

DOWNTOWN
**SAFETY
INCIDENT**
TRACKING REPORT

2022
2024

EXECUTIVE SUMMARY

BOMA Calgary has led the way in safety incident tracking related to downtown safety among major cities in Canada.

In the following report, we outline the origins, evolution, and results yielded from safety surveys of BOMA Calgary members over the past two years. From what triggered the survey to the recommendations from the Downtown Safety Leadership Table that these surveys influenced, the following report summarizes it all.

Over the span of BOMA Calgary's surveys, there have been some shifts in the key metrics tracked and supported by member data. High level findings are:



Assaults on member properties have started to decline between 2022 and last summer. However, assaults that target security personnel have been disproportionately increasing.



The average downtown property reported an increase in the total instances of Open Drug Use, however the percentage of those instances that have led to suspected overdoses are trending downwards.



Social Disorder through the downtown remains a point of concern and BOMA Calgary is updating its data collection to better support social agencies and the Calgary Police Service in better understanding how to address these issues.



For the two different 12-month periods studied through BOMA surveys, there has been a 104% increase in False Fire Alarm pulls while instances of Arson increased only 4% over the same time period.



80% of respondents in the most recent survey highlighted that they expect costs associated with addressing safety related concerns to increase.

BOMA Calgary remains committed to representing your voice where it matters most. In the coming year, we plan to advocate municipally, provincially, and nationally on this topic. There are roles all three levels of government must play to address safety concerns in our downtown and we plan on being at every table on your behalf.

The background of the page is a photograph of a city skyline, likely Calgary, featuring several tall skyscrapers. In the foreground, there are green trees and a body of water, possibly a river. The sky is a clear, light blue. The text is overlaid on a dark blue rectangular area.

2022-24 BOMA CALGARY DOWNTOWN SAFETY INCIDENT TRACKING REPORT

In May 2023, BOMA Calgary published its first One Pager stemming from our Public Safety Committee's (PSC) Downtown Safety Incident Tracking Survey.

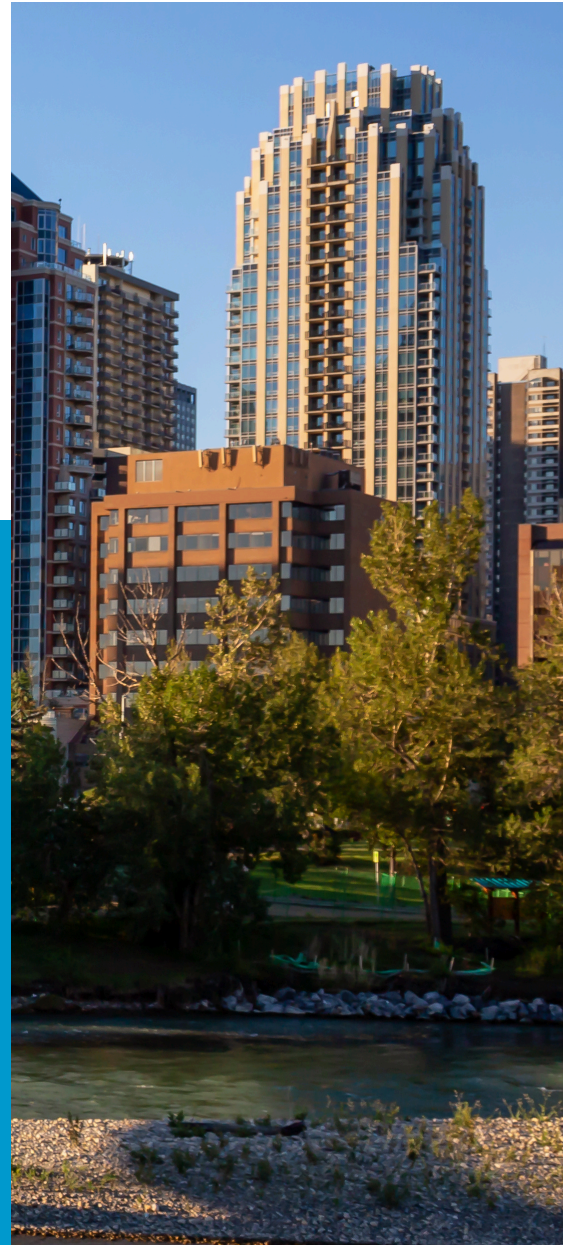
The survey was designed to fill gaps between what the Calgary Police Service (CPS) and Alberta Health Services (AHS) had traditionally reported at the time and was intended illustrate to policymakers, our industry, and members alike the types of social disorder and other challenges the commercial real estate industry in Calgary had been facing.

This report outlines the origins of our survey, how it has evolved from its first iteration, the actions borne from it and summarize what our latest data says. Following this, it provides a summary of the results of our first survey and our latest survey.

WHAT STARTED IT ALL?



Through the COVID-19 Pandemic, the PSC was collecting information from BOMA members on occupancy rates and the number of guards that were on leave. Soon after, the Committee started tracking the total number of removals due to social disorder or crime for the properties that were represented within the committee.



