REPORT TO CALGARY POLICE COMMISSION

CPS Monthly Chief's Reports: Bureau of Community Policing

ISC: ☒ Unclassified   ☐ Protected A   ☐ Protected B

Date | 2025 06 12

Submitted for

☒ Information only   ☐ Discussion   ☐ Decision / Approval

Type of Meeting

☐ Executive Committee
☐ Finance, Audit, & Infrastructure Committee
☐ Police Personnel & Culture Committee
☐ Policing Services Committee
☐ Workplace Review Steering Committee

☒ Commission Regular Meeting
   ☒ Public Session
   ☐ In-camera with CPS

Reason for Report

☐ Obligation under the *Police Act* or *Police Service Regulation*
☐ Obligation under Commission Policy
☒ Report on program and/or update on progress
☐ Response to Motion or Commission Inquiry
☐ Other:

Recommendations

1. That this report be received by the CPC for information on crime trends, traffic, and proactive activities to address social disorder and criminality across the City of Calgary.

Background / Analysis / Considerations / Next Steps

The Bureau of Community Policing monthly CPC report will include highlights of how CPS proactively addresses social disorder and crime throughout the city, as well as the impact of positive interactions within the community. Data from the public facing dashboard will be explored, as well as detailed information on trends and operations supplied from the Traffic Section, CERT analyst and District Analysts.

Safer Calgary Initiative

The submitted report details the success of Operation CERTainty, which focused on social disorder and crime in the downtown core. A separate report and presentation have

been prepared and submitted for the public session of the CPC. As a Service, we will look to operationalize sustained efforts downtown, given the available resources within our organization.

In The Community

The Calgary Police Youth Foundation (CPYF) and District 2 teamed up on Saturday June 7th, 2025, to host the 'Wheel Into Summer' event, where 12 youths were provided new bikes. This event has running for several years and continues to be a success.

Traffic Safety (Education and Enforcement)

Motorcycle safety was the focus for the Alberta Traffic Safety Calendar in May. CPS continues to highlight motorcycle safety through education (online media posts) and through enforcement (summons). Unfortunately, there was another recent fatality involving a motorcyclist on June 8th, 2025, where speed is believed to be a factor in the crash. In consultation with City of Calgary roadway engineers, data is being collected on speed and collision incidents, so that the data will inform the sites put forward to reinstitute (business case exemptions) automated traffic enforcement (ATE). Each District, along with the Traffic Section, will continue to address traffic safety throughout the city through education and enforcement.

Safer Calgary Initiative (Operation CERTainty)

The success of the intensive approach to safety in the core proved successful. The statistics reported resulted in 3478 calls for service generated, 2,480 warrants executed, 1967 summonses issued, and 65 CDSA 4(1) charges laid (simple possession). This was supplemented by a High Intensity Drug Trafficking Area (HIDTA) operation for eight days targeting LRT and geographic hotspots, resulting in 124 criminal charges laid on 28 individuals. Based on the business and community survey, perceptions of safety were unchanged. A sustained approach to safety in the downtown core requires additional CPS resources, addressing open air drug use, and day spaces available for the vulnerable seven days a week. A comprehensive evaluation of the operation, along with recommendations, is attached.

Crime Overview

- Incidents of gun violence and the threat of gun violence has serious negative impacts on our community's perception of safety. Recently, an individual was arrested for threatening to shoot their neighbour with an AK47. When transported to arrest processing, the individual also threatened the officer. Upon reviewing the file, the A/Staff Sgt. noted that the arrestee also been apprehended previously (2017), and a large cache of firearms were seized and ultimately returned. The General Investigations Unit (GIU) was engaged, and while the Justice of the Peace did not remand the individual so a search warrant could be executed, he did concede that an order for the individual to turn in his firearms upon his release. This is a great file demonstrating that investigative skill and identifying predictive behavioural patterns benefits community safety.

- BB, pellet, and Airsoft guns are often made to imitate real firearms and are so realistic looking, they are easily mistaken by the public as the real thing. Although a balanced approach is the aim when responding to a call involving a potential firearm, public and officer safety is a priority and often necessitate a large number of resources until the weapon is confirmed to be a replica. The CPS continues to monitor the uptick in the number of events where a replica firearm is present or used in the commission of a crime.

- Break and Enter: There has been an increase in the number of reported residential break and enter incidents over the last few weeks. The offenders are gaining access by cutting through screens of unlocked windows or through unlocked doors. Victims of these crimes were at home and asleep at the time of the offence. The thieves target small valuables, wallets, smaller electronics, and keys for vehicles parked in the garage or on the street. More than 20 vehicles have been reported stolen from these locations. The CPS continues to investigate and while many charges have been laid against the individuals responsible, a majority continue to be released shortly after bail hearings.

- OC Spray and Public Behaviour Bylaw Amendments: The proposed bylaw amendments address the visible display of weapons that may cause fear or concern but fall short of meeting the Criminal Code threshold, which requires intent to use the object as a weapon or to intimidate. By targeting visible display alone, without requiring proof of intent, this bylaw fills a current enforcement gap between criminal charges and existing municipal tools. Public communication will help Calgarians understand the purpose of the bylaw and how it supports a bylaw-based, proactive approach to public safety, particularly in situations that do not meet the threshold of a criminal offence. It also reflects The City of Calgary's commitment to fostering safe, inclusive, and welcoming public spaces for everyone. Tickets issued under the proposed provisions may be directed to Community Court, where applicable. Enforcement will continue to follow a proportionate, education-first approach, particularly when engaging with people sleeping rough or individuals experiencing other vulnerabilities. Deputy Chief Cliff O'Brien attended City Council in support of these changes on June 12th, 2025, and was approved unanimously to go to full City Council for reading.

Attachments (if any)

- May 2025 Traffic Report (Motorcycle Safety)
- ATE Business Case Exemption Application Updates
- May 2025 Crime Overview
- Safer Calgary Initiative (Operation CERTainty) Evaluation
- Public Perception Survey Appendix
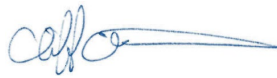
Approval signatures

AUTHOR signature:

2025 06 11

Kerri Firza, Business Strategist

Date

Bureau of Community Policing

EXECUTIVE SPONSOR signature:

2025 06 17

Cliff O'Brien, Deputy Chief

Date

Bureau of Community Policing

CHIEF OF POLICE signature:

2025 06 18

Date

OPERATIONAL SUPPORT ANALYTICAL UNIT

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Traffic Safety Updates

Quick traffic stats:

Year to date (June 10th) there have been ten fatal collisions and ten fatalities, including three pedestrian fatal collisions and one collision involving alcohol or drugs (toxicology reports extremely delayed with 1yr+ wait times). The first fatal collision involving a motorcycle occurred on June 8th, 2025.

For the same period in 2024 we registered 8 fatal collisions and 8 fatalities, including three pedestrian fatal collisions and two collisions involving alcohol or drugs, and no fatal collisions involving a motorcycle.

Alberta Traffic Safety Calendar Updates:

The May traffic safety focus is Motorcycle Safety. Summonses were issued under 9 charging sections of the Traffic Safety Act-Vehicle Equipment Regulations.

For Motorcycle Safety month, the Service shared posts about motorcycle safety on our social media channels and partnered with the Alberta Motorcycle Safety Association for their 10-year anniversary. Motorcycle safety messaging was also incorporated through media interviews and acknowledgement of Canada Road Safety Week.

Motorcycle safety facts:

- About two thirds of collisions involving motorcycles result in death or injury.

- From 2017 to 2021, 2,507 motorcycles were involved in casualty collisions. 130 people were killed and 2,528 were injured.

- Over 40% of motorcyclists involved in fatal collisions were travelling at an unsafe speed.

- Nearly half of motorcyclists involved in casualty collisions committed an improper action. Running off the road or following too closely were the most common errors made by motorcyclists.

- Head injury is a leading cause of death in motorcycle crashes. A rider wearing a helmet is 37% less likely to die than a rider without one.

- Younger motorcyclists (under the age of 25) are more likely to be involved in casualty collisions than older riders.

- As of 2021, roughly 86% of motorcycle collisions occur on dry roads and 62% of motorcycle collisions occur in urban areas.

May

Motorcycle safety

MAY MOTORCYCLE SAFETY SUMMONSES	# SUMMONSES
DRIVE M/V WITHOUT LICENSE PLATE PROPERLY ATTACHED	5
LICENSE PLATE NOT PROPERLY DISPLAYED	41
EXHAUST PRODUCE EXCESSIVE NOISE/FLAMES/SPARKS	0
DRIVE M/C CARRYING PASSENGER W/O SEAT/HAND GRIPS/FOOT RESTS	0
M/C WITHOUT REAR TAIL LAMP	0
M/C WITHOUT REAR BRAKE LAMP	0
OPERATE M/C FRONT/REAR SIGNALS VISIBLE	0
SAFETY HELMET NOT COMPLYING WITH PRESCRIBED STANDARDS	0
OPERATE/RIDE AS PASSENGER W/O PROPERLY WEARING SEATBELT/HELMET	0
TOTAL MOTORCYCLE VIOLATIONS ISSUED	**46**

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ATE Business Case Exemption Application Updates

A. Changes to Definition of Provincial Highways and Connector Routes

Under the most recent set of Automated Traffic Enforcement (ATE) Guidelines from the government of Alberta red-light enforcement at Intersection Safety Cameras is now prohibited at locations on provincial highways or connector routes.

> 3.2 Intersection Safety Devices (ISDs) may only enforce red-light infractions, on roadways which are not a provincial highway or connector routes, provided that an intersection meets one of the following criteria:

For Calgary this amendment to the guidelines has shut down 5 Intersection Safety Camera locations:

- 68 ST & 16 AV NE WB
- 16 AV & 10 ST NW EB
- 68 ST & 16 AV NE EB
- Crowchild TR & 12 Mile Coulee RD NW WB
- Crowchild TR & 12 Mile Coulee RD NW EB

B. Next Steps: Application for Business Case Exemption at ISC Locations

Outlined below are the new requirements for the exemptions to reactivate red-light enforcement at the 5 decommissioned locations above. CPS is working with our partners at the City of Calgary Mobility Safety to select control intersections to demonstrate that the collision rate and severity is higher at our decommissioned locations than other similar locations. Other supporting data will be included with the submission.

