

Calgary



Calgary Fire Department 2025 Annual Report



Land acknowledgement

The Calgary area, where the Bow and Elbow rivers meet, is a place of confluence where the sharing of ideas and opportunities naturally come together. Indigenous peoples have their own names for this area that have been in use long before settlers named this place Calgary.

In the Blackfoot language, it is called Moh-kins-tsis (Moe-h [gutteral]-g [a soft 'g']-ss-t-sis). The Îlethka Nakoda Wicastabi (Ee-yith-ka Na-code-da We-chi-staw-bee) First Nations refer to this place as Wicispa Oyade (Wee-chee-spa O-yaw-day) and the people of the Tsuut'ina (Suit-in-na) nation call it Guts-ists-l (Goot-sit-si). The Métis call the Calgary area Otokwunee (Oh-tusk-wun-knee).

We appreciate and acknowledge that we are gathered on the ancestral and traditional territory of the Blackfoot Nations of the Siksika (Seek-see-ga), Piikani (Bee-gun-knee) and Kainai (Gain-ah) First Nations; the Îlethka Nakoda Wicastabi (Ee-yith-ka Na-code-da We-chi-staw-bee) First Nations, comprised of the Chiniki (Chin-ick-ee), Bearspaw, and Goodstoney First Nations; and the Tsuut'ina First Nation. The City of Calgary is also homeland to the historic Northwest Métis and to the Otipemisiwak (O-tay-pem-iss-a-walk) Métis Government, Métis Nation Battle River Territory (Nose Hill Métis District 5 and Elbow Métis District 6).

We acknowledge and give gratitude to the many First Nations, Métis, and Inuit who have lived in and cared for these lands for generations and call Calgary home.



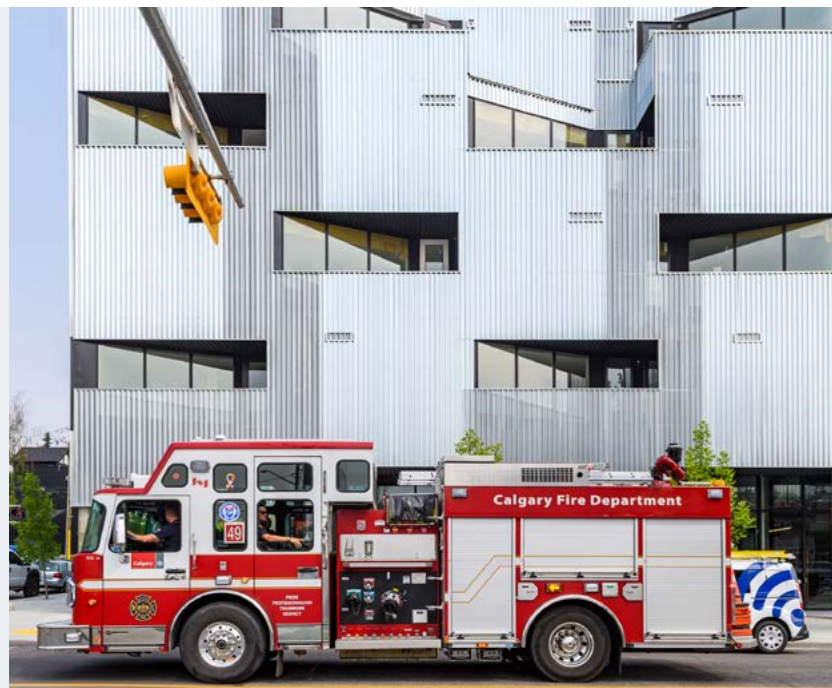
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The CFD | The City of Calgary, Alberta

The Calgary Fire Department has been accredited by the Commission on Fire Accreditation International since 1999, which makes it the longest accredited agency in Canada.



Message from the Fire Chief

Every day, the Calgary Fire Department

works to keep Calgarians safe while supporting the people who deliver these critical services. Our more than 1,800 firefighters and professionals provide emergency response, fire prevention and inspections, enforcement and public safety education services that directly support quality of life across our city.

As Calgary continues to grow and change, the demand for fire and emergency services continues to rise. Call volumes have increased by 50 per cent since 2020, with the Calgary Fire Department responding to more than 92,000 incidents in 2025. While new programs such as High-Performance Cardiopulmonary Resuscitation (CPR) are saving lives at rates five times higher than before, we cannot underestimate the growing strain and increasing complexity facing today's fire service. Investments approved by City Council through the 2023–2026 service plans have strengthened our readiness, but sustained strategic investment will be essential to meet future demand and maintain public safety.

Our people are the foundation of our service. Guided by our values of Pride, Professionalism, Teamwork and Respect, our members demonstrate resilience, dedication and compassion every day. We remain firmly focused on firefighter safety and wellbeing, recognizing that a physically and psychologically healthy workforce is essential.

The Calgary Fire Department will continue delivering trusted public services, advancing Council priorities, strengthening partnerships, and fostering a safe and inclusive workplace. Through evidence-based decision making, thoughtful resource deployment and a strong commitment to Calgarians, we will continue to protect what matters most: our people, our communities and our city.



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.

2025 Highlights



CFD Indigenous Camp



43
Fire stations

Outreach and awards

Delivered innovative outreach events through the Recruitment Ambassador Program, Run with a Recruiter and Women on the Frontline Open House.

Calgary Fire Department (CFD) Indigenous Camp continued delivery of the Indigenous Camp, supporting equity, diversity and inclusion.

Worked with partners to create the Lithium-Ion Battery Advocacy Group with partners to share information across fire services and government.

CFD submitted its **first annual compliance report** under the current accreditation cycle in 2025, confirming continued compliance with all core competencies.

Technology innovation implemented, including headsets, modern radios and expanded blue lights pilot.

One City Award for **High-Performance CPR**, achieving five-times higher lives saved and/or return of spontaneous circulation.

Received a One City Award for improving **fire safety for the Deaf and Hard of Hearing Community** with specialized smoke alarms and American Sign Language (ASL) accessible education materials.



1.56 million
Calgarians protected

Personnel and Service to Calgarians

1,817
Frontline firefighters, inspectors, investigators, mechanics, community safety educators, trainers, information technology business professionals and administrative staff.

681 media inquiries
responded to by the Public Information Officer.

