

Fire & Emergency Response

Led by: Chief of Calgary Fire Department

Service Description

Supported by fire and emergency response stations across Calgary communities, Fire & Emergency Response provides life-saving emergency assistance to Calgarians and visitors. This includes responding to fire and fire-related incidents, critical medical interventions, motor vehicle collisions, hazardous conditions, specialized technical rescues including water rescues and calls for public service assistance. The service also supports Fire Safety Education and Fire Inspection & Enforcement by helping to deliver community risk reduction programs like general fire prevention education and Fire Safety Reports.

Service Updates

Key service results

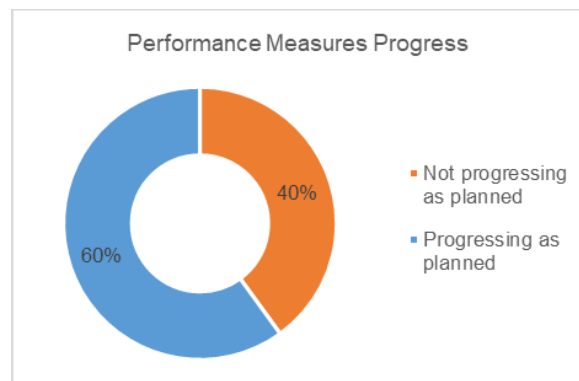
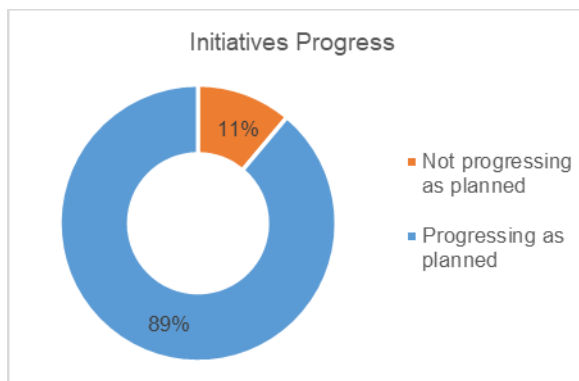
The service responded to almost 36,000 emergency incidents by the end of May, while maintaining first-in unit response time performance at fire and medical incidents. Performance at serious and escalating fires declined by 9 per cent and resources were assembled on the scene over one minute slower (Initiative 1). The service took proactive steps by redeploying a second Medical Response Unit in January, picking up 66 per cent of the medical calls and effectively enabling fire engines at Station 2 to service non-medical calls (Initiative 2).

A groundbreaking ceremony was completed for an integrated multi-service site, including a permanent fire station in the community of Cornerstone. (Initiative 9)

To ensure continued fire and emergency response during the water feeder main emergency, the service successfully developed contingency plans to source water from secondary sources and engage partner agencies.

Service demand and expansion of the coverage area, due to new development, continues to strain available resources and impede performance improvement efforts. Delays in the replacement of stations in the downtown core require reviewing service provisions in these areas.

Progress summary



Risk(s) impacting the progress

Employee health and wellbeing
Loss of reputation and public trust
Critical Asset Supply Chain Disruption



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

➡ Progressing as planned

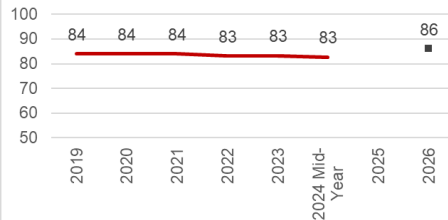
⬅ Not progressing as planned

Performance Measures

Story behind the numbers

Status

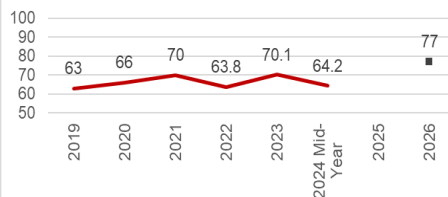
PM 1: First-in engine emergency responses within seven minutes to fire incidents (per cent time target is achieved)



From January to May, overall performance of first-in engine emergency response time remains relatively consistent despite an increased volume of 381 first-in engine responses to fire emergencies compared to the same period last year. First-in engines arrive at fires within seven minutes and 44 seconds 90 per cent of the time. The service is examining short and long-term strategies to improve this metric, including reinstating a medical response unit at Station 2 to enable the first-in engines to just focus on fire incidents.