> **Requirements for Business Case Submission**
>
> 1. Police services and municipalities may submit a business case by providing evidence that a proposed ATE location meets either:
>
>   a. The collisions-to-vehicles monitored ratio at the proposed site is at least twice as high as the median across five similar sites or provide evidence of fatalities or serious injuries at the proposed site.
>   - Data on total collisions and monitored vehicle counts must be collected over a minimum six-month period.
>   - Data relating to the proposed site should not be included in the calculation of the median across sites.
>   - Monitoring data should cover at least six months and must not be older than 18 months.
>   - Collision and injury data must be obtained from Transportation and Economic Corridors, as it is the only accepted source for official traffic records in Alberta.
>
>   OR

2. The municipality must also show that other safety measures, such as speed bumps, flashing signs, or traditional enforcement, have been ineffective or are not possible.
   o Provide details on other safety tools (e.g., engineering solutions, education campaigns, conventional enforcement) previously implemented and their results. Include plans for additional safety measures to complement ATE implementation.
   o All fields in the "Business Case Template" must be completed, and supporting documentation provided, such as collision reports, engineering studies, and records of public consultations.
   o ATE Compliance Unit will review and approve the selected locations to ensure they are representative and will conduct regular audits.

C. Next Steps: Application for Business Case Exemption at Photo Radar Prohibited Locations with Documented History of High Frequency & Severity of Collisions

With the introduction of the new guidelines there are 102 approved Photo Radar locations that are no longer eligible to be enforced by mobile photo radar at this time. It might be possible to apply for special permission to reattend some of these locations based on the criteria listed above. These 102 locations fall into two site types:

- Locations with a higher frequency of speeding (64 locations).
- Locations with a higher frequency of collisions (38 locations).

The following Photo Radar Locations have been identified based on collision history as the top sites for a business case submission for continued automated enforcement. In the previous 5 years, the locations listed below have had a higher number of total collisions, as well as fatal and injury collisions within 75m of the deployment zone. Speed and volume data based on past automated enforcement of these locations also exists and could be used in the justification for continued automated enforcement at these locations.

| Site	Type	Posted Speed	Fatal Collisions	Injury Collisions	Property Damage Collisions	Total Collisions
100 64 AV NW	Speeding	50	0	20	136	156
1600 DEERFOOT TR NE	Collisions	100	0	18	155	173
1700 17 AV SW	Speeding	50	0	12	35	47
2000 GLENMORE TR SW	Collisions	80	0	10	65	75
2800 PARKDALE BV NW	Speeding	50	1	2	21	24
3200 DEERFOOT TR NE	Collisions	100	0	12	119	131
4700 MEMORIAL DR E	Speeding	50	1	2	19	22
6000 ELBOW DR SW	Speeding	50	1	1	24	26
6800 DEERFOOT TR SE	Collisions	100	0	20	148	168
7900 DEERFOOT TR NE	Collisions	100	0	14	168	182
900 14 ST SW	Speeding	50	1	6	74	81

CORPORATE DATA & ANALYTICS

CALGARY POLICE COMMISSION – MAY 2025

OVERVIEW

May's total crime is roughly on par with 2024, and **2.7%** below the five-year average. The significant decreases in property crime continue to drive the overall numbers.
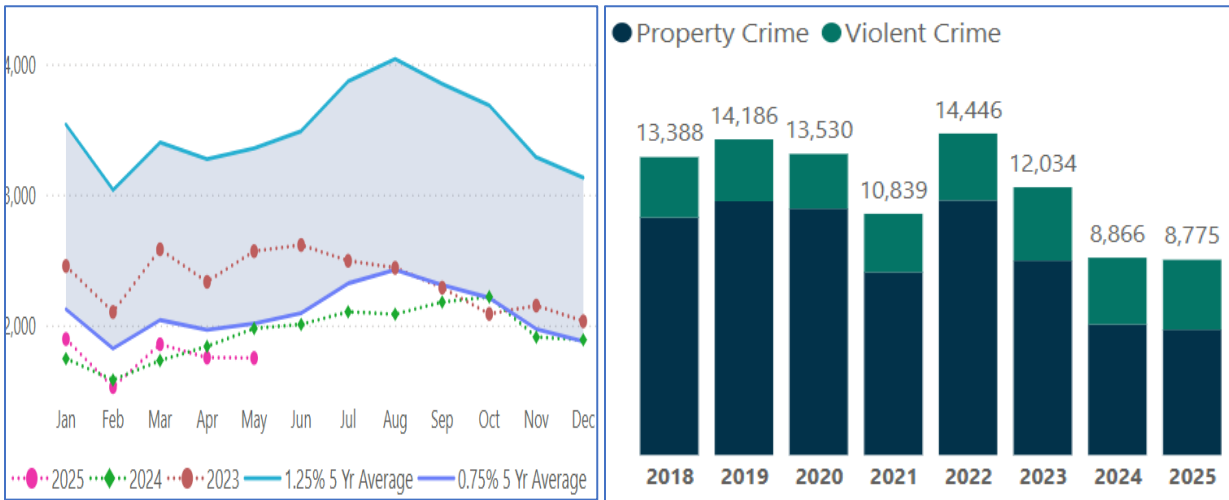

ASSAULTS

There was an **8.6%** increase in assaults compared to this time last year and **14.7%** increase compared to the five-year average. Like last month, the typical scenario involves incidents fueled by drugs and/or alcohol. There is a high volume of assaults in the Downtown Commercial Core, Beltline and Downtown East Village.
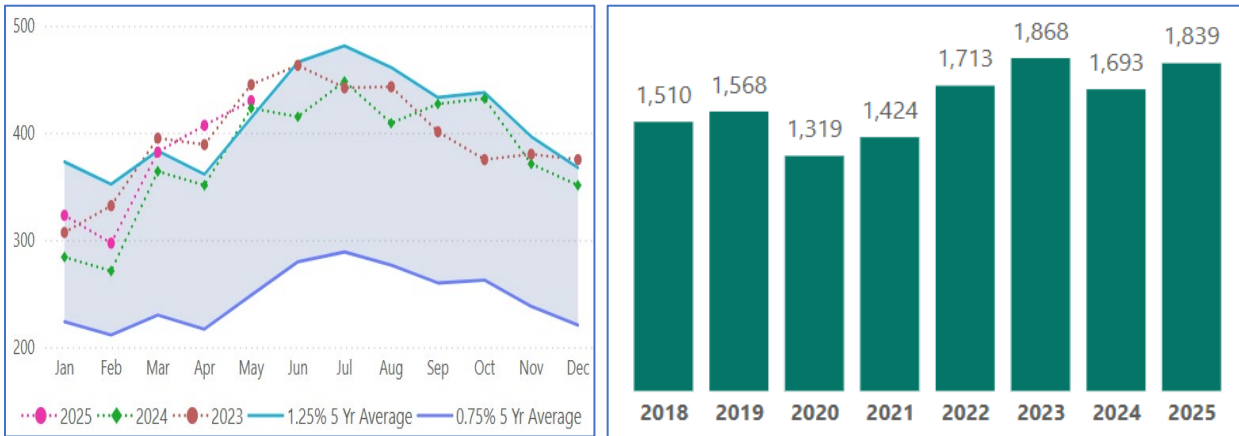
STREET ROBBERIES

Street robberies are exactly on par with 2024 and the five-year average. The typical trends contine that involve people targeted for their property (i.e., phones, cash, backpacks) and some incidents involve a number of people "jumping" the victim for their belongings. While incidents occur across the city, there is a higher concentration of these events in the Downtown Commercial Core, Beltline, and Downtown East Village.
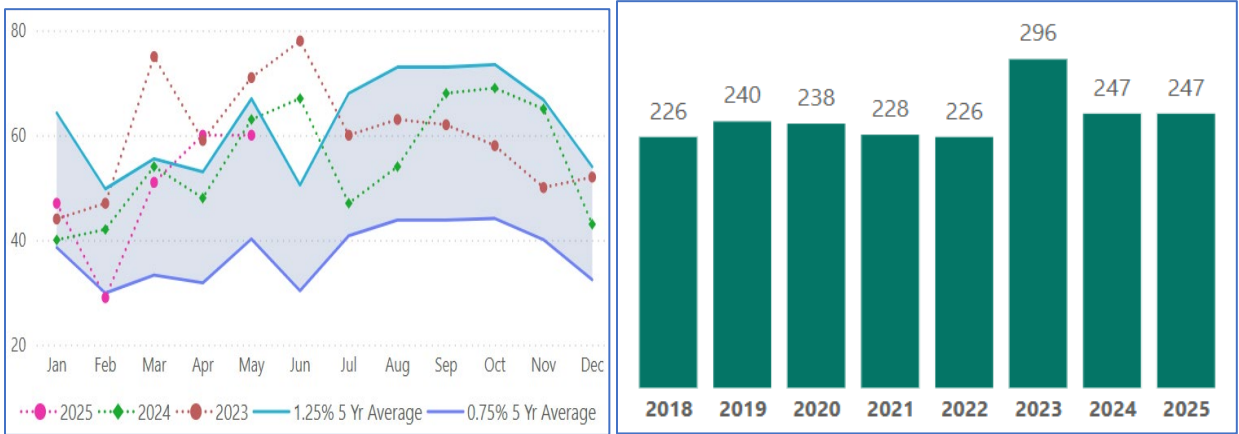

