



One Calgary – A City of Safe & Inspiring Neighbourhoods

Standing Policy Committee on Planning & Urban Development

September 13, 2018



A City of Safe & Inspiring Neighbourhoods

Every Calgarian lives in a safe, mixed and inclusive neighbourhood, and has the right and opportunity to participate in civic life. All neighbourhoods are desirable and have equitable public investments.



Contributing services

- Building Safety
- Bylaw Education & Compliance
- Calgary 9-1-1
- City Cemeteries
- City Planning & Policy*
- Development Approvals

- Emergency Management & Business Continuity
- Fire & Emergency Response
- Fire Inspection & Enforcement
- Fire Safety Education
- Neighbourhood Support
- Pet Ownership & Licensing
- Police Services

**Service includes Civic Partners*





Building Safety

Bylaw Education & Compliance

Calgary 9-1-1

City Cemeteries

City Planning & Policy

Development Approvals

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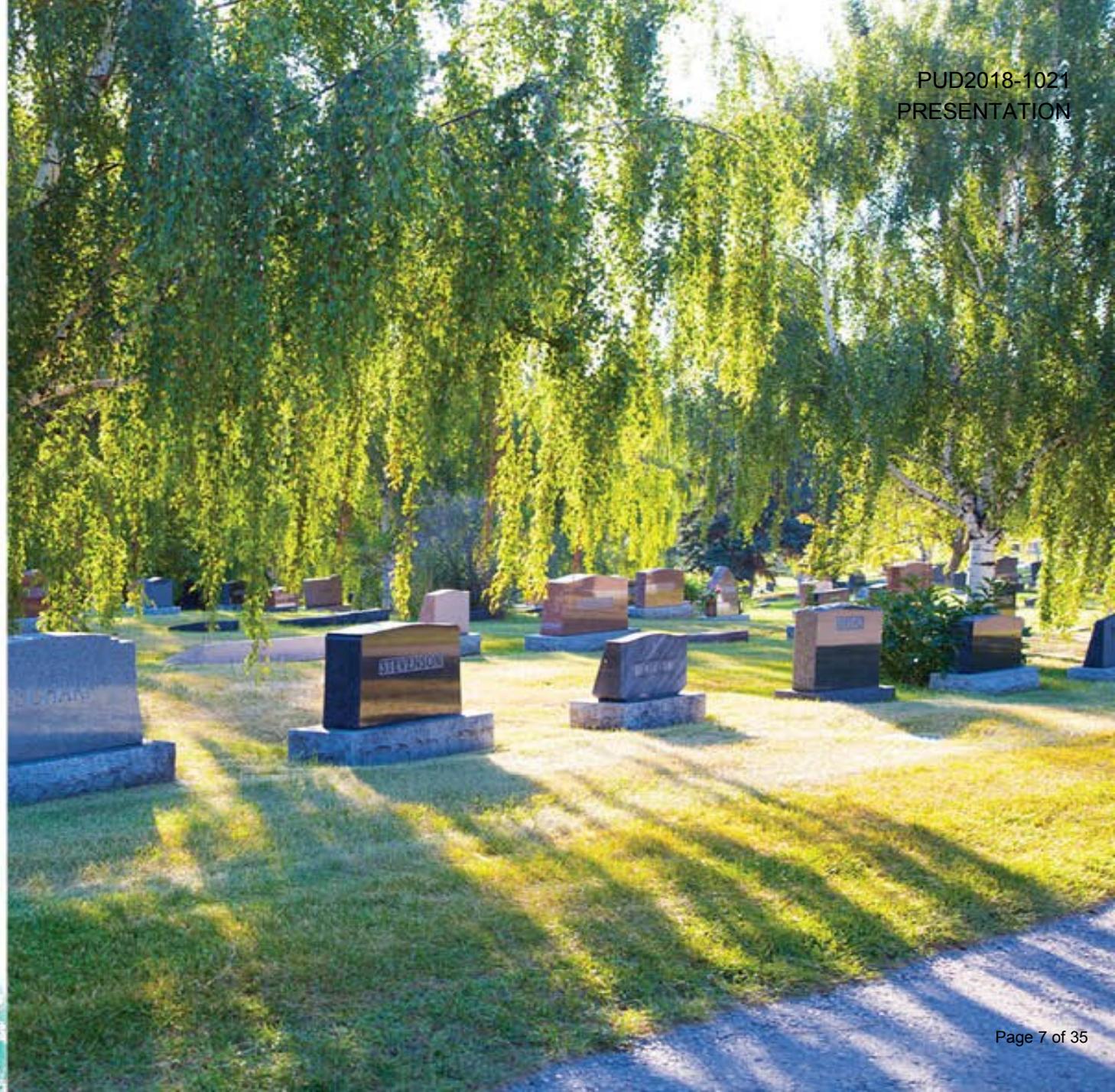
Fire Inspection & Enforcement

