

**Chief Administrative Officer's Report to
Executive Committee
2025 June 17**

**ISC: UNRESTRICTED
EC2025-0448**

The City's Quarterly Report 2025 First Quarter

PURPOSE

This report informs Council, Calgarians, and employees about The City's various initiatives in Q1 2025, while reflecting performance measures. This report provides focused updates that align with our commitment to transparency, accountability, and continuous improvement.

PREVIOUS COUNCIL DIRECTION

Details can be found in Attachment 1.

RECOMMENDATION:

That Executive Committee recommends, Council receive this report and presentation for the corporate record.

RECOMMENDATION OF THE EXECUTIVE COMMITTEE, 2025 JUNE 17:

That Council receive this report and presentation for the Corporate Record.

Excerpt from the Minutes of the 2025 June 17 Regular Meeting of the Executive Committee:

"A Revised Attachment 6 was distributed with respect to Report EC2025-0448."

CHIEF ADMINISTRATIVE OFFICER/GENERAL MANAGER COMMENTS

The Chief Administrative Officer concurs with the recommendation in this report.

HIGHLIGHTS

The City of Calgary is a large, complex organization, and it is important for Calgarians and members of Council to have line of sight from the Chief Administrative Officer into the work undertaken to advance 2025 priorities.

The City's Quarterly Report 2025 First Quarter (Attachment 2) is a compilation of information which reflects: messaging from the CAO, Q1 organizational highlights, information on city services, looking ahead details, performance measures, along with progress and results on specific priorities:

- Housing
- Community safety and social wellbeing
- Transit and mobility
- Infrastructure and maintenance

Better Every Day (Attachment 3) highlights stories that demonstrate how municipal initiatives can blend technology, equity, and community engagement to build a city that is both future-ready and deeply human-centered.

Reports to Council and Committee 2025 (Attachment 4) is intended to provide Council with information about reports they can anticipate from Administration.

The Notices of Motion 2025 to Date (Attachment 5) lists received notices of motion.

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The Presentation (Attachment 6) includes themes, highlights, accomplishments and looking ahead details.

DISCUSSION

The City's Quarterly Report 2025 First Quarter outlines our progress in tracking and reporting. It provides Council, Calgarians, and City employees with a summary of key initiatives, milestones, achievements, and challenges. The report highlights advancements in Council's priorities and investments, focusing on housing, community safety and social wellbeing, transit and mobility, infrastructure, and maintenance.

Additionally, the report includes insights from the 2025 Spring Survey of Calgarians, which gathered valuable feedback from residents regarding their needs, expectations, and satisfaction levels. Our Spring Survey reported that 61 per cent of Calgarians are satisfied with the overall quality and level of services and programs, on par with the 2024 Fall Survey. Additionally, 36 out of 50 City services received a satisfaction rating of 80 per cent or higher.

2025 Departmental Reporting

Housing:

- **Home is Here:** The City of Calgary's 2022-2030 Housing Strategy has achieved several milestones, including the completion of local area plans. As of May 2025, eight local area plans have been approved.
- **Housing Accelerator Funding:** Projects are being designed for two new initiatives approved for \$22.8 million in additional program funds – a downtown complete community housing program and a backyard suite and accessory dwelling incentive program.
- **Housing Capital Initiative:** On May 12, 2025, \$30.7 million was awarded to seven non-profit housing partners supporting 480 new non-market units.

Safety:

- **Downtown Safety Leadership Table:** 28 recommendations are well underway, with six fully delivered.
- **Extreme Weather Response:** In Q1 2025 response concluded with 37,000 warming centre visits, and the Community Court pilot supporting over 350 individuals.
- **Public Washroom Attendant Program:** Expanded to daily service at four locations.
- **Safety Progress and Next Steps:** Continued public safety progress is evident, with a 12 per cent decrease in downtown safety response calls, a 60 per cent reduction in overdose responses by the Calgary Fire Department since last year, and 75 per cent of Calgarians now viewing the city as safe. Next steps include proactive, community safety and wellbeing initiatives, including launching new daytime resource centres for individuals experiencing vulnerabilities, enhancing maintenance and cleaning of public spaces, improving vibrancy through year-round festivals and events, and continuing to build partnerships with community-led organizations to address gaps in crisis and outreach services throughout 2025.

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Downtown Revitalization:

- **2022-20224 State of Downtown Report:** The State of Downtown Community Conversation held on April 22, 2025, showcased significant community and business successes, including 1.89 million square feet of repurposed office space and over 2,400 new residential units.

Infrastructure:

- **Capital Delivery:** The corporate capital spend rate was 18 per cent as of April 30th, 2025, which is comparable to previous years and reflective of seasonal construction timelines. The City is on track to exceed the targeted 75 per cent spend rate for 2025.
- **Alternate Funding:** \$13.5M in contribution funding from external sources was secured in 2024 and through the first quarter of 2025.
- **10-year Capital Infrastructure Investment Plans:** Under development for capital-intensive services with a fully integrated 10-year plan anticipated by the end of Q2 2026.
- **Key projects:** Scotia Place event centre & 6th Street underpass, Compost Facility Expansion, 5A network connections and the Land System Realignment Program are on track.

EXTERNAL ENGAGEMENT AND COMMUNICATION

- | | |
|--|---|
| <input type="checkbox"/> Public engagement was undertaken | <input type="checkbox"/> Dialogue with interested parties was undertaken |
| <input type="checkbox"/> Public/interested parties were informed | <input checked="" type="checkbox"/> Public communication or engagement was not required |

IMPLICATIONS

Social, Environmental and Economic Implications

The City's record high population growth helps our economy grow and makes our community more vibrant and diverse but also places increasing pressure on City services. This service pressure is addressed through strategic infrastructure investing, improving service planning and budgets and focusing on balanced growth strategies.

Service and Financial Implications

No anticipated financial impact

RISK

This report provides the opportunity to share insights on the operation of the organization directly with Council, Calgarians and employees.

ATTACHMENT(S)

1. Background and Previous Council Direction
2. The City's Quarterly Report 2025 First Quarter
3. Better Everyday
4. Reports to Council and Committee 2025
5. Notices of Motion 2025 to Date

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6. Revised Presentation

Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
David Duckworth	Chief Administrative Office	Approve
Jennifer Kapala	Chief Administrative Office	Approve
Les Tochor	Corporate Planning & Financial Services	Approve (Attachment 2)

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City Clerks: K. Picketts / A. de Grood