COMMERCIAL ROBBERIES

Commercial robberies are on par with the previous year and the five-year average. Most of the robberies involve grocery, convenience and/or liquor stores where offenders with knives, baseball bats and bear spray to obtain cash, cannabis, vape and liquor. There was also a couple of incidents targeting drug stores for codeine and one incident involving a casino where a large sum of cash was stolen.
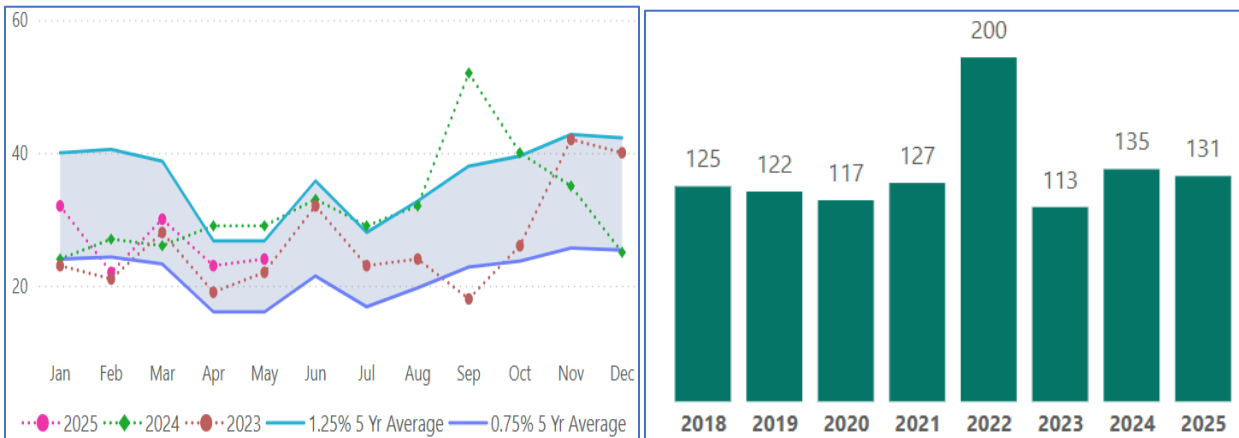
BREAK & ENTER (B&E) - DWELLING & OTHER

There was a **4.7%** increase in B&Es compared to 2024, and **35%** decrease compared to the five-year average. The BEs are distributed across the city. Break and enters to garages/sheds are expected to increase into the summer months as people leave doors open while people are in their backyards, etc.
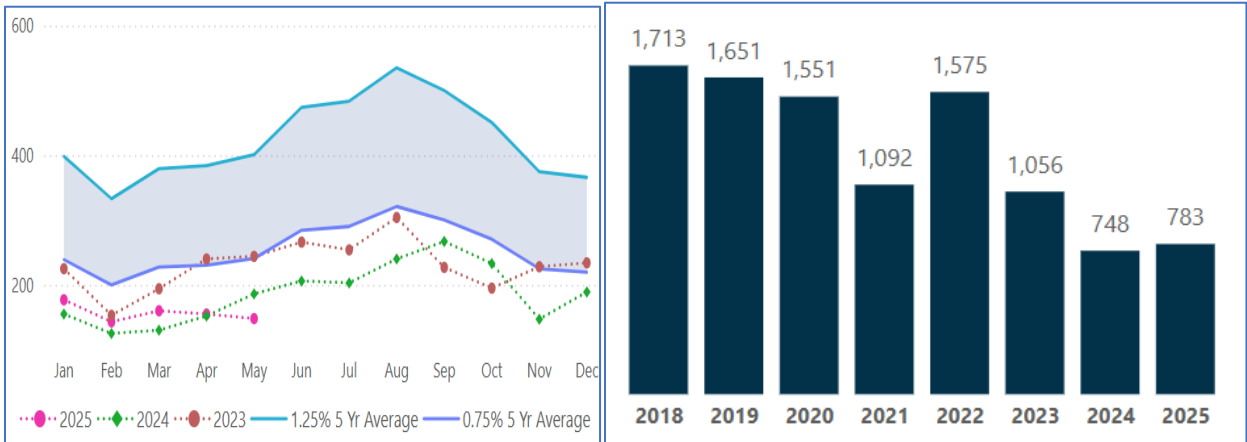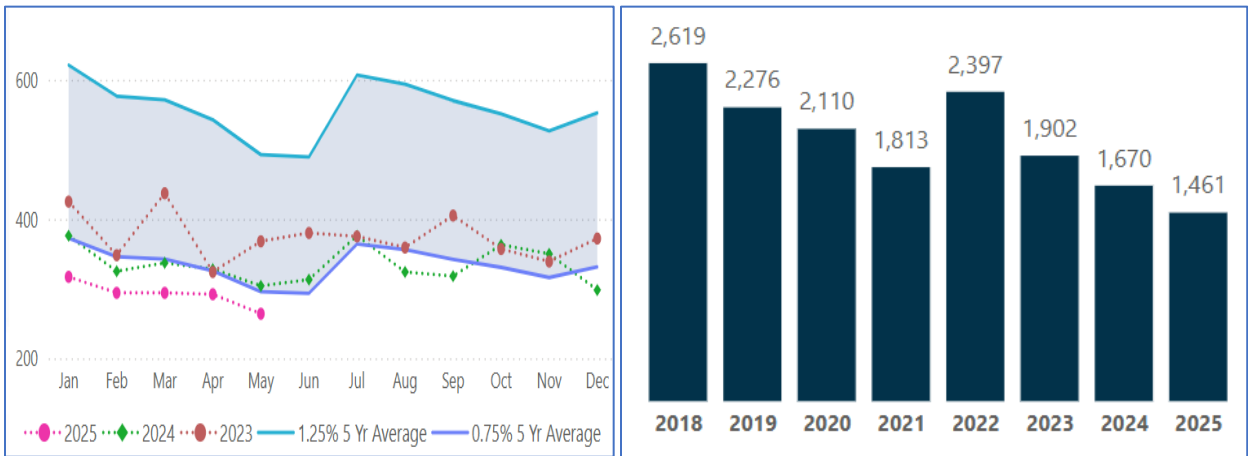

BREAK & ENTER (B&E) - COMMERCIAL

There was a **1.2%** increase of commercial BEs compared to last year, and a **26.3%** decrease compared to the five-year average.
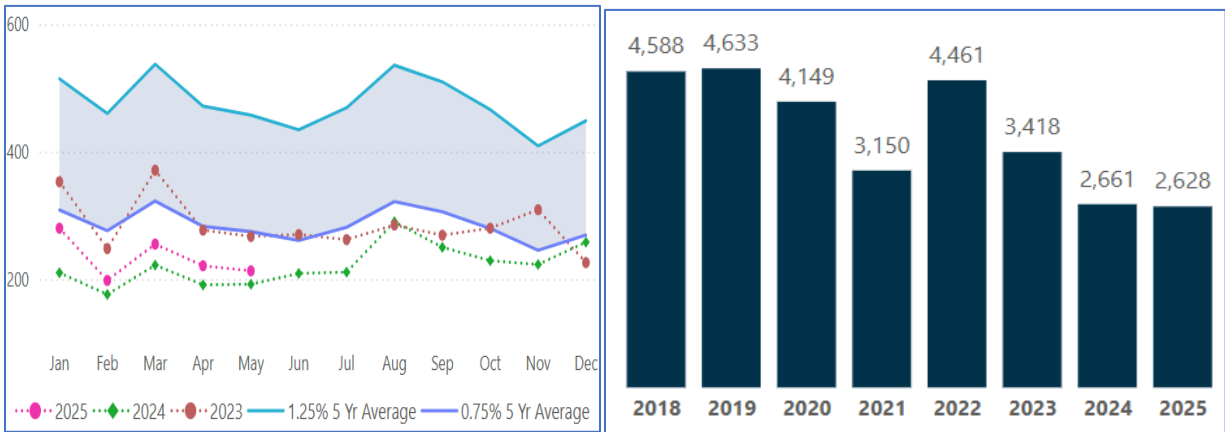
VEHICLE THEFT

Vehicle theft incidents continue to decline, **12.5%** in comparison to last year and **26.1%** compared to the five-year average.


DISORDER

Disorder increased by **10.2%** compared to last year, and **4%** decrease over the five-year average. There is no change in the top 5 call types driving disorder; unwanted guests (34%) and suspicious persons (20%) & disturbances (17.8%) that together account for **~72%** of disorder calls.
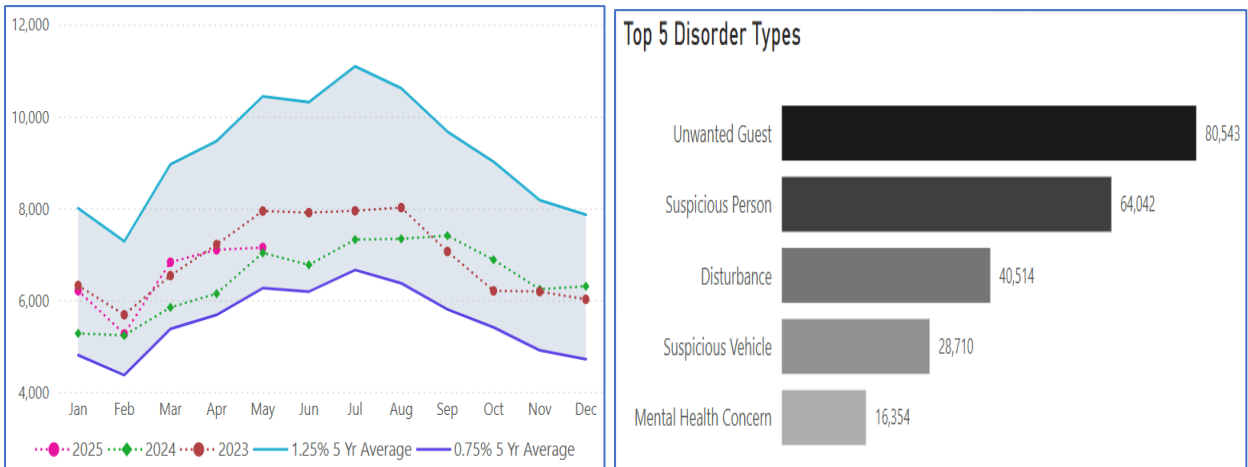
DOMESTICS

Domestic assaults and other violence[1] have increased by **7.6%** compared to 2024, and **16.4%** compared to the five-year average. A deeper dive into the data shows that compared to last year, there have been increases in common assaults (5%), assault with weapon (12%), assault by choking (10%), harrassing communications (29%) and uttering threats (~8%); however there has been a decrease in aggravated assaults (50%).[2]