Once lockdown orders were lifted and individuals returned to work in April 2022, it became clear that these instances of social disorder, crimes, as well as mental health and addictions related incidents were not going away simply because the property was occupied once again. In the fall of 2022, the PSC developed the first iteration of an incident tracking survey which was pushed out to BOMA Calgary members between January and April 2023. During this time, it collected crucial information that drastically changed how BOMA Calgary viewed social disorder and the impact it was having on the social services sector.

DOWNTOWN COLLABORATION FOR SAFETY ADVOCACY

As data collection started and BOMA Calgary slowly started presenting it to stakeholders, it became very clear that the information collected was not only important but would also support the advocacy efforts of industry partners old and new. Through the development of this survey, BOMA Calgary worked with the following parties to provide a united approach to present the data to the City of Calgary decision makers:

Calgary Downtown Association (CDA)	▶ The CDA was heavily involved in the Downtown Ambassador program that had been and remains very successful until this point. ▶ The CDA represents BOMA Members’ tenants and allowed an understanding of what was occurring beyond a Life Safety & Security perspective ▶ At the time, the CDA was also collaborating with the Calgary Police Service on ensuring effective deployment through the Zones they had developed for Calgary’s Downtown.
NAIOP Calgary	▶ Soon after safety incident data collection started, BOMA allied with our partners at NAIOP who had been facing similar challenges in attracting clients for their spaces and securing funds for developments.
Calgary Chamber of Commerce	▶ Much like the CDA the Chamber represents BOMA Members’ Tenants. As the largest business association in the City, the organization reaffirmed the concerns BOMA was looking to address through the data collected in the survey.

WHY WAS THERE A GAP BETWEEN WHEN THE DATA WAS COLLECTED AND WHEN IT WAS SHARED?

1

BOMA along with our industry partners above, took summaries of the data we collected and presented it to the Mayor's office in June 2023.

At the time, the data collected was unheard of and painted a picture that was very different from the statistics being tracked and reported by Calgary Police Service (CPS), statistics that are largely based in calls for service reported to and addressed by the service. BOMA's data represented reported and unreported challenges that property managers, police officers and security professionals in our downtown had to tackle. This showed that the on the grounds impact of mental health and addictions challenges were not only complex, but significantly more prominent than what other data collected for policymakers showed and changed how the issue was understood.

Simply put – BOMA members' data helped provide decision makers with a perspective that hadn't been considered before.

The data you shared helped paint the picture of what members had been addressing but couldn't quantify, it outlined how businesses in our downtown had been feeling but couldn't show, and it outlined the sheer volume of the challenges that are faced by our social services sector that hadn't been shown through numbers before.

2

From here, the Mayor called a meeting with multiple internal municipal partners to share the collective data.

Between June 2023 and September 2023, the data was disseminated through City Departments, and it became clear that there was a need for the City's departments to collaborate and for industry to identify the challenges that they are facing when looking to improve safety and perceptions of safety in our downtown core. During this summer, the Mayor's Office took the lead in reaching out to impacted parties downtown and started collecting support for a community led initiative.

3

This eventually led to the formation of the Downtown Safety Leadership Table which started meeting in September 2023.

Once the table was struck, BOMA released the data collected and got to work with the table to develop and provide recommendations to the City on how to improve safety in our downtown. Thanks to the data you provided, BOMA Calgary was able to secure a seat at the Downtown Safety Leadership Table and provided direct feedback on recommendations that would support our members, improve social services, as well as improve perceptions of safety downtown.

DOWNTOWN SAFETY LEADERSHIP TABLE



7 Members



45 Organizations



350 Respondents

The Downtown Safety Leadership table was comprised of seven members representing the business, social services, and education realms. The table was convened to identify opportunities, solutions, and strategies to address safety issues in downtown Calgary. It was mandated to identify gaps, recommend removal of barriers, and advise on proposed actions to address safety concerns in downtown Calgary to ensure that downtown continues to grow and is comprised of safe and vibrant spaces. The table engaged with over 45 organizations and individuals impacted by the current state of our downtown and used feedback from over 350 respondents through an engagement survey.

In March 2024, the Table published its final report that included 28 recommendations across multiple time frames and approaches to address safety and perceptions of safety in our downtown. You can find more information on the table and its report [through the link here](#) and keep tabs on their implementation [through the tracker here](#).

HISTORY OF OUR SURVEYS AND RESULTS

2022 ANNUAL
SURVEY

2023 Q1 + Q2
SURVEY

2023 Q3 TO
2024 Q2 SURVEY

To date, BOMA Calgary has undertaken three different surveys

as it worked with our members on developing a version of our incident tracking survey that best serves members, collects data that supports industry partners, and aims to collect quantitative data to support any changes in the state of affairs. BOMA Calgary has also been working with our counterparts across other BOMA locals to develop a national version of this report as downtown safety has had some impact in all major cities across Canada and the world. As a result, we have pivoted on the format, time frame, and metrics that were collected over the last two years. Below we outline the results, differences, limitations, and lessons learned from each version of our survey.

