

COMMUNITY SERVICES

Edmonton

Edmonton Fire Rescue Services



Annual Report 2025



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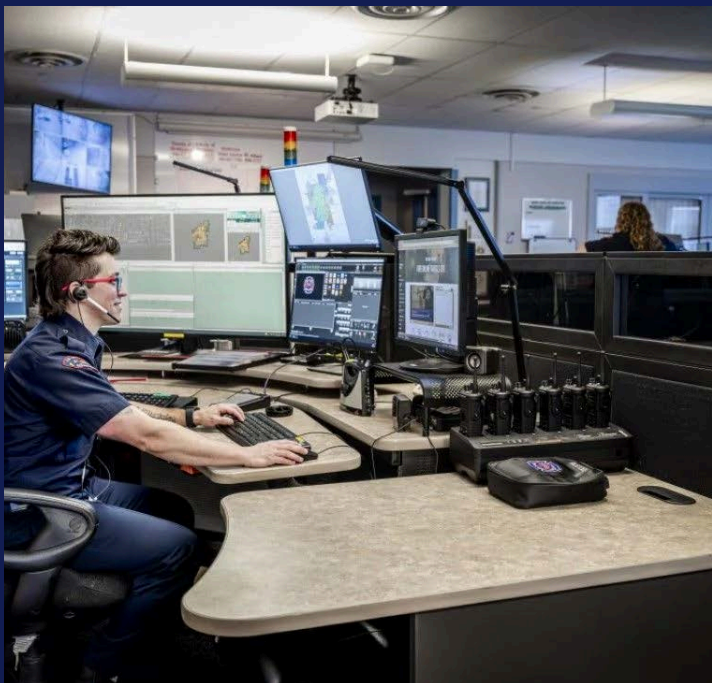
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Land Acknowledgement



Title:

**Heart Beat of
a Nation**

Artist:

Brad Crowfoot

The City of Edmonton acknowledges the traditional land on which we reside is in Treaty Six Territory. We would like to thank the diverse Indigenous Peoples whose ancestors' footsteps have marked this territory for centuries, such as nêhiyaw, Dene, Anishinaabe, Nakota Isga/Nakota Sioux, and Niitsitapi/Blackfoot Peoples.

We also acknowledge this as the Métis' homeland and the home of one of the largest communities of Inuit south of the 60th parallel. It is a welcoming place for all peoples who come from around the world to share Edmonton as a home. Together we call upon all of our collective, honoured traditions and spirits to work in building a great city for today and future generations.

Message from the Fire Chief



When I look at 2025, I don't just see a list of statistics, reports or a budget spreadsheet. I see the faces of everyone in Edmonton Fire Rescue Services who show up on this city's hardest days.

Leading a fire service in a city growing as rapidly as Edmonton is a delicate balancing act. We are evolving to meet the needs of increased density in our mature neighbourhoods and downtown, new communities across the city, and the challenging realities of climate change. But through all this, one thing remains the same: our commitment to you.

Our People are the Foundation

This year, we welcomed 52 new recruits into our fire service. Seeing their energy, determination and willingness to serve the public reminds me why we do this. These new firefighters join our established ranks of firefighters who have watched our community change, evolved in how they have done their job, and who have experienced situations that many will never understand. We have leaned heavily into supporting the mental health and wellness of our experienced members. We ask our people to do a lot. In return, we owe it to them to ensure they have the tools, the training, and the support to go home safe at the end of every shift.

Progress Through Action

In 2025, we opened up the new Blatchford fire station, ready to serve this new and innovative community, while helping to alleviate the pressures our existing stations face in central Edmonton. Responding to the continuing rise in calls for service requires safe vehicles with the right tools and equipment on board, ready to support our firefighters. New apparatus will ensure just that. Fires and rescue calls benefited from our enhanced drone program. This equipment allows our crews to gain unique perspectives on calls while keeping them safer and allowing them to be more efficient. We continue to increase our training in wildfire, electric vehicles, and so much more.

Looking Ahead

Edmonton is a resilient city, but we aren't immune to the challenges of growth and complexity. As we move into 2026, my promise to you is transparency. We will continue to use the best data available to put resources where they are needed most. We will lead with integrity, hold ourselves to the highest standards of professionalism, and never forget that we are, first and foremost, servants of this community.

Our Commitment to You

We are stewards of your tax dollars and your trust. We don't take either for granted. You'll see many numbers in the pages that follow—call volumes, response times, and budget allocations. But remember that behind every one of those numbers is a person who stepped up when the alarm rang. A person who didn't hesitate, who showed empathy and who showed bravery.

I am proud to lead this team, not because of the stats, but because of the character of the 1,350 people who are proud to call themselves members of Edmonton Fire Rescue Services. This report is a testament to their dedication.





482

FIRE

SAFETEK

SPARTAN

8

Mission & Core Values

Mission

We are committed to protecting life, property and the environment.

Core Values

Service

We fulfill our mission to serve the public 24 hours a day, seven days a week, every day of the year.

Safety

We make public safety and firefighter safety our top priorities through ongoing training, development and innovation.