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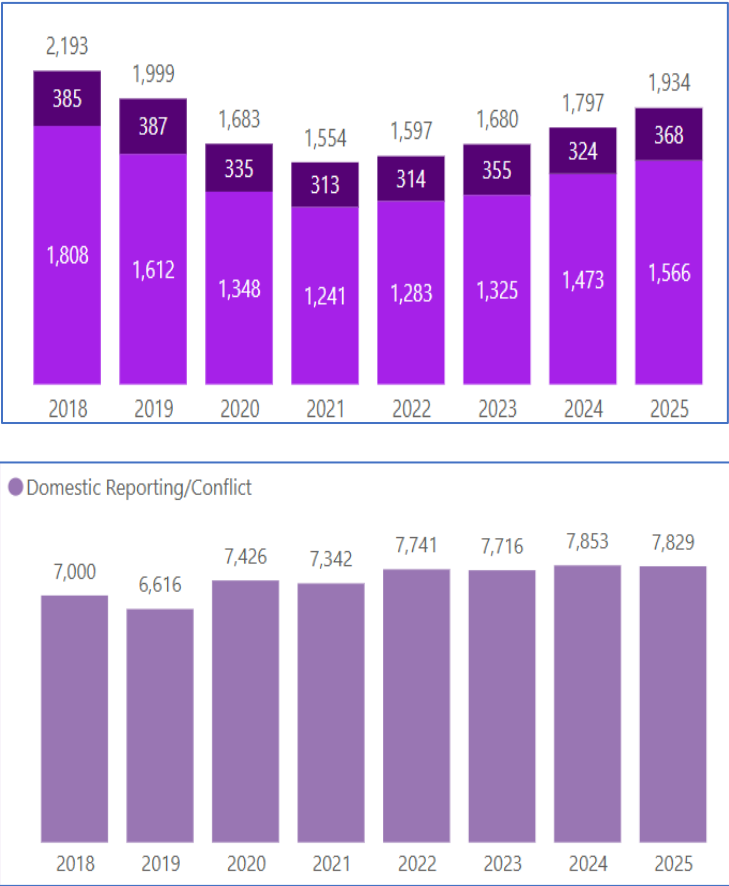
[1] Domestic "other violence" includes kidnapping, sexual offences, threats, forcible confinement, criminal harassment, and threatening/harassing communications.
[2] Occurrence types with low volumes show high percent changes.

FIREARM DISCHARGES

Shootings have decreased every month this year, both individually and cumulatively. For each month so far, the number of shootings has been at or below the lowest levels recorded over the past five years. There were six (6) shootings in May and 20 shootings in Calgary, this is a **46%** decrease as compared to this time last year (n=37 as of 2025-06-07).

Firearm Discharges by Most Serious Injury: Month of May

Firearm Discharges by Most Serious Injury: Year to Date
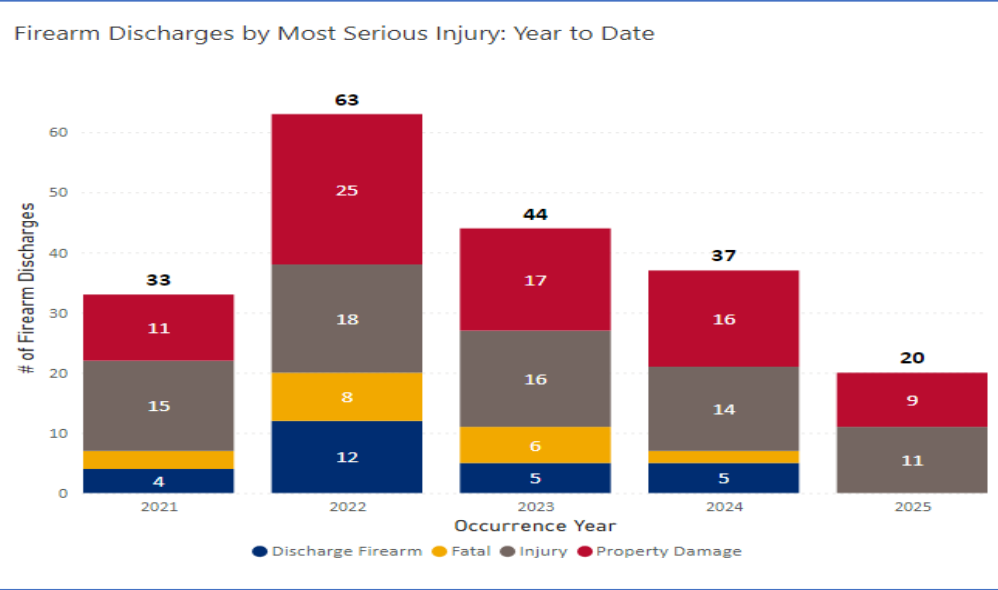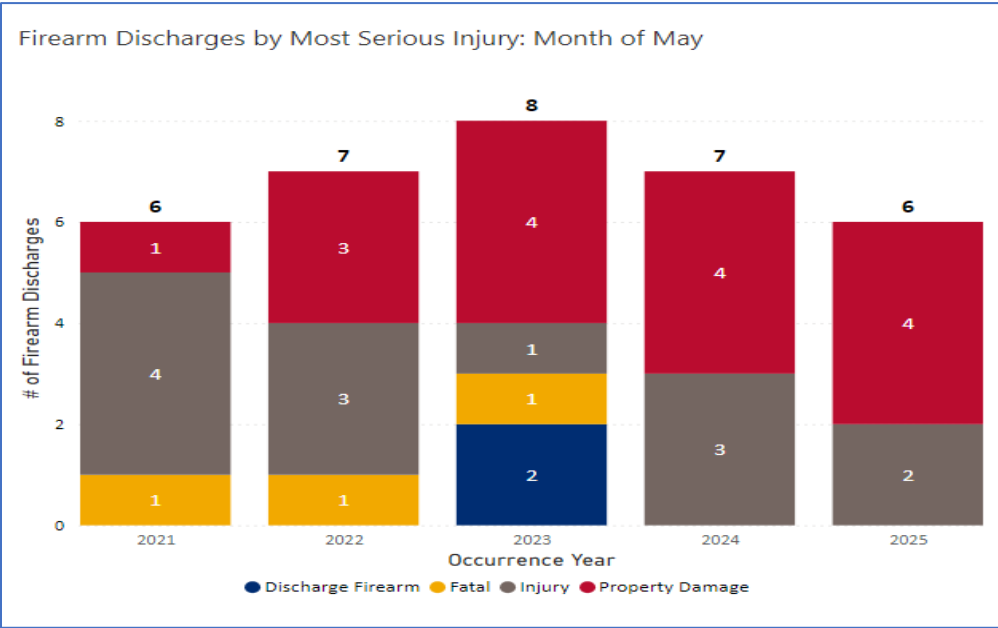
OPERATIONAL EVALUATION

OPERATION CERTainty

EXECUTIVE SUMMARY

INTERNAL REPORT: ISC: UNCLASSIFIED

June 6, 2025

Rebecca HANNA, CERT Analyst

Tamara DAKU, Analytical Manager

Community Policing Analytical Unit

Operation CERTainty Mission Statement
Enhance public safety in and around the downtown core and other identified hot spot areas through targeted enforcement, strategic patrols, and compassionate supports to reduce social disorder and minimize criminal behavior, including fentanyl and other drug trafficking and consumption in public spaces and on transit.

The evaluation of the deployment to hot spot areas in the downtown core and surrounding areas by the Calgary Police Community Engagement Response Teams (CERT), Transit Public Safety (TPS), and Calgary Community Standards, internally referred to as Operation CERTainty, and publicly as Safer Calgary, has been measured in outputs and outcomes.

- Outputs include the number of calls attended, charges laid, warrants executed, summons issued, etc.
- Outcomes encompass the impact on crime and social disorder trends, impact survey of officers who participated, and a perception survey conducted by the Calgary Downtown Association (CDA), Business Owners Management Association (BOMA) and the Calgary Municipal Land Corporation (CMLC).

Multi-agency operations are often difficult to evaluate due to a variety of factors. There was an increase in uniformed presence from all three agencies downtown and other identified hot spot areas. To keep the public informed regarding efforts to address crime and social disorder, the CPS shared information and statistics from the Safer Calgary initiative through traditional and social media.

Respondents from the business community noted an increase in uniform presence as a key factor in perception of safety. Statistical analysis indicates that while the operation had a temporary impact within deployment hotspot areas, the percentage of public-generated disorder calls for service increased on both Stephen Avenue and in The CORE during the operation. This could be due to displacement, seasonal fluctuations due to warmer temperatures, and the closing of Olympic Plaza, reinforcing that enforcement is not the only solution, and it is critical that there are underlying supports to address roots of homelessness and addictions.

There were 3478 calls for service generated, 2,480 warrants executed, 1967 summonses issued, and 65 CDSA 4(1) charges laid (simple possession). This was supplemented by a High Intensity Drug Trafficking Area (HIDTA) operation for eight days targeting LRT and geographic hotspots, resulting in 124 criminal charges laid on 28 individuals.

Top calls for service downtown continue to be unwanted guest, disturbance, and suspicious person calls that are typically non-criminal in nature. *Open air drug consumption is the reason most cited for behavior that requires the removal of individuals.* While this is a criminal offence, the enforcement of CDSA 4(1) is not supported by the courts limiting the abilities of law enforcement action. Similar issues were identified by the survey to downtown businesses, with the sentiment that there is a need for additional social sector resources, with places for vulnerable individuals to go, and resources beyond a police response.

While members assigned to the operation made over 2,000 referrals to social serving agencies, it became apparent through the survey that not all agencies have the resources or training necessary to support the needs of the population being served. Key challenges remain to improve safety in the downtown core:

- Open air drug consumption
- Limiting authorities for enforcement, and
- Day space accessibility to the vulnerable seven days a week.

A sustainable model of enforcement amongst the three agencies and visible uniformed presence are required to continue to improve the perception of safety in the downtown core, coupled with the ability to truly impact open air drug consumption through an updated bylaw.

CERTainty Statistics – February 16, 2025 – April 13, 2025

CALLS ATTENDED	REPORTS	INFO POSTS	BUSINESS CONTACTS	SOCIAL AGENCY REFERRALS	ARREST WARRANTS	SUMMONS	CHARGES LAID
Total	Total	Total	Total	Total	Total	Total	Total
3,478	235	228	2,062	2,197	2,480	1,967	373

Impact of Deployment

❖ 3478 calls for service were attended with approximately 75% proactively officer generated. Proactive officer presence in the area:
- Reduced the number of times businesses had to call police
- Decreased response times for certain calls allowing CPS and TPS members to apprehend offenders immediately

❖ 65 CDSA 4(1) charges were laid,
- o Resulted in 1 Guilty plea, 5 Stay of Proceedings, and 17 charges withdrawn by the Crown.
- o 42 charges remain active.