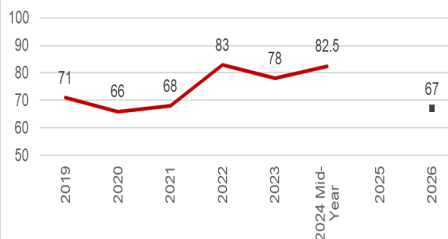
PM 2: Arrival of two engines, one aerial unit and a minimum of 12 firefighters within 11 minutes at serious and escalating fires (per cent time target is achieved)



Arrival times of critical resources to serious and escalating fires has decreased by 7.5 per cent as compared to the same period last year (January to May). The 90th percentile response time for arriving at these incidents is 13 minutes and 57 seconds. It is important to note that due to the relatively small volume of serious and escalating fires there is a significant variation in the 90th percentile statistic for this measure. The service will increase staffing on aerial units in 2025 and 2026 to support improved performance and will analyze the impact to the measure due to new community growth.



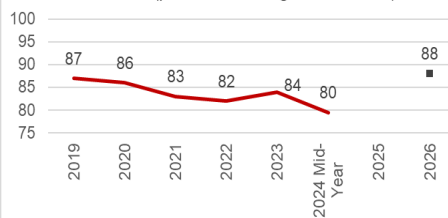
PM 3: Flame spread limited to within the room or object of origin (per cent time achieved)



From January to May, the service exceeded the target of 67 per cent, demonstrating improved containment of flame spread to the room or object of origin compared to the same period last year. Flame spread is influenced by various factors, including fire type, location, structural design, safety systems, and preventive measures.



PM 4: First-in unit emergency responses within six minutes thirty seconds at critical medical incidents (per cent time target is achieved)



First-in unit response time has declined by 5 per cent over the same period as last year (January to May), and the 90th percentile response time is 21 seconds longer. The number of critical medical incidents are historically elevated but have decreased by 12 per cent compared to the same period last year. The call dispatch time for critical medical incidents has increased by 10 seconds compared to the same period last year, and it is 26 seconds more than the benchmark time of 30 seconds. The service is working with Calgary 911 to identify root cause.



PM 5: Number of Calgarians engaged in fire prevention and life safety education by firefighters



The service continues to educate Calgarians through various programs, including School Fire Drills and Station Tours requested through 311. So far from January to May, 5,301 Calgarians visited fire stations for tours, averaging 20 visitors per tour. Key engagement programs such as the Home Safety Program and Fire Safety Reports will start later in the year. The service is also exploring opportunities to enhance Fire Safety Education programs to target vulnerable populations.