For easy comparison, this report will outline the differences and limitations of each version of our surveys first. Following which, it will highlight key metrics of each survey side by side. Under each metric, we will outline lessons learned and next steps.

2022 ANNUAL
SURVEY

**Reported to Members in
September 2023**

BOMA's first survey was undertaken in early 2023 where we tracked data for the entire 2022 calendar year. This survey had the highest participation rate to date with 58 properties in Calgary's downtown core represented in the survey. This survey was the first run at understanding what types of data members are collecting, which time frames they have data available for and included incident tracking data that our Public Safety Committee felt best displayed the symptoms of downtown safety as well as metrics that outline the impact of the current mental health and addictions crisis.



2023 Q1 + Q2
SURVEY

**Reported to Members in
January 2024**

The first survey outlined that many members collect/receive data quarterly and also highlighted that some of our metrics were not collecting detailed enough data especially as it related to assaults, costs, drug related activities and time of day impacts. Through this process, we also learned that the time of day, differentiating instances between on property (or off) and on the plus 15 network and collecting details on expected budgeting impacts were of importance to our members. Based on this feedback, we made adjustments to the next version of our survey.

For the second iteration of our survey, we added the above and shifted to collecting data for six months at a time to better align ourselves with the reporting cadence of our members. Data collection started in the fall of 2023, we collected data from our members that spanned 2023's first two quarters. It also asked our members to track, in detail, what time of day incidents were occurring and instances as well as interventions associated with drug related activities including CPR intervention, overdose kit deployment and calls to first responders in detail. In addition to the above, this iteration extended the included area from the downtown core and added both the Beltline and East Village. Participation in this survey shrunk and it captured 32 properties across downtown and adjacent areas.

2023 Q3 TO
2024 Q2 SURVEY

**Reported to
Members Here**

The second survey captured the most detailed information associated with instances of social disorder. This version was also the most challenging for members to complete, with some citing that they have had to dedicate a resource in their offices in order to gather all information that we were hoping to collect. This data was also shared with the Calgary Police Service and allowed CPS to tweak some of the program design and their own deployment to support our member challenges. Collaboration with CPS began to ramp up here for BOMA with direct collaboration with the Service on data collection and allowed as an avenue to learn how this data was being utilized to support initiatives already underway and how it compliments CPS' data collection. As a direct result of this survey, we were able to bring in two senior CPS members to present their data to our members at an event jointly hosted by our Government Affairs and Public Safety Committees on November 22, 2024.

The last version of the survey was the biggest deviation from the initial approach. Following the success BOMA Calgary had with local and provincial authorities in bringing attention to the challenges Calgary has been facing. Other BOMA locals that have been adjusting to the same challenges reached out to combine efforts and collect data that represent the issue at a larger scale. This version included perception data along with incident tracking that members had been used to. As a result, BOMA Calgary's survey combined two surveys, perceptions of safety and incident tracking as one while considering capacities of members at other BOMA locals and reducing granular data collection. The cross-jurisdictional survey took cues from BOMA's first survey to collect data that spanned 12-months, June 2023 to July 2024.

Despite missing some granular data, this survey offered strong insights into the perception of safety for members and tenants. This iteration of the survey also provided detailed insights into respondent's financial projections for the upcoming year. Through this version of the survey, data was collected that provided insights into changes in the cost of addressing safety concerns for our members and tenants.

RESULTS AND LESSON LEARNED

BOMA's Surveys were a catalyst in the implementation of the DSTL Recommendations below. Through this report, we will outline more of the Table's recommendations BOMA's data supported in their respective sections.