❖ 38 undercover drug buys were completed by DUST during the HIDTA, with 175 CDSA and criminal code charges laid on 28 individuals.
At time of their arrest:
- 79% possessed criminal records
- 97% had previously been charged with CDSA 5(1) (trafficking)
- 72% had previously been charged with CDSA 5(2) (possession for the purpose)
- 97% had other charges before the courts at the time of arrest.

❖ There were 2118 public generated disorder calls for service in the operational deployment communities (Chinatown, Downtown Commercial Core, East Village and Downtown West End).
- This was 37% higher than the same date range in 2024.

❖ Comparatively, there were 1478 officer generated calls for service in the disorder category during the operation
- This was a 90% increase from the same time frame in 2024.

❖ Simultaneously, Community Resource Officers (CRO) were actively engaging with businesses in the same communities, encouraging reporting about issues they were facing.
- 123 business contacts made translating into an increase in public calls for service during the operation.

Collaboration and increased information sharing between the three agencies provided increased awareness of emerging disorder or public safety issues, increased officer safety and improved co-deployment.

Public Education Campaign
To keep the public informed regarding efforts to address crime and social disorder in public spaces, the CPS shared information and statistics from the Safer Calgary initiative through traditional and social media.
The public campaign included:
- A presentation about the operation in the public session of the Calgary Police Commission on Wednesday, March 26, 2025, including statistics and highlights

- A one-month update media scrum and news release, featuring spokespeople from the CPS, Transit Public Safety and Calgary Community Safety sharing information of about the operation to date, including statistics and anecdotal highlights
- Weekly statistical and anecdotal updates throughout the pilot were shared on the CPS social media channels (Facebook, X, Instagram, Threads), and a real-time look into the operation was provided through a social media post-along on March 5, 2025.
  - Total posts: 59
  - Total impressions: 840,519
  - Total engagements (likes, comments, reactions, shares, etc.): 4,196
  - Total link clicks (where links were provided): 95
  - Engagement Rate[1]: 5.16%

Survey of Participating CPS, TPS, and CCS Members

A survey was issued to 110 participating members of three agencies. 63 responses were received from:

- 24 Transit Public Safety Members,
- 7 Calgary Community Standards members,
- 32 Calgary Police members.

Results:

- 50% of all respondents felt that the operation had a positive or neutral impact on the public perception of safety.
- 30% of respondents believed that they professionally or personally benefitted from the operation.
- 37% of respondents agreed that working interoperably with the three agencies was beneficial.

Perception Survey by the Calgary Downtown Association (CDA), Building Owners and Managers Association (BOMA), and Calgary Municipal Land Corporation (CMLC)

A post operation survey was conducted to measure impacts to the perception of safety of downtown businesses. 190 participants responded. The following themes were captured:

- Though some respondents felt safer due to increased officer presence, 82% of respondents reported their overall perception of safety was unchanged.
  - 61% reported they did not see increased officer presence downtown, but
  - 93% are in support of seeing increased uniformed presence.
- When asked who they report incidents to[2]: 54% report to police, 59% report to building security, 19% state they <u>do not</u> report incidents they see, 17% stated they report to 311 and 5% report incidents to 211.
- Persistent issues with open drug use, social disorder, and homelessness were frequently cited as reasons for unchanged or worsened perceptions of safety.
- Increased aggressivity of individuals causing public disturbances, coupled with mental health crises continue to affect their perception of safety.
- Several respondents emphasized the negative impact of social disorder on businesses and daily life, increased security costs, and growing volume of security related incidents that at times were a threat to their safety.

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[1] *Industry standard average for governments across channels is about 2.4% - according to Hootsuite report measurements in January 2025*

[2] Survey respondents were asked to select all that apply.

- Respondents emphasized that while increased presence provided a sense of safety and comfort, it merely displaced problems, moving them from one area to another without addressing the root causes.

Quotes from the Business Community

"We absolutely need more police present downtown. We also need police to be able to act on the drug use. Calgarians are tired of not being able to enjoy the downtown core due to open drug use and disturbing behaviour." – *Calgary Business*

"This just moved the problem around. Until something is done to address drug activity and social disorder the concerns will continue." – Calgary Business

"The city needs resources to help people get clean and get back into society. Moving them out of the view of the public does not solve the issues that people desperately need. The police need more funding, social programs need more funding." – Calgary Business

Operational Challenges Identified and Mitigation Strategies

1. **Authorities for Enforcement Partners**
   - Each agency has specific authorities defining their duties, which posed challenges during the operation.
     - TPS members were unable to transport drugs or lay charges under the CDSA, nor charge under the Criminal Code unless it was an on-view incident.
     - CCS members have no authority to act under drug related offences, are unable to execute warrants, and could not serve summonses under the Trespass to Premises Act.
     - CPS authorities are all encompassing (Bylaw, Provincial Acts, and criminal violation authority)

   Mitigation Strategy: *Leverage each agencies authorities to tackle issues with the right resource at the right time. Seek continued advocacy on increasing authorities for Peace Officer partners as a force multiplier to reduce crime and disorder in public spaces and on Transit.*

2. **Support for CDSA Charges**
   - CDSA 4(1) (simple possession) charges were supported by PPSC Crown during Operation CERTainty, however though 65 charges were laid, 17 have already been withdrawn, 5 stayed and 42 remain active. Only 1 resulted in a guilty plea to date.
   - CDSA 5(2) (trafficking) charges where vulnerable are being victimized by traffickers are more readily supported, however, the vulnerable community is attuned to newcomers downtown which is challenging for undercover drug operations.
   - Open-air drug consumption continues to drive disorderly behaviour and public calls for service for the removal of unwanted guests. Post operational surveys identified open-air consumption as an activity that makes the public feel unsafe in public spaces, particularly downtown.

   Mitigation Strategy: Ongoing c*ommitment from both Crown and Justice of the Peace officials in honoring CDSA charges and prosecution is required to effectively improve public safety in downtown and public spaces.*

3. **Day Spaces with programming and social agency accessibility**.
   - Unwanted guest complaints to remove vulnerable congregating, consuming drugs, causing disturbances in front of businesses, high traffic pedestrian zones, or building entryways are high.
   - Hotspots are in proximity to fast food restaurants, convenience stores, public malls, libraries, or green spaces that have washrooms, shelter from inclement weather, and/or extended service hours.

- All enforcement members identified that when requested to move vulnerable individuals, they are often asked *"where else can I go?"* or *"where do you want me to be?"*
- *Day spaces where the vulnerable can safely congregate, with access to services, meals, and programming are required to reduce the volume downtown. There is a reticence from the community to attend existing shelters in the core for safety reasons and inability to consume drugs.*

Mitigation Strategy: Creating "safe" day spaces for vulnerable persons that are open 7 days a week with appropriate supports beyond business hours. Re-introducing TV/library spaces, woodworking programs/activities, and places to rest or use washroom and shower facilities would be an asset.

4. **Reducing barriers to Judicial Processes and Restorative Justice**
   - CERT identified there was a significant barrier for vulnerable and other individuals to attend Westwind's for fingerprinting.
   - CPS Ident Unit confirmed that approximately 72% of individuals fail to attend their fingerprint date resulting in warrants being issued. Each warrant takes on average 3 hours of CPS resource time to issue, track, and execute each warrant. IDENT identified there were close to 5,000 Fail to Attend Ident warrants on the system.

Mitigation Strategy: CPS Officers were advised to set Wednesday dates for court appearances and fingerprinting on the same day. IDENT was scheduled to attend the courthouse to fingerprint and execute DNA orders during this time. (NOTE: Positive results were seen with the pilot implementation within a short period of time. 36 individuals were fingerprinted, 5 DNA orders executed saving 123 hours of officer time).

5. **Radio and Communication Difficulties**
   - TPS members are on their own radio channel through the PS100 communication center.
   - CCS members were on CPS radios during Operation CERTainty, but were removed May 31st, 2025, due to RCMP CPIC compliance policy. They now have their own radio channel via C911.
   - Lack of a centralized dispatch model with access to all three agencies calls, priorities, and information makes coordination challenging. Calgary 911 dispatch found it challenging and overwhelming to have a resource heavy operation running on a CPS patrol channel.

Mitigation Strategy: A dedicated mutual aid operational channel and dispatcher for future deployments requiring the three agencies. While there are challenges due to CPIC compliance, continued advocacy to bring all agencies onto a single radio for improved officer safety and communication is essential.

6. **Prisoner Transport**
   - Calls involving a custody situation translated into the loss of one or two uniformed members for several hours due to the distance travelling to arrest processing. There is a need to assign prisoner escort duties to an alternative resource so that CPS and peace officers can maintain consistent focus on providing service downtown, on Transit and in public spaces.
   - *Mitigation Strategy: Consideration of an alternative enforcement entity or the Sheriffs for prisoner transport is required.*

7. **Centralized Command for a Decentralized Model**

   - A SSgt. position was identified to be critical to coordinate nine decentralized CERT, TPS and CCS teams for downtown and transit deployments, while ensuring 7 day a week coverage of the city.
   - A team Sgt. was deemed necessary to deploy with their respective teams for adequate command and control. Both downtown CERT share one Sgt. making it impossible to be out with both teams at the same time.

o   Each CERT and agency team were on different shift schedules which proved challenging for consistent downtown and transit hotspot coverage 7 days a week.

Mitigation Strategy: An acting Staff Sergeant was seconded to command the operation which proved to be an immense asset. A second sergeant position is recommended due to the schedule separation of the two downtown CERT, and lack of supervision over half of the weekly deployments. This would allow for 7 day a week coverage for both teams with supervisory support. CERTs have committed to a schedule change to satisfy seven day a week coverage requirement. TPS and Bylaw members have schedule requirements that reflect their agency priorities. A consistent deployment schedule amongst all agencies would be beneficial.

9. **Limited analytical capacity**

o   One CPS crime analyst currently supports nine CERTs, encampment team, and High System User Coordinators which is an unmanageable workload. The addition of TPS and CCS to Operation CERTainty led to an unsustainable workload for the duration of the operation. A temporary analytical support position was assigned to assist the lone analyst in providing daily deployment hotspots, identify HSU's for offender management, collate agency inputs, while producing twice weekly operational reports for all agencies. CAD and Records Management Systems (RMS) are not integrated necessitating the need to manually collate end of shift summaries for analysis.

