

Calgary



CITY OF CALGARY  
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CITY CLERK'S DEPARTMENT

# 2023-2026 Service Plans and Budgets

**Protective Services**

**Katie Black**

General Manager of  
Community Services



# Protective Services

Improving Calgarians perception of safety to advance  
**Resilient Calgary: Council's Strategic Direction 2023-2026**  
 while keeping expenditures as low as possible



- Calgary 9-1-1
- Bylaw Education & Compliance



- Fire & Emergency Response
- Fire Inspection & Enforcement
- Fire Safety Education



- Police Services

- Complemented by:*
- *Community Strategies*
  - *Corporate Security*
  - *Many other partners*



## Protective Services: What we have heard

Calgarians rank **crime, safety and policing**, as the **2nd most important issue** facing their community.

The perception of **safety** has dropped in recent years.

**100%** consider **9-1-1 services** important.

**73%** of customers feel safe on **Transit**

**98%** rate **Calgary Police Service** as **important** and **53%** believe that **more should be invested**.

**Calgary Fire Department** has the **highest level of satisfaction** of 35 tested services and programs.

# Protective Services: What we are watching

## More complex & diverse demographics



- Promote equitable access to services
- Embed anti-racism into protective services culture
- Require long-term strategic shifts

## Emergency incidents continue to rise



- Increase in shootings & violent crimes
- Fires spread faster, burn hotter, cause more damage
- Strain on existing resources
- Challenge to current performance targets

## Community safety concerns



- Downtown
- Transit
- Require coordinated response from various agencies

## Complexity of issues



- Systemic racism
- Social inequities
- Crisis response
- Addictions & drug poisonings



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2023-2026  
Service Plans  
and Budgets

Emergency Management  
& Community Safety

Chief Sue Henry

Chief Ryan Pleckaitis



# Emergency Management & Community Safety 2023-2026 Budget Overview

Operating	2022 NET Budget (April 2022) (\$000)	2026 NET Budget Recommended (\$000)	2022 (April 2022) FTE	2026 recommended FTE
Calgary 9-1-1	33,608	39,899	266	343
Bylaw Education & Compliance	10,685	11,762	75	86
Emergency Management & Business Continuity	4,732	4,972	27	28

**We will** support citizens experiencing vulnerabilities & improve public safety.

**We will** collaborate with community partners to achieve positive outcomes for emerging community trends to **address safety in the downtown core.**

**We will** leverage technology and promote a healthy workplace to **optimize service delivery and meet evolving citizen expectations.**

**We will** deliver reliable service through coordinated emergency response & improved interoperability.

## Capital investments



# Key Objectives for 2023-2026

## Objective 1

- Promote safe communities
- Enhance public safety
- Support Anti-Racism work



## Objective 2

- Improve call handling times



## Objective 3

- Prepare for and respond to disasters





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# 2023-2026 Service Plans and Budgets

Calgary Fire Department  
Chief Steve Dongworth







# Calgary Fire Department 2023-2026 Budget Overview

## Improve emergency response performance

and outcomes across the city, including:

- Staffing new fire stations,
- Increasing the number of firefighters, and
- Reinstating a medical response unit.

Operating	2022 NET Budget (April 2022) (\$000)	2026 NET Budget recommended (\$000)	2022 (April 2022) FTE	2026 recommended FTE
Fire & Emergency Response	242,651	275,357	1,552	1,736
Fire Inspection & Enforcement	6,935	7,630	53	57
Fire Safety & Education	1,189	1,189	6	6

## Capital investments

\$119.6 million **+** \$73.8 million **=** \$193.4 million  
 Previously approved (2022-2026)    New capital requests (2023-2026)    **Total**

**Invest in new fire stations** to ensure effective emergency response delivery to new and growing communities.

Replace fire apparatus in line with established guidelines to **ensure firefighters have reliable and necessary apparatus** to perform their duties.