Relationships

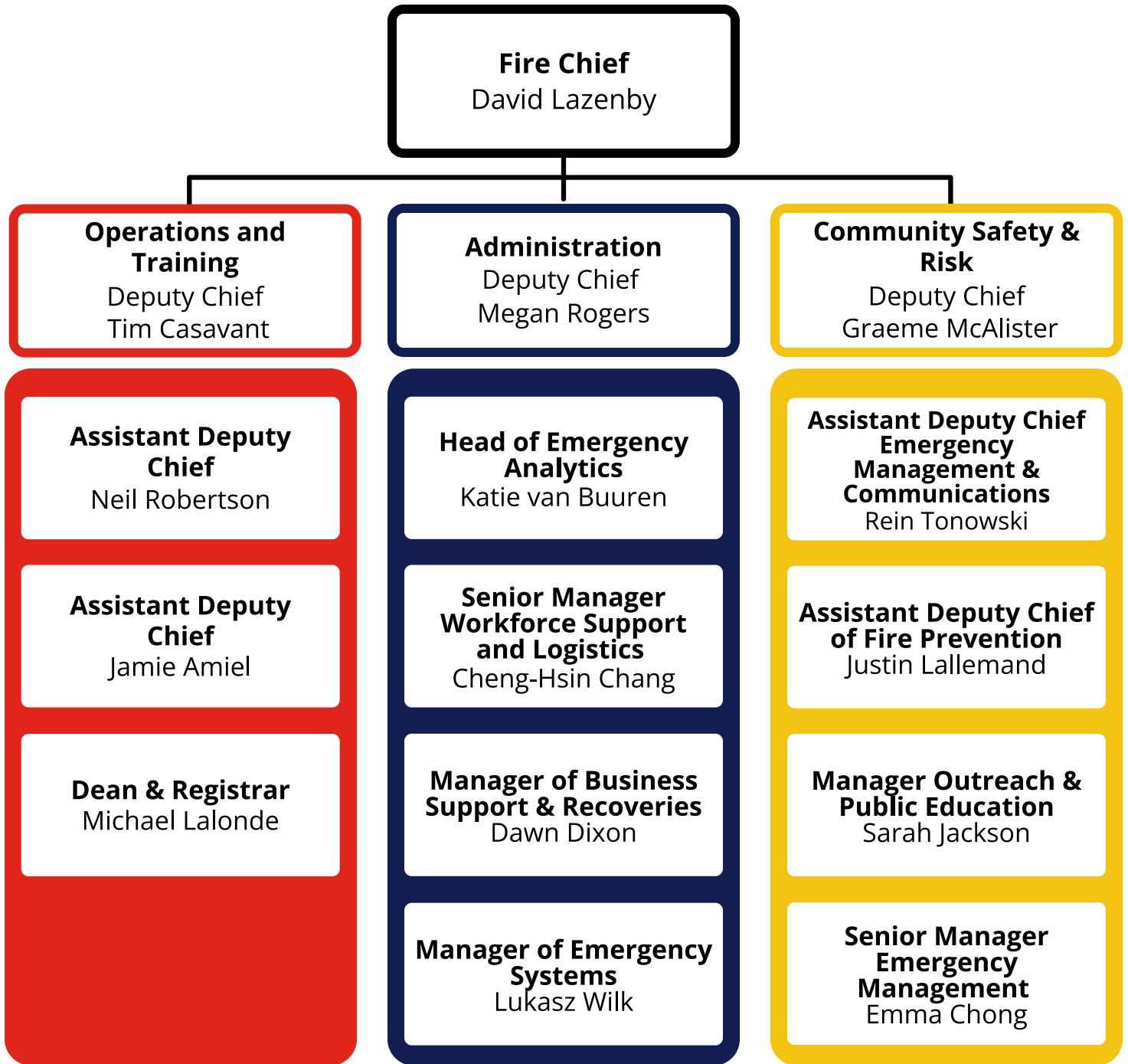
We build and maintain public trust through integrity, dedication, professionalism and accountability.

Teamwork

We work together as a team. We can only achieve our mission and our other core values by working closely with our internal and external partners.



Service Overview



 <p>Total FTES 2025 1,355*</p> <p><small>*Includes Vacant Positions</small></p>		<table border="0"> <tr> <td>Operations & Training</td> <td style="text-align: right;">1,182</td> </tr> <tr> <td>Administration</td> <td style="text-align: right;">43</td> </tr> <tr> <td>Community Safety & Risk</td> <td style="text-align: right;">123</td> </tr> </table>	Operations & Training	1,182	Administration	43	Community Safety & Risk	123
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Administration	43							
Community Safety & Risk	123							





Edmonton Fire Rescue Service: Our Commitment

The Foundation of Trust

For 120 years, our promise has been simple: when you need us, we will respond. But being Edmonton's Fire Service goes beyond response times. It is about the deep relationship we share with the community. We are dedicated to preserving the trust we've earned, ensuring every resident feels safe and connected through the visible presence of our crews in your neighbourhoods.

A Modern Service

To honour that trust, we are maximizing the public's investment by building a modern, pragmatic service. From advanced deployment models and modernizing permitting processes to the integration of drones, we leverage technology to meet the complex demands of a growing city. We are committed to demonstrating tangible value, ensuring our service remains as efficient as it is effective.