06. Enhance police and uniform presence downtown



12. Establish a permanent Downtown Safety Table



15. Advocate for a Community Court

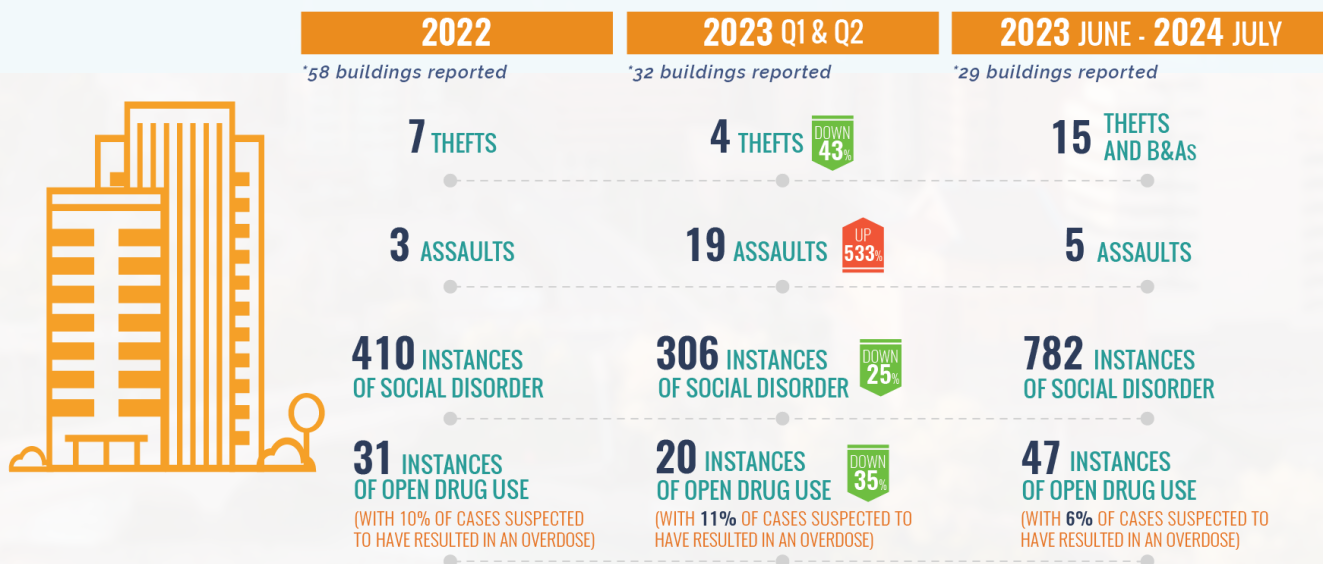


16. Encourage law enforcement partners to build greater awareness and further utilization of Calgary's provincial specialty courts, and



21. Improve coordination of policing and enforcement services

THE AVERAGE OFFICE BUILDING DOWNTOWN REPORTED THE FOLLOWING:



Above details the average reported occurrences per property of some key metrics collected. While occurrences of some metrics saw decreases over time, like assaults, we noticed a shift in those targeted by those assaults. In the following sections, we take a deeper dive into these key metrics, starting with assaults.

SUMMARY OF RECOMMENDATIONS SUPPORTED BY BOMA DATA

ASSAULTS

02. Direct a plan to resource a series of Crime Prevention Through Environmental Design (CPTED) studies of high-risk downtown hotspots with the aim to improve the public realm.

11. Audit existing HELP buttons to identify opportunities to improve or expand use.

OPEN DRUG USE

04. Establish daytime resource centres that provide supports and access to services for individuals experiencing homelessness.

05. Add capacity to provide dignified and safe access to all populations in need regardless of barriers, backgrounds and/or social issues.

13. Improve equitable allocation of resources among shelters, first responders, and outreach agencies.

20. Increase 24/7 deployment of outreach services by key community partners in Calgary's downtown.

SOCIAL DISORDER

01. The City of Calgary to immediately support state of good repair and community safety improvements to enhance the downtown experience.

OTHER KEY METRICS

03. Improve availability and access to downtown public washrooms.

07. Review the current state of assets, safety, useability, accessibility, aspects of social segregation, changed economics, and operational feasibility of the Plus 15 network.

10. Establish a consistent and predictable fund for downtown initiatives that enhance coordinated strategies to support safety, community, and vibrancy projects.

ASSAULTS

Metric (Total Instances)	2022	2023 Q1 & Q2	June 2023 to July 2024
Assaults	202	592	145



Assaults are one of the more nuanced metrics collected by all surveys. The first BOMA survey tracked assaults to tenants and employees only. As occupancy downtown started to rise, assaults rose in general in the Downtown core. During this time, there was an uptick on assaults that targeted security teams on and adjacent to member properties. To better understand the conditions to start 2023, the next survey started to collect assaults data for three different groups:

tenants, employees, and visitors. Further, it collected data for assaults with or without a weapon, and whether the assault took place within our members’ properties or in public spaces along them. While many BOMA Calgary members were well versed in collecting this data, this took a step back on our June 2023 – July 2024 survey to reporting on assaults at a high level with one metric – assaults only. For the final 12-months of data collected, we saw a significant decrease in the overall number of assaults (28% decrease). BOMA has also heard anecdotally and through our partners that those being assaulted are likely to be personnel from members’ security teams.

BOMA’s data here supported the following recommendations currently being implemented by the City of Calgary:

02. Direct a plan to resource a series of Crime Prevention Through Environmental Design (CPTED) studies of high-risk downtown hotspots with the aim to improve the public realm.
11. Audit existing HELP buttons to identify opportunities to improve or expand use.

WHAT'S NEXT?

Assaults are a key metric for BOMA Calgary and its partners as concerns rise around security personnel being adversely impacted by assaults at members' properties. As a result, BOMA Calgary will be returning to collecting more granular data for assaults that includes assaults to tenants, employees and visitors. The next survey will also collect information on assaults with a weapon as well as without on public and private property. As BOMA's collaboration with CPS increases, the next survey will aim to better align with CPS tracking to start looking at the issue from the same lens.

OPEN DRUG USE



Open drug use is the next key metric that BOMA surveys collected. Over the course of these surveys, how drug use is tracked has changed drastically. The first survey included alcohol use as part of the metric but, after discussion with our partners and our PSC committee members, it became clear that while alcohol addiction is an issue that persists in Calgary, drug use and trade outside of

alcohol were driving factors behind a majority of the challenges faced by BOMA members. As such, tracking alcohol use and public intoxication were removed from surveys.

