



Emergency Management & Community Safety - 2025 Annual Report

CD2026-0304

1 April 2026

Recommendation

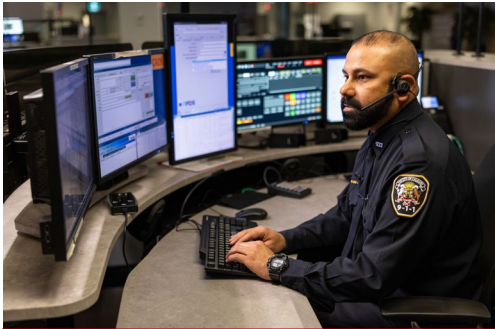
That the Community Development Committee recommend that Council receive this report for the Corporate Record





Emergency Management & Community Safety

“Connect & Protect”



**Calgary
9-1-1**



**Emergency
Management**



**Community
Standards**



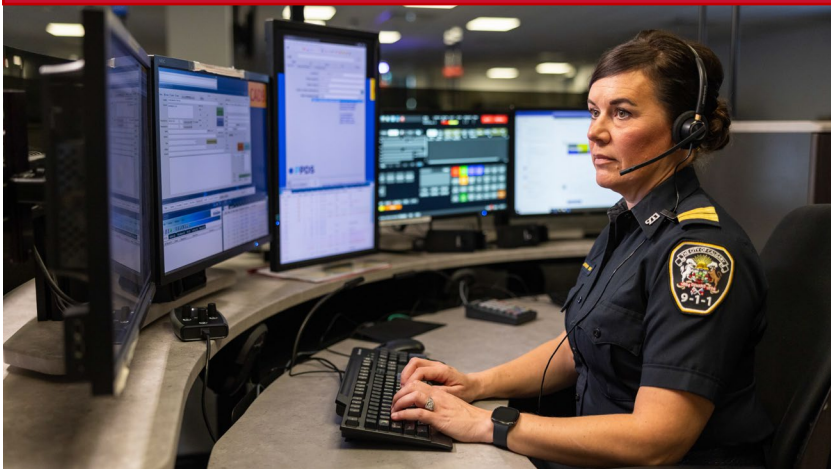
**Public Vehicle
Standards**



**Business
Performance &
Strategy**



**9-1-1 Answering Point
Emergency & Non-Emergency
Dispatch**



2025 Highlights



Over 1 million calls answered (↑ 4%)

Call Assessment & Dispatch:

- ~550k Events for Calgary Police Service (↑ 5%)
- ~200k Events for Calgary Fire Department (↑ 5%)
- ~20k Events for 11 Regional Fire Departments (↑ 14%)

Communication Services:

- ~18k Events for Community Peace Officers



Partner Safety & Interoperability



Over 2k Calls Diverted to 211



Next Generation 9-1-1 Transition

**Call
Complexity**

↑ 10%

**time spent on
a 9-1-1 call in
past two years**



Emergency Management



**Calgary Emergency Management Agency (CEMA)
Canada Task Force 2 (CAN-TF2)**



2025 Highlights



Calgary Emergency Management Agency (CEMA)

- Municipal Emergency Plan Update
- 60+ Disaster Risks Assessed

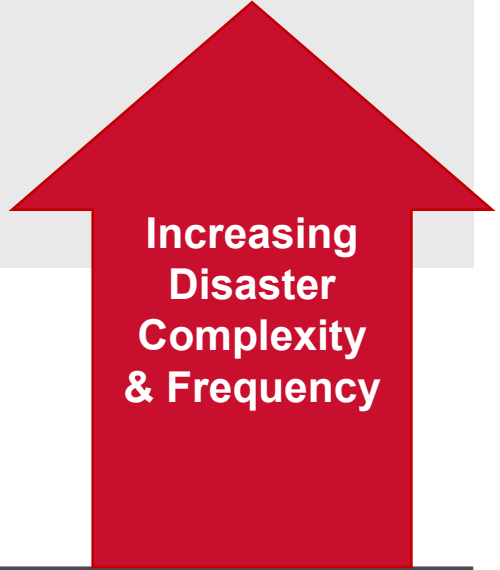
Response for Pre-Planned & Emergency Events