6 aerials
upstaffed from two to four firefighters, improving Effective Response Force (ERF).

92,210 calls
attended by crews

324 vacant properties
inspected

2,761 applications
processed by the Recruitment Team

37,605 students
in grades K-6 received fire and life safety education.

15%* more
inspections conducted

* 2025 compared to 2024

Calgary Fire Department Organizational structure



Calgary Fire Department Services

The Calgary Fire Department serves Calgarians through an integrated fire and emergency service that focuses on protecting life, property, and the environment. This includes responding to fires and other emergencies, delivering critical medical interventions, attending motor vehicle collisions, hazardous materials incidents, and specialized rescues, and supporting community safety through prevention, education and risk reduction activities.

2025 Spring Survey of Calgarians

In the 2025 spring survey of Calgarians, Fire Services are highly rated by Calgarians, with 90 per cent overall satisfaction, reflecting strong confidence in the service's reliability, availability and readiness when needed. While few residents have required Fire Services in the past year, perceptions are overwhelmingly positive and are largely based on trust and confidence in the service, reinforcing its role as a reliable and effective core City service.



2025 Spring survey results



15%

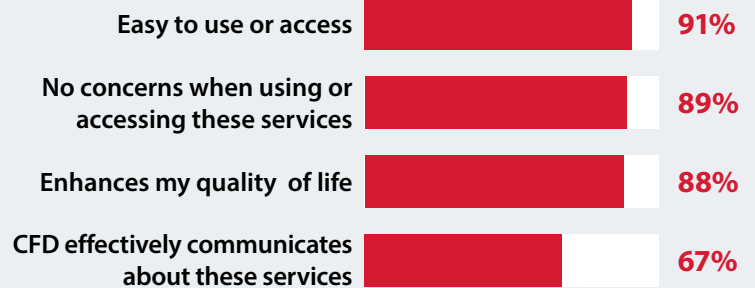
have used or accessed Fire Services



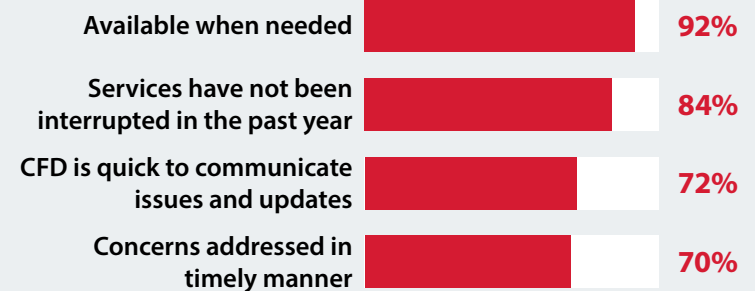
90%

are satisfied with Fire Services

Experience



Timeliness



Quality



Operating and capital budget

CFD's operating budget is largely fixed, with salaries and wages making up 95 per cent. Apparatus and equipment operation and maintenance are the next largest costs, while the remainder supports programs and services, one-time costs and other non-fixed spending. In 2025, CFD's adjusted Council-approved operating budget was \$323.5 million.

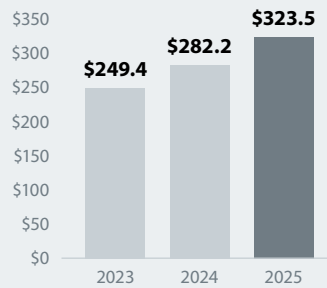
As part of the One Calgary 2023–2026 budget cycle, CFD received a \$20.9 million increase to fund 129 full-time positions, all front-line firefighters to upstaff six existing aerial units from two to four firefighters each and support hiring for two future growth fire stations. In 2025, CFD's Council-approved capital budget allocation was \$54 million, and through the 2026 Mid-Cycle Adjustments CFD received \$6.5 million in operating budget to support 33 new full-time positions (including frontline firefighters, training officers, a coordinator and six mechanics) plus \$2.2 million in capital funding for the purchase a new fire engine.



Budget comparison (operating and capital)

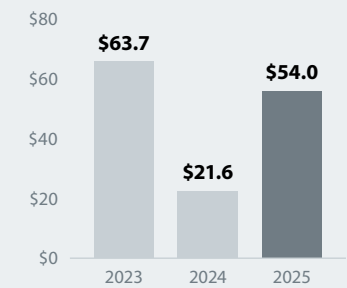
Operating budget

(\$ Millions)



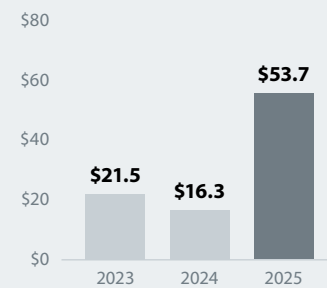
Capital budget

(\$ Millions)



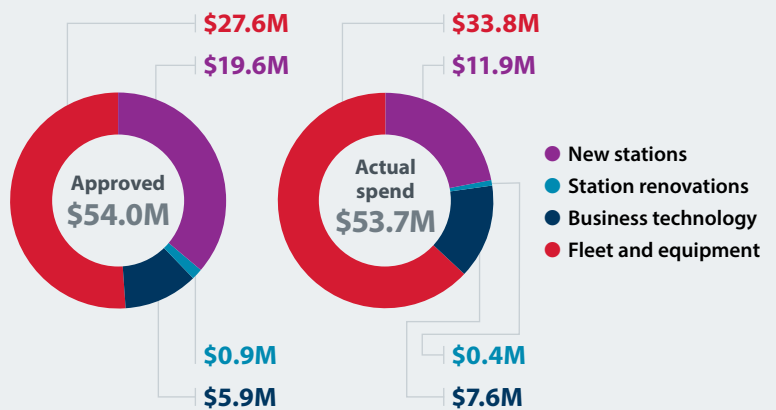
Capital expenditures

(\$ millions)



Capital expenditures in 2025

(\$ millions)



Our people, community and culture

Organizational Effectiveness & Engagement (OE&E)

OE&E team advanced priorities to strengthen CFD's values-led culture, change capacity, department-wide engagement, leadership development and wellbeing. Building on its renewed mandate, OE&E partnered with frontline firefighters, staff and leaders across divisions to co-design programs, tools, and engagement approaches grounded in the lived experience and voices of our workforce. This work helps align CFD's values with day-to-day practices and systems, so our people feel heard, connected, and equipped to continue delivering excellence in service to Calgarians.