Shared Accountability & Prevention

True safety is a partnership. Since most fires are preventable, we recognize the vital role Edmontonians play in their own safety. Our goal is to empower residents with the knowledge of how to be safe, creating a resilient community where prevention is just as critical as our emergency response.

91,183 Total Calls for Service ▲ 0.6% Increase

53,988 Total Medical Calls ▲ 0.1% Increase

30,170 Total Fire Calls ▼ 0.3% Decrease

4,271 Other Calls ▲ 11.1% Increase

2,754 Service Request Calls ▼ 6.9% Increase



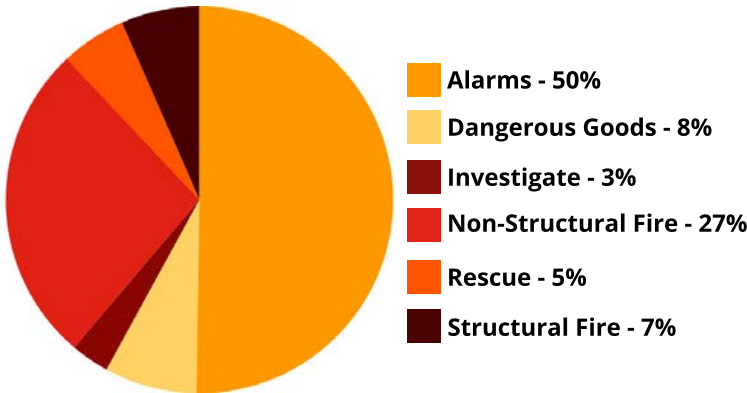
>166,000 Total Unit Dispatches ▲ 0.2% Increase

73.0% Turnouts within 90 Second Target ▲ 5.5% Increase
Success Rate

1,645 Responses to Encampment Related Fire Rescue Events ▼ 22% Decrease

743 Responses to Encampment Related Medical Events ▲ 3.3% Increase

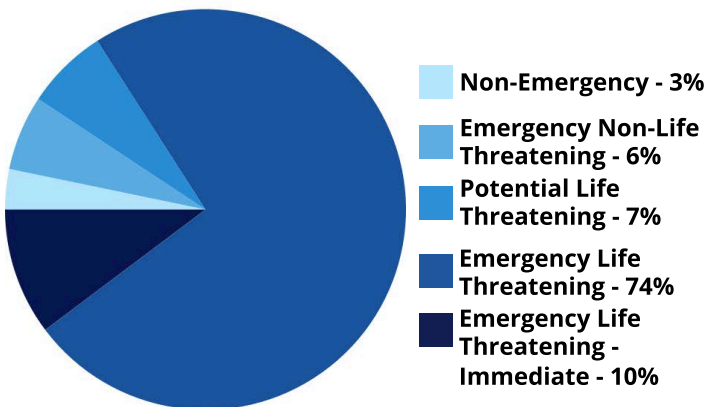
Fire Response Events



82% 1st Arriving Unit Response (7 Min Target) ▼ 1% Decrease

16,666 Emergency Events Requiring 4+ Fire Units ▼ 9.3% Decrease

Medical Response Events



81% 1st Arriving Unit Response (6 Min Target) No Change

2,125 Events with Naloxone Administrations ▲ 175% Increase

*In Comparison With 2024

EFRS released the results of a comprehensive Training Review on April 17, 2025. Since then, **14 of the 17 recommendations have been completed**, with the remaining three in progress.

Key highlights include realigning the Training Division under Operations and embedding instructors within crew platoons to maximize training opportunities.

Additionally, new processes, such as post-program and high-level planning, have shifted the organization toward a more sustainable and effective training model.



In 2025, EFRS personnel completed the following training:



912 Live Fire

1,089 Fall Protection

442 Basic Life Support

355 Standard First Aid

867 Vehicle Extrication

33 Pump Operations

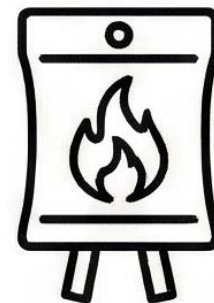
707 Transportation Dangerous Goods



52 Recruits Trained

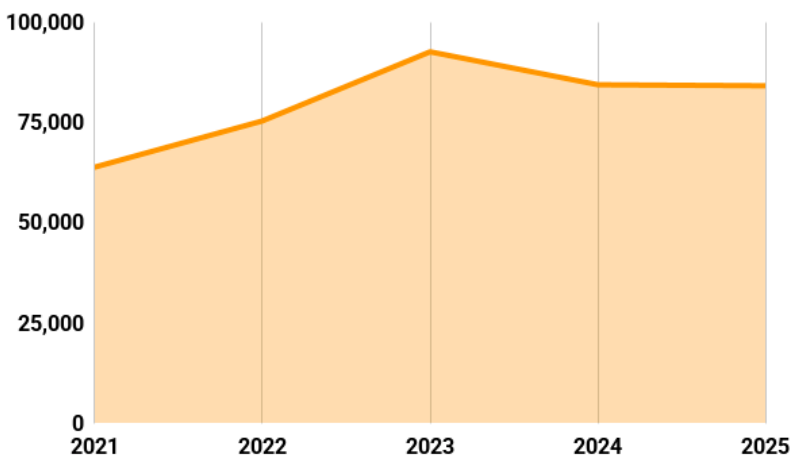
25 Firefighter Qualified

13 Captain Qualified





Fire Rescue & Medical Events: Service Demand



Following a period of rapid expansion in Fire and Medical events from 2021 to 2023, 2025 saw a **stabilization** in service demand as the total number of these events held relatively steady at **84,158 responses, compared to 84,184 in 2024**. This stabilization was driven by updating our medical response criteria. **Avoiding approximately 10,000 unnecessary dispatches**, without compromising public safety.