Metric (Total Instances)	2022	2023 Q1 & Q2	June 2023 to July 2024
Open Drug Use	8,457 ¹	643	1,377
Suspected Overdose	43	51	73
Times Emergency Responders were called	865	123 ²	897

[1] Includes Alcohol Use

[2] Only incidents associated with calls tracked

As a result – there was a drop in the total instances of drug use reported. In addition, for the second survey, how emergency responses were tracked also changed. To better understand the impact to Calgary’s social services, the survey shifted how questions were phrased related to drug use. While this provided great insights into how emergency responders were deployed, unfortunately, this didn’t capture fulsome statistics around the overall volume of calls made to emergency responders. While this was remedied in our third survey – there was lost granular data related to the types of emergency responses members addressed. However, it still suggested that the overall volume of calls placed within a given year was still trending up.

BOMA’s data here supported the following recommendations currently being implemented by the City of Calgary:

04. Establish daytime resource centres that provide supports and access to services for individuals experiencing homelessness.
05. Add capacity to provide dignified and safe access to all populations in need regardless of barriers, backgrounds and/or social issues.
13. Improve equitable allocation of resources among shelters, first responders, and outreach agencies.
20. Increase 24/7 deployment of outreach services by key community partners in Calgary’s downtown.



BOMA’s surveys found that there is value in collecting both overall volume and types of calls when speaking to partners and policymakers. Going forward BOMA Calgary surveys will aim to collect data associated with specific instances of drug use, along with overall calls made to their properties for emergency responders. This should allow BOMA to have more fulsome conversations with policymakers and partners on the various types of supports that are necessary to address perceptions of safety downtown and to more effectively administer support programs for the vulnerable population that call Calgary’s downtown home.

SOCIAL DISORDER



Social Disorder was generally used as a catch-all statistic collected through all surveys so far. While some markers and criminal activities were split, this metric was used to capture occurrences such as: loitering, panhandling, rough sleeping, dumpster diving and more. For the two years BOMA surveys have spanned, we have seen a general decrease in the overall volume of social disorder in our downtown, with the 12-month figures showing a 6% decrease overall.

Metric (Total Instances)	2022	2023 Q1 & Q2	June 2023 to July 2024
Social Disorder	24,166	9,778	22,699

BOMA’s data here supported the following recommendations currently being implemented by the City of Calgary:

- 01. The City of Calgary to immediately support state of good repair and community safety improvements to enhance the downtown experience.

WHAT'S NEXT?

While the trend above is a positive development, there is room for improvement. Since BOMA Calgary started working with the Calgary Police Service, it was apparent that definitions of social disorder were different for both sides. To better support BOMA’s partners and to allow for better data sharing going forward, BOMA Calgary will be adopting what the CPS defines as social disorder. Furthermore, the next iteration of the survey will collect data on specific types of social disorder and combining these instances to collect as much detail as possible on the realities of social disorder across Calgary.

THEFT AND BREAK & ENTERS



While BOMA Calgary has reported Thefts and Break and Enters collectively, data around estimated total values of thefts and looked to differentiate thefts based on values over or under \$5,000, as the former is a criminal offense. The latest iteration of the survey did not collect this data, and we’ve been told that granularity here would help support our partners in addressing member concerns. Independent from the above, the overall instances of

theft and break & enters reduced by nearly 12% between the two 12-month windows we surveyed, suggesting that as vibrancy returns to downtown, theft has been decreasing.

Metric (Total Instances)	2022	2023 Q1 & Q2	June 2023 to July 2024
Theft and Break & Enters	518	162	452



Like Social Disorder, BOMA Calgary will be better aligning data collection with how CPS differentiates thefts as well as break & enters. As such, surveys going forward will look to collect information on theft, break & enters along with their estimated value. Further, surveys will differentiate theft from members properties and theft from tenant vehicles to better understand where our members focus their security efforts.

OTHER KEY METRICS



When social disorder occurs has seen a fairly stark change over the span of BOMA’s surveys. Initially, incidents occurred predominantly during the day when many vulnerable peoples do not have a place to go other than downtown properties. However, latter two surveys started to outline a shift. As the surveys shifted to collecting information based on where and where incidents were occurring (workday hours vs. after hours,

along with weekends) there was a growing trend of incidents occurring after 5PM on both weekends and weekdays, with the last 12-month survey showing that the majority of incidents now occur after 5PM. This is a growing concern among BOMA members as they are limited to how many security personnel they can deploy while maintaining compliance with the Plus 15 Policy.

