

Calgary

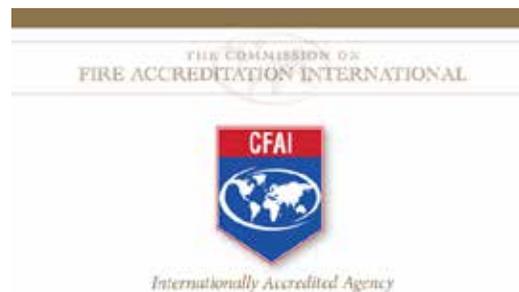


Calgary Fire Department 2024 Annual Report



Contents

Message from the Fire Chief	1
2024 highlights	2
The Calgary Fire Department organization chart	3
CFD service lines	4
2024 spring survey of Calgarians	4
Operating and capital budget	5
Our people, community and culture	6
New fire station development	7
City-wide response time and community growth	8
Serving Calgarians by responding to calls	9
How quickly our firefighters respond to emergencies	11
Serving Calgarians by conducting inspections, enforcement and fire investigations	15
Keeping Calgarians safe with fire safety education	20
Fire service continuous improvement	23
Appendix I	24
Appendix II	25
Appendix III	26



Tawnshi, Oki, Danit’ada, Âba Wathtech, Hello

The Calgary area, where the Bow and Elbow rivers meet, is a place of confluence where the sharing of ideas and opportunities have naturally come together. Whether you call this place Otokwunee; Moh’kinsstis; Wicispa Oyade; Guts’ists’i; or Calgary, we are all community. We would like to take this opportunity to acknowledge that we are gathered on the traditional territories of the nations signatory to Treaty 7 in southern Alberta. This includes the Blackfoot First Nation tribes of Siksika, the Piikani, the Kainai and the Amskaapipiikani; the Stoney Nakoda First Nation tribes of Chiniki, Bearspaw and Goodstoney; and the Tsuut’ina First Nation. The City of Calgary is also homeland to the historic Northwest Metis and to Metis Nation of Alberta, Region 3. We acknowledge all Indigenous urban Calgarians who have made Calgary their home.

Message from the Fire Chief

The Calgary Fire Department is committed to the health, safety and well-being of Calgarians, as well as our most valuable asset—our people. With a team of 1,670 employees, we offer a comprehensive fire service that includes emergency and non-emergency response, fire inspections and enforcement, and fire and life safety education. Our services align with The City of Calgary’s mission to enhance the quality of life for its citizens every day.

To effectively serve the community, the Calgary Fire Department continually adapts its service delivery model to reflect the evolving needs of the community, the various types and levels of risk across the city, service demands, and community expectations. Our dedicated, resilient and steadfast team remains committed to protecting and serving Calgarians while upholding our core values of Pride, Professionalism, Teamwork and Respect. Prioritizing firefighter safety, mental health and cancer prevention remains crucial to maintaining a healthy and resilient workforce.

Between 2020 and 2023 the Calgary Fire Department’s demand for service grew by over 50 per cent. In 2024 we saw a 5 per cent reduction in call volume to nearly 88,000 emergency responses, the first indication of call volume stabilization in five years.

Despite this recent stabilization, and the significant investments made by Council during the 2023-2026 service plans and budget process, the exponential growth of our city will continue to challenge our ability to effectively serve our community. By thoughtfully implementing new resources we’ll do our best to keep

up with the ever-increasing demands for service of our growing city, however continued investment will be essential in keeping Calgarians safe.

In alignment with the broader corporate direction and with a focus on supporting Council’s strategic direction, throughout 2025 the Fire Department will focus on:

- Fostering a supportive, inclusive and safe workplace for current and future employees.
- Working together effectively within our organization, across The City and with our partners to be a resilient and adaptable organization.
- Delivering on Council Priorities.
- Delivering high-quality public services.

The Calgary Fire Department will continue to use evidence-based knowledge and expertise to address service level demands in existing and new growth communities, while also leveraging our greatest resource which is our people to do everything we can to keep our communities safe.



Steve Dongworth
Fire Chief



Our mission

To serve the community through excellence in fire prevention, education, protection and safety.

Our vision

To be an international fire service leader.

Our values

Pride, professionalism, teamwork and respect guide our actions and guide how we work with the communities we serve.

2024 highlights

1.4 million Calgarians protected

Personnel, equipment and technology

- **1,475** frontline firefighters
- **195** inspectors, investigators, mechanics, community safety educators, trainers, information technology, business professionals and administrative staff
- **New tender and electric engine** put into service
- **Technology innovation** implemented, including blue lights pilot, apparatus wiring and paperless applications



43 fire stations

Service to Calgarians

- **Second medical response unit** deployed at Station 2
- **87,957 calls** attended by crews
- **2,800 applications** processed by the recruitment team
- **34 per cent* more** inspections conducted
- **252** vacant properties inspected
- **20,600* more students** in grades K-6 received fire and life safety education