84,158

Total Fire & Medical Calls for Service



0.03% Decrease

70

Fire & Medical Events per 1,000 Residents

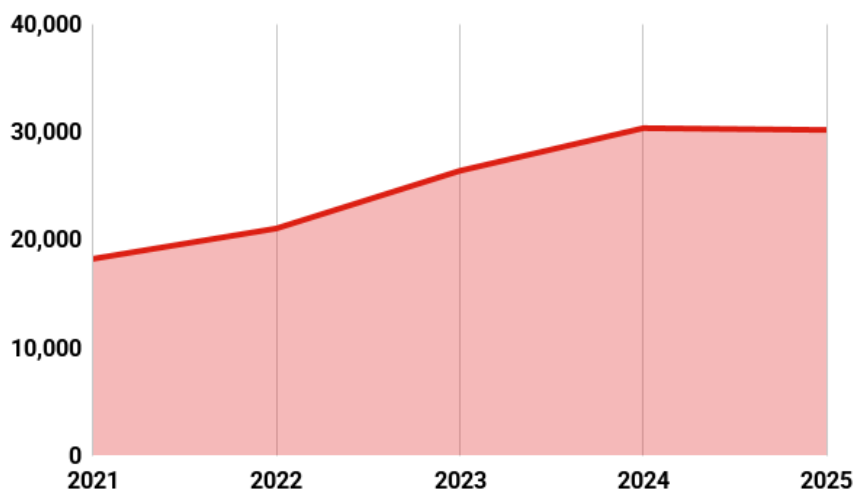


5.9% Decrease

Fire Rescue Events: Trends & Outcomes

After several years of significant increases, the total **fire rescue event volume stabilized at 30,170 calls** in 2025, a decrease of **0.3%** from 2024.

Although total fire rescue event volume remained reasonably consistent in 2025 when compared to 2024, the growing population did result in a slight decline in per capita and per household frequency rates.



25

Fire Rescue
Events Per
1,000
Residents



63

Fire Rescue
Events Per
1,000
Households



However, the long-term trend shows a **sharp increase** from the **18,231 fire rescue calls in 2021**. This represents an increase of 65.5% over this five-year period.

From an operations perspective, in 2025, we **improved our 90th percentile response by 1.87% overall**, successfully assembling our full 16-person complement on scene **13 seconds faster than in 2024**.

15

Fire
Fatalities



118

Fire
Injuries

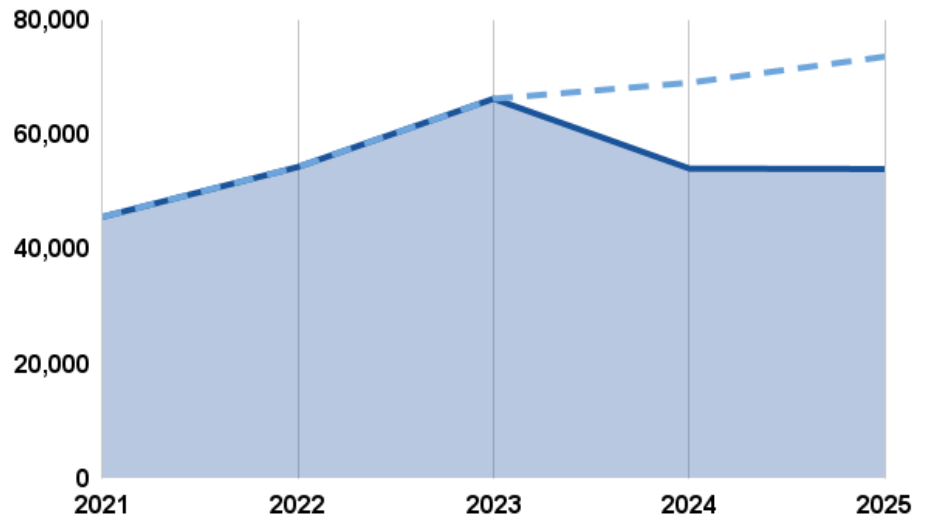


EFRS responded to **10,061 structural and non-structural fire rescue calls for service in 2025**, representing a **7.4% decrease** from 2024. Despite this decline in volume, the human toll remained significant: 118 people were injured, and tragically, 15 people lost their lives.

Medical Events: Trends & Outcomes

Driven by opioid and addiction challenges as well as other pressures, medical calls for service remain the primary driver of service calls for Edmonton Fire Rescue Services.

In response to rising volumes, EFRS worked with Emergency Health Service (EHS) to implement the 4-Point Medical Plan in May 2024.



*Dotted line represents the Projected Medical Events at 2023 rates had the 4-Point Medical Plan not been implemented.