Workforce Strategies (WS)

CFD provides excellent service to the whole community by fostering a resilient, respectful and inclusive workplace. WS support psychological safety, so all members feel equipped to perform at their best.

2025 highlights and accomplishments

Supporting our people and community

- **Implemented programs** that help firefighters engage effectively **with people most vulnerable to fire-related risks**.
- **Collaborated with the City of Calgary's Indigenous Relations Office** to host the second annual Indigenous Camp, building fire safety skills and promoting firefighting as a career.
- **Partnered with Alpha House** to deliver trauma-informed training on supporting people experiencing homelessness and addiction.

Our people in action

- **Exemplified CFD values** through decisive actions during emergency and non-emergency responses.
- **Saved lives** through high-performance CPR, including successful resuscitations.
- **Assisted with emergency delivery of babies**.
- **Served with distinction and earning service medals** through sustained commitment to public safety.
- **Prioritized mental, physical, and psychological wellbeing** by participating in the inaugural four-day Wellness Week, reinforcing firefighter safety, performance, and career longevity.



Our people, community and culture

Operations Support Division

The Operations Support Division remains central to the CFD's mission, ensuring operational excellence through comprehensive training, core skill development and robust resiliency initiatives.

In 2025, the Training Academy achieved significant milestones in modernizing the approach to training, graduating 119 new firefighters and overseeing more than 240,000 hours of incumbent training to ensure CFD's members remain at the cutting edge of emergency response.

High-Performance CPR

In 2025, CFD continued modernizing medical training through the evidence-based implementation of High-Performance CPR, improving Return of Spontaneous Circulation outcomes following training.

500% increase in Return of Spontaneous Circulation Outcomes.

~7% → ~39%

Supporting Communities

This commitment to life-saving excellence is matched by CFD leadership's dedication to the people behind the uniform. The division continues to advance resiliency initiatives designed to support the mental and physical health of members throughout their careers. By bridging the gap between professional rigour and community connection, through programs like the Cadet program and Bucket Brigade, ensure that CFD's mission is understood and supported by the citizens.

Together, these achievements underscore a holistic dedication to professional excellence, member well-being, and the ultimate safety of citizens.

2025 highlights and accomplishments



119 new Firefighters trained in 2025. This is the largest recruiting effort, marking the third year of unprecedented hiring 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 the end of 2025

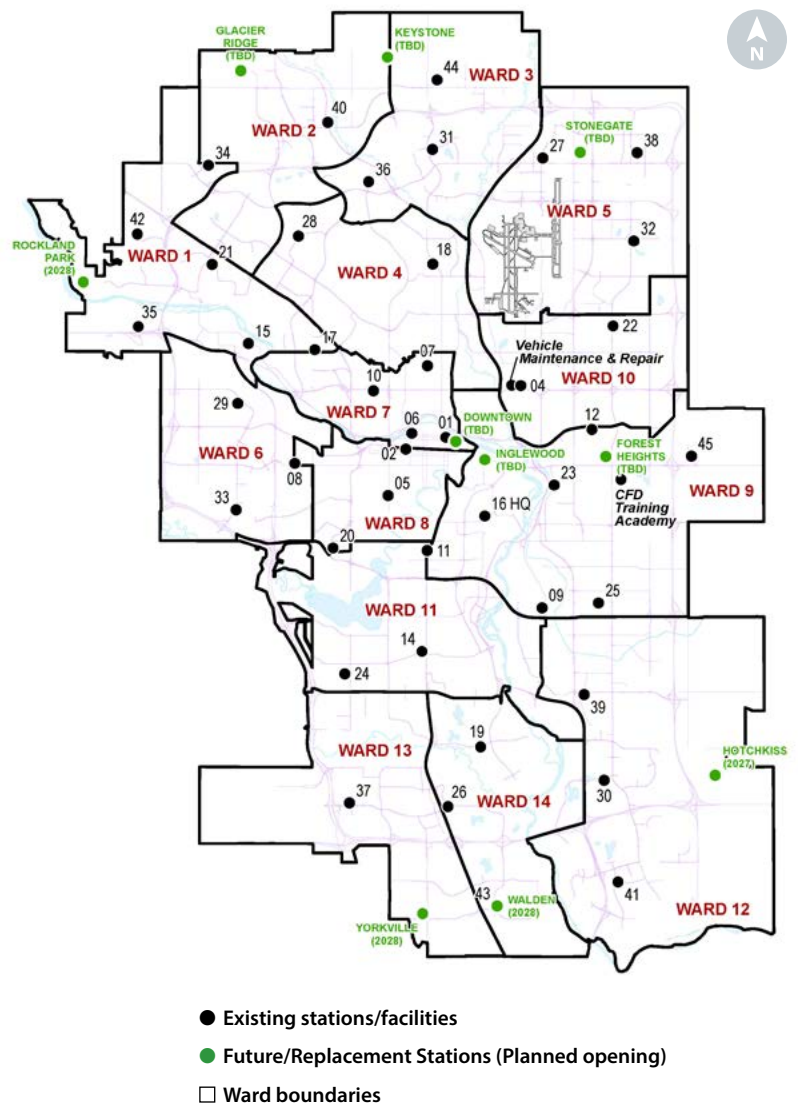
	New/ replacement station	Anticipated delivery
Hotchkiss 178 Hotchkiss Manor S.E.	Temporary	2027
Rockland Park 656, 652, 648, 644 Rowmont Blvd. N.W.	Temporary	2028
Walden 969 Walden Dr. S.E.	Permanent	2028
Yorkville TBD	Temporary	2028
Downtown TBD	Replacement	TBD
Forest Heights 14 Ave. 52 St. S.E.	Replacement	TBD
Keystone TBD	Permanent	TBD
Stonegate TBD	Permanent	TBD
Glacier Ridge TBD	Permanent	TBD

Note: Community readiness influences station build timelines.

Approved future stations

The map shows the locations of existing, replacement, and planned new fire stations that are needed to meet target response times.

Calgary 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 explore opportunities to identify station growth. This update is as of June 2026.