Progress on Service Delivery

PROGRESS STATUS



Completed



Progressing as planned



Not progressing as planned



Not started













FUNDING TYPE














Capital



Operating

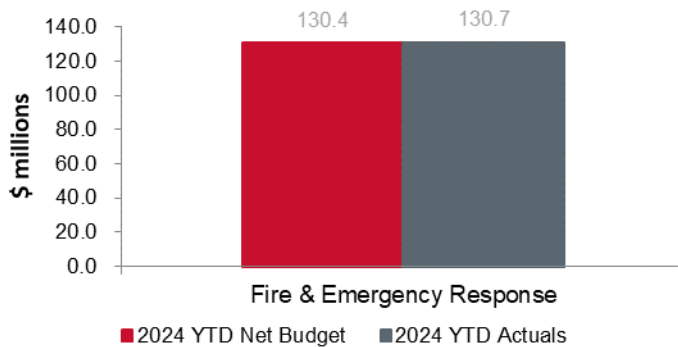
Initiative 1		Impact Area: City-wide	Funding Type:  
Improve emergency response and outcomes at serious fires by decreasing the time needed to assemble essential firefighting resources (two engines, one aerial, and a minimum of 12 firefighters) within 11 minutes at the incident. The service will focus on increasing the number of aerial units deployed across the city and the number of firefighters staffing those units.			
UPDATE 	The service experienced an increase in response time for assembling critical firefighting resources at escalating fires with travel time increasing more than one minute as compared to 2023. Rapidly growing communities at the periphery of the city, and the post-pandemic increase in traffic levels may be contributing to the increased travel times. The service is exploring the optimal number of aerials to meet service demands across communities. and working with supply chain to initiate and progress procurement activities.		
Initiative 2		Impact Area: City-wide	Funding Type:  
Maintain service levels by ensuring adequate staffing levels to balance operational demands including emergency response, community risk reduction initiatives, training and wellness.			
UPDATE 	The service is on track to train more than 120 new recruits for frontline operations which will help manage staffing levels to meet service demands. To balance operational demands, the service is addressing staffing challenges due to historically elevated levels of sickness and accident amongst its members. Community risk reduction initiatives are progressing to pre-pandemic levels with frontline members providing fire safety education at community events. The service prepared critical emergency response and contingency plans to meet challenges of the critical water main break event.		
Initiative 3		Impact Area: City-wide	Funding Type: 
Foster an equitable, diverse and inclusive workplace that understands and represents the community served and where staff feel valued and experience a sense of belonging. The service will expand learning opportunities for, and remove barriers to, equity, diversity, inclusion and belonging, explore more equitable recruitment, selection and promotion processes, implement recommendations from The City's Anti-Racism Program, and practice Trauma Informed Leadership.			
UPDATE 	The service led and facilitated a network of fire service and equity partners from municipalities across the country in a community of practice forum targeted at Equity, Diversity, Inclusion and Belonging. Improved recruitment process by implementing more efficient methods intended to make selection more equitable, diverse, and inclusive. Supported the inaugural Racial Justice Conference and the Diversity in Leadership Conference. Continued outreach with equity-deserving communities to promote fire safety education.		
Initiative 4		Impact Area: City-wide	Funding Type: 
Improve employee health, wellbeing and resilience by expanding mental health and psychological supports, reducing stigma in the workplace and culture and continuing to support medical health and physical wellbeing.			
UPDATE 	An updated Reintegration Program with the addition of Reintegration Facilitators has been implemented and intends to provide additional support to first responders returning to duty from a psychological injury. A review of best practice and current firefighter recruitment practices for assessing for the competencies of personal accountability, integrity and sound judgement is underway. Psychological supports available to members have increased. A survey of wellness resources was conducted, and communication to share the results and actions are being prepared for distribution to members.		
Initiative 5		Impact Area: City-wide	Funding Type:  
Enhance service efficiency and effectiveness by leveraging new and emerging firefighting equipment and technology.			
UPDATE	The service continues to leverage new technologies, beginning implementation of wireless in-vehicle communications systems and launching an enhanced Portable On-Demand (POD) cascade unit providing additional tools available at major incidents. The service continues to investigate paperless solutions that will support effective operations. A real-		

