

Community Services Report to
Community Development Committee
2026 April 01

ISC: UNRESTRICTED
CD2026-0304

Emergency Management & Community Safety - 2025 Annual Report

PURPOSE

To share information about Emergency Management & Community Safety's service delivery, highlights and risks in 2025.

PREVIOUS COUNCIL DIRECTION

The Calgary Police Service and Calgary Fire Department report to Council annually. Including Emergency Management & Community Safety (EMCS) in annual reporting provides a more comprehensive view of public safety as EMCS personnel are also first responders and partners in public safety.

RECOMMENDATION:

That the Community Development Committee recommend that Council receive this report for the Corporate Record.

RECOMMENDATION OF THE COMMUNITY DEVELOPMENT COMMITTEE, 2026 APRIL 1:

That Council receive this report for the Corporate Record.

GENERAL MANAGER COMMENTS

GM Katie Black concurs with the content of this report.

HIGHLIGHTS

- Emergency Management & Community Safety supports public safety through an integrated service delivery model delivered in partnership with the Calgary Police Service and Calgary Fire Department. EMCS connects with our partners to protect Calgarians.
- Service demand and complexity across EMCS continues to increase, driven by population growth, partner growth, greater needs among vulnerable populations, and disaster risks that are becoming more frequent, complex, and costly.
- EMCS received over 1 million calls to 9-1-1 and 185,000 calls for service for peace officers, both representing an increase from 2024. Emergency Management also maintains a high level of activity with pre-planned and emergency events.
- To effectively support a growing and evolving city, EMCS must invest in technology, infrastructure, staffing, officer safety and staff wellbeing in step with our partners in public safety.

DISCUSSION

EMCS is comprised of five divisions: (1) Calgary 9-1-1, (2) Emergency Management, (3) Community Standards, (4) Public Vehicle Standards, and (5) Business Performance & Strategy, each with a distinct role, working collectively to connect and protect Calgarians every day. Below are key highlights from each division for 2025.

Calgary 9-1-1

As the first of the first responders, Calgary 9-1-1 delivers timely call assessment and coordinated dispatch for emergency and non-emergency services and operates one of the largest 9-1-1 answering points in Canada. Serving as the first point of contact during emergencies, Calgary 9-1-1

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plays a critical role in safeguarding both the public and first responders. The service supports Calgary Police Service, Calgary Fire Department, City of Calgary community peace officers, and 11 regional fire departments. Calgary 9-1-1 also supports an integrated approach to community safety by redirecting appropriate calls to community-based services such as 211.

In 2025, Calgary 9-1-1 experienced a four per cent increase in overall call volume, with 550,000 events for Calgary Police (up five per cent), 200,000 events for Calgary Fire (up five per cent), and 20,000 events for regional fire partners (up 14 per cent). The transition to Next Generation 9-1-1 in October 2025 improved system reliability and provides a strong foundation for future technology modernization.

Looking ahead, rising call volumes and increasing call complexity (including a 10 per cent increase in time spent on 9-1-1 calls in the past two years) require Calgary 9-1-1 to scale its operations, infrastructure, and technology as Calgary's population and its public safety partners grow.

Emergency Management

Emergency Management coordinates The City's approach to mitigate, prepare for, respond to, and recover from disaster risks and emergencies affecting Calgarians and communities. The Calgary Emergency Management Agency (CEMA), Emergency Social Services, and Canada Task Force 2 provide centralized coordination for planned and emergency responses, care for individuals displaced from their homes, and deployment of specialized response capabilities.

In 2025, Emergency Management updated the Municipal Emergency Plan and assessed more than 60 disaster risks. The agency supported pre-planned and emergency events, including the G7 Summit, hazardous materials response, and the Bearspaw South Feeder Main break (continuing into 2026), applying lessons learned to improve coordination. Canada Task Force 2 completed three deployments and delivered 11,000 training hours, maintaining specialized response capacity.

Looking ahead, Emergency Management is preparing for disasters that are expected to occur more frequently and with greater complexity.

Community Standards

Community Standards supports community and business safety through bylaw enforcement, animal services, education, and targeted actions that help maintain neighbourhood quality of life, supported by specialized teams that respond to complex community safety issues.

In 2025, Community Standards responded to approximately 110,000 citizen service requests. This included 20,000 animal bylaw requests (up 25 per cent). The service completed about 9,000 business inspections, cared for approximately 3,000 animals, and supported over 1,200 adoptions or transfers to partnering pet rescue agencies. Teams worked with partners to remove over 1,400 encampments and more than 50 known problem properties, through intervention and enforcement to improve neighbourhood safety.