Mitigation Strategy: Additional analytical resources are required to support CERT, HSU, and encampment members for a manageable daily workload. In addition, for future co-agency deployments, dedicated analytical resources from each agency should be added to collate from each agencies individual data sets, to be shared collectively.

10. **Balancing High System User Coordinator Workload and Shift Schedules**

o   HSU Coordinators followed the same shift schedule of their CERT during the operation which included evening hours. This proved challenging when meeting with HSUs and social support partners who are only available during day hours. There is a disproportionate volume of HSU clients downtown resulting in a disproportionate caseload for the downtown HSU Coordinator.

Mitigation Strategy: The addition of a centralized HSU sergeant to manage the decentralized HSU coordinators on a different shift schedule, would provide a more structured, coordinated team with balanced workloads to manage HSU in obtaining supports to reduce interactions with law enforcement, peace officers and the public.

11. **Social/Health Sector Resources**

o   Responding to the needs of the vulnerable "in the moment" was found most effective connecting individuals with important medical treatment and support. Referrals, transportation assistance to social agencies, housing appointments, obtaining identification to access medical prescriptions, health care and mental health supports, addiction and detox support are all necessary to reduce HSU interactions, and improve perceptions of safety. Most services are currently located downtown where many clients are not comfortable going, require assistance to access, and are only open during business hours.

Alberta Recovery Clinicians

o   Success has been realized with two embedded Recovery Alberta Clinicians in downtown CERT, however they are currently limited by their inability to deploy with other CERT or outside the boundaries of downtown.

Alpha House Outreach/Community Outreach Team (COT)

- o Alpha House outreach workers have been successful in proactively connecting vulnerable experiencing homelessness or addiction on Transit to supports in the moment wherever they feel most comfortable. There is a need for additional COT teams or Alpha House HELP members to deploy with CERT.

Indigenous Outreach

- o There is a disproportionate representation of the Indigenous population in the vulnerable and shelter sector downtown. Appropriate social supports for Indigenous was identified to be a gap in CERT for "in the moment" contacts in the community.

Navigation Center – Alberta Health and Identification

- o *Obtaining personal identification is a key barrier for the vulnerable in accessing health and medical services. Demand is surpassing the capacity of the Navigation Center, which currently processes 30 persons per day, with a waiting list forming daily.*

Mitigation Strategy: *Advocacy for additional Recovery Alberta clinicians, Alpha House Social Navigators, an Indigenous Outreach worker, or Community Paramedic to each CERT shift schedule (two-day shift/two evening shift) could improve outcomes for individuals. Advocacy to doubling the capacity for Identification services at the Navigation Center is required.*

12. **Transitional Housing Shortage**

- o HSU clients advise they feel overwhelmed when housed after an extended time on the streets and require a transition program with supports to overcome the sudden change. There is a need for increased transitional housing to set individuals up for success**.**

Mitigation Strategy: Advocacy with social partners is required to improve access to transitional housing and supports.

Advocacy Recommendations

1. *Addressing Open -Air Drug Use with Enhanced Bylaw Authorities*
   - • Calgary EMCS and TPS officers do not have CDSA authorities or ability to transport drugs, and there is reticence to prosecute CDSA 4(1) charges involving vulnerable populations.
   - • Redirecting certain individuals to Community Court to deal with bylaw matters is likely to have better outcomes than criminal enforcement.

Smoking and Vaping Bylaw/Public Behaviour Bylaw 23M2018

- o Revising this bylaw would provide all agencies the authority to enforce open air drug consumption and address unacceptable behaviours

2. *Day Spaces Outside the Downtown Core*
   - • 7 Days/Week With Extended hours

3. *Expansion of the Restorative Justice Unit pilot for fingerprinting at court.*
   - • The provision of weekly "in-house" Calgary Court Center fingerprinting and collaboration with Community Court was beneficial in preventing Fail to Attend warrants being issued.
   - • Recommend continuation and expansion to allow all CPS members to send vulnerable persons to this court / fingerprint date.

4. *Expansion of Alberta Identification services at the Navigation Center*

5. *Additional Recovery Alberta Clinicians, Alpha House Outreach, Indigenous Outreach embedded in CERT*

6. *Transitional Housing and Supports.*

7. *Mutual Aid Channel for CPS and Partner Agencies*

8. *Alternative Prisoner Transport*

9. *Centralized Command for CERT (Growth)*
   - *CERT SSgt for the nine decentralized CERT Teams.*
   - *CERT Sergeant for the second Downtown CERT Team*

10. *Additional Analytical Resources (Growth)*
    o *CERT Strategic Operational Analyst*
      - *evaluate deployments for effectiveness, monitor and map disorder and HSU displacement over time, identify strategic crime reduction priorities, emerging themes*
    o *CERT HSU Analyst Technician*
      - *support the CERT crime analyst identifying high system users, supporting HSU Coordinators, offender management, and regular reporting needs.*

The Way Forward/Sustainability

CERT has recognized that to move forward and be more effective in the future, a centralized leadership team is critical. This is needed to ensure consistent deployment, allow CERT teams to be shifted as needed to address emerging hot spots, and enable CERT to be a good partner in working with agencies like Transit Public Safety and Calgary Community Standards.

Consistency is key and it is essential for the way forward. There will now be four CERT teams working each day, seven days per week, allowing consistent deployment to disorder and crime hot spots and identified problem locations across the city. This will also allow for ongoing efforts to address localized district priorities.

COMMUNITY ENGAGEMENT RESPONSE TEAM

Safer Calgary – Survey of Business Community

The Safer Calgary initiative aimed to enhance safety in downtown Calgary through increased presence of Calgary Police Service (CPS), Transit, Bylaw officers, and support resources from February 17 to April 13, 2025. The survey gathered feedback from the business community to assess the impact to the perception of safety. The survey was provided to Calgary Downtown Association (CDA), Building Owners and Managers Association (BOMA) and the Calgary Municipal Land Corporation (CMLC) who in turn disseminated it to their membership. 190 responses were received. Due to how the survey was shared (email, newsletters, Linkedin) it is unknown how many people received the survey, or what the rate of response was.

The survey consisted of 17 questions. No gender/race/age demographic questions were asked. A question was asked to confirm if the respondent worked or visited downtown.

When asked if they were aware of the Safer Calgary Initiative, 56% responded that they were not.
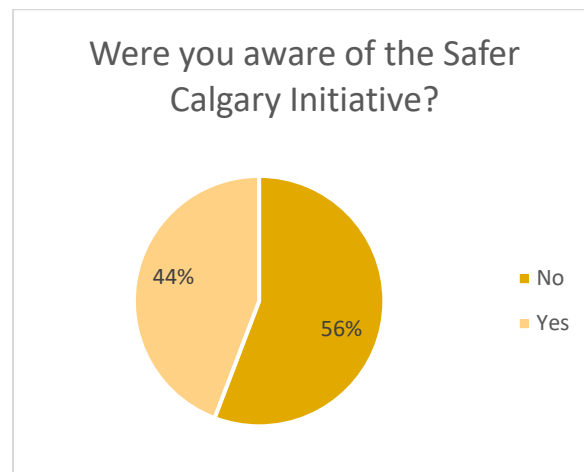
When asked what the respondents' expectations were during the deployment (selecting all that apply), 32% of respondents stated fewer incidents of social disorder, 30% stated greater visibility of uniformed officers, and 26% stated an increased perception of safety.

Respondents were then asked if their expectations were met, the following were some of the responses:

"Yes but now that the operation winds down will the situation remain the same? We need for our clients to feel safe coming downtown so that they come to our business.... we really need the clients given the dismal state of affairs for small business in our part of downtown."

"Unfortunately, not. Although there was an increased visibility of uniformed officers, it did little to curb the root problems of the area and concerns around area safety were some of our top detractor comments over the period so I feel that is a strong indicator that it did not hit the mark for perception of safety."

"Within the confines of the resources CPS currently have available to address the systemic addictions, mental health, and housing crisis yes, however a more holistic approach is REQUIRED to EFFECTIVELY address the ROOT CAUSES of the challenges. Additional funding for mental health, addictions, and housing support are NECESSARY to create sustainable, noticeable, and long term change."

"No. I might have seen a few people in red Transit vests, but I never actually saw them do anything. Trains still had active drug users, individuals going through drug withdrawal, and unconscious on the train taking up entire benches. Tuscany station now has a permanent smell of human excrements and hard drugs."

"Yes while there was a police presence on the street. The minute they left, it returned to previous or worse problems."

"No. Social disorder is still a huge problem. Whenever I went downtown I did not see any police presence at all"

Respondents were asked if their perception of safety changed over the course of the operation. 82% of respondents stated that their perception was unchanged.

Did your perception of Safety change?

18%

82%

- No
- Yes
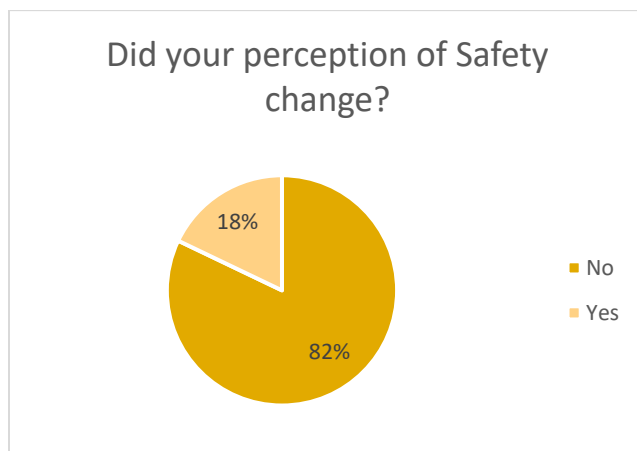
Based on responses to the above questions, the following were common sentiments:

1. Persistent Issues:

Drug Use and Homelessness: Many respondents mentioned ongoing issues with drug use and homelessness, which negatively impacted their perception of safety. They frequently observed open drug use, drug paraphernalia, and homeless individuals causing disturbances.

Example: "People are getting stabbed and there are homeless junkies everywhere, car break-ins and needles."

Example: "Increased number of homeless and drug users on the street. They hang out in the back alley making it difficult for my staff to get in."

Example: "We continue to have incidents with homeless that are serious in nature in the building where CPS don't typically have visibility of, so security guards have to deal with coffee being thrown at them when trying to remove vagrants."

Ongoing Social Issues: Respondents highlighted ongoing social disorder issues, such as public disturbances, aggressive behavior, and mental health crises, which continued to affect their perception of safety.

