



# Making life better every day

C2023-1296

2023 December 19

# Key highlights that Calgarians can expect to see in the next 3 years on Public Safety

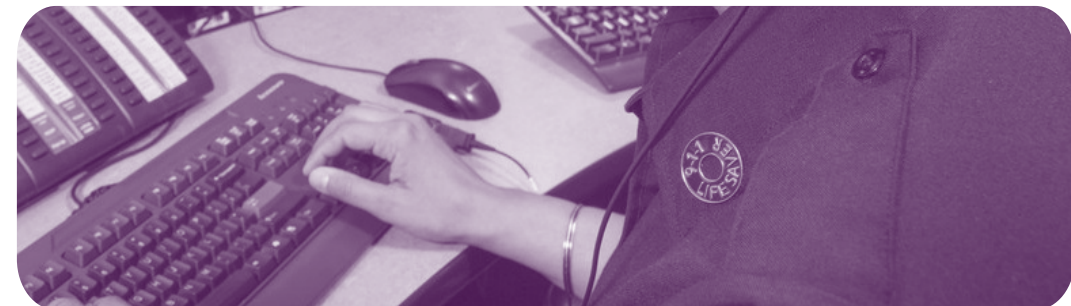
Improved safety on transit and surrounding areas through more Transit Peace Officers, a new deployment model, connecting those in need to community resources, stronger partnerships, technology enhancements and station improvements

Enhanced livability and community revitalization through the expansion of the Coordinated Safety Response Team

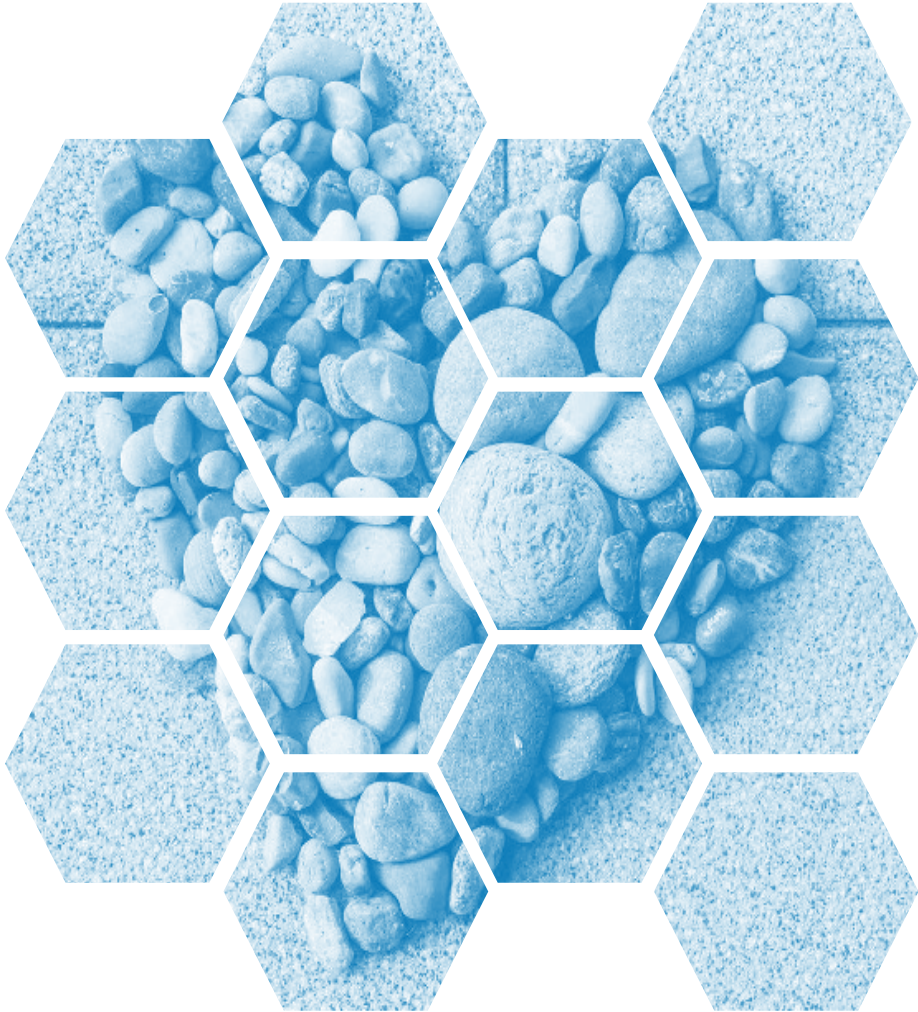
Faster fire & emergency response times and improved outcomes at high-risk calls