Looking ahead, Animal Services continues to face capacity challenges. Despite adoption, foster, and reunification efforts, lengths of stay have doubled in 10 years, placing pressure on existing facilities. In addition, traffic safety pressures across Calgary continue to increase. The launch of the Traffic Safety Team in spring 2025, which issued almost 3,500 tickets and 1,100 warnings in its first nine months of operation, demonstrates the need for expanded enforcement to support safer roads.

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Public Vehicle Standards

Public Vehicle Standards supports safe, accessible, and equitable transportation options through enforcement, outreach, and integrated response with partners. Transit Public Safety provides a visible presence that contributes to increased perception of safety for transit users, while the Vehicle-for-Hire team ensures safe taxi and ride-share operations through licensing and inspections. In 2025, Transit Public Safety responded to 84,000 calls (up 38 per cent), and issued about 18,000 violation tickets and 9,000 fare evasion tickets, both doubling from the previous year. Since 2024, the Community Outreach Team's partnerships have expanded beyond Alpha House to include 34 agencies working together to meet the complex needs of the community. Vehicle-for-Hire teams completed approximately 10,000 inspections and supported about 20 million trips (up 17 per cent).

Looking ahead, despite a five per cent increase in social disorder calls since 2024 (and recognizing that reporting systems and definitions have changed over the past two years) quarterly data shows that proactive officer engagement helped reduce disorder over the year. This shows a growing need for additional Transit peace officers to maintain visible presence, coordinated response, and safety for riders and operators as the transit system continues to grow.

Business Performance & Strategy

Business Performance & Strategy is the backbone of EMCS, supporting safe, consistent, and effective service delivery across all frontline teams. This division provides training and wellness supports for staff, oversees the 9-1-1 regulatory program, and manages key enabling services such as fleet, facilities, public safety technology, and capital planning. It also keeps strategies, policies, bylaws, and procedures up to date to support officer safety and day-to-day operations.

In 2025, Business Performance & Strategy strengthened the resilience of critical City services by leading the corporate business continuity program. The team also led key initiatives such as the Next Generation 9-1-1 project and the Transit Public Safety Strategy and strengthened performance measurement and resource planning to better support operational decision-making.

Looking Ahead to Support Public Safety in 2026 and Beyond

As Calgary grows toward a population of two million, EMCS is experiencing sustained growth in service demand and increasing complexity across all services. Evolving community needs, and coordination with Calgary Police Service and Calgary Fire Department require EMCS to scale staffing capacity and service delivery in step with our public safety partners.

Looking ahead in 2026 and beyond, EMCS will focus on targeted actions to strengthen community safety, officer safety, and coordinated response, including:

- Increasing Calgary 9-1-1 capacity through investments to strengthen staffing, alongside ongoing modernization of Next Generation 9-1-1 and Computer-Aided Dispatch systems.
- Strengthening emergency management capacity to address a wider range of risks while maintaining readiness for citywide response and recovery.
- Increasing traffic safety enforcement, with the Traffic Safety Team focusing on school zones and noisy vehicles and supporting Calgary Police Service in addressing traffic safety pressures.
- Expanding transit safety capacity by implementing the recent pilot investment to increase Transit Peace Officer presence and improve response to safety concerns on transit platforms.
- Supporting operational readiness and workforce well-being through training, accredited skills development, and expanded mental health supports.

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To effectively support a growing city, EMCS must continue to invest in its people, infrastructure, and technology. Modern systems, tools, and facilities are essential to support safe operations and service delivery across the public safety system. Looking ahead, EMCS is focused on recruitment and retention, officer safety and well-being, partnerships, and technology.

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 |

This report represents the key activities and risks for the EMCS business unit over 2025, and so public engagement was not required.

IMPLICATIONS

Social

EMCS works with partners to respond to evolving public safety needs, focusing on prevention, addressing social disorder, and supporting a safe, resilient workforce.

Environmental

EMCS strengthens disaster risk assessment, risk reduction and governance which include environmental hazards and risks.

Economic

EMCS supports a business-friendly city and resilient economy by minimizing disruptions caused by emergencies and unsafe conditions, and by contributing to a safer city through timely, coordinated response and enforcement.

Service and Financial Implications

No anticipated financial impact

RISK

EMCS faces increasing operational and service-delivery risk driven by population growth, rising service demand, evolving public expectations, and rapid technological change. The growing frequency and complexity of emergencies require sustained coordination with public safety partners and continued investment in mitigation, preparedness, and response capacity. At the same time, escalating call volumes and call complexity puts pressure on recruitment, retention, and officer well-being, increasing both operational and financial risk if capacity does not keep pace with demand. Ongoing strategic investment in people, technology, equipment, and facilities is required to maintain workforce resilience, control long-term costs, and ensure EMCS can continue delivering reliable public safety services.

ATTACHMENTS

1. Presentation

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Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
N/A		

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