City-wide response time and community growth

As communities continue to grow and develop, CFD plans emergency coverage to help meet the needs of Calgarians. This work supports Council-approved response targets and The City's Growth Management Plan. CFD's target is to arrive within seven minutes for 90 per cent of 9-1-1 fire calls. In other words, CFD crews aim to arrive within seven minutes for nine out of 10 fire calls.

In 2025, CFD reviewed 92,210 validated incident responses to monitor performance across the city. This data supports ongoing monitoring of response times across the city and helps identify where service levels meet targets and further planning or investment may be needed.

Some communities may experience variability in response times factors that include but not limited to community densification, lower call volumes and early stage of development. In these areas, limited data may not fully reflect long-term performance trends. CFD continues to monitor these changes over time to ensure that response coverage remains aligned with growth and that all Calgarians receive a consistent level of service.



Emergency response service

CFD responded to 92,210 incidents in 2025. Each emergency CFD responded to required rapid, coordinated and skilled action. Crews protected life, property and the environment during fires, medical emergencies, collisions, hazardous materials events and specialized rescues.

Beyond emergency response, operations improved community safety by adapting to emerging risks, strengthening interagency partnerships and applying new practices. Crews managed complex incidents while staying ready for day-to-day emergencies across the city.

The accomplishments of 2025 reflect CFD's focus on reliability, professionalism and continuous improvement, delivering timely, effective and compassionate service when Calgarians need it most.



2025 highlights and accomplishments



Bears paw South Feeder Main Break II

Calgary Fire crews adjusted suppression tactics to conserve potable water while continuing to safely contain and extinguish fires.



Responded to **92,210** calls.

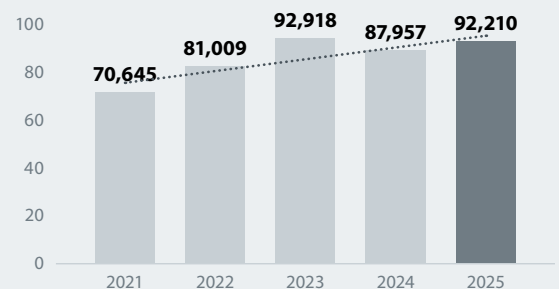
Incident volume increased from 2024, raising overall workload. Crews staffed and operated apparatus for 157,794 emergency responses (150,027 in 2024).



Downtown medical calls decreased by **18%**.

A partnership between CFD, AHS-EMS and the Drop-In Centre expanded onsite medical services, helping reduce emergency calls in the downtown East Village.

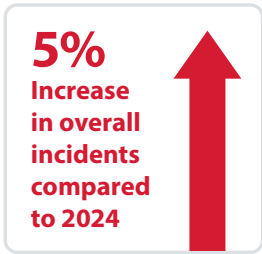
CFD's demand for service



Emergency response service

Call volume changes in 2025 (compared to 2024)

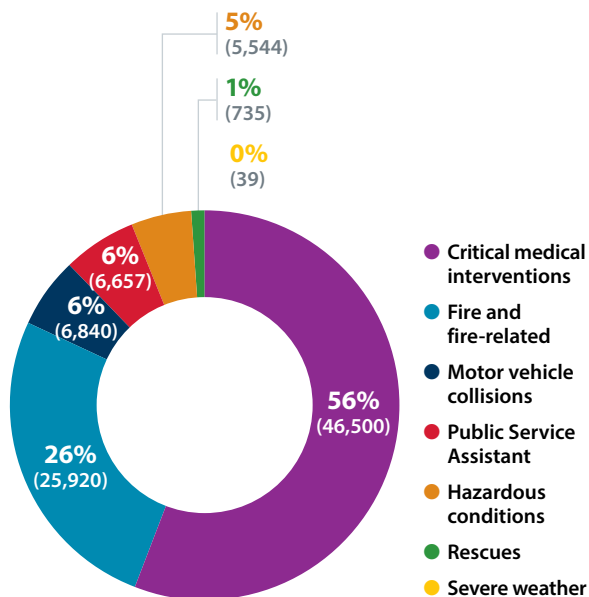
In 2025, firefighters responded to 46,500 critical medical incidents, about half of all emergency responses which is up 5 per cent compared to 2024. Substance-related calls rose 63 per cent, and Naloxone administrations increased 59 per cent. Since launching high performance CPR training, CFD has achieved a 500 per cent increase in return of spontaneous circulation on scene, meaning five times more patients regain a heartbeat before transport.



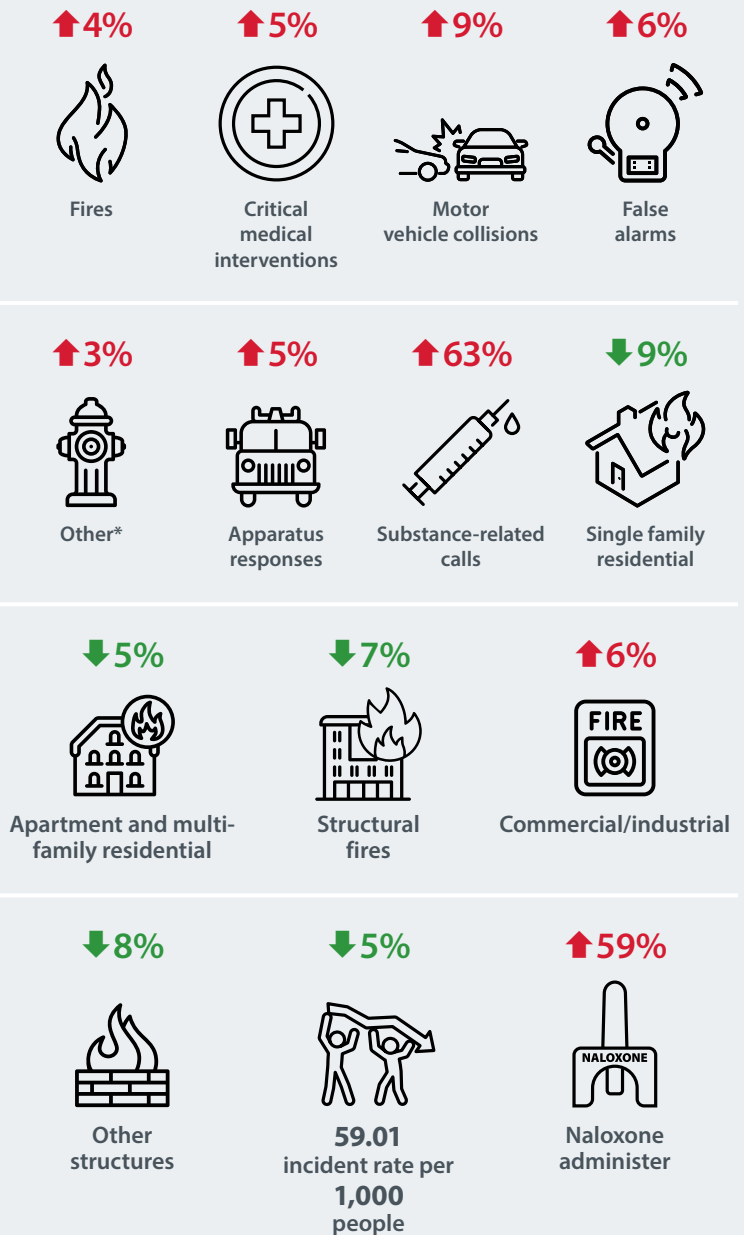
Fire and fire-related incidents still accounted for 28 per cent of calls. Motor vehicle collisions increased 7 per cent, and hazardous conditions calls rose 6 per cent.