*2024 compared to 2023

Outreach and awards

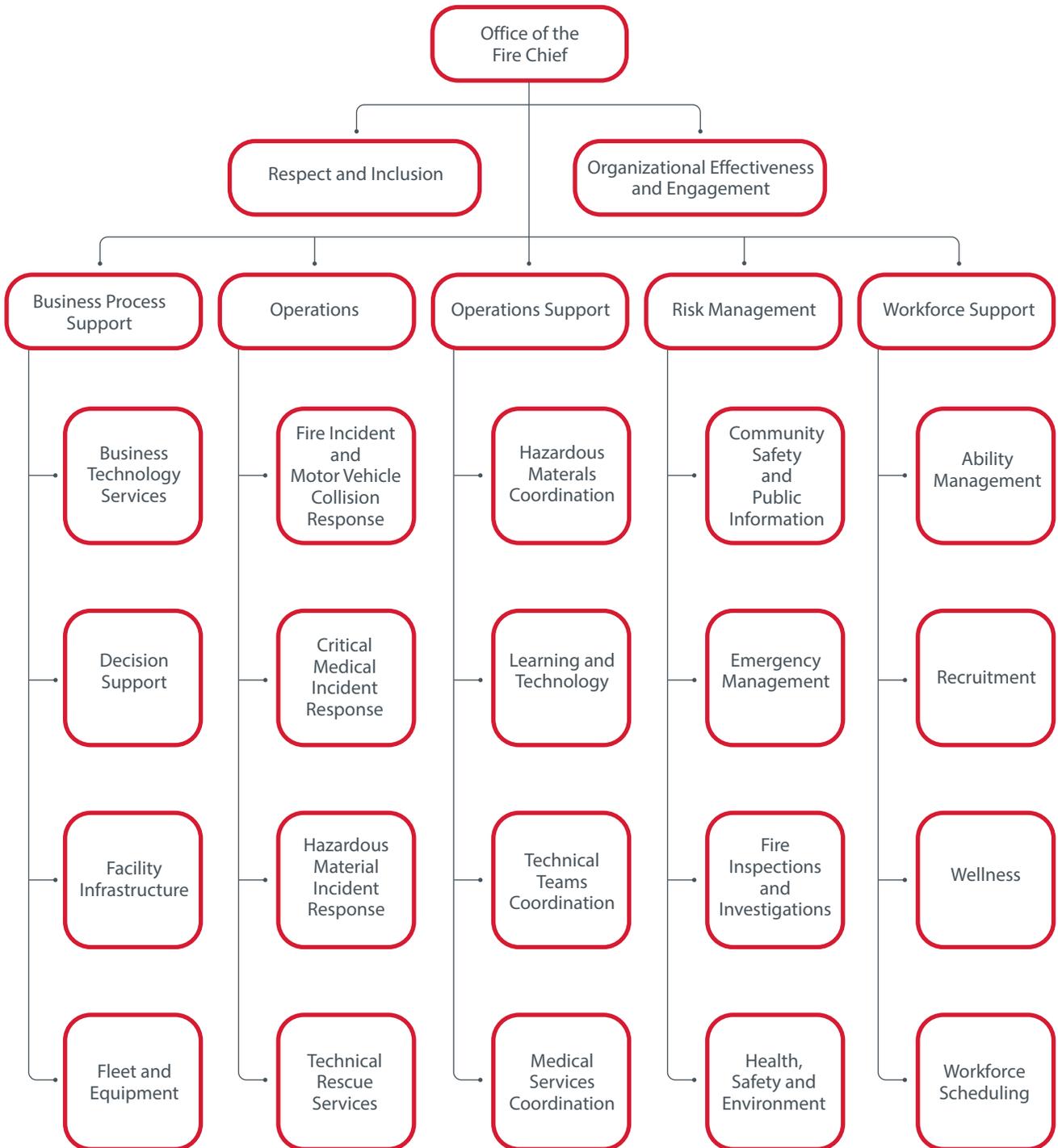
- **Developed and supported innovative outreach events** including Indigenous Camp, Recruitment Ambassador Program, Run with a Recruiter and hosted Women on the Frontline Open House.
- **Calgary Fire Department (CFD) Indigenous Camp** received the 2024 Canadian Association of Fire Chiefs Proud Practices in Equity, Diversity and Inclusion Award.
- **Worked with partners to create the Lithium-Ion Battery Advocacy group** and encouraged information sharing with other fire services, provincial and federal government.
- **CFD received its sixth accreditation award** from the Commission on Fire Accreditation International.
- **CFD received a City equity grant** and partnered with Deaf & Hear Alberta to provide specialized fire alarms for individuals who are deaf and hard-of-hearing.
- **699 media inquiries** responded to by the Public Information Officer.



Camp Courage



CFD organization chart



CFD service lines

CFD is proud to serve Calgarians in three service categories. Learn more about **Calgary's service lines**.

Fire and emergency response

Providing responses to fires, fire-related incidents, critical medical interventions, motor vehicle collisions, hazardous material releases and specialized rescues.

Fire inspections and enforcement

Providing services to building and property owners to enhance public safety, compliance with safety codes, minimize fire-related risks and protect lives, property and the environment.

Fire safety education

Providing fire and life safety education/prevention and initiatives for Calgarians with an emphasis on increasing knowledge and awareness that promotes safe behaviours in our communities.

2024 spring survey of Calgarians results

In the 2024 spring survey of Calgarians, 44 services and programs offered by The City of Calgary were evaluated. Among these, the CFD's three service lines received over 94 per cent for importance and over 89 per cent for satisfaction. The satisfaction rating for fire and emergency response has improved by four percentage points compared to spring 2023, with Calgarians consistently rating its importance at 100 per cent. Additionally, fire enforcement and inspections saw a six percentage point increase in satisfaction, with importance remaining steady. Although the satisfaction rating for fire safety and education has declined by eight percentage points since 2021, Calgarians expressed a desire for increased investment in this service.

Fire inspection and enforcement



Fire and emergency response

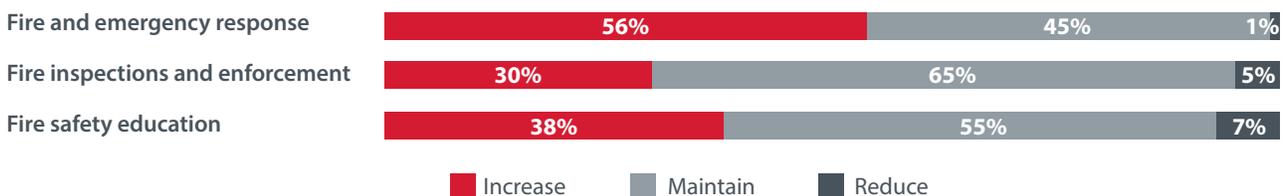


Fire safety education



The table below represents citizen's perspectives on whether investment should increase, remain the same or decrease for service lines. Results indicate that surveyed Calgarians feel CFD's service lines should be maintained at current levels.

Citizen perspective on service line investment levels



Operating and capital budget

In 2024, our adjusted Council-approved operating budget was \$282.2 million. As part of the One Calgary 2023-2026 budget cycle, the CFD had an increase in 2024 of \$9.8 million to fund 53 full-time employees made up of 40 front line firefighters to staff a medical response unit, a sixth District Chief position and additional positions to increase relief factor. Additionally, 13 support positions made up of a mechanics, safety codes officers, hazardous materials officer and strategists.

Our capital budget provides for the maintenance of our physical assets – life-cycling of our facilities and equipment; needed apparatus, technology and new station construction. In 2024, our Council-approved capital budget allocation was \$21.6 million.