- G7 Leaders Summit
- HAZMAT Response
- Bears paw South Feeder Main

Emergency Social Services

Canada Task Force 2

- 3 Deployments
- ~ 11k Training Hours





**Community Safety (Bylaw)
Business Safety
Animal Services**



2025 Highlights



~ 110k Citizen Service Requests
~ 20k Animal Bylaw Requests (↑ 25%)
~ 9k Business Inspections (↑ 4%)



~ 3k Animals under Care (length of stay ↑ 100% since 2016)
~ 1k Animals Adopted



Specialized Teams with Partners

- Traffic Safety
- Vulnerable Persons (1k+ encampments removed)
- Problem Properties (50+ properties demolished)
- Business Safety (3k+ warnings)



Support for Community Court & Safer Calgary (Calgary Police Service)

Traffic Safety Team

**~3,500
Traffic Tickets
Issued**

**1,100+
Warnings**



2025 Highlights



Transit Public Safety

- ~ 84k Calls (↑ 38%)
- ~ 18k Violation Tickets (↑ 100%)
- ~ 9k Fare Evasion Tickets (↑ 100%)
- Safety Engagement Team
- Community Outreach Team (34 Partnerships)

Integrated Response with Partners



Vehicle-for-Hire Public Safety

- ~ 10k Inspections, ~ 500 Tickets
- ~ 20M Vehicle-for-Hire trips (↑ 17%)



Integrated Services

- Canadian Police Information Centre
- Court Services

Transit Public Safety
Vehicle-for-Hire Public Safety



**Social
Disorder on
Transit**

↑ 5%
Overall

↑ 11%
Drug Calls



Business Performance & Strategy



Business Technology Services
Learning & Wellness
Continuity, Risk, & Resilience
Business Improvement



2025 Highlights



Business Technology Services

- Reliable & secure public safety technology
- 94% capital spend: fleet, equipment, facilities, & systems



Learning & Wellness

- Officer & staff training
- Employee Mental health supports



Continuity, Risk, & Resilience

- Corporate business continuity
- Citywide emergency preparedness



Business Improvement

- Performance data & insights
- Aligned planning, strategy & policy





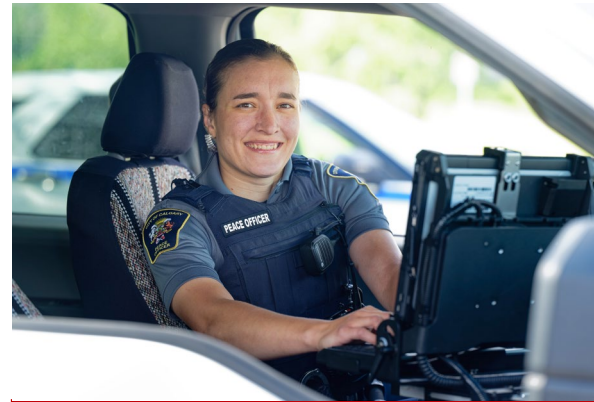
Emergency Management & Community Safety Looking Ahead



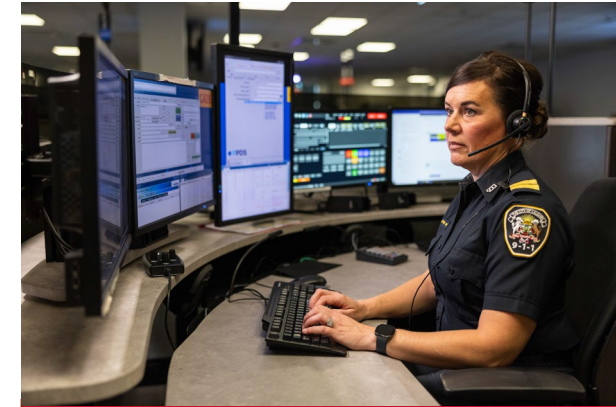
**Population &
Partner Growth**



**Increasing
Complexity**



**Officer Safety &
Staff Wellbeing**



**Infrastructure &
Technology**

Recommendation

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