Major incident type response

(Per cent)




Incident response comparison (per cent change 2024–2025)



Emergency response service

Why response times matter?

- Cardiac arrest survivability decreases 10 per cent every minute until effective intervention. 
- Flashover today occurs in 5 minutes or less. Flashover is when a fire gets so hot that the air explosively ignites.
- Fires double in size every 30 seconds.

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. CFD's goal is to arrive within 7:00 minutes, 90 per cent of the time.



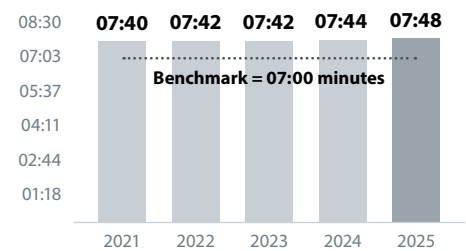
07:48
First-in engine
90th percentile
response time



81.9%
First-in engine
arrives within
7 minutes
to incidents

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

(Response time – minutes)



First-in unit critical medical incident

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



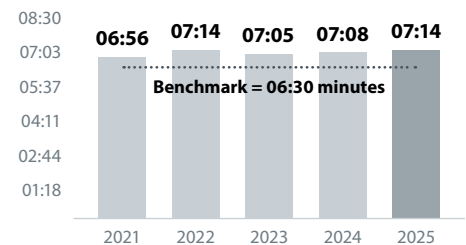
07:14
First-in unit
90th percentile
response time



81.4%
First-in medical
arrives within
6:30 minutes
to incidents

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

(Response time – minutes)



Effective Response Force (ERF)

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

In Canada, ERF is used to measure how efficiently resources are deployed, based on standards approved by local governments. CFD's goal is to arrive within 11:00 minutes, 90 per cent of the time.



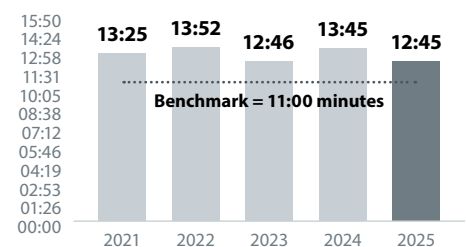
12:45
First-alarm
total response time
(90th percentile)
high-risk fire
suppression



75.4%
Full first-alarm
within 11 minutes
at high-risk
fire suppression
incidents

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

(Response time – minutes)



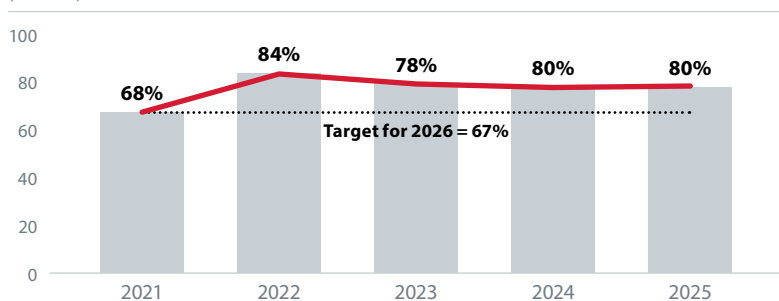
Emergency response service

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

(Per cent)



What is slowing us down?



Significant presence of road construction in and around Calgary.



Expansion of coverage areas due to new developments.



High volume of fire calls despite decreases in 2025, demand for CFD service remains high.



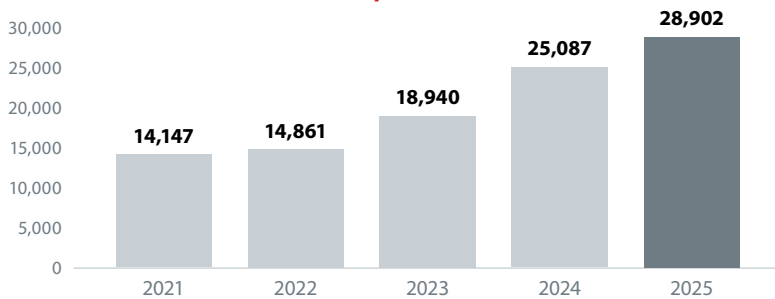
Serving Calgarians by conducting inspections, enforcement and fire investigations

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 2](#).

CFD's demand for inspections



2025 highlights and accomplishments



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.



15% more inspections completed in 2025.

This included 3,158 Business License Inspections and 1,606 re-inspections.



28% more vacant and problem properties were addressed by the Coordinated Safety Response Team, working with other city services, to make neighborhoods safer.



Serving Calgarians by conducting inspections, enforcement and fire investigations

Short-term rentals and vacant properties

Safe 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.

Advocacy efforts

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

Vacant properties

Vacant properties pose increased fire and safety risks, requiring proactive oversight by the Calgary Fire Department. CFD conducts inspections and reviews boarded up buildings to ensure access points are secured, hazards are reduced, and fire safety requirements are met, helping protect crews and minimize impacts on surrounding communities.