Budget comparison, operating and capital	2022	2023	2024
Operating budget	\$239.4 million	\$249.4 million	\$282.2 million
Capital budget	\$48.5 million	\$63.7 million	\$21.6 million
Capital expenditures	\$14.5 million	\$21.5 million	\$16.3 million

Capital expenditures by year end, 2024	Approved	Actual spend
New stations	\$11.8 million	\$6.9 million
Station renovations	\$1.2 million	\$1.3 million
Business technology	\$0.9 million	\$1.1 million
Fleet and equipment	\$7.7 million	\$7.0 million
Total	\$21.6 million	\$16.3 million

Operating budget comparison, lines of service	Budget
Fire and emergency response	\$272.7 million
Fire inspection and enforcement	\$8.3 million
Fire safety education	\$1.2 million
Calgary Fire Department total	\$282.2 million



Our people, community and culture

Organizational Effectiveness and Engagement (OE&E)

OE&E areas of focus include staff engagement, culture, psychological safety and leadership development. In 2024, OE&E experienced significant changes, including a change in leadership, team expansion and a re-envisioning of its mandate. As part of this re-envisioned OE&E mandate, the team successfully conducted 100 staff engagement sessions, connecting in-person with over 50 per cent of the CFD workforce. The feedback gathered from the staff engagement sessions will inform and inspire the work moving forward from the OE&E office.

Respect and inclusion

CFD provides excellent service to the whole community. In a rapidly changing world, we are fostering a resilient, respectful, and inclusive workplace where all members feel psychologically safe, supported, and equipped to perform their best.

Supporting our people and community

- Successfully implemented programs to help firefighters engage effectively with individuals most vulnerable to fire-related risks.
- Delivered an award-winning CFD Indigenous Camp, equipping participants with fire safety skills to share within their communities.
- Partnered with Alpha House to provide trauma-informed training on serving those experiencing homelessness and addiction.

Recognizing our people

- CFD hosted Valour and Service Celebration to recognize career, achievements and civilian heroism.
- Awarded Values Coins for actions demonstrating our CFD values of pride, professionalism, teamwork and respect.
- Commemorated delivering babies and reviving lives through CPR programs.
- Awarded municipal, provincial and federal service medals to deserving members.

Operations Support Division

The Operations Support Division helps the CFD's mission, ensuring operational excellence through comprehensive training, specialized skill development and ongoing firefighter resiliency initiatives.

The department's specialized teams worked diligently on a sustainability plan, enhancing their long-term effectiveness while reinforcing CFD's ability to respond to complex emergencies. Moreover, Operations Support strengthened its commitment to firefighter wellness, advancing resiliency and reintegration initiatives aimed at supporting the mental and physical health of our members.

Beyond training, the division hosted multiple community and family engagement events, including the Mental Health Family Night and Bring Your Kid to Work Day, fostering stronger connections between firefighters, their families and CFD's broader mission. These efforts underscore our commitment not only to professional excellence but also to the well-being of those who dedicate their lives to protecting the citizens of Calgary.



117 new firefighters

trained in 2024. Our largest recruiting effort, marking the second year of unprecedented onboarding initiative



240,000 hours of incumbent firefighter training

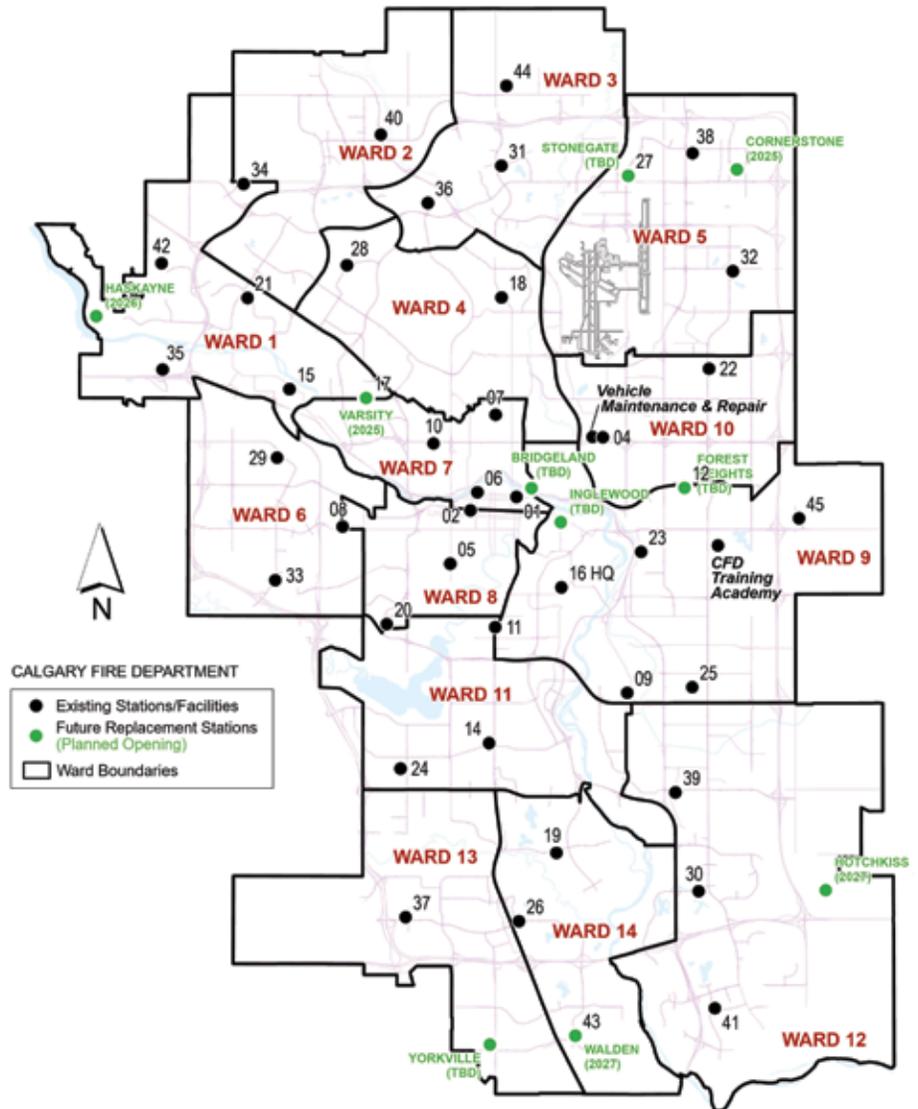
focusing on engine company skills, fire suppression techniques, and vehicle extrication



New fire station development

Fire station development timelines as of end of 2024	New growth/ replacement station	Anticipated delivery
Cornerstone – 134 Cornerstone Heights N.E.	Permanent	2025
Varsity – 3740 32nd Avenue N.W.	Replacement	2025
Haskayne – 656, 652, 648, 644 Rowmont Boulevard N.W.	Temporary	2026
Hotchkiss – 178 Hotchkiss Manor S.E.	Temporary	2027
Walden – 969 Walden Drive S.E.	Permanent	2027
Yorkville – TBD	Temporary	TBD
Inglewood – 1216 11th Avenue S.E.	Replacement	TBD
Bridgeland – 15 Fourth Street N.E.	Replacement	TBD
Forest Heights – TBD	Replacement	TBD
Stonegate – TBD	Permanent	TBD

The adjacent map shows the locations of existing, replacement and planned new fire stations that are needed to meet target response times. The City Council approved the stations as part of the Growth Management Plan for Calgary, which can change over time based on population growth and budget. Furthermore, CFD continuously collaborates with service partners to plan new fire stations and explores opportunities to identify station growth. This update is as of March 2025.