This initiative was immediately effective, **reducing the EFRS response rate** to EHS calls from **roughly 49% to 31%**. This change lowered total medical responses to 53,923 in 2024, an 18.5% decrease from the 2023 peak of 66,192. Without this intervention, **projections indicate EFRS would have responded to an estimated 73,494 medical calls** in 2025.

However, as cautioned during implementation, this relief gained from the 4-Point Medical Plan appears to be temporary rather than systemic. While 2025 volumes remained virtually flat at 53,988 (a 0.1% increase), the continued surge in overall EMS system activity is now beginning to erode the capacity gains achieved by the initial plan. In response, in the fall of 2025, EFRS began evaluating what further adjustments to medical response plans would be required for service sustainability. These actions will be founded upon international best practices, as well as a comprehensive analysis of EFRS data, and will begin implementation in 2026.

45 Medical Events Per 1,000 Residents **5.8% Decrease**

113 Medical Events Per 1,000 Households **2.1% Decrease**

Similar to fire trends, total medical event volume remained consistent in 2025. Consequently, Edmonton's population growth drove a slight decline in frequency rates year-over-year.



2025 Unit Activities

113,158 Dispatches by Pumper Unit



▲ 0.8% Increase

21,753 Dispatches by Ladder Unit



▲ 2.7% Increase

19,586 Dispatches by Rescue Unit
▼ 1.7% Decrease



400 Dispatches by HAZMAT Unit
▼ 75% Decrease

11,512 Dispatches by Tanker Unit
▲ 3.9% Increase



234 Dispatches by Rescue Boat
▲ 0.9% Increase

The increase in overall calls for service was mirrored by an increase in total dispatches by our fire fleet. EFRS primary units, comprising Pumpers, Ladders, Rescues, and Tankers, were **dispatched 166,009 times in 2025**. This figure represents a **1% increase over 2024**.

Communications During an Emergency

Within the Emergency Response Communications Centre (ERCC), the work of saving lives begins the moment the phone rings. As the critical hub for all fire-related 911 calls, our Emergency Communication Specialists provide the essential link between a person in distress and the arrival of help. Using the standardized Fire Priority Dispatch System (FPDS), these specialists rapidly assess incident severity, offering a calm voice and crucial safety instructions when seconds count.

In 2025, EFRS' Emergency Communications' Team **answered 137,994 emergency & non-emergency calls**. On an average day, they managed 378 phone calls.

ERCC worked with the Alberta Emergency Management to update 911 Standards, creating consistency and efficient best practices across the province.

Completed a Public Safety Answering Point Standards Compliance for the Province of Alberta.

95.5%

**Communication Time
of 90 Seconds or Less
90% of the Time**

91.5%

**Calls Dispatched
within
30 Seconds**



▼ 0.5% Decrease

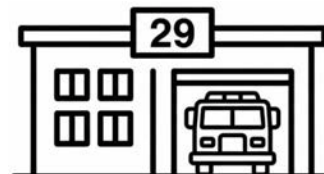
9

**New Dispatchers
Trained to Respond
to Increasing Call
Volumes**

15,144

Alarms Calls
▲ 2.2% Increase

Beginning in 2025, the Dispatch team collaborated with Operations to change the way EFRS responds to alarm company calls, aiming to reduce the number of alarm calls attended moving forward.



Preparing for the Future of EFRS



Camp Inspire 2025

In partnership with regional agencies, we welcomed 30 participants to the fourth edition of Camp Inspire. The program provided hands-on training in rappelling, vehicle extraction, and live fire suppression.

Mentors guided aspiring firefighters through a safe and inclusive environment, offering realistic insights into the profession's demands. The camp's success highlights our dedication to community engagement and recruiting the diverse future of the fire service.



Fire Cadets 2025

In June 2025, 18 Fire Cadets graduated, gaining a comprehensive understanding of the fire service through a balance of classroom theory and hands-on application. The curriculum emphasized personal growth, leadership, and mental wellness alongside critical certifications in First Aid and CPR.

Practical training highlights included fighting real fires in controlled scenarios, executing search and rescue drills, and mastering technical rope rescue skills.

New Fire Station Development



Blatchford Fire Station

This three-bay emissions-neutral fire station became operational in November 2025 within the growing neighbourhood of Blatchford. Despite increasing material & apparatus procurement costs, it fully adheres to EFRS program standards, while still being completed \$1.5 million under budget.

Athlone Fire Station

Target Opening: Q3 2028

Currently in design development, this two-bay station is positioned to meet full EFRS program requirements. The facility features optimized spatial and route planning, dedicated decontamination areas, and zoned station alerting.