Example: "Social disorder has been the same if not worse during this time frame when staff are entering and exiting our building."

Example: "The presence of individuals with social disorders is very apparent and there are establishments I will not enter due to this."

2. Displacement of Problems:

Temporary Relief: Respondents felt that the operation merely displaced problems rather than solving them, moving issues from one area to another without addressing the root causes.

Example: "This just moved the problem around. Until something is done to address drug activity and social disorder the concerns will continue."

Example: "Overall, the number of unsavoury characters did not decrease, the frequency and volume of undesirables stayed the same."

Example: "Moving troubled/at risk citizens does not solve the greater issues. They usually circle back around within 20 mins."

3. Visibility of Law Enforcement:

Increased Presence: Some respondents noticed an increased presence of law enforcement officers, which temporarily improved their perception of safety.

Example: "I felt safer knowing there were officers nearby if something happened."

Example: "Seeing more officers in person walking around inside the mall and outside is much better."

Example: "I felt like there were quicker response times to safety concerns in the streets."

Example: "When CPS in area, less social disorder seemed to be occurring and less individuals loitering around area."

Example: "Service members were incredibly visible through the day and during high traffics time, I witnessed them on multiple occasions interacting with unhoused individuals and businesses in the area."

Example: "CPS is more present everywhere."

Example: "More visual presence in and around vacant and non-vacant areas throughout the building."

4. Lack of Awareness:

Unaware of Operation: Several respondents were not aware of the operation or did not notice any changes in law enforcement presence, which affected their perception of safety.

Example: "I didn't notice the program happening and don't see any additional police or officers near our building than usual."

Example: "Was not aware of the initiative."

5. Infrastructure and Environment:

Need for Infrastructure: Some respondents mentioned the need for more infrastructure and activities downtown to improve safety and reduce negative environments during non-business hours.

Example: "More infrastructure needed downtown to bring in crowds outside of business hours. The absence of people at nights increases actual and perceived crime/negative environment."

Example: "Stephen Ave, especially by Simons, is really unsafe in the morning around 6:35am. People passed out, getting high, garbage everywhere, urine and vomit everywhere. This morning there were a bunch of people hanging out by CIBC across from Simons, getting high, it felt very unsafe."

6. Personal Encounters:

Direct Experiences: Respondents shared personal encounters with unsafe situations, which reinforced their negative perception of safety.

Example: "I was actually almost attacked by a man on the river walk at 2:30 p.m. on a weekday in March."

Example: "I continue to see brazen open narcotic consumption at work and when I'm driving through the city."

Example: "Open drug use and social disorder continued. During the time of the project, I know of two assaults that took place, one of which involved one of our staff members."

Example: "There was a guy throwing furniture off the 3rd floor food court at Bankers Hall down to the ground floor a few weeks ago. I have stopped going to businesses on Stephens Avenue because there are too many druggies."

7. Temporary Improvement:

Short-Term Impact: Some respondents felt that the operation provided temporary relief and improved their perception of safety for a short period, but did not lead to lasting changes.

Example: "My perception of safety was temporarily improved, with the above context and knowing it is a temporary operation."

Example: "The visibility was noticed but as soon as the officers left it was back to normal."

Example: "Marginal improvement on the street. Greater improvement on transit."

Example: "Yes to being a bit safer on the downtown platforms. Overall, no. The people just moved elsewhere… I feel a BIT safer now on the C-train line in the downtown core, which is good, but not at Sunalta station/area."

8. Need for Long-Term Solutions:

Addressing Root Causes: Respondents emphasized the need to address the root causes of social disorder, such as addiction and homelessness, rather than just increasing law enforcement presence.

Example: "The systems fail when there is no power to make change. Moving people on or having them in and out of jail in 24hrs, reoffending does not help."

Example: "The long-term solution is much more complicated, so my perception of safety was temporarily improved."

Example: "Safety is the capacity to fail safely not the presence or absence of uniformed security or police. It is unclear if the city has the capacity to both reduce homelessness, reduce open air drug use, reduce random acts of violence and facilitate a change in the downtown physical environment that would lead to a safer Calgary. We can change the environment but we cannot change behaviors driven by addiction and poverty. This is a complex social, mental health and environmental issue. A safer Calgary can be achieved but not without tough decisions that are not politically favored."

9. Impact on Business and Daily Life:

Business Concerns: Respondents mentioned the negative impact of social disorder on businesses and daily life, including increased security costs and disturbances.

Example: "Costs for building security have substantially increased and the incidents that our security teams deal with on a day-to-day basis are at times a threat to their safety."

Example: "Staff are still concerned for their safety due to regular (near daily) incidents that occur on Stephen Ave, right in front of our store."

Example: "Our commercial building had theft of exterior signage, fire started by drug users on loading dock & motion lights smashed, PLUS family senior citizen physically accosted on exterior of Superstore property. This was reported to Garda at the time of the incident with ZERO actions. Offender was not approached by Garda, nor did they report to CPS."

Conclusion:

The responses indicate that while some respondents noticed an increased presence of law enforcement and felt temporarily safer, many felt that the operation did not address the root causes of social disorder and merely displaced problems. There is a clear need for long-term solutions and better infrastructure to improve safety and reduce negative environments in the downtown area. Additionally, better communication and awareness of such operations are essential to ensure their effectiveness and impact on public perception of safety.

Respondents were asked if they observed an increased uniform presence between mid February and mid April, 61% of respondents advised they did not. *It should be noted that this operation began amidst a budgetary shortfall during which resources across the service were depleted. While resources were being dedicated to CERTainty/Safer Calgary, DSET and Patrol teams were running short. On average, this operation added an additional 12 uniformed officers downtown and LRT hotspots on any given shift. It is also recognized that 'downtown' constitutes different areas to different groups.*

Did you observe an increased uniform presence?

39%

61%

- No
- Yes
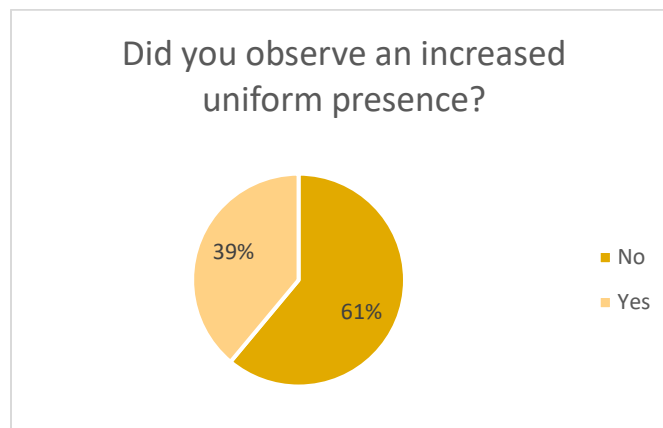
CERT | COMMUNITY ENGAGEMENT RESPONSE TEAM

Respondents were asked if they were in support of increased presence of CPS, Bylaw and Transit in the Core, 93% of respondents answered yes.

Are you in support of an increased presence of CPS, Bylaw, and Transit in the Core?

7%

93%

■ No
■ Yes
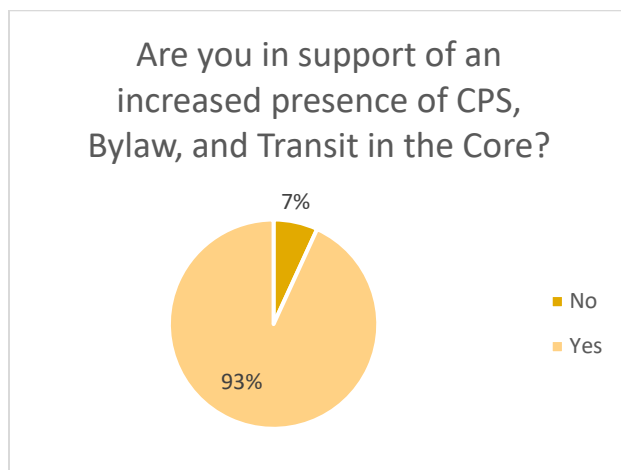
Common Themes:

1. Support for Increased Presence:

Sense of Safety: Many respondents supported the increased presence of law enforcement officers, citing that it provided a sense of safety and comfort, especially in areas with high social disorder.

Example: "Sometimes you don't need any actual action, just the presence helps. But I think I feel a lot safer around the vulnerable population if there's police around."

Example: "The only thing that gives me some sense of safety is police presence. Not cars but officers."

Example: "I support an increased sense of security. Already within the past 2 weeks since the operation ended the situation has degraded."

Example: "We need more presence downtown. There are times where I've noticed an increased presence, and other times where I haven't seen any. The area near Stephen Ave, and areas on 10th and 11th Ave between Macleod Trail and 5th Street SW seem to be the worst."

2. Need for Comprehensive Solutions for long term:

Long-Term Solutions: Respondents emphasized that while increased presence is beneficial, it is not a long-term solution. They called for addressing the root causes of social disorder, such as mental health and addiction issues.

Example: "Increased presence will always be welcome, and I do think it creates a greater perception of safety for most, however, the long-term solution is not increased enforcement and presence. The issues of mental health and addiction treatment/prevention and prosecution needs to be addressed, which is a long term, multi-government approach."

Example: "Bringing more presence to the core of Calgary will only push the vulnerable population outside of the core, we need more support overall to help individuals become productive citizens."

Temporary Relief: Some respondents felt that increased presence merely displaced problems rather than solving them, moving issues from one area to another without addressing the root causes.

Example: "Moving disorder and crime from one place to another is robbing Peter to pay Paul. We need comprehensive and consistent enforcement across the city and proper legal outcomes for the people endangering public safety and breaking the law."

Example: "The personnel in the uniforms did help provide more of a safer downtown by removing individuals but did not work as effectively since they kept coming back."

3. Impact on Business and Daily Life:

Business Concerns: Respondents highlighted the negative impact of social disorder on businesses and daily life, including increased security costs and disturbances. They supported increased presence to mitigate these issues.

Example: "Costs for building security have substantially increased and the incidents that our security teams deal with on a day-to-day basis are at times a threat to their safety."

Example: "We need more police working the core. The amount of impaired unhomed people is concerning and a safety risk for all who work and live in the core."