City-wide response time and community growth

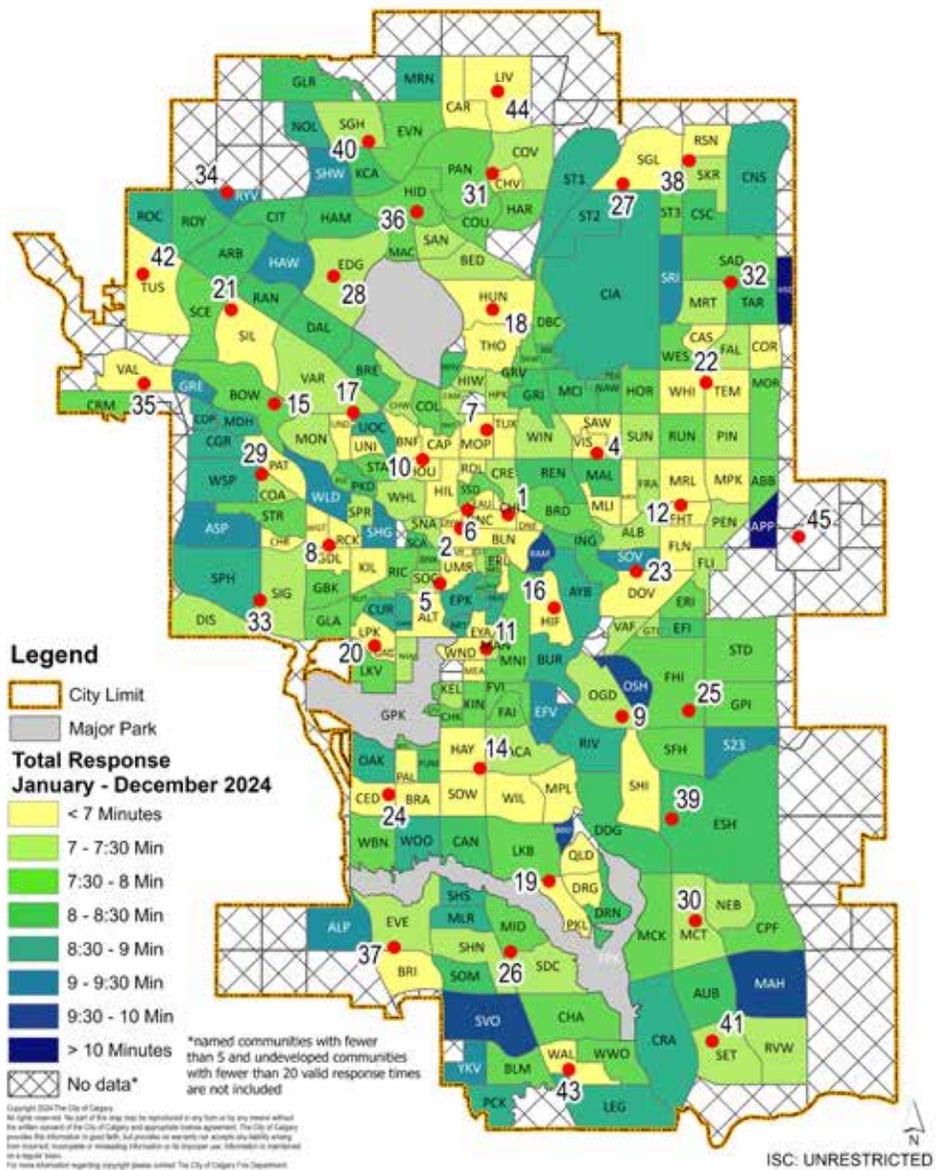
As communities continue to develop, we are working to ensure adequate emergency response coverage is available to meet citizen needs supported in our Council-approved targets and The City’s Growth Management Plan.

The CFD has a Council-approved target response time of seven minutes, 90 per cent of the time of all 9-1-1 fire calls we receive. This means that for nine out of 10 calls, we aim to arrive within seven minutes. The 90th percentile is used instead of an average because it more closely reflects what Calgarians can realistically and reliably expect from CFD in terms of response time.

The map draws on data from almost 65,000 validated CFD response times to incidents in 2024 and shows areas where CFD responds within and outside of target levels. Total response times up to seven minutes are shown in yellow.

The remaining response times are divided into 30-second intervals, using a gradient of colours as indicated in the legend. Some communities may have had few calls during that time period with a response time that may not reflect what community members can expect over a longer period or different period of time; areas with no recorded incidents are represented in white with hash mark overlay to identify no data.

Furthermore, communities with fewer than five calls and undeveloped communities with fewer than 20 valid response times are not included.



Serving Calgarians by responding to calls

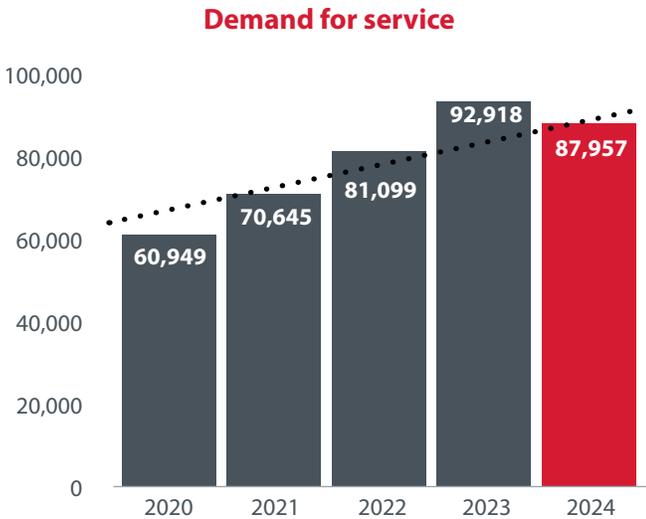
The CFD's Operations Division handles fire and emergency responses. They respond to fires, medical emergencies, hazardous material incidents and motor vehicle collisions. Firefighters also help with public service calls and provide specialized rescues, such as water rescues, high-rise rescues and rescues from collapsed buildings and confined spaces.