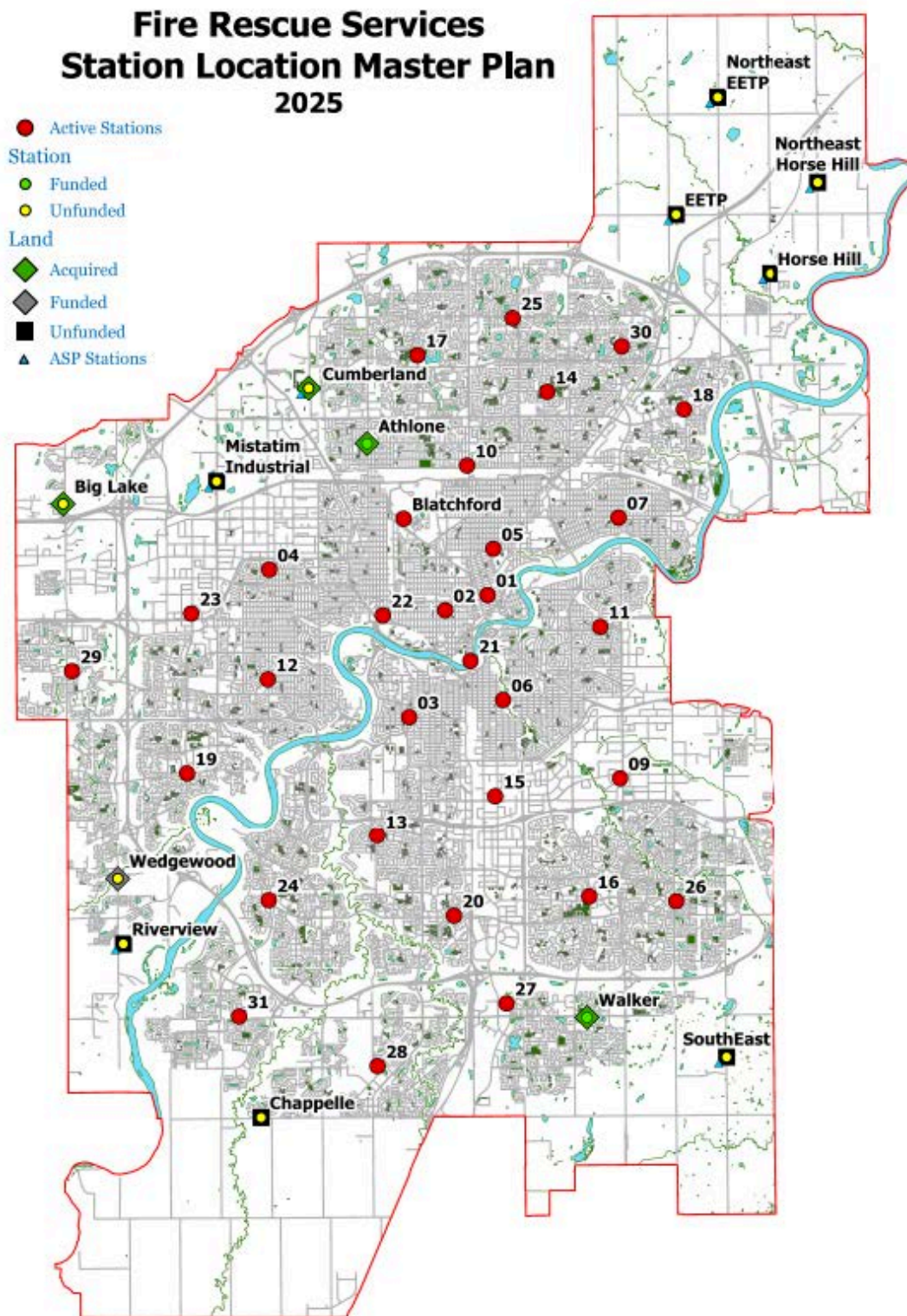
Walker Fire Station

Target Opening: Q4 2028

This station is being developed concurrently with Athlone, using the same design package and engineering team for efficiency. This station will also feature an integrated dispatch centre to replace our current primary dispatch centre, which is located within a facility that has reached the end of its life.



Fire Rescue Master Plan



Planning for a city of two million residents is a top priority for EFRS. Our Fire Station Location Master Plan outlines current and future station sites to provide appropriate response times across the expanding city.

Challenges of 2025

EFRS is proud to serve the City of Edmonton and its residents. While 2025 was a year of significant achievement, we continue to navigate complex challenges in our mission to protect life, property, and the environment.

Surging Call Volumes & the Opioid Crisis

The opioid crisis continues to dominate call volumes, with medical calls now significantly outpacing those for fire response. In 2025, Naloxone administration by EFRS personnel had increased by 175% compared to 2024. This surge places a heavy toll on our frontline staff, contributing to increased burnout and mental health strain, threatening our workforce's resilience. Managing this crisis consumes significant resources, often impacting our capacity to address other pressing emergencies.

Rising Infrastructure & Procurement Costs

The department also faces the dual pressures of escalating construction costs and supply-chain volatility. Inflation and other factors have driven facility costs significantly above original estimates. In the span of three years, fire apparatus costs have doubled, and lead times have increased significantly. Consequently, modernizing the fleet and building essential stations now requires navigating a complex capital budget landscape and long-term vendor delays.



Growth of the City & Service Inequity

Given the rapid growth in the number of people who call Edmonton home, EFRS is serving a city that is both dramatically expanding geographically and densifying. However, investment in the fire service has not kept pace with this growth. Existing fire stations are now required to serve increasingly larger populations and geographic areas, leading to significant gaps between EFRS' service targets and actual response times. This disparity is particularly noticeable in areas outside the Anthony Henday Drive, where average response times are approximately three minutes slower than in more established neighbourhoods, resulting in an inequitable level of risk across the City.

