

**Community Services Report to  
Community Development Committee  
2026 April 01**

**ISC: UNRESTRICTED  
CD2026-0259**

## **Calgary Fire Department 2025 Annual Report**

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### **PURPOSE**

The purpose of this report is to provide information to Council on the Calgary Fire Department's service delivery, highlights and risks from 2025.

### **PREVIOUS COUNCIL DIRECTION**

The Calgary Fire Department provides an annual report to update Council and the public.

<b>RECOMMENDATION(S):</b>
Administration recommends that Council receive this report for the Corporate record.
<b>RECOMMENDATION OF THE COMMUNITY DEVELOPMENT COMMITTEE, 2026 APRIL 1:</b>
That Council receive this Report for the Corporate Record.

Excerpt from the Minutes of the Regular Meeting of the Community Development Committee, held 2026 April 1:

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"The following documents were distributed with respect to Report CD2026-0259:

- A document entitled "Ward Profile January 01 – December 31, 2025"; and
- A document entitled "Ward Profile Additional Documents January 01 – December 31, 2025."

### **CHIEF ADMINISTRATIVE OFFICER/GENERAL MANAGER COMMENTS**

General Manager Katie Black concurs with the contents of this report.

### **HIGHLIGHTS**

The Calgary Fire Department (CFD) responds to a wide range of emergencies and provides vital services such as fire and life safety education, and fire safety codes application and enforcement. In 2025, CFD:

- Responded to over 92,200 emergency incidents, or over 250 calls per day. The overall call trend has increased by over 50 per cent since 2020, and 5 per cent since 2024.
- Responded to over 46,000 critical medical interventions, representing over 50 per cent of total incidents. Adopting high performance cardiopulmonary resuscitation (CPR) protocols resulted in unprecedented survival rates.
- Achieved a 60 second response time improvement over 2024 (13:45 to 12:45, 90 per cent of the time) for Effective Response Force (assembling 12 firefighters, two engines and one aerial at an emergency scene), partly by increasing staffing on six aerial apparatus from two to four firefighters.
- Conducted nearly 29,000 safety codes inspections, including over 4,700 short-term rental inspections. This represents a 15 per cent increase in overall inspections and a 35 per cent increase in short-term rental inspections over 2024. Since 2021, inspections have more than doubled.

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- Provided more than 14,000 school-aged children with hands-on learning about fire safety and prevention.

### **DISCUSSION**

#### **CFD Foundations**

CFD is guided by its values, cultural evolution, strategic planning, and service excellence as recognized by the Commission on Fire Accreditation International. CFD remains the only Canadian fire department to have maintained its accredited status for six consecutive cycles over 25 years.

CFD's 1,800 employees serve Calgarians and visitors via a dynamic and interconnected service network that continually adapts for optimal performance and improvement. In addition to frontline operations, CFD's services include training, recruitment, information technology, equipment supply and maintenance, health and safety, and firefighter wellness programs.

#### **Fire & Emergency Response**

CFD responds to fires, fire-related incidents, critical medical interventions, motor vehicle collisions, hazardous material releases, explosions, severe weather incidents, wildland fires, public service assistance calls and specialized rescues. CFD supports Emergency Health Services by co-responding to life-threatening medical emergencies. In 2025, CFD firefighters responded to over 4,700 substance-related calls, 60 per cent more than in 2024.

#### **Firefighter Training & Recruitment**

Ongoing firefighter training is crucial for adapting to change. In 2025, CFD incumbent firefighters completed an average of 100 hours of training each. Training follows National Fire Protection Association (NFPA) standards and covers firefighting, medical, rescues, leadership, and promotes readiness for diverse emergencies, strengthening CFD's ability to serve Calgarians and contributing to a resilient community.

CFD works to keep departmental growth in step with a growing city. Large scale recruitment efforts continue, with an emphasis on community outreach. Collaboration with partner agencies like the Calgary Police Service supports recruitment initiatives, such as Women on the Front Lines and Emergency Services Open House. Programs, including CFD Indigenous Camp, Fire Cadets and Camp Courage Calgary, provide hands-on opportunities to open doors to the fire service as a career path. In 2025, CFD received 2,700 firefighter applications and graduated an unprecedented 119 new probationary firefighters.

#### **Fire Inspections and Enforcement**

CFD takes a proactive, collaborative approach to service provision. CFD's risk-based safety codes inspection model prioritizes higher-risk buildings and emphasizes prevention and education. Inspection services are provided to multi-family residential, commercial, and industrial properties. Ongoing collaboration with City partners optimizes service delivery. CFD actively participates in provincial and national code development, data analysis, and reporting. CFD contributes to several working groups that help shape the future safety of the city, including mass timber construction, energy storage systems, and many other emerging areas.

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### **Fire Safety Education**

CFD offers community-based fire and life safety education to Calgarians. Education is crucial for helping people stay safe and preventing emergencies. Initiatives focus on reaching vulnerable populations, such as the elderly, children, persons with disabilities, new Canadians, and unhoused people. Specialized programs include virtual reality fire safety education, smoke alarms for the deaf and hard of hearing community, lithium-ion battery safety education, residential wildfire mitigation and the translation of resources into several languages common amongst newcomers.