2025 highlights and accomplishments



44%

increase in short-term rental inspections and re-inspections completed compared to 2024



30%

increase in vacant properties inspected and boarded up compared to 2024



Serving Calgarians by conducting inspections, enforcement and fire investigations

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.

Public Safety Task Force

The Public Safety Task Force (PSTF) 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.

2025 highlights and accomplishments



0.5%
more special events
inspected compared to 2024



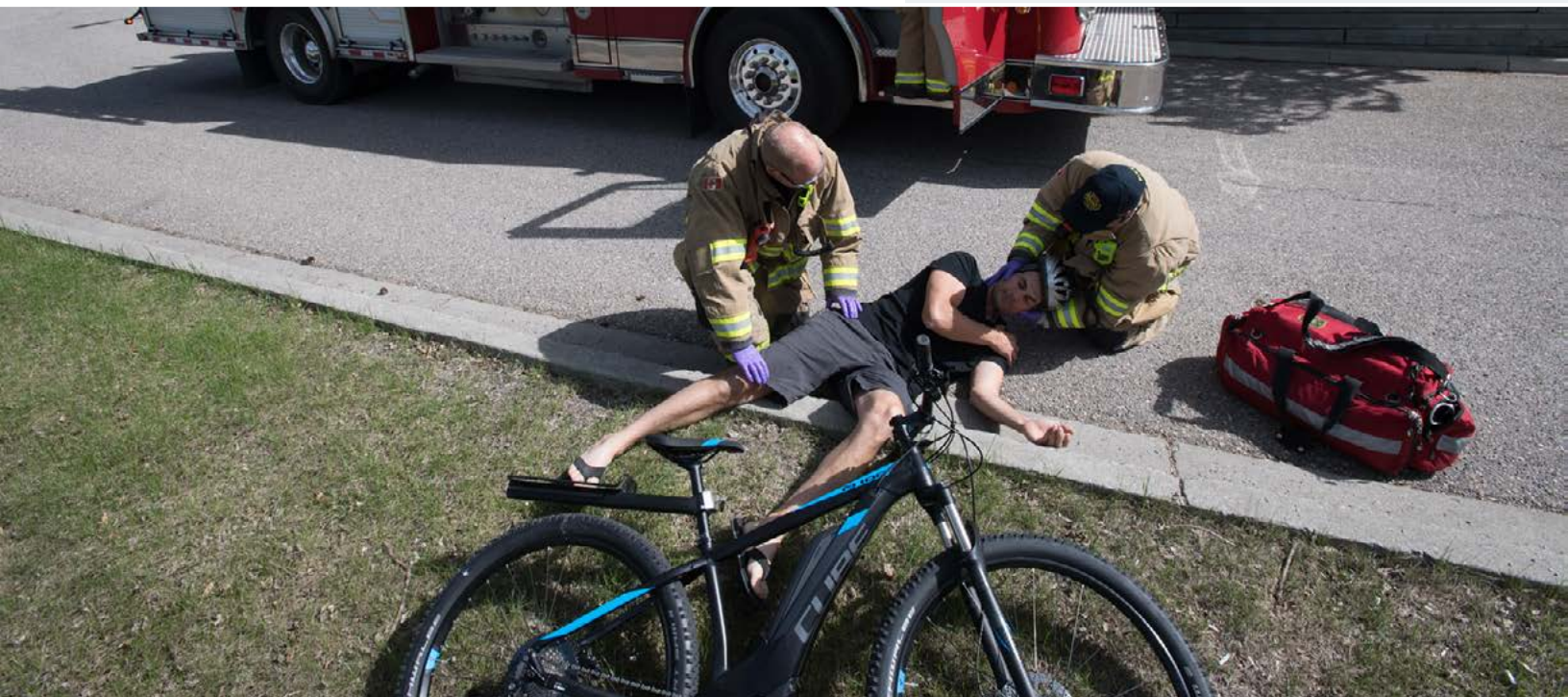
12%
more food truck permits
issued compared to 2024



**Inspected
15%**
less businesses/venues
holding events compared to 2024



**Protected
197,000**
Calgarians through
PSTF activities in 2025



Serving Calgarians by conducting inspections, enforcement and fire investigations

How do Fire Investigators ensure public safety and accountability?

- Fire Investigators determine the origin and cause of fires using recognized scientific methods, collect and document physical evidence and preserve the fire scene.
- All investigators are National Fire Protection Association (NFPA) 1033 certified.
- The canine and handler are professionally trained to detect accelerants, amongst other things.
- For fires that are suspicious or deliberate, Fire Investigators work with Calgary Police to provide technical findings, expert analysis and evidentiary support required for the criminal investigation and prosecution.
- Investigation findings help develop education programs, support vulnerable populations, drive safety item recalls, and inform economic and incident trend analysis.