# Key Objectives for 2023-2026

## Fire and Emergency Response

- **Faster response times**
- **Faster resource assembly at fires**
- **Less flame spread**

## Fire Inspections and Enforcement

- **More risk-based inspections**
- **Fewer re-inspections**
- **Fewer fires in inspectable buildings**

## Fire Safety Education

- **More contacts with Calgarians experiencing vulnerabilities**
- **More Calgarians prepared for emergencies**
- **More non-emergency contacts with Calgarians**



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# 2023-2026 Service Plans and Budgets

Calgary Police Commission &  
Calgary Police Service

Chair Cornett and Chief Neufeld



# Calgary Police Service 2023-2026 Budget Overview

Operating	2022 NET Budget (April 2022) (\$000)	2026 NET Budget recommended (\$000)	2022 (April 2022) FTE	2026 recommended FTE
Police Services	433,606	467,559	3,006	3160

## Capital investments

**\$62 million**

*Plus \$15 million  
from CPS  
Reserves*

### KEY OPERATING INVESTMENTS

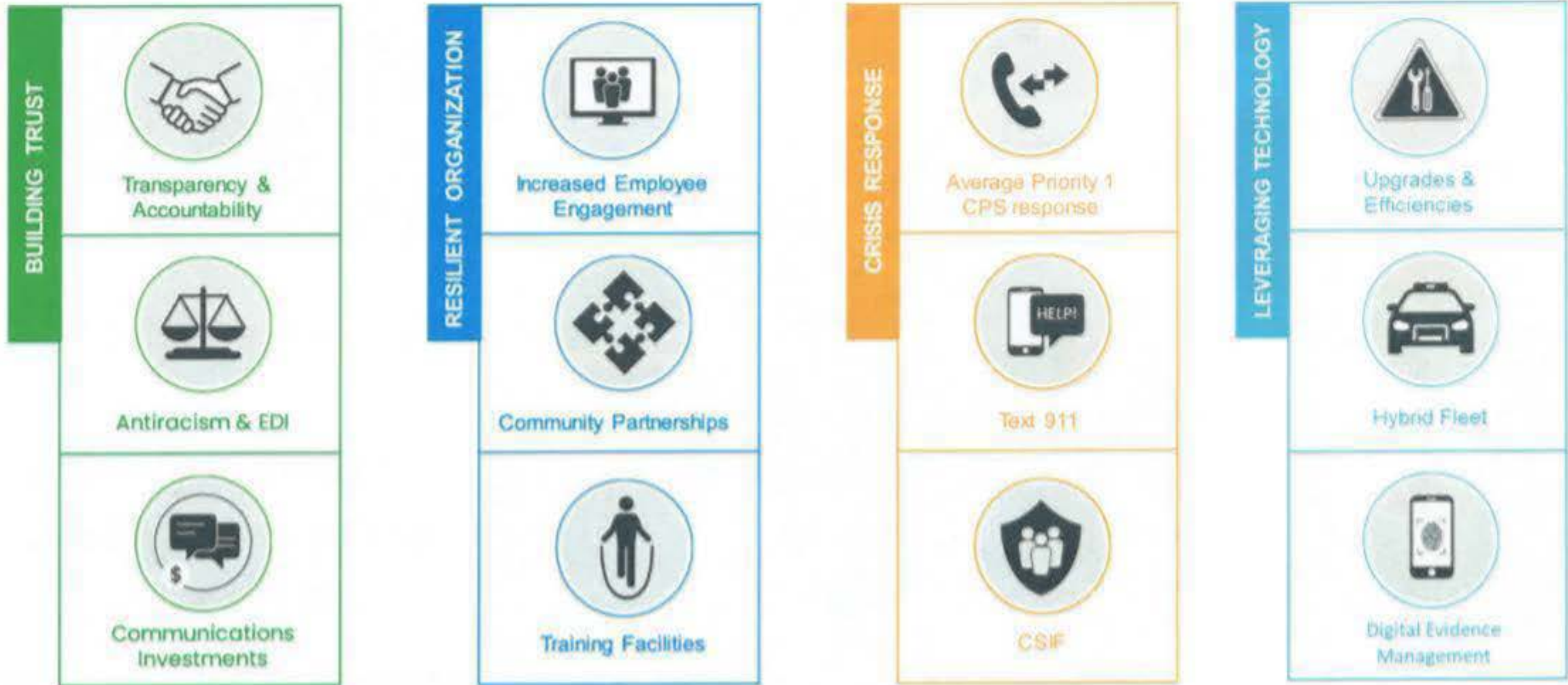
- Increased staffing
- Employee wellness
- Crisis Response Partnerships
- Anti-Racism and Equity, Diversity & Inclusion
- Member Training
- Technology
- Communications

### KEY CAPITAL INVESTMENTS

- Essential Equipment and Building Maintenance
- Communication and Computer Systems
- Lifecycle and Hybrid Vehicle Program
- Indoor Firearms Range



# Key Objectives for **Public Safety** - 2023-2026



# 2023-2026 Service Plans and Budgets

Protective Services