CFD continues to make significant strides in collaboration and outreach programming to communities through partnerships such as Fire Cadets and Engine 23 at the Fish Creek Public Library. CFD public safety education staff are also present at community events, offering safety demonstrations and educational materials.

### **Partnerships & Collaboration**

CFD maintains over 35 formal partnerships with external agencies and has collaborative relationships with internal and external partners to assess and address community risks. This collaboration engages various business units, neighbouring municipalities, and provincial entities to effectively coordinate efforts and resources. Partnerships exist with Alpha House, the Calgary Drop-In Centre, the Calgary Board of Education, the Calgary Catholic School District, the Calgary Public Library, ConocoPhillips, ATCO, and others to extend reach and help meet the diverse needs of Calgarians.

### **Service Excellence**

CFD uses evidence-based planning across the business unit to improve safety for people, property, and the environment. CFD is responding to Calgary's growth by strategically expanding and improving its fire station network. In 2025, the temporary Skyview Ranch site relocated to a permanent, purpose-built facility in Cornerstone (NE), and the Varsity (NW) replacement station opened as part of an integrated facility. These stations are needed to work towards CFD's Council-approved response time targets of having the first engine arrive at a fire within seven minutes, 90 per cent of the time; at a medical emergency within six minutes and 30 seconds, 90 per cent of the time; and an effective response force assembled with 12 firefighters, two engines and one aerial on scene within 11 minutes, 90 per cent of the time at residential structure fires.

Internally, health, wellness and ability management are integral for firefighter safety. In 2025, the CFD Wellness Centre facilitated over 50 hours of mental health-related courses. In addition, medical exams for 94 per cent of active members were completed, yielding 25 early cancer detections.

### **Looking Forward**

Calgary is growing rapidly and the needs of the community are changing. CFD is strategically planning for service sustainability as Calgary's population approaches two million and is collaborating with neighbouring municipalities through response agreements.

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### EXTERNAL ENGAGEMENT AND COMMUNICATION

- |  |   |
|--|---|
| <input type="checkbox"/> Public engagement was undertaken        | <input type="checkbox"/> Dialogue with interested parties was undertaken                |
| <input type="checkbox"/> Public/interested parties were informed | <input checked="" type="checkbox"/> Public communication or engagement was not required |

### IMPLICATIONS

#### Social

Taking care of staff remains a priority, and CFD fosters a psychologically safe, resilient, respectful and inclusive workplace for members to perform their best to provide excellent service to Calgarians. CFD's value to citizens is reflected in its 100 per cent rating for overall importance and a 97 per cent satisfaction rating in the 2024 Spring Survey of Calgarians.

#### Environmental

CFD supports the corporate Climate Change Strategy by reducing water and energy use across its facilities. Station retrofits and new builds prioritize efficiency, including newly built Cornerstone Station 38, which achieved LEED Gold certification. Household Hazardous Waste collection at eight fire stations helps prevent illegal dumping and environmental spills. Solar installations at facilities such as Station 17 reduce daily energy consumption and CFD's overall footprint.

#### Economic

Calgarians receive excellent value for their tax dollars from CFD. The annual fire service cost per person is approximately \$180, which is closely aligned with comparable Canadian fire services. CFD is operating efficiently relative to peers with the cost per incident 10 per cent below the average of comparable services.

#### Service and Financial Implications

No anticipated financial impact

### RISK

Rapid population growth, increasing high-density development, industrial development and climate-driven events require a fire service that can expand to effectively respond to this dynamic risk profile. There are four main risks CFD faces:

- Operating investment and service sustainability: CFD faces ongoing sustainability challenges due to rapid densification, geographic and population growth. Sustained investment in CFD proportional to city growth is crucial to maintain service levels.
- Timelines for procurement, station builds and renovations: Procurement timelines have been impacted by global supply chain disruptions. CFD has been negotiating leases and extending apparatus service life beyond ideal lifecycle targets when safe, to mitigate this risk. Some station builds, maintenance, and renovations are also facing delays. CFD works closely with City partners to mitigate this, though delays persist in some areas.

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- Global inflation impacting costs: To mitigate the risk of rising inflation-related project costs, CFD is extending apparatus, facility and equipment use where safe and appropriate, and using market intelligence where possible to better anticipate pricing volatility and secure predictable costs.
- Changing climate, social climate and technology environments: Climate change, socioeconomic inequalities, technological advancements, and urban planning changes may mean an increase in severity, frequency and type of emergency incidents. Changing safety standards also pose a threat to public safety, such as the potential for single exit stairwells. Mitigation focuses on an adaptive service model paired with thoughtful advocacy.

#### ATTACHMENT(S)

1. Calgary Fire Department 2025 Annual Report Presentation
2. **Ward Profile January 01 – December 31, 2025**
3. **Ward Profile Additional Documents January 01 – December 31, 2025**

#### Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
N/A		

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**City Clerks: A. Lennox / C. Doi**