Fire Safety Education

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Delivering value to Calgarians

Public Safety



95%

feel that Calgary is a safe city to live in

Social Wellbeing



82%

agree Calgary is a great place to make a life

City Shaping



85%

are proud to live in their neighborhood



98%

9-1-1 calls answered within 15 seconds



200

languages available to assist citizens



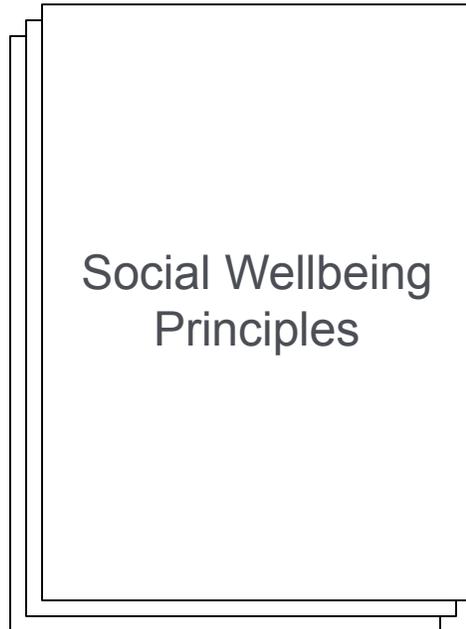
10,500

new homes approved through development permits



Long-term plans and policy

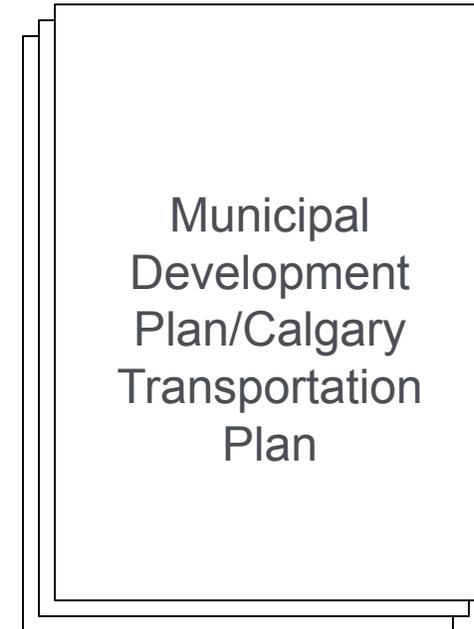
Social Wellbeing



Public Safety



City Shaping





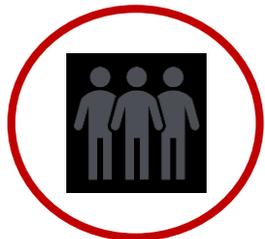
What Council has directed



- Safe, accessible and inclusive neighbourhoods and public spaces
- Address social issues impacting older Calgarians



- Ensure all communities are complete communities
- Make it easier to build development that meet our MDP and CTP



- Encourage active participation in civic life
- Improve connections among neighbours through community hubs and partnerships