Integrated Fire Safety

From Prevention to Enforcement

True community safety extends beyond the sirens. EFRS is committed to a comprehensive approach where prevention, engineering, and investigation are prioritized alongside emergency response.

By providing inspection and enforcement when necessary, EFRS works to ensure compliance with the National Fire Code - Alberta Edition. Key activities include regulatory inspections falling under the Quality Management Plan and the management of hazardous activity permits. In 2025, this team conducted:

6,481 Inspections

234 Permits Issued

Process Improvement:

To expedite business licensing, Fire Prevention decoupled inspections from licence issuance in Summer 2025. While high-risk sites are still inspected, owners no longer face delays waiting for approval. A new pre-application checklist was implemented to ensure applicant readiness.

Beyond regular inspections, the **Community Property Safety Team** continued its critical work to build safer communities in Edmonton by addressing highly problematic occupied and unoccupied properties.

3,076 Total Inspections
▲ 17.3% Increase

553 Properties Boarded

750 Properties Actioned
▲ 6.7% Increase

34 Average Days to Board
A 26% improvement compared to 2024

694 Orders Issued

199 Property Demolitions

Fire Engineering supported the City's development goals by streamlining regulatory approvals for infill and infrastructure projects, saving millions in associated costs while strictly maintaining emergency access and community safety standards.

\$100M

Offset in
Infrastructure Costs
(Fiscal Barrier to Infill
Development by
Assessments) in 2025

800 Infill Fire
Protection
Assessments

44 Neighbourhood
Renewal Drawing
Reviews

260 Land Development
Assessment
Reviews

29 Adjacent Property
Protection Reports

In 2025, the Fire Investigation team continued to fulfill its mandate under the *Alberta Safety Codes Act*, conducting rigorous forensic examinations of all significant fires and explosions, working with partner agencies, and implementing other key actions.

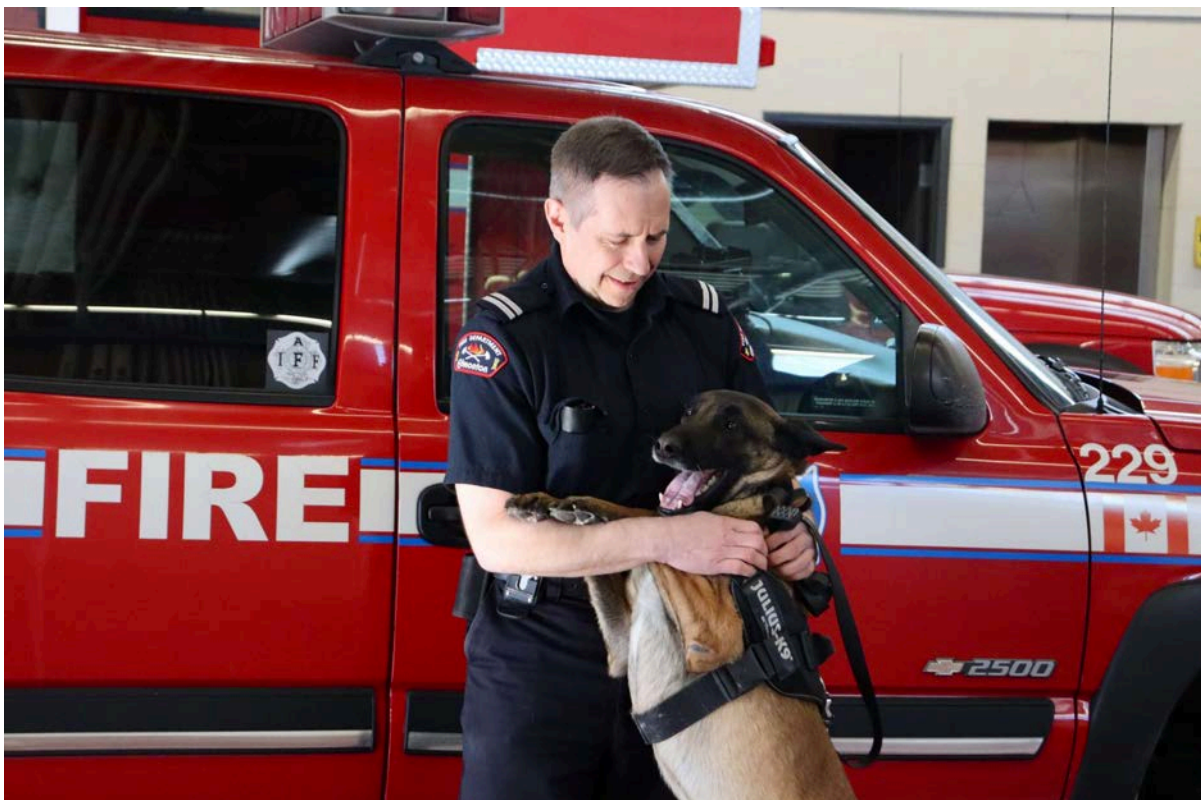
56 Scene searches
completed by Accelerant
detection K9 Marshal

28 Appearances at Court
by Fire Investigators

1,021

Investigated
Events

▼ 10% Decrease



Engaging Our Community Partners

Throughout 2025, EFRS focused on reducing community fire risk by continuing our equitable and inclusive approach to outreach and public education. These efforts ranged from station tours, safety presentations with schools, as well as the major programs like:

Edmonton Pride **Newcomer Safety**
Fit For Fire **Christmas Bureau**
Firesmart **Get Ready In The**
Recruitment **Park**
Outreach

Home Fire Safety Assessment Pilot

54 Homes Inspected





Emergency Management

To ensure a comprehensive approach to community safety that spans from proactive prevention to complex incident management, the department integrates its response capabilities with robust emergency management and coordination.