Example: "This is a major issue for our business. In 2024 we had over $1million in turned down business specifically siting area safety. We are constantly asking people to leave our property who are partaking in heavy drug use. It can't keep being a burden on the businesses like ours."

4. Need for Infrastructure and Support:

Infrastructure and Support: Respondents mentioned the need for more infrastructure and support for vulnerable populations to improve safety and reduce negative environments.

Example: "We need nice, clean, safe, and peaceful downtown."

COMMUNITY ENGAGEMENT RESPONSE TEAM

Example: "Hopefully increased presence means that problem people (violent behavior) will start being engaged with more and they might get the help they need or be otherwise dealt with in whatever way would be appropriate."

5. Personal Encounters:

Direct Experiences: Respondents shared personal encounters with unsafe situations, which reinforced their support for increased presence of law enforcement.

Example: "I even was stalked in my parkade by a waiting homeless behind a pillar. So scary!!!! We feel nobody is listening."

Example: "There have been several scary incidents in the Core."

6. Mixed Feelings:

Mixed Support: Some respondents had mixed feelings about increased presence, acknowledging its benefits but also highlighting the need for social programs and comprehensive solutions.

Example: "Yes and no. I think we need more social programs along with an increased presence."

Example: "Prefer bylaw and peace officers to CPS if we're being honest, maybe even more social services type teams to address issues that are more akin to societal displacement rather than criminal behavior."

Conclusion:

The responses indicate strong support for increased presence of CPS, Bylaw, and Transit officers in the core, primarily due to the sense of safety it provides. However, there is a clear need for long-term solutions and comprehensive approaches to address the root causes of social disorder. Respondents emphasized the importance of infrastructure, support for vulnerable populations, and better coordination between agencies to ensure lasting improvements in safety and public perception.
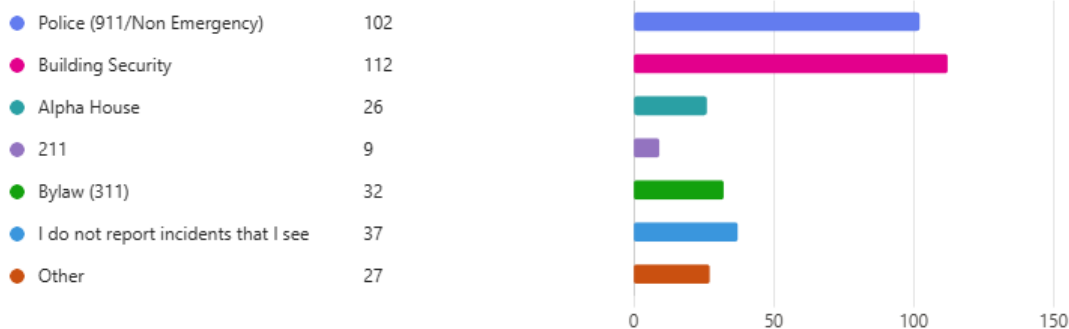
When asked who they report incidents to when they occur, selecting all that apply - 37 individuals responded that they do not report, 9 individuals stated they report to 211, 32 state they report to Bylaw (311), 26 report to Alpha House, 112 report to security, and 102 report to police via 911 or non emergency. 27 people responded 'other' which largely equated to Transit Help Lines or the Transit text number.

13. Who do you report incidents to when they occur? Please select all that apply   More details

Police (911/Non Emergency)	102
Building Security	112
Alpha House	26
211	9
Bylaw (311)	32
I do not report incidents that I see	37
Other	27

When asked if their business or building was part of the Agent Status Program, 71% of respondents stated no. A follow up link was provided so that respondents could sign up if they chose to.

Is your Business/location part of the Agent Status Program?

29%

71%

- No
- Yes
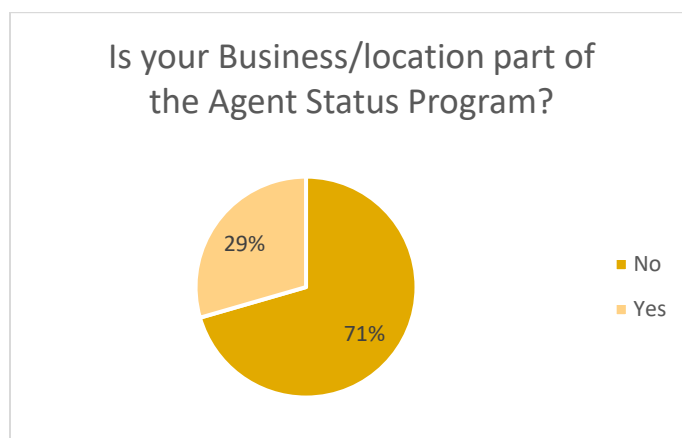
When asked what the greatest perceived issue within the downtown core was, most respondents advised that it was open air drug consumption, and social disorder.
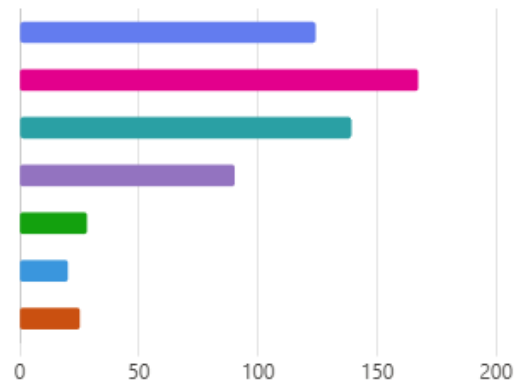
COMMUNITY ENGAGEMENT RESPONSE TEAM

16. What do you percieve as the greatest issue in the downtown core? Please check all that apply — More details

● Perception of Safety	124
● Open air drug consumption	167
● Social disorder	139
● Cleanliness	90
● Affordability	28
● Too few activities/things to do	20
● Other	25

When asked for additional feedback:

Common Themes:

1. **Need for Compassion and Dignity:**

Compassionate Approach: Respondents emphasized the importance of maintaining compassion and dignity while enforcing safety measures. They hoped that the initiative was not just for show but genuinely applied to help vulnerable populations.

Example: "I hope the added security persons still uphold the compassion and dignity during the Safer Calgary initiative and that it wasn't just for show, but actually being applied."

2**. Concerns About Drug Use:**

Visible Drug Use: Many respondents were shocked by the visible drug use at train stations and other public areas, often occurring near police officers who seemed oblivious to the situation.

Example: "It's been shocking to walk past people using drugs at train stations, with police sitting in their cruisers 15 feet away, completely oblivious during the middle of the day."

3. Need for Stronger Enforcement:

Stronger Laws and Bylaws: Respondents called for stronger laws and bylaws to empower police to take more decisive action against drug dealers and repeat offenders.

Example: "Give the police the ability to have teeth and fight back by changing laws and bylaws so they may do so."

Example: "Start arresting the drug dealers. Even if it's a small amount. Get them off the streets so they aren't preying on the vulnerable."

4. Impact on Events and Tourism:

Safety Concerns: Respondents highlighted safety concerns affecting events and tourism, with incidents involving disorderly individuals impacting the ability to host international artists and events.

Example: "The concert we hosted on April 23 had a band member confronted with a knife by a disorderly person. Then that person 'keyed' the door of a tour bus with a knife which trapped band members inside for a short duration."

5. Lack of Visible Impact:

No Decrease in Incidents: Many respondents felt that the initiative did not lead to a noticeable decrease in incidents or the presence of undesirable individuals, and their anxiety and stress levels remained high.

Example: "We did not see as much of a decrease of incidents and undesirable individuals coming by - theft, open use of drugs in our establishment, nor lowered anxiety or stress by my staff and fellow business owners in the area."

6. Appreciation for Efforts:

Positive Feedback: Some respondents appreciated the ongoing commitment to community safety and the swift and actionable approach of the initiative.

Example: "Thank you for the ongoing commitment to community safety and for the swift and actionable approach with this operation."

Example: "Please continue the great efforts."

7. Need for Multi-Pronged Approach:

Comprehensive Solutions: Respondents emphasized the need for a multi-pronged approach to deal with social disorder issues, including more outreach programs, mental health support, and housing options.

Example: "While the idea of having more officers on street is nice, I think there truly needs to be a multi-pronged approach to deal with these issues."

Example: "Drug addiction seems to be the biggest problem. Need support for that. Followed by housing options."

8. Frustration with Current Strategies:

Ineffective Strategies: Respondents expressed frustration with current strategies, feeling that old and current approaches were not working.

Example: "Like so many others, I'm frightened because I'm becoming numb to the situation on our streets. Old and current strategies do not appear to be working. We need to employ radical compassion to help our fellow citizens!"

9. Need for Cleanliness and Lighting:

Improving Environment: Respondents suggested improving the cleanliness of downtown areas and increasing lighting to enhance safety and reduce negative environments.

Example: "Would like to see the downtown Core kept a lot cleaner, there's garbage everywhere and in the summertime it can become quite smelly and ugly."

Example: "Please put more lighting in around the flower beds by the peace bridge. Low-level lighting is not enough."

Example: "Actually enforce laws against open air drug consumption, social disorder on the streets and transit, and the disgusting amount of trash, abandoned shopping carts, and detritus that litters back alleys and streets throughout DT and the Beltline."

Example: "The basketball courts were a great addition along the c-train line."

10. Support for Continued Efforts:

Continuation and Expansion: Some respondents hoped that the initiative would continue and expand, recognizing it as a great start to improving safety in Calgary.

Example: "I hope this program continues and expands. It seems like a great start!"

Example: "Please keep this going. As the summer weather comes around I can see this problem coming back and people will continue to avoid coming downtown."

Conclusion:

The feedback indicates a mix of appreciation for the efforts made through the Safer Calgary initiative and concerns about its effectiveness. Respondents emphasized the need for stronger enforcement, comprehensive solutions, and maintaining compassion and dignity while addressing social disorder issues. There is a clear call for continued and expanded efforts to improve safety and cleanliness in downtown Calgary, along with better support for vulnerable populations.

Additional "Concrete" Suggestions:

"More police patrolling downtown and transit please. Especially in the early mornings and late afternoon."

COMMUNITY ENGAGEMENT RESPONSE TEAM

"We need safer outdoor bike lock areas that are not accessible to homeless people. It's almost guaranteed a lock will be cut off."

"You removed the safety hub from one of the worse locations in downtown core for houseless population/drug users acting out, I'm not sure what you thought would happen. The have reclaimed the area."