- Manage growth in a way that achieves the best possible social, environmental and economic outcomes
- Minimize the cost of growth while maximizing housing choice and affordability



- Enrich the sense of place in our communities
- Improve the protection and enhancement of heritage assets



What we heard from Calgarians

Importance

The services where 90% or more citizens say this service is **very or somewhat important** are:

-  Calgary 9-1-1
-  Calgary Fire services |
-  Calgary Police Service |
-  Emergency Management & Business Continuity
-  Building Safety
-  Neighbourhood Support

Investment

The services where 90% or more of citizens wanted **the same or more investment** are:

-  Calgary 9-1-1
-  Calgary Fire services |
-  Calgary Police Service |
-  Emergency Management & Business Continuity
-  Building Safety
-  Neighbourhood Support
-  Bylaw Education & Compliance
-  Development Approvals

Source: 2018 Spring Pulse Survey



What we are watching



Changing City

- Population & Demographics
- Infrastructure
- Climate & disaster trends



Changing Economy

- Effects on businesses
- Effects on citizens



Evolving Legislation

- Mandatory changes
- Training needs and costs required

Overall increased service demand



What we propose to do

Summary of each service within A City of Safe & Inspiring Neighbourhoods

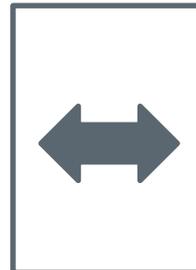
Drivers

- Provide citizens, and customers assurance that new construction projects meet Alberta’s safety standards prior to granting occupancy
- Provide urgent response service for public safety concerns
- Council direction and public concern regarding the safety of existing buildings

Intended service emphasis



Preliminary service level



What we propose to do

- Expand the use of alternate methods of verifying safety to reduce the number of inspections while maintaining service levels
- Increase site safety through education and collaboration with industry partners
- Ensure existing buildings are safe through a Building Maintenance Bylaw audit process

Key service highlights



87% of new home building permits applied for online

\$4.8B building permit construction value



67,664 building and safety code permits issued

What we heard from Calgarians

86% of Calgarians are somewhat or very satisfied with the service

92% of Calgarians indicate service is somewhat or very important

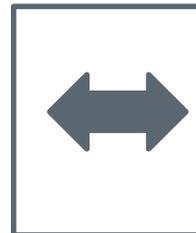
Drivers

- An aging population, urban growth and immigration are influencing the volume and type of bylaw calls
- Evolving legislation will have an impact on service delivery
- Citizens expect to get faster City services through online or automated technology
- The legalization of cannabis will require a balanced approach between education and enforcement in addressing citizen concerns as regulation matures

Intended service emphasis



Preliminary service level



What we propose to do

- Implement Calgary-specific regulation for cannabis legalization
- Enhance customer interaction through implementation of a Hybrid Officer Program
- Address the evolution of sharing economy and assess additional enforcement activities based on changes

Key service highlights

Compliance to noise, yard, property and zoning bylaws



97% Calgary
88% Average nation-wide



+59,000 calls for bylaw services in 2017

What we heard from Calgarians

86% of Calgarians want the same or more investment

84% of Calgarians indicate the service is very or somewhat important

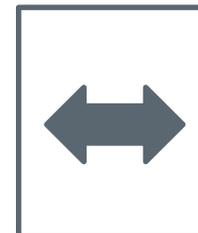
Drivers

- Changing population, increasing volume and complexity of emergency calls affect how resources are deployed and how staff are trained
- Potential disruption of critical system and service due to disasters or other events require continuity planning to ensure ongoing service is provided to citizens
- Regulatory decision directing the modernization of 9-1-1 networks

Intended service emphasis



Preliminary service level



What we propose to do

- Implement Next Generation 911 system, adapting to advances such as texting, video and social media
- Reduce total number of call transfers by optimizing Public Safety Answering Points
- Implement call processing and technology changes to reduce call answer and dispatch times, while maintaining high quality service to citizens