In 2025, the **Emergency Coordination Centre** was **utilized for 22 days for six scheduled activations** to provide civic services coordination to augment operations.

- **Stanley Cup Playoff Series**
- **Canada Day Fireworks**
- **Servus Edmonton Marathon**
- **Hazardous Materials Evaluation & Disposal**
- **Municipal Election**
- **New Year's Eve Fireworks**

The **Office of Emergency Management** also organized table-top exercises regarding four wildland-urban interface fires, a dispatch centre evacuation, a train derailment/hazardous materials incident, and an active assailant scenario. Months of planning with the University of Alberta and the Edmonton Police culminated in the successful delivery of a functional (full-scale) exercise.

The **Emergency Support Response Team**, in partnership with the Canadian Red Cross, responded to:

43 Emergency Events with **976** People Being Supported

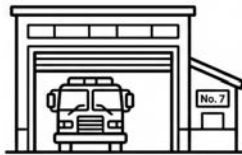
Supporting the Frontline

Operational readiness extends beyond the fire station. Our administrative and logistics services ensure the continuity and safety of our daily operations, providing support that matches the importance of our frontline work. Through innovation in technology, business analytics, as well as essential emergency systems (like computer-aided dispatch (CAD) systems and scheduling), we build the foundation for EFRS to succeed. This also includes:

Fleet Renewal



Facility Maintenance and Design



Equipment and Material Upgrades



119 Drone Flights



▲ 495% Increase

Following its 2024 launch, the drone program completed its first full year of operation, significantly enhancing capabilities in fire suppression, technical and water rescue, wildfire operations, and training.

Key logistics highlights for 2025 included the procurement of new apparatus and thermal imaging cameras, the transition to cotton station wear, and the replacement of fire foam to reduce Per & Polyfluoroalkyl Substances (PFAS) exposure.



Implemented Fire Rescue Bylaw invoicing & appeal framework.



Launched the Analytics and Reporting Tool, a hub for daily call volumes, turnout times, and more operational information.

90% CAD Mapping Load Completed



Supporting the Frontline Cont.

We recognize the incredible value in empowering the Edmonton Fire Rescue frontline through robust health and safety initiatives. By offering a continuum of care that addresses the complex physical and mental challenges inherent in emergency response, we work to safeguard the resilience of our workforce.

Establishment of a Chief of Workforce Support: A new leadership role dedicated to overseeing modified work programs, reintegration, and return-to-work strategies.

Specialized Health & Wellness Training: Implementation of key programs, including Applied Suicide Intervention Skills Training (ASIST) and International Association of Fire Fighters Peer Support Training.

Member Resource Development: Expansion of the Health & Wellness Portal to include new modules on Sleep Health and Communicating Death/On-Scene Support.

Enhanced Annual Medical Services: Onboarding a new provider to deliver comprehensive services, including mask fit testing, audiometric screenings, and heavy metal exposure testing.

582 Annual Medicals Completed by Members
▲ 3.64% Increase

72% Of Members Completed Communicating Death & On-Scene Support Training

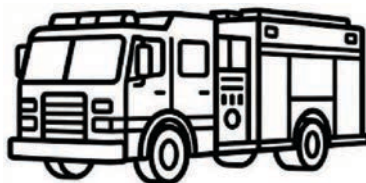


Our Wellness Team has successfully built internal training capacity by certifying eight members as Working Mind First Responder (TWMFR) Facilitators. With 113 initial completions, the program is now standard for all recruits and is being scaled for service-wide delivery across EFRS.

2025 in Recruitment



Class 159 Recruitment:
Successfully Recruited 52 New
Firefighters From A Pool Of
1,040 Applicants



Class 160 Enhancements:
Integrated Mandatory Downtown
Ride-Alongs For 93 Eligible
Candidates



New Recruitment Events:
Including Firefighter Fitness
Session & Recruitment Open
House

Becoming Part of Edmonton Fire Rescue Services

Edmonton Fire Rescue Services is dedicated to building a diverse workforce that truly reflects the community we serve. Our competitive, multi-stage recruitment process identifies candidates who possess not only physical strength but also the resilience, emotional intelligence, and compassion required for this demanding and rewarding career.

Interested individuals can submit their applications through the City of Edmonton's career site between January 1 and January 31 each year.



For More Information

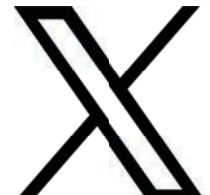
Visit: joinEFRS.ca

Email: firefighterrecruitment@edmonton.ca





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(Outside Edmonton) or 711 (TTY)