2024 highlights and accomplishments



Supported the watermain break and built future capacities

Fire crews employed innovative solutions and unconventional water delivery systems to effectively plan for, contain, and extinguish fires as we faced challenges with hydrant water supply



Attended almost 88,000 calls

While the number of incidents decreased compared to 2024, crews remained busy as they operated apparatus for 150,027 responses (151,735 in 2023)



Downtown medical calls decreased by 51 per cent

The partnership between CFD, AHS-EMS and the Drop-in Centre has led to the availability of onsite medical services, significantly reducing emergency calls in the downtown East Village area



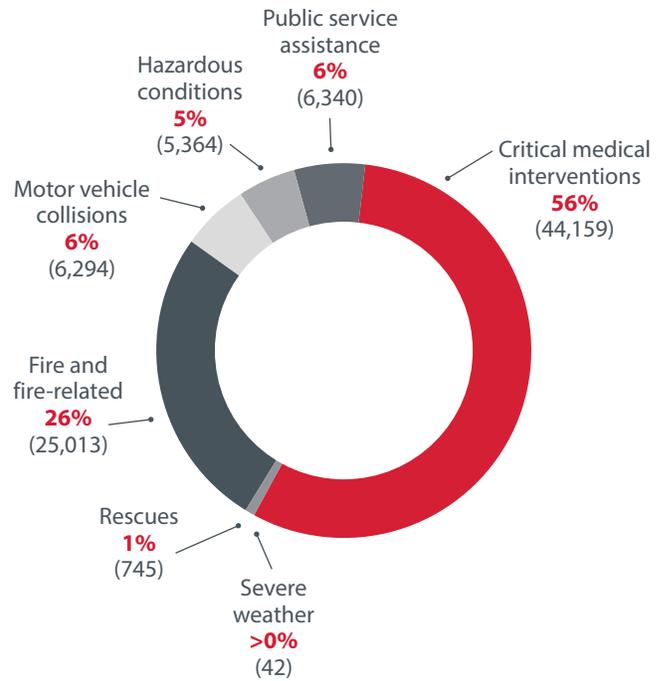
Call volume changes in 2024 (compared to 2023)

In 2024, firefighters responded to 44,159 critical medical interventions, accounting for about half of all calls received. This represents a 15 per cent decrease compared to the same period last year. Notably, there was a 58 per cent reduction in opioid-related calls and a 77 per cent decrease in Naloxone administration calls.

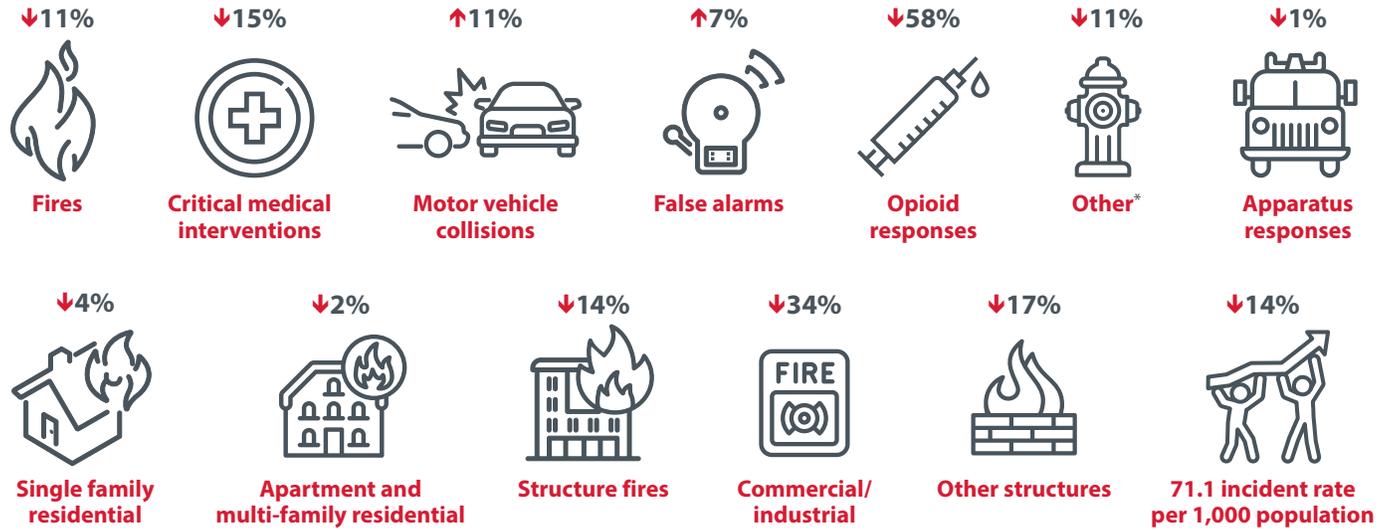
Fire and fire-related incidents still made up a significant portion of the calls at 28 per cent. However, motor vehicle collisions saw a seven per cent increase, and hazardous conditions calls rose by six per cent.

5%
decrease
in overall incidents
compared to
2023

Major incident type responses



Incident response comparison (per cent change 2023-2024)



* Hazardous condition, investigation, rescue, public service assistance, ruptures/explosions, severe weather, etc.

How quickly our firefighters respond to emergencies

First-in engine

Measures arrival of a fire engine staffed with a minimum of four personnel to an incident scene to fire and fire-related incidents. Our goal is to arrive within 7 minutes, 90 per cent of the time.

07:45

First-in engine 90th percentile response time

82.1%

First-in engine arrives within 7 minutes to incidents

First-in unit medical emergency response

Measures the arrival of first unit to a medical emergency incident. Our goal is to arrive within 6 minutes, 30 seconds, 90 per cent of the time.

