.	
22. Affordable, supportive market housing	<p>NOW Implementation of the 98 actions of Home is Here – The City's Housing Strategy is underway with the goal of adding 3,000 new non-market homes per year and 1,000 market homes above the number normally created per year.</p>	Progress on Home is Here – The City's Housing Strategy and support for the housing sector to deliver services to those in housing need.	
23. Indigenous Gathering Place	<p>NOW The City is engaging in exploratory work with the Indigenous Gathering Place Society to identify a suitable location. The City's Tipi Project brings amenities to parks that are relevant to Indigenous Peoples and allow for celebration of their culture.</p> <p>NEXT Explore opportunities to introduce more culturally informed services and expand the Tipi Project to make it more accessible.</p>	Strong partnership on the Indigenous Gathering Place initiative and opportunities to experience Indigenous cultural programs hosted out of Indigenous structures at downtown festivals and events.	
24. Support for grassroots/ community-led groups	<p>NOW The City funds non-profit and grassroots organizations that work with individuals experiencing vulnerabilities, the unhoused, and equity-deserving populations.</p> <p>NEXT Advance support for additional resourcing for grassroots and community-led organizations through advocacy with community partners and other orders of government.</p>	Continued funding for non-profit and grassroots organizations and ongoing advocacy to other orders of government for increased funding to sustain and expand services.	
25. Advocacy for service hub models and shelter funding	<p>NEXT Work with community partners and other orders of government to advance the expansion of service hub models and funding for shelters.</p>	Advocacy to other orders of government to ensure mental health, addiction, and health services, as well as housing options, are available to Calgarians accessing or leaving shelters.	

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Roadmap – 1-3 years

Recommendation ¹	City Actions already underway (NOW) or planned (NEXT)	Delivering to Calgarians	Status
9. Coordination of City safety strategies	<p>NOW The City has created an internal dashboard to track programs and strategies and is developing a framework to ensure safety programs are working toward common objectives.</p> <p>NEXT Expand dashboard to track individual recommendations/actions of programs and strategies to ensure alignment and enhance coordination.</p>	Better coordination through the City's Community Safety & Wellbeing team to ensure all City strategies and programs are collectively working toward the same outcomes.	
10. Dedicated fund for downtown and safety initiatives	<p>NOW The City is working to understand existing resourcing and coordinating new funding requests to support downtown and safety initiatives.</p> <p>NEXT A request for operating funding brought forward for Council's consideration in future budget deliberations.</p>	Consistent and predictable funding to bolster community programming and safety improvements in the downtown public realm.	
11. Audit of HELP buttons	<p>NOW The City monitors and answers HELP phone stations as part of the Public Safety Network and captures data on call volumes/types.</p> <p>NEXT Evaluate the HELP button system to identify gaps and opportunities to leverage new emergency alert systems. Additional resources may be required.</p>	An analysis of the HELP Button system with recommendations to improve the existing system or explore new emergency alert options.	
12. Permanent Downtown Safety Table	<p>NOW The City connects regularly with external partners on downtown safety through various committees such as the Downtown Coordinated Safety & Security Committee.</p> <p>NEXT Engage with internal and external partners to assess needs and gaps in current committee mandates; explore scope and role of potential permanent Table.</p>	A decision on whether to formalize a permanent Downtown Safety Table by Q1 2027.	
26. Indigenous recovery supports	<p>NOW The City funds community partners to deliver programs focused on providing mental health and cultural supports to Indigenous people living in Calgary.</p> <p>NEXT Seek opportunities to align this recommendation with government priorities to find the correct avenue for advocacy.</p>	Continued investment in community partners that provide culturally informed programs for individuals and families and ongoing advocacy to other orders of government to advance Indigenous recovery supports.	
27. Resource supports for Indigenous organizations	<p>NOW The City offers programs that can help Indigenous people living in Calgary and provides funding for community organizations offering programs and services.</p> <p>NEXT Seek opportunities to align this recommendation with government priorities to find the correct avenue for advocacy.</p>	Continued support for Indigenous and Indigenous-serving organizations with a focus on investments in programming that delivers downtown activations and fosters connection to the natural world.	

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Roadmap – 3+ years

Recommendation ¹	City Actions already underway (NOW) or planned (NEXT)	Delivering to Calgarians	Status
13. Equitable allocation of resources	<p>NOW The City provides grant funding for community organizations through a variety of streams.</p> <p>NEXT Investigate multi-year funding models and other approaches that streamline funding processes and better support the needs of the community.</p>	Best practices review of alternative funding models and recommendations that support community needs.	
14. Resources for mental health & addictions	<p>NOW The City is advocating to the Government of Alberta to expand resources for mental health and addictions, is investing in transitional housing through the Home is Here – The City’s Housing Strategy and supports Action Table Calgary to increase collaboration and coordination amongst mental health and addiction resources.</p> <p>NEXT Advance specialized housing development through existing programs and investigate the feasibility of using an app to enhance communicate between partners serving Calgarians experiencing complex mental health and addictions.</p>	Continued advocacy with partners, more transitional housing, and a plan to explore an IT solution to enable more rapid communication between front-line service providers.	
15. Advocacy for a Community Court	<p>NOW Calgary Police Service and The City will continue advocacy efforts with the Government of Alberta to develop a Community Court in Calgary.</p>	Ongoing and coordinated advocacy with partners to the Government of Alberta for a Community Court in Calgary.	
16. Utilization of provincial specialty courts	<p>NOW Calgary Police Service is deploying High System User Coordinator officers to identify and coordinate with the Crown to provide justice focused accountability as well as wraparound services to ensure offenders are connected with supports through appropriate specialty courts.</p>	A dedicated multi-partner approach to reducing recidivism with high system users leading to a reduction in social disorder.	
28. Transition shelter from youth to adult systems	<p>NOW The City currently works alongside government and community partners to support the needs of youth and young adults.</p> <p>NEXT Seek opportunities to align this recommendation with government priorities to find the correct avenue for advocacy.</p>	A commitment to work with government partners to ensure individuals transitioning through life stages receive uninterrupted and appropriate supports.	

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