Key service highlights



98% of calls answered within 15 seconds



+1M calls answered in 2017

What we heard from Calgarians

99% of Calgarians want more or the same investment

99% of Calgarians indicate the service is very or somewhat important

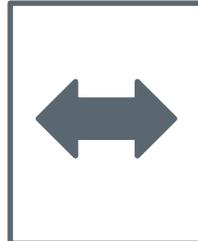
Drivers

- Legislative compliance and Cemeteries Perpetual Care Fund
- Demographics influencing interments (cremation vs burial)
- Lack of cemetery space for burials

Intended service emphasis



Preliminary service level



Key service highlights



<3 years of casket burial space at Queen's Park Cemetery



1,553 interments in 2017

What we propose to do

- Shift casket burial sales to the new south cemetery
- Pursue opportunities for new cemetery space in north Calgary
- Customers are assured quality cemetery services with a variety of affordable options

What we heard from Calgarians

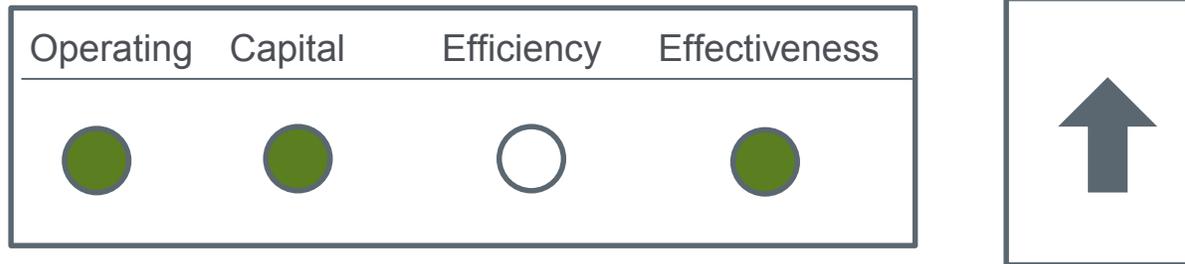
85% of Calgarians want the same or more investment

72% of Calgarians indicate service is somewhat or very important

Drivers

- A more diverse population needs a planning service that speaks their language and understands their lifestyles
- Modern, user-friendly planning tools are needed to enable desired business and residential growth
- Preserving our unique heritage buildings enhances the character and appeal of our communities

Intended service emphasis



What we propose to do

- Enhance Calgarians' ability to participate in planning through more accessible events and tools
- Provide more communities with new local area plans that are modern, enabling tools
- Increase funding to the Heritage Restoration Grant Program to support our communities' culture

Key service highlights



71 neighbourhoods enabled since MDP

12 heritage buildings protected in 2017



9,105 citizens engaged in PD projects in 2018

What we heard from Calgarians

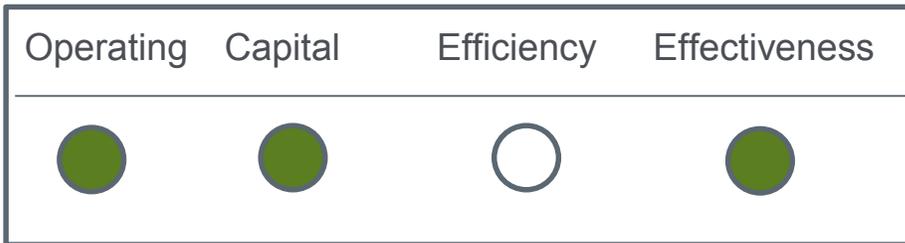
80% of Calgarians are somewhat or very satisfied with the service

86% of Calgarians indicate service is somewhat or very important

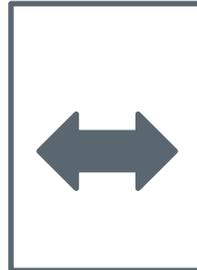
Drivers

- Continue to make Calgary a great place to invest in land development and redevelopment
- Focus on enhancing the quality of land developments in Calgary
- Meaningfully engage Calgarians, balancing development opportunities and community priorities