07:26

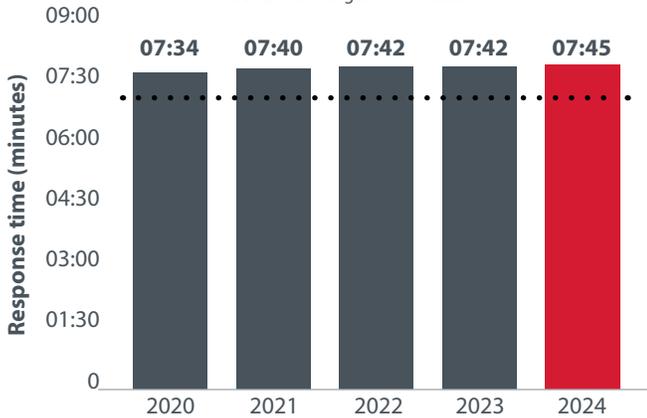
First-in unit 90th percentile response time

79.4%

First-in medical arrives within 6 minutes 30 seconds to incidents

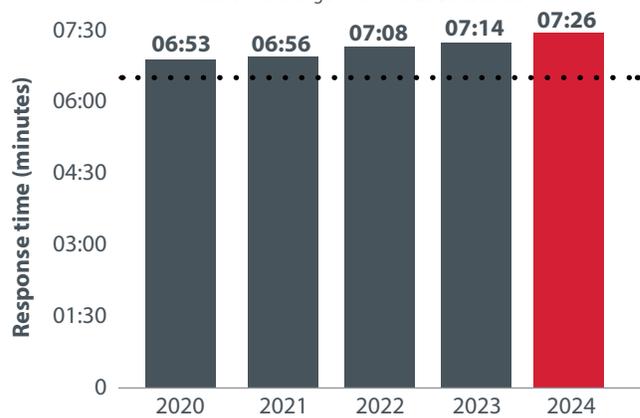
First-in engine 90th percentile response time to fire and fire-related incidents

(2024 first-in engine response time: 45 seconds outside the benchmark target)
 •••• Benchmark target = 7 minutes



First-in unit 90th percentile response time to critical medical interventions

(2024 first-in unit medical emergency response time: 56 seconds outside the benchmark target)
 •••• Benchmark target = 6 minutes 30 seconds



Effective Response Force (ERF)

Also known as the initial full alarm assignment, is the minimum number of firefighters, fire engines, and other special vehicles that need to arrive at an emergency scene within a set time.

ERF is commonly used across Canada as a measure of resource deployment efficiency and typically is based upon municipally approved standards. Our goal is to arrive within 11 minutes 90 per cent of the time.

13:35

First-alarm assignment total response time (90th percentile) high-risk fire suppression

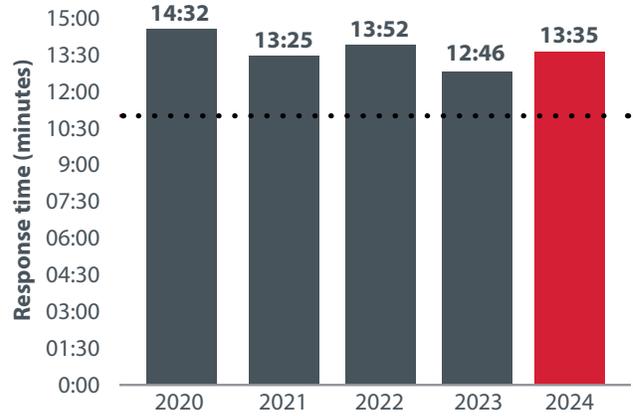
70.9%

Full first-alarm assignment within 11 minutes at high-risk fire suppression incidents

Full first-alarm assignment within 11 minutes at high-risk fire suppression incidents

(2024 ERF 90th percentile response time: 2:30 minutes outside of benchmark target)

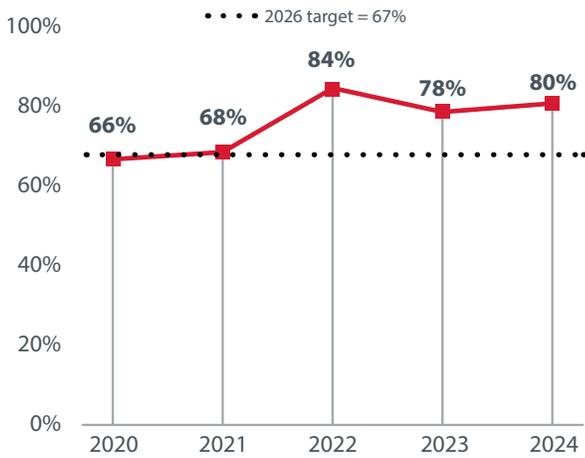
••• Benchmark target = 11 minutes



Flame spread

Flame spread measures the percentage of time fires are contained to the room or object of origin. A lower percentage indicates better outcomes for structures affected by fire.

Flame spread limited to within the room or object of origin



What is slowing us down?



Significant presence of road construction
in and around Calgary



Expansion of coverage areas
due to new developments



High demand of calls
Despite a decrease in 2024, CFD demand for call remains high



Captain Lloyd Wyer (1967-2024)

Thank you for 24 years of unwavering dedication and service to the people of Calgary. Your commitment to embodying CFD's values through your work, team spirit and community involvement has been impactful. Your legacy of heroism, mentorship and kindness will forever be remembered and cherished. Your memory will live on in the hearts of those you protected and served.

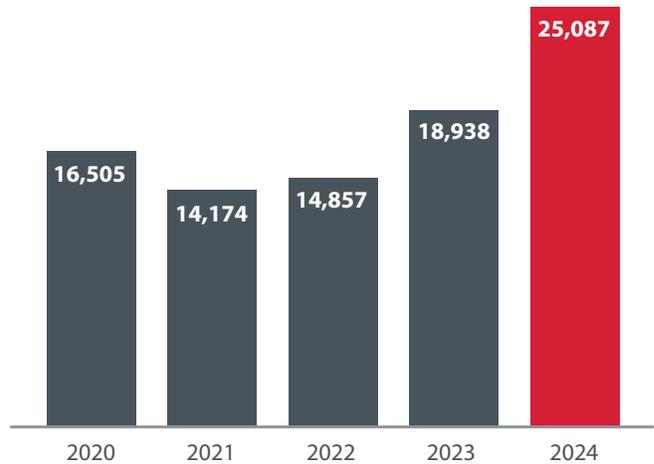


Serving Calgarians by conducting inspections, enforcement and fire investigations

To meet legislated obligations under Calgary’s Quality Management Plan (QMP), CFD conducts around 30 types of inspections, including business license, provincial approval, risk-based, follow-up and special event inspections. CFD also reviews plans, evaluates area structure plans, land use classifications, and supports building and development permits. Firefighters can flag properties involved in emergencies and complete fire safety reports for businesses, which are followed up by Fire Safety Codes Officers (SCOs). Beyond these routine inspections, CFD collaborates with specialized committees and task forces, using expert knowledge to manage unsafe and problematic properties through a risk-based approach.