Creation of the Community Traffic Safety Program to reduce vehicle noise concerns & improve residential traffic safety enforcement

Improved Emergency Management – better support for local & regional disaster response, and increased capacity for the Emergency Social Services team



# Key highlights that Calgarians can expect to see in the next 3 years on Social Equity



Significant and sustained action on Calgary's housing crisis – more housing & non-market units built, including for Indigenous & Equity-Deserving populations, and a One-Window intake system

Ongoing support to the Mental Health & Addictions Strategy, with sustainable funding to address service gaps & provide stability for partners

More ways to help Calgarians experiencing vulnerabilities, and more citizens assisted with crisis supports, basic needs, and subsidized City programs & services

Improved equitable access to City services by offering digital and 311 services in multiple languages

Furthering The City's commitment to Truth & Reconciliation through the Residential School Memorial at Fort Calgary, along with an Indigenous Procurement Framework & Strategy to foster social and economic reconciliation

# Key highlights that Calgarians can expect to see in the next 3 years on Transit

Continuing to advance the planning and design of key capital infrastructure projects like Green Line, Blue Line Extension, Airport Connector, Max North BRT, deliver the Haysboro Garage extension project, and begin delivery of the Green Line

Transition to a net-zero emission fleet by integrating and deploying battery electric buses

Increase transit service reliability to every 10 minutes or better, 15 hours a day, seven days a week on key corridors

Service expansion to developing communities through fixed route and/or On Demand services

Faster and more reliable response from Transit Peace Officers





# Key highlights that Calgarians can expect to see in the next 3 years on Land Use & Local Area Planning



Implementation of Zoning Bylaw to remove barriers to desired development by simplifying the rules to support the design and use of buildings and land

5 additional completed local area plans

Launch of four new local area plan projects

Projects constructed in approved area plan areas: Heritage Communities, Westbrook Communities and Chinatown

Three new or significantly updated area structure plans;  
Prairie Economic Gateway

# Key highlights that Calgarians can expect to see in the next 3 years on Downtown Revitalization

Further removal of vacant office space and increased housing supply in Calgary's downtown