	time system of digital display units in all fire facilities is proving to be an effective communication tool in bringing together our widely dispersed workforce and in contributing to efficient response with street view mapping and routing features.		
Initiative 6		Impact Area: City-wide	Funding Type:  
Mitigate the environmental impact of fire service delivery by assessing the feasibility of alternative fuel sources to power the heavy fleet while continuing to explore emerging firefighting technology and equipment to mitigate environmental impacts.			
UPDATE 	The service continues to explore ways to mitigate the environmental impacts of fire service delivery by replacing hydraulic tools, extraction equipment, and others that are gas powered with electric powered equipment, and commissioned the first electric fire engine in the fleet, which will be integrated into operations in late summer.		
Initiative 7		Impact Area: City-wide	Funding Type: 
Maintain the standard of service delivery by improving processes for frontline firefighters to maintain and enhance the necessary skills and competencies to perform their roles effectively and meet legislated Occupational Health and Safety requirements.			
UPDATE 	The service is on track to graduate more than 120 new recruits in 2024 while maintaining expected standards of training quality. The service delivered over 110,000 hours of incumbent training, focusing on core skills and emerging issues, to ensure firefighters are well-prepared and competent to perform their roles effectively and meet legislated safety requirements. A Morning Briefing was rolled out to crews and offers a planning, communication, and safety messaging tool, and has been an effective program to meet health & safety legislated preparedness.		
Initiative 8		Impact Area: City-wide	Funding Type: 
Mitigate risks related to the Green Line project, including construction accidents like tunnel collapses, and the potential for service impacts due to road closures and traffic pattern changes. These risks are new ground for the service and require working with service partners to determine emergency response needs, impacts from construction work, response protocols, training requirements and specialized equipment needs.			
UPDATE 	The service reviewed substantially complete design details of the Green Line to ensure the needs of fire and emergency response are met. The service and supporting partners confirmed requirements provided at pre-design are reflected in site design and meet the needs of fire suppression response protocols and emergency needs. The service continues to cooperate with Enabling Works for road closures and detours related to Green Line underground utilities relocation.		
Initiative 9		Impact Area: City-wide	Funding Type:  
Align the expansion of fire service delivery with community growth and development and meet the needs of Calgarians by ensuring that capital assets and infrastructure are timely, adequate, and well-maintained.			
UPDATE 	In spring, a groundbreaking was completed for an integrated multi-service facility, which will provide fire and emergency response service to Cornerstone and its surrounding communities. The service collaborated on the review of several new community growth applications to inform future infrastructure plans.		



Service Updates on Financial Performance

Net Operating Budget and Actuals as of June 30, 2024

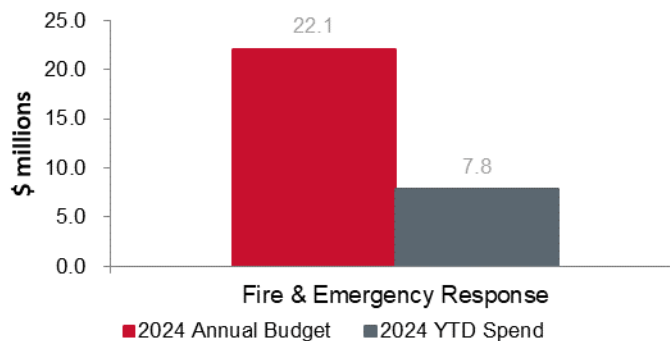


Operating Budget Updates - 2024 YTD net operating budget vs actuals:

Fire and Emergency Response has an unfavourable operating variance of \$0.3 million. The primary drivers of the variance were the costs incurred due to the water main break in June 2024. This consists of overtime of frontline operations, planning and logistics staff as well as the procurement of equipment to aid in suppressing large scale fires.

In early 2024, Fire and Emergency Response put a new Medical Response Unit (MRU) into operation to better aid the response for the downtown areas increasing medical calls. Year to date 2024, two recruit classes have graduated and will help boost the relief factor and manage attrition within Fire and Emergency Response.

Capital Budget and Spend as of June 30, 2024



Capital Budget Updates - 2024 total capital budget vs 2024 YTD spend:

Fire and Emergency Response has spent 35.4 per cent of the 2024 council approved budget as of June 30th.

The capital investment driving the spend is related to a new station build and equipment purchases. Cornerstone Emergency Response station has begun construction and is anticipated to be completed in the second quarter of 2025.