2025 highlights and accomplishments



8%
more investigations
conducted compared to 2024

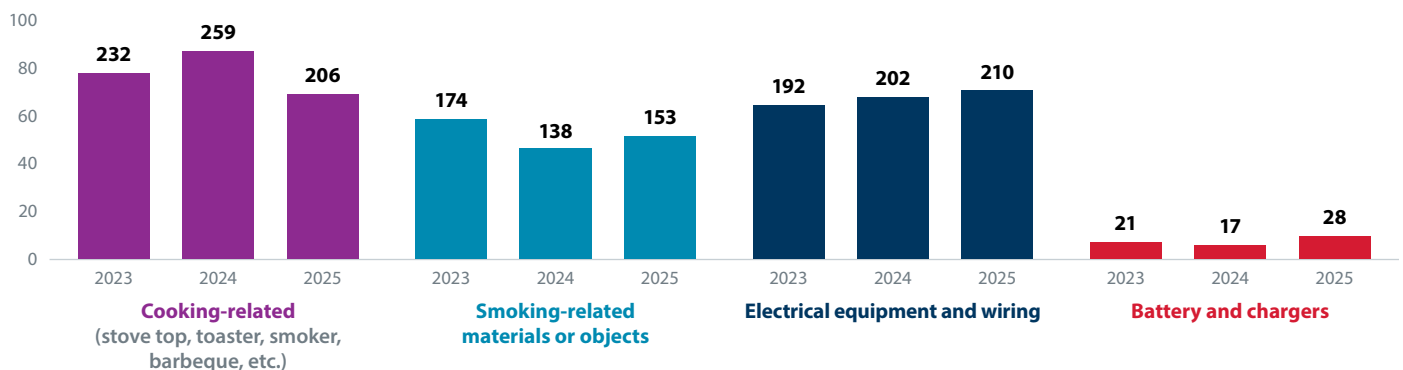


6%
less fires were intentionally set
compared to 2024



7%
less structure fires
compared to 2024

Top sources of ignition

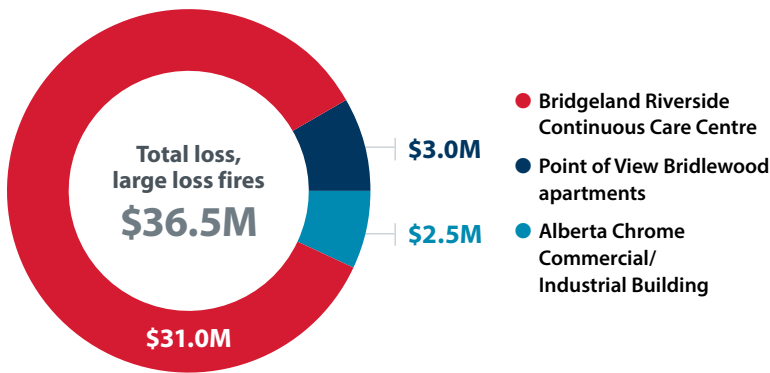


Serving Calgarians by conducting inspections, enforcement and fire investigations

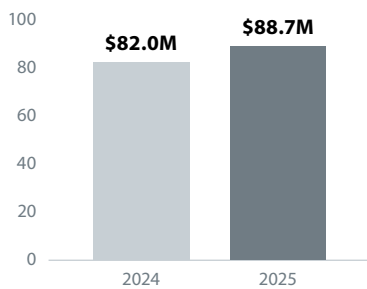
Estimated value of property protected in 2025

In 2025, three major fires caused \$36.5 million in damage. Overall, fire incidents led to \$88.7 million in losses. CFD helped protect about \$475 billion worth of property in communities, based on the City's 2026 assessment roll.

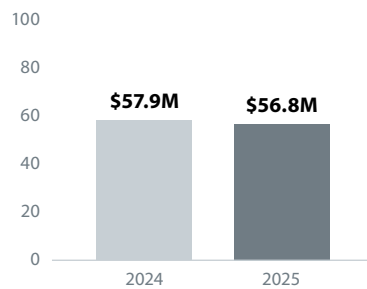
Fire loss estimated value saved (2025)



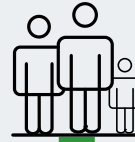
Total loss, all fire incidents



Fire loss per capita



2025 highlights and accomplishments



20

civilian injuries

due to fire, 46 per cent decrease compared to 2024

4

civilian deaths

due to fire, 43 per cent decrease compared to 2024



Keeping Calgarians safe with fire safety education

The Community Safety service 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.

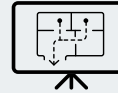
Fire safety education is crucial for all Calgarians. The section is finding new ways to educate Calgarians about the risk of fires in their homes, including online and in person methods. Materials are translated into 11 languages to reach a wider audience.

For more detailed statistics and data related to this section, please refer to [Appendix 3](#).

Community Safety Team



2025 highlights and accomplishments



8,377

students and adults were educated on safety through School Fire Drills, using both in-person and virtual methods.



4,131

grade 5 and 6 students educated with the use of Fire Safety Trailer unit that attends schools in Calgary's more vulnerable communities.



38,838

students and teachers from preschool through to grade 7 were educated via fire safety presentations.



57,385

Calgarians contacted about fire prevention and life safety through non-emergency initiatives.



Improved Virtual Reality Program

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



American Sign Language (ASL) Training

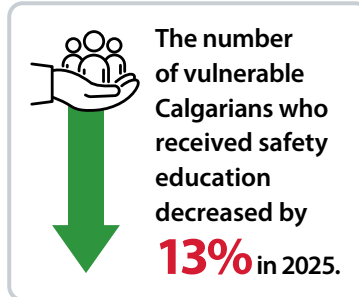
was completed to support Deaf and hard-of-hearing community members in signaling unit delivery and installation.

Keeping Calgarians safe with fire safety education

Fire safety education for vulnerable Calgarians

Prioritizing fire education for vulnerable Calgarians

- Focuses outreach efforts to seniors, new Canadians, lower income, children and citizens with disabilities.
- Selected populations and communities in Calgary based on risk assessment that utilizes a methodology that targets educational efforts towards groups and individuals considered higher risk to injury or death.
- Leverages program-specific education and partnerships to prioritize high-impact safety initiatives, ensuring essential fire and fall prevention outreach remains a focus despite current capacity constraints.



Commitment to newcomer education through virtual reality (VR)

CFD continue to explore VR as a new, interactive addition to its fire safety education for Calgarians, while continuing traditional programming for new Canadians. This emerging approach would allow participants to experience how fire spreads in a simulated environment, helping them feel more prepared and less anxious in an emergency while improving their ability to identify hazards at home. In a safe, controlled setting, individuals can practice appropriate responses in realistic scenarios and build confidence to act quickly and correctly. Early testing suggests VR can improve confidence, preparedness, and the likelihood of responding appropriately in real emergencies, supporting safer outcomes for Calgary communities.



Did you know?



2,639 seniors educated by Community Safety Officers on fire and fall prevention.



According to Health Infobase and Canada Safety Council, Canadian seniors continue to face elevated health and safety risks from falls and residential fires. Falls remain the leading cause of injury-related hospitalizations and injury deaths among people aged 65 and older, while residential fires account for the majority of fire-related fatalities, with older adults disproportionately affected.



Keeping Calgarians safe with fire safety education

2025 Fire Prevention Week

Fire Prevention Week ran October 5–11. CFD welcomed the community to an open house at a fire station for tours, firefighter meet-and-greets, and fire safety education; hosted a Junior Fire Chief event; and maintained an active presence at the Genesis Centre and Cadillac Fairview Chinook Centre.

The Calgary Tower was also lit in colours supporting the 2025 National Fire Protection Association's (NFPA) Fire Prevention Week theme focused on lithium-ion battery safety.