For more detailed statistics and data related to this section, please refer to Appendix II.

CFD’s demand for inspections



Quality Management Plan

CFD adopted this new plan to prioritize inspections of high-risk buildings. The plan reflects the current needs of customers and communities through the application of a proactive, risk-based inspection approach



The service completed 32% more inspections in 2024

This included 8,550 business license inspections and re-inspections

97% more vacant and problem properties

were addressed by the Coordinated Safety Response Team, working with other City Services, to make neighborhoods safer



Short-term rentals

Flexible housing option

Short-term rentals can offer flexible housing solutions for individuals including those people who are experiencing homelessness. However, these vulnerable populations may face a higher risk of exploitation in unsafe or substandard living conditions.

3,307

Short-term rental inspections and re-inspections completed in 2024

How does CFD advocate for and protect residents?

Efforts are being made to protect and support people using short-term rentals as temporary homes and for visitors to Calgary. It's important to make sure these rentals are safe and meet all safety standards. The updated Business License Bylaw helps manage short-term rentals by balancing safety and community impact. CFD inspects these homes to ensure they have proper windows, smoke alarms, fire extinguishers, escape plans and other safety measures.



Special events inspections

The CFD's Special Events Team ensures events in Calgary are safe by working with other City departments to follow fire safety rules and manage crowds. They also issue permits and capacity cards for venues, open flames, fireworks, and food trucks.

Risk-based inspections

This is a data-driven, risk-based inspections program that prioritizes inspections based on risk factors, rather than relying on requests or complaints. The program includes both high-risk inspections (targeting businesses with high or medium risk profiles) and objective-based risk inspections, which utilizes a matrix algorithm to assess risk.

Public Safety Task Force

The Public Safety Task Force is a collaboration between the Calgary Police Service, Business Licensing, Alberta Gaming and Liquor Commission, and the CFD. The Task Force focuses on preventing overcrowding in bars, assemblies, and outdoor events to ensure compliance with fire safety laws.

2024 highlights



33 per cent less

events inspected compared to 2023

18 per cent more

food truck permits issued compared to 2023

Three re-inspections are typically required for each initial high-risk inspection to ensure the building is code compliant

70 per cent increase

in objective-based initial inspections



212

businesses/
venues visited
in 2024

Kept nearly
140,000
Calgarians safe
in 2024



How do fire investigators ensure public safety and accountability?

- They determine the cause of fires and fire-related incidents.
- All investigators are National Fire Protection Association (NFPA) 1033 certified
- The canine and handler are trained by Maine Specialty Dogs through the State Farm Accelerant Detection Canine Program
- If a fire is suspicious or deliberate, they work with Calgary Police to provide evidence and may testify in legal proceedings.
- Investigation findings help develop education programs, support vulnerable populations, drive safety item recalls, and inform economic and incident trend analysis.



Eight per cent more
fire investigations compared to 2023



23 per cent less
fires were intentionally set compared to 2023



19 per cent less
structure fires compared to 2023

Top sources of ignition

Cooking-related (stove top, toaster, smoker, barbeque, etc.)	232	259
Smoking-related materials or objects	174	138
Electrical equipment and wiring	192	202
Battery and chargers	21	17

2023

2024



Fire estimated value saved 2024

This year, three large loss fires occurred resulting in a total of \$24 million in loss. Total loss due to fire incidents was \$82 million, while the estimated value saved from fire exceeded \$654 million.

\$654M

Value saved from fire

7

Civilian deaths due to fire

36

Civilian injuries due to fire

Fire loss estimated value saved 2024	Value
McKenzie Towne multi family structure fire	\$14.8M
Royal Oak multi family structure fire	\$5M
Sage Hill Bento Sushi commercial building fire	\$4.2M
Total loss, large loss fires	\$24M

	2023	2024
Total loss, all fire incident	\$47.6M	\$82M
Fire loss per capita	\$26.58	\$57.90



Keeping Calgarians safe with fire safety education

The CFD's Community Safety Section plays a key role in developing and delivering fire safety education. It equips front-line firefighters with essential fire safety information to share with the public while prioritizing engagement with vulnerable populations, including seniors, new Calgarians, lower-income individuals, children and those with disabilities. Firefighters support these efforts through door-to-door campaigns, school fire drills, and the distribution of safety-related literature.

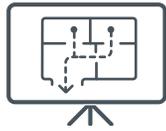
Fire safety is crucial because new homes burn faster and produce more toxic smoke. The section is finding new ways to educate Calgarians online and in person such as translating fire safety videos into 11 languages to reach a wider audience.

For more detailed statistics and data related to this section, please refer to Appendix III.

2024 highlights and accomplishments

9,000 students and adults

were taught safety through school fire drills, using both in-person and virtual methods to educate people



Educated around 3,500 seniors

on safety and collaborated with housing and service partners



Improved Virtual Reality Program

to teach fire safety in multiple languages, allowing accessible to everyone



66,000 Calgarians contacted annually about fire prevention and life safety through non-emergency initiatives

marking a significant increase from 55,459 in 2023

Community Safety Team



Fire safety education for vulnerable Calgarians

How is CFD prioritizing fire education for vulnerable Calgarians?

- Seminars, lectures, and other activities are provided to educate seniors on fire prevention, safety, and fall prevention to help them maintain independence and live at home safely.
- Sessions encourage participation from family members and caregivers to enhance safety measures.
- Partnership with Meals on Wheels helps to further educate and strengthen fire and fall safety understanding among seniors.

CFD's Partnership with Deaf & Hear Alberta

CFD successfully applied for and received a City Equity in Service Delivery grant. With this funding, CFD partnered with Deaf & Hear Alberta to provide specialized fire alarms for individuals who are deaf or hard of hearing and lack financial means. These systems connect to regular smoke alarms and send alerts to devices that vibrate and flash lights, ensuring safety for those who are deaf or hard of hearing. A Community Safety Officer will arrange the setup.

73%
more vulnerable
Calgarians received
fire safety
education
in 2024

Interesting facts

- Individuals aged 65 and older are at a higher risk of experiencing fatal or injury-related fires, with the risk increasing significantly with age.
- By 2036, nearly one in five Calgarians will be a senior, highlighting the importance of these safety initiatives.



2024 Fire Prevention Week

Fire Prevention Week took place October 6 – 12, where CFD welcomed the community into four fire stations for open house tours to meet their local firefighters and learn about fire safety, hosted a Junior Fire Chief event and had an active presence at the Genesis Centre in Calgary's northeast quadrant (one of the leading areas for fire response).