Metric (Total Instances)	2022	2023 Q1 & Q2	June 2023 to July 2024
Time of Day	67% during the day 33% After Hours and Weekends	Weekdays: 61% during the work day, 39% after 5PM Weekends: 45% during the work day, 55% after 5PM	Weekdays: 47% during the work day, 53% after 5PM Weekends: 44% during the work day, 56% after 5PM
Fire Related Instances	100	36	150
Reported Costs	~\$120,000 annually	~\$130,000 annually	~\$150,000 ³ annually
Expected Budgeting Impacts	Budget impacts not tracked	41% of respondents expected costs to increase	80% of respondents expected costs to increase

[3] Estimate of 15% increase used.

- 33% of respondents expect an increase of at least 11% or more on monthly repair costs, 8% of respondents expect an increase of over 20% increase
- 41% of respondents expect an increase of at least 11% or more on monthly security costs, 6% of respondents expect an increase of over 20% increase

Fire Related Incidents have also seen a major increase in activity. For all surveys, data was collected on instances of Arson and False Fire Alarm pulls.

While instances of Arson remain relatively unchanged between the two 12-month periods (4% increase) we have seen a drastic increase in the total number of False Fire Alarm pulls. Between the two 12-month periods we collected data, we noticed an increase from 46 instances to 94 instances for an increase of a whopping 104%. False Fire alarm pulls lead to a massive loss of productivity for members and tenants, as buildings must be cleared for at least 15 minutes while the Calgary Fire Department investigates.

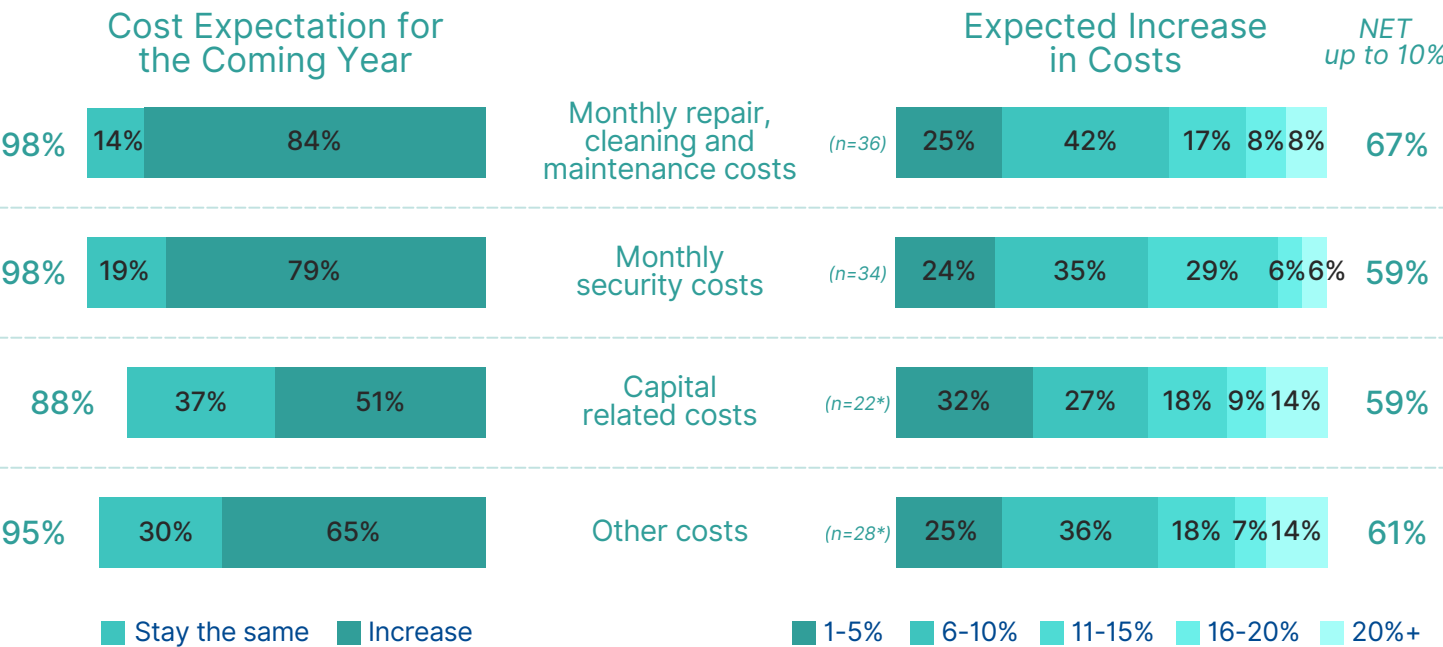


Furthermore, repeated false alarms also leads to occupants of a property taking them less seriously over time, adding concern from an operational perspective to the already high financial cost of these instances.

The initial BOMA survey requested that members report costs they have incurred to address safety concerns on their properties. This metric brought a disconnect between properties' security personnel and property management personnel to the forefront, leading to low tracking of costs incurred associated with safety costs.

For this survey, we took examples of spending across a representative group of properties downtown to extrapolate what the average building owner was spending to address safety concerns.

As the survey grew, so did BOMA Calgary members’ tracking and by the time the last survey was released, the PSC was able to work with our members to have a good understanding of spending as well as expected spending on security.