More housing choices

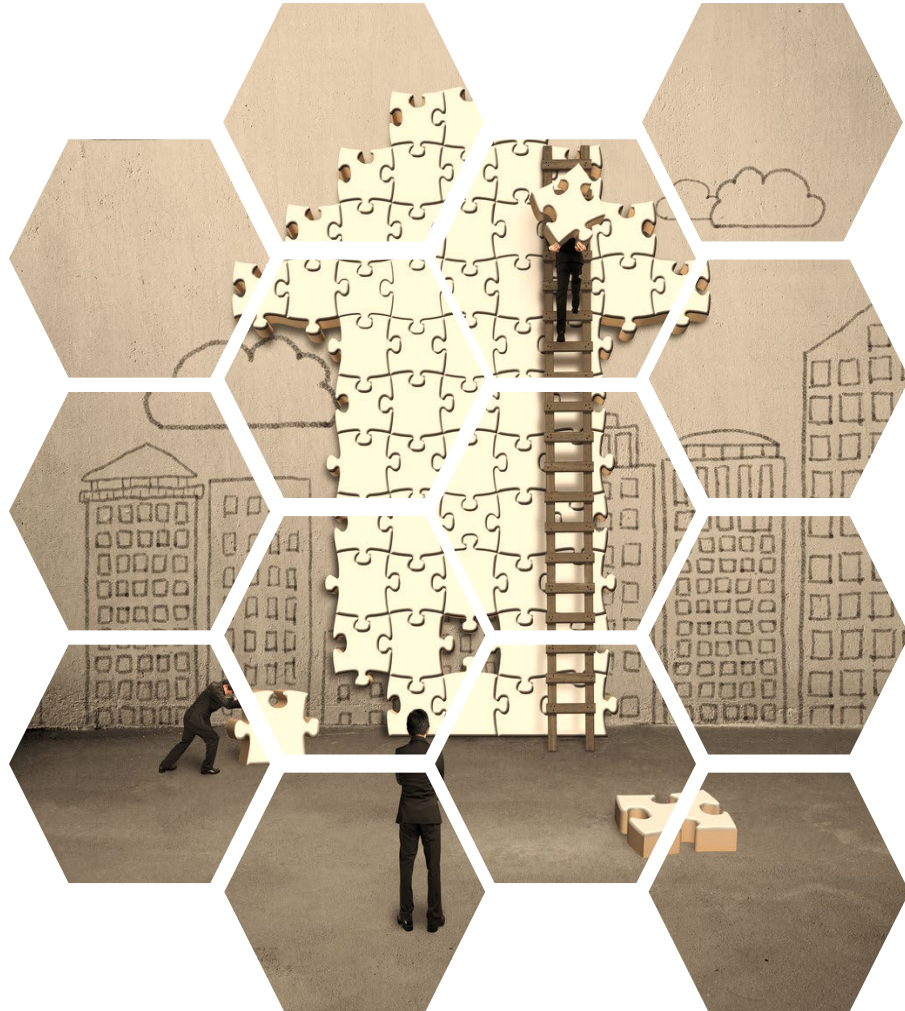
Increased presence of post-secondary institutions and students

Enhanced programming, access to amenities, and activation of cultural spaces, festivals, and events

Increased construction due to delivery of transformational capital projects underway including the Event Centre



## Key highlights that Calgarians can expect to see in the next 3 years on Modernizing Government



Transition The City's digital platform to the cloud, creating increased personalization, more security updates, and improved data collection and insights

Coordinated and focused communications on key priorities of The City that are of most concern to Calgarians

Use of responsible artificial intelligence and automation to improve service delivery

Advancing a safe, respectful and equitable workplace, focusing on cultural growth and leadership development

Work with Business & Local Economy Network, and the business perspectives panel to improve how we serve businesses

# Key highlights that Calgarians can expect to see in the next 3 years on Climate

A new Renewable Electricity Contract for the City of Calgary operations

Integration of low carbon and climate-resilient measures into private, public and partner retrofits or new facilities (i.e. piloting net zero and net-zero-ready buildings)

Equitable access to energy efficiency and climate risk reduction programs and educational services to foster behavior change and enable individuals, communities and businesses to take climate action (i.e. Clean Energy Improvement Program, Climate Ready Home, etc.)

Rolling out a city-wide Electric Vehicle Strategy (including an incentive program)

Ongoing integration of greenhouse gas and climate risk reduction tracking and reporting into decision-making processes (climate and carbon budget) and public reporting (including climate & environment dashboard)





# How The City is delivering and improving the services Calgarians rely on



More consistent 311 service request completion, communication and improved service delivery

Upgraded park amenities, landscaping and infrastructure like shade structures, seating solutions, culturally-significant aspects and emerging sports infrastructure

More equitable access, safe active routes to school, and safer road crossings by improving the 5A pathway and bikeway network

Better winter mobility for all

New and improved recreation facilities including a new Athletic Park in Rocky Ridge, Air-supported dome at the Calgary Soccer Centre, Fieldhouse in Belmont and a twin-ice arena at Glenmore Athletic Park.