Intended service emphasis



Preliminary service level



What we propose to do

- Work with industry to understand their business imperatives, reduce barriers and enhance responsiveness through continuous process improvements
- Strengthen the urban design review of applications
- Enhance digital and online service offerings and leverage technology to improve service delivery and strengthen collaboration

Key service highlights



87%

of technical development applications where timeline commitments were met

70%

of multidisciplinary development applications where timeline commitments were met



6,926

development application decisions

What we heard from Calgarians

80%

of citizens satisfied with Development Approvals

89%

of Calgarians indicate service is somewhat or very important

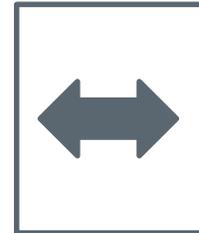
Drivers

- Disasters have been on an upward trend for 40 years
- Alberta has had 7 of the 10 costliest disasters in Canada; 5 of the 10 impacted Calgary
- Increased need to apply our collaborative processes to other operational and public safety issues and smaller scale, localized events impacting communities

Intended service emphasis



Preliminary service level



What we propose to do

- Collaborate with partners and customers to reduce the impacts of disaster through risk prevention and mitigation
- Support partners before and during smaller events that may impact their operations or reputations, or that have the potential to escalate
- Host fewer in-person citizen preparedness sessions in cases where content can be delivered through other mechanisms, such as online methods

Key service highlights



\$6 recovery costs saved by \$1 in prevention



1% of CEMA budget as % of annual disaster loss

What we heard from Calgarians

95% of citizens surveyed in the 2018 Spring Pulse Survey say they are satisfied with the service

42% of businesses have a plan to guide operations after emergency or business disruption

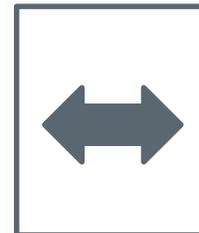
Drivers

- Demands for emergency response increased by 10% year over year, including critical medical interventions, fires, hazardous materials and motor vehicle collisions
- Intensity of fires, as well as the rate of flame spread, is greater due to modern building materials and separation between houses increases the risk of multiple house fires

Intended service emphasis



Preliminary service level



What we propose to do

- Focus on improving response times, including the effective response force target to have 12 firefighters on scene in 11 minutes
- Increase frontline prevention and safety awareness in the community
- Continue efforts to improve psychological and physical wellbeing of staff

Key service highlights



7:55 minutes for first unit to arrive
13:31 minutes to assemble an effective response force



2:31 minutes improvement in response time required to meet target

What we heard from Calgarians

98% of Calgarians want the same or more investment

100% of Calgarians indicate that they are satisfied with our service and importance

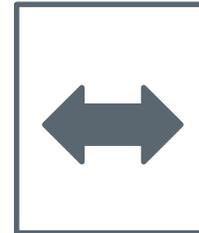
Drivers

- The Alberta Fire Code and Provincial approved Quality Management Plan require that buildings are safe and standards are applied
- Risks exist, if left unaddressed, that will create emergencies for citizens, business owners and first responders
- Aging buildings are creating increased risks
- Economic downturn can affect ongoing maintenance of life safety systems

Intended service emphasis



Preliminary service level



What we propose to do

- Continue to provide inspections, permits and enforce compliance to meet the legislated standards within the Quality Management Plan
- Increase the number of risk based inspections on high risk commercial and industrial properties
- Increase the number of Safety Codes Officers to address risks and stay compliant with the Quality Management Plan
- Reduce the number of reinspections on non compliant occupancies through behavior modification

Key service highlights



17,380 service requests completed

\$58M dollar loss to structure fires



+20,500 high risk inspections required

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95% of Calgarians indicate the service is somewhat or very important

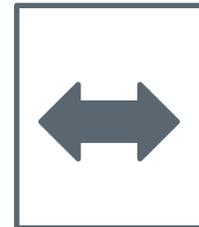
Drivers

- Calgary Fire responds to 170 emergency calls per day - proactively changing behaviours and education will reduce the impacts, the number of emergencies and save lives
- Higher risk groups often don't know what to do in the case of an emergency
- Calgary is seeing an increase in fires and community growth, which increases the need for preventative education.