3,000

Calgarians attended CFD's open houses in 2024, the highest attendance achieved

Smoke Alarm Blitz

Members of the CFD, along with representatives from ATCO, organized the Smoke Alarm Blitz event in the northeast community Falconridge. They visited townhome complexes to install, test and replace smoke alarms.

This event achieved the highest number of smoke alarm installations in the history of the Smoke Alarm Blitz.

- 90 homes visited
- 72 homes permitted entry
- 89 smoke alarms installed

Fire education and safety programs

Home Safety Program

The year-round Home Safety Program sends firefighters door-to-door across the city to ensure homes have working smoke and carbon monoxide alarms and that residents have practiced home escape plans. The program focuses on higher-risk communities, especially those with a history of fire incidents, a large senior population, lower-income neighborhoods, and areas where smoke alarms may be outdated.



20,636

homes visited



100%

visit completion rate



Fire service continuous improvement

In 1999, the CFD became the first Canadian fire service to receive Commission on Fire Accreditation International accredited agency status. We are proud to be one of six Canadian fire services to have received this prestigious designation.

Of more than 30,000 fire agencies in North America, 313 have achieved this status. Currently, 15 unaccredited Canadian fire departments are actively pursuing accredited status. The Center for Public Safety Excellence Accreditation Program, administered by the Commission on Fire Accreditation International (CFAI), provides a well-defined, internationally recognized continuous improvement system, including criteria to assess performance and efficiency and measure the quality of fire and emergency services.

In 2024, the Commission on Fire Accreditation International (CFAI) conducted a comprehensive review and appraisal of the Calgary Fire Department (CFD), including substantial data review and performance assessment through numerous member interviews. **As a result, the CFD was awarded accredited agency status for the sixth time on August 5, 2024.**

The accreditation process evaluates existing programs and introduces new ideas and services. A comprehensive community risk assessment provides data on the nature and level of risks, who is most affected, and potential initiatives to reduce vulnerability. The benefits include informed decision-making, strategic resource allocation, enhanced preparedness, and a safer, more resilient community that identifies and prioritizes local risks.



Appendix I

Performance measure reference table

CFD's success is measured through the outcome of our programs and services. Our goal is to meet performance targets and ensure our programs are citizen-centric and impactful. The **highlighted measures** are reported to Council twice a year and the rest of the measures are reported in accordance with Accreditation requirements.

Fire emergency response	2023	2024
Demand for service	92,918	87,957
Engine or alternative apparatus response	151,735	150,027
First-in engine to fire and fire-related incidents		
First-in Engine 90th percentile response time to fire and fire related incidents	07:42	07:45
First-in Engine within 7:00 minutes to fire and fire related incidents (target = 86%)	83.3%	82.1%
First-in unit to medical emergency incidents		
Response time first-in unit 90th percentile response time	07:05	07:26
Percentage of first-in unit within 6:30 minutes (target = 88%)	84%	79.4%
Effective response force		
Full first-alarm assignment total response time 90th percentile	12:46	13:35
Full first-alarm assignment total response time within 11:00 minutes (target = 77%)	70.1%	70.9%
Flame spread		
Measures the percentage of time fires are contained to the room or object of origin (target = 67%)	77.8%	79.6%
Initial positive action (measures the first tactical action undertaken by first responders at the scene of an incident to address or minimize the impact of an incident)		
Average IPA for medical incidents	02:36	02:37
Average IPA fire and fire-related incidents	03:44	03:14
Average IPA motor vehicle collisions	02:27	02:28
Number of Calgarian engaged in fire prevention and life safety education by firefighters (target = 140,000)	138,859	171,346

Appendix II

Performance measure reference table

Fire enforcement and inspections	2023	2024
Number of fire safety inspections performed by inspectors (target = 18,000)	18,939	25,084
Re-inspection ratio (target = 30 per cent)	39%	39%
Flammable liquid storage tanks inspected	799	1,061
Compliant-based and unscheduled inspections (Public special events, large gatherings on a complaint basis, and unscheduled inspections of commercial properties and/or construction sites)	7,491	10,887
311		
Per cent of 311 on-time completion (target = 98 per cent)	98%	75%
Inspection request from 311	7,491	10,887
Coordinated Safety Response Team (CSRT)		
Vacant properties inspected	128	252
Vacant properties boarded up by CFD	37	40
Structure fire in commercial, industrial, and multi-family occupancies (target = 104)	185	142
Fire risk level for inspected properties citywide (index 15 – 100) (target = 25)	27.8	27.3
Fire safety reports		
Occupancies assigned	20,463	14,056
Fire safety reports completed	13,286	6,570
Plans and permits reviewed	1,338	1,851
Special events and fire permits		
Small and large event temporary load cards	297	345
Mobile food concession permits	146	172
Open flames, fire work and pyrotechnics inspections	134	180
Special events inspections	397	367
Public Safety Task Force		
Business/venues visited	189	212
Charges issued a result of violations identified	4	3
Number of citizen kept safe because this program	140,920	139,086
Risk-occupancy inspections		
Occupancy inspections	733	1,139
Occupancies requiring inspections	185	563
High-risk inspections		
Initial inspection	89	44
Re-inspection	186	109
Objective-based inspections (assigned by a risk matrix)		
Initial inspection	644	1,095
Re-inspection	265	454
Short-term rentals		
Business license inspections	N/A	2,632
Number of business license re-inspections	N/A	675

Appendix III

Performance measure reference table

Fire safety and education	2023	2024
Number of Calgarians contacted annually about fire prevention and life safety through non-emergency initiatives (target= 267,954)	55,459	65,926
Number of Calgarians experiencing vulnerabilities that receive fire safety education (target = 60,000)	31,956	55,434
Number of school fire drills supervised, educated and evaluated by firefighters	25	19
Number of Youth Firesetter intervention referral education service (Y-Fires) clients	17	6
Home Safety Program		
Number of properties assigned	30,789	20,636
Visit completion rate	98%	100%
Smoke Alarm Blitz		
Number of homes visited	98	90
Number of homes that permitted entry	61	72
Number of smoke alarms installed	82	98
Number of carbon monoxide alarms installed	45	52
Number of batteries replaced	8	16
Per cent of Calgarians that believe they're prepared and have a plan to deal with a fire emergency (target = 75%)	81%	72%
Per cent contacts who feel safer and better equipped with fire and life safety information after receiving education (target = 75%)	98%	98%