In 2025, 750 Calgarians attended the open house hosted in Calgary's Northeast quadrant. Partners in attendance included Calgary Police, Waste & Recycling and other City business units.

Smoke Alarm Blitz

CFD and ATCO hosted a Smoke Alarm Blitz in Rundle, visiting townhome complexes to install, test, and replace smoke and Carbon Monoxide (CO) alarms.

The event set a new program record for smoke-alarm installations.

Fire education and safety programs

Home Safety Program

The Home Safety Program is the CFD's largest public-facing (non-emergency) program that continue to make direct positive impact on Calgarians.

In 2025, face-to-face interactions and residential smoke alarm installations is more than doubled compared to 2024.

2025 highlights and accomplishments

Fire Prevention Week



750

Calgarians attended CFD's open houses in 2025, hosted in Calgary's Northeast quadrant.



4,200

students and teachers educated and presented to at Safety Expo 2-day event.

Smoke Alarm Blitz



72

homes visited



114

smoke alarms installed



72

CO alarms installed

Home Safety Program



14,011

homes visited



99.3%

visit completion rate



Accreditation: Ensuring public safety excellence

The Center for Public Safety Excellence Accreditation Program, administered by the Commission on Fire Accreditation International (CFAI), provides a well-defined, internationally recognized benchmark system, including criteria to assess performance and efficiency, and measure the quality of fire and emergency services.

In 2024, CFAI conducted a comprehensive review and appraisal of the 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 CFD is now working on annual compliance reporting to CFAI, which details progress towards the recommendations received from CFAI, as well as a thorough and data-informed assessment of CFD's programs and response performance. This reporting not only ensures that CFD continues to be aligned with CFAI standards and practice but helps to ensure an ongoing and embedded culture of continuous improvement throughout the CFD.



Accreditation demonstrates the Calgary Fire Department's ongoing commitment to continuous improvement, and helps to identify and develop industry best practices, assess fire risk and fire safety needs, and provide the highest level of quality service to Calgarians.

In 1999 the CFD became the first Canadian fire service to receive accredited agency status with CFAI and today is one of eight Canadian fire services to have received this prestigious designation and the only agency that has maintained its accredited status consistently. Of more than 30,000 fire agencies in North America, 334 have achieved this status so far. Currently, ten unaccredited Canadian fire departments are actively pursuing accredited status.



Appendix 1: Fire emergency response

Performance measure reference tables

	2024	2025
Demand for service	87,957	92,210
Engine or alternative apparatus response	150,027	157,794
First-in engine to fire and fire-related incidents		
First-in Engine 90th percentile response time to fire and fire related incidents	07:45	07:48
First-in Engine within 7:00 minutes to fire and fire related incidents (target = 86%)	82.1	81.9
First-in unit to medical emergency incidents		
Response time first-in unit 90th percentile response time	07:26	07:14
Percentage of first-in unit within 6:30 minutes (target = 88%)	79.4	81.4
Effective response force		
Full first-alarm assignment total response time 90th percentile	13:35	12:45
Full first-alarm assignment total response time within 11:00 minutes (target = 77%)	70.9	75.4
Flame spread		
Measures the percentage of time fires are contained to the room or object of origin (target = 67%)	79.6	79.9
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	02:37	02:38
Average IPA fire and fire-related incidents	03:14	03:39
Average IPA motor vehicle collisions	02:28	02:30

Appendix 2: Fire enforcement and inspection

Performance measure reference tables

	2024	2025
Number of fire safety inspections performed by Inspectors (target = 18,000)	25,084	28,903
Re-inspection ratio (per cent) (target = 30 per cent)	39	52
Flammable liquid storage tanks inspected	1,061	999
Compliant-based and unscheduled inspections (Public special events, large gatherings on a complaint basis, and unscheduled inspections of commercial properties and/or construction sites)	10,887	15,574
Number of investigations by investigators by year	971	1,053
3-1-1		
Per cent of 3-1-1 on-time completion (target = 98 per cent)	87	91
Inspection request from 3-1-1	971	1,053
Coordinated Safety Response Team (CSRT)		
Vacant properties inspected	252	324
Vacant properties boarded up by CFD	40	56
Structure fire in commercial, industrial, and multi-family occupancies (target = 104)	142	159
Fire risk level for inspected properties citywide (index 15–100) (target = 25)	27.3	27.7
Fire safety reports		
Occupancies assigned	14,056	15,254
Fire safety reports completed	6,570	7,467
Plans and permits reviewed	1,851	1,701
Special events and fire permits		
Small and large event temporary load cards	345	304
Mobile food concession permits	172	192
Open flames, fire work and pyrotechnics inspections	180	169
Special events inspections	367	369
Public Safety Task Force		
Business/venues visited	212	181
Charges issued a result of violations identified	3	0
Number of citizen kept safe because this program	139,086	196,627
Risk-occupancy inspections		
Occupancy inspections	1,139	2,221
Occupancies requiring inspections	563	1,151
High-risk inspections		
Initial inspection	44	108
Re-inspection	109	228
Objective-based inspections (assigned by a risk matrix)		
Initial inspection	1,095	2,113
Re-inspection	454	923
Short-term rentals		
Business license inspections	2,632	3,158
Number of business license re-inspections	675	1,606

Appendix 3: Fire safety and education

Performance measure reference tables

	2024	2025
Number of Calgarians contacted annually about fire prevention and life safety through non-emergency initiatives (target = 267,954)	65,926	57,385
Number of Calgarians experiencing vulnerabilities that receive fire safety education (target = 60,000)	55,434	49,035
Number of school fire drills supervised, educated and evaluated by Fire Fighters	19	13
Number of Youth Firesetter intervention referral education service (Y-Fires) Clients	6	15
Home Safety Program		
Number of properties assigned	20,636	14,011
Visit completion rate (per cent)	100	99.3
Smoke Alarm Blitz		
Number of home visited	90	72
Number of home that permitted entry	72	72
Number of smoke alarms installed	98	114
Number of carbon monoxide alarms installed	52	72
Number of battery replaced	16	9
Per cent of Calgarians that believe they are prepared and have a plan to deal with a fire emergency (target = 75%)	72	72
Per cent Contacts who feel safer and better equipped with fire and life safety information after receiving education (target = 75%)	98	97



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