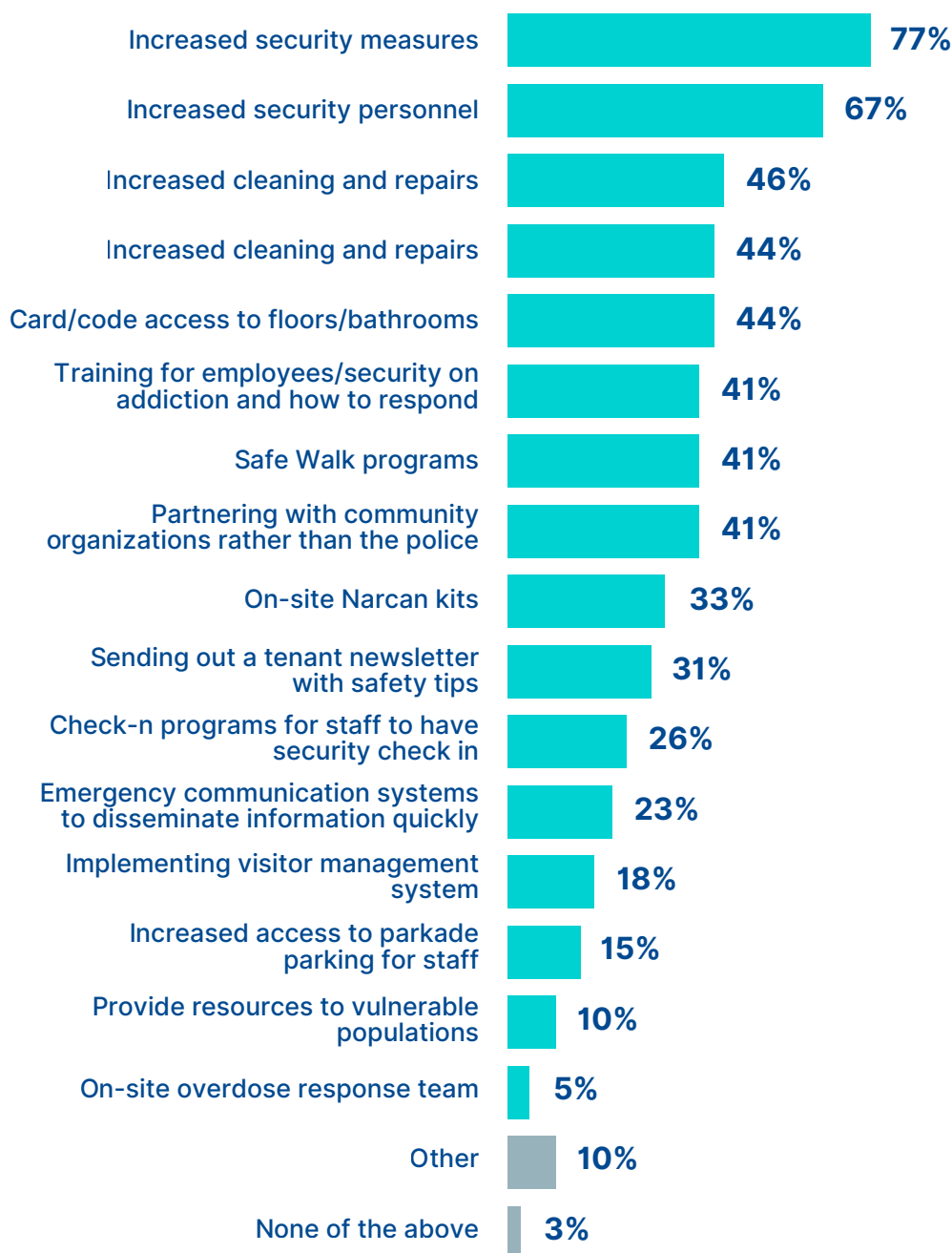


We have seen investments our members have made grow drastically between 2022 and 2024 and are expecting our members to continue to increase their spending on costs associated with safety.



ENHANCING SAFETY

Organizations have taken a multi-faceted approach to enhance safety and security in the past two years. The focus is heavily on increasing physical security measures and personnel, which are also viewed as the most effective solutions. Access control, and specific training programs are also significant measures.



BOMA's data here supported the following recommendations currently being implemented by the City of Calgary:

03. Improve availability and access to downtown public washrooms.

07. Review the current state of assets, safety, useability, accessibility, aspects of social segregation, changed economics, and operational feasibility of the Plus 15 network.

10. Establish a consistent and predictable fund for downtown initiatives that enhance coordinated strategies to support safety, community, and vibrancy projects.

WHAT'S NEXT?

BOMA Calgary members have become significantly better versed in reporting actual as well as expected costs associated with safety. Continuing to collect granular spending data as we have in the past to grow our understanding in this realm. In fact, BOMA members have consistently provided very detailed information for all metrics in this section.