Intended service emphasis



Preliminary service level



What we propose to do

- Provide education programs, resources and intervention programs to efficiently reduce community risk and to ensure Calgarians are safe
- Develop tools and training and programs for frontline firefighters and citizens to increase citizen education at the community level
- Focus delivery of specialty education to high risk Calgarians
- Develop relationships with partners to maximize educational reach

Key service highlights

 **140,000** contacts per year

65% improved knowledge of how to reduce risk

 **+10,000** more contacts with vulnerable Calgarians to reduce risk

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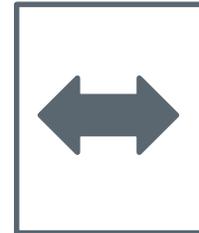
Drivers

- Growing diversity requires a commitment to ensuring our neighbourhoods remain welcoming for all
- Increased need for support to Calgarians experiencing vulnerabilities
- Aging community infrastructure remains a challenge to preserving public spaces for residents in neighbourhoods

Intended service emphasis



Preliminary service level



What we propose to do

- Provide support for community groups to be more accessible and representative of the diverse needs of residents
- Develop additional resident-informed community hubs by leveraging City facilities and existing partnerships
- Reprioritize the Capital Conservation Grant investment with an increased focus on preventive maintenance

Key service highlights



300+ programs, services and small-scale improvement projects delivered through **This Is My Neighbourhood**

89%

of community partners agree Community Social Workers effectively address the unique social issues of neighbourhoods

What we heard from Calgarians

91%

of Calgarians want the same or more investment

90%

of Calgarians feel a sense of belonging to their neighbourhood

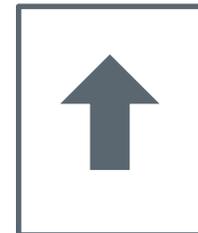
Drivers

- Adapting to changing trends, citizens have expectations for regulation, i.e. The Responsible Pet Ownership Bylaw, to keep pace
- The provincial government is increasing The City's responsibility to respond to wildlife calls
- Citizens expect to get faster services and easy access to information through greater use of enabling technology

Intended service emphasis



Preliminary service level



What we propose to do

- Continue to promote responsible pet ownership practices through community advocacy and engagement
- Conduct a review of the Responsible Pet Ownership Bylaw to meet citizens' evolving needs
- Review Animal Shelter Operations to focus on improved service delivery for the recovery, socialization and adoption of pets

Key service highlights

of licensed pets per 100,000 citizens



11,310

Calgary

6,554

Average nation-wide



+137,000 licenses
issued for pets in 2017

What we heard from Calgarians

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82% of Calgarians indicate the service is very or somewhat important

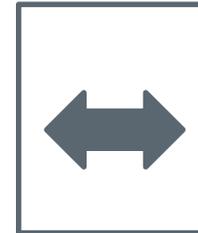
Drivers

- Public trust and confidence are vital for CPS to work collaboratively with the community and find solutions to safety concerns
- Mental health issues and drug addiction are significant contributors to crime and disorder and require community partnerships
- Changes to legislation and significant court decisions are impacting policy, business processes and operational tactics

Intended service emphasis



Preliminary service level



What we propose to do

- Deliver police services to keep our communities and roads safe
- Strengthen partnerships to prevent crime, disorder and victimization
- Apply innovative approaches to maintain investigative excellence

Key service highlights



57% of calls for service are attended by police



8.3 minutes average response time to emergency calls



570,109 overall calls for service

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100% of Calgarians indicate service is somewhat or very important



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