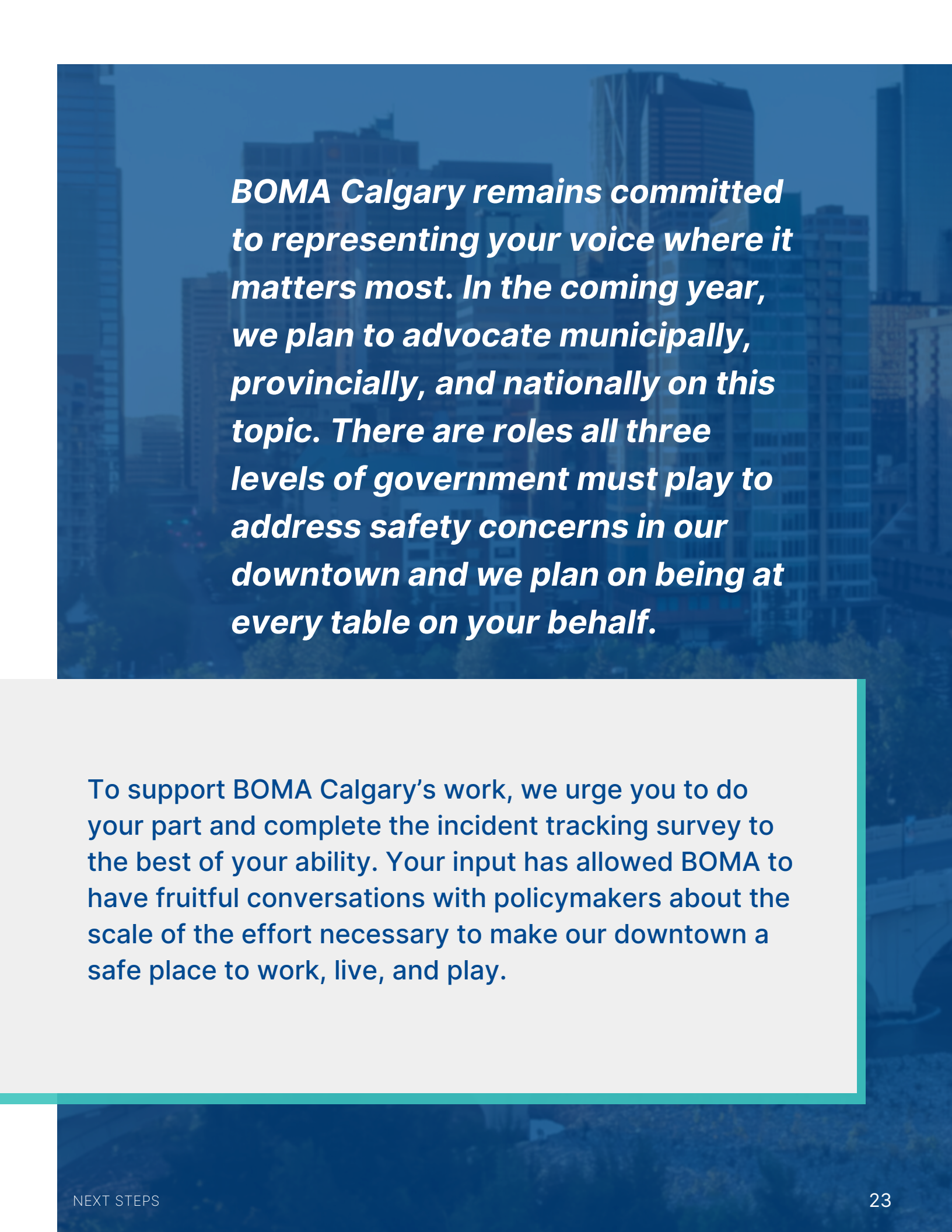
NEXT STEPS

BOMA Calgary's previous surveys outlined that its members have become well versed in collecting and providing more granular data than our counterparts across the country. While BOMA Calgary will remain committed to supporting our counterparts across Canada, it will be shifting back to collecting incident tracking data independently.

BOMA Members have also communicated the safety challenges that were mostly concentrated around downtown have slowly been moving out of the core and impacting members outside of our downtown. As such, for the next version of the survey we will also include “zones” that are outside of downtown.

Further, we also heard from our members that collecting annual data poses challenges that make reporting difficult and time consuming.

To ensure we create a survey that reflects the variance in our members' data collection practices, our next survey will allow members to choose if they want to report: quarterly, in 6-month increments, or for the whole year. The survey will now open in the spring/summer of a given year and stay open until September to allow members ample time to report while helping BOMA Calgary develop a more consistent cadence for reporting.



BOMA Calgary remains committed to representing your voice where it matters most. In the coming year, we plan to advocate municipally, provincially, and nationally on this topic. There are roles all three levels of government must play to address safety concerns in our downtown and we plan on being at every table on your behalf.

To support BOMA Calgary's work, we urge you to do your part and complete the incident tracking survey to the best of your ability. Your input has allowed BOMA to have fruitful conversations with policymakers about the scale of the effort necessary to make our downtown a safe place to work, live, and play.

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THANK YOU