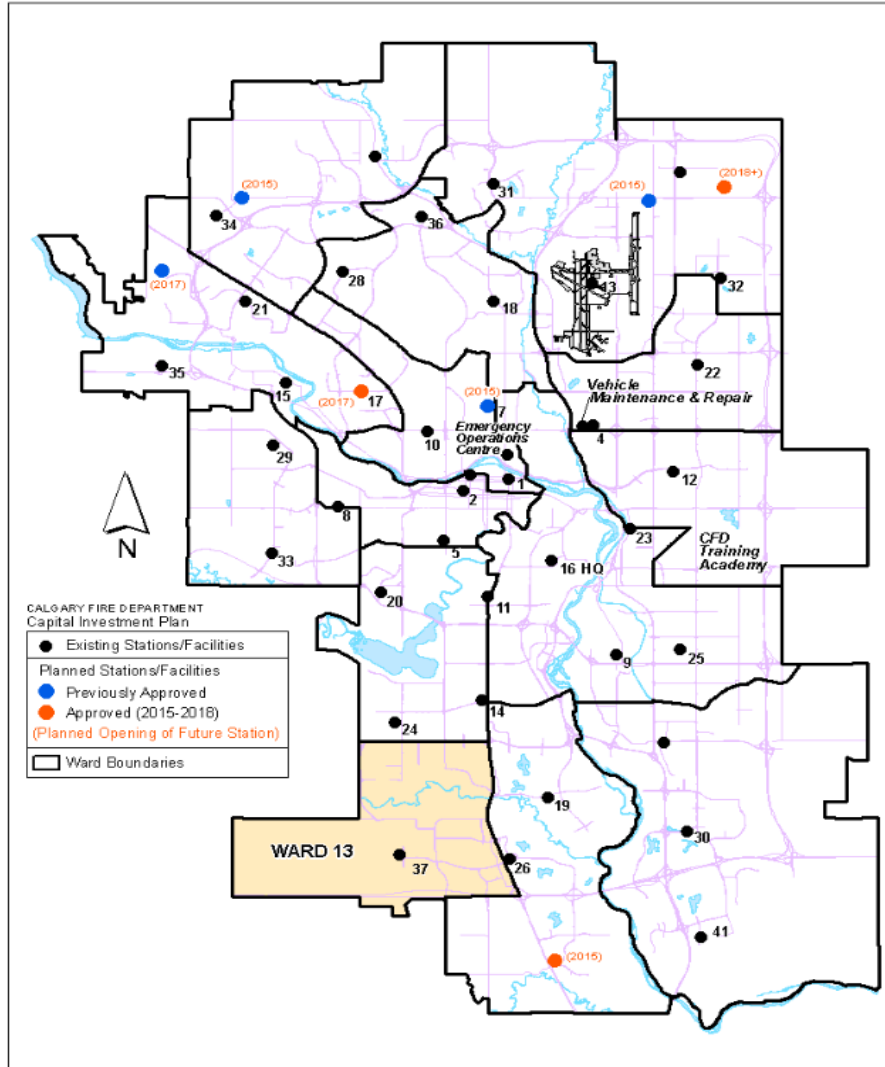




The Calgary Fire Department in Ward 13

(Population: 84,258)



Station 37



2511 Eversyde Ave SW

Providing emergency response service into the communities of Evergreen, Somerset, Shawnessy, Millrise, Shawnee, and Silverado, this station is a permanent three-bay facility and was opened in December 2013. The new station was preceded by a temporary two-bay station located in the community of Bridlewood which served the community since 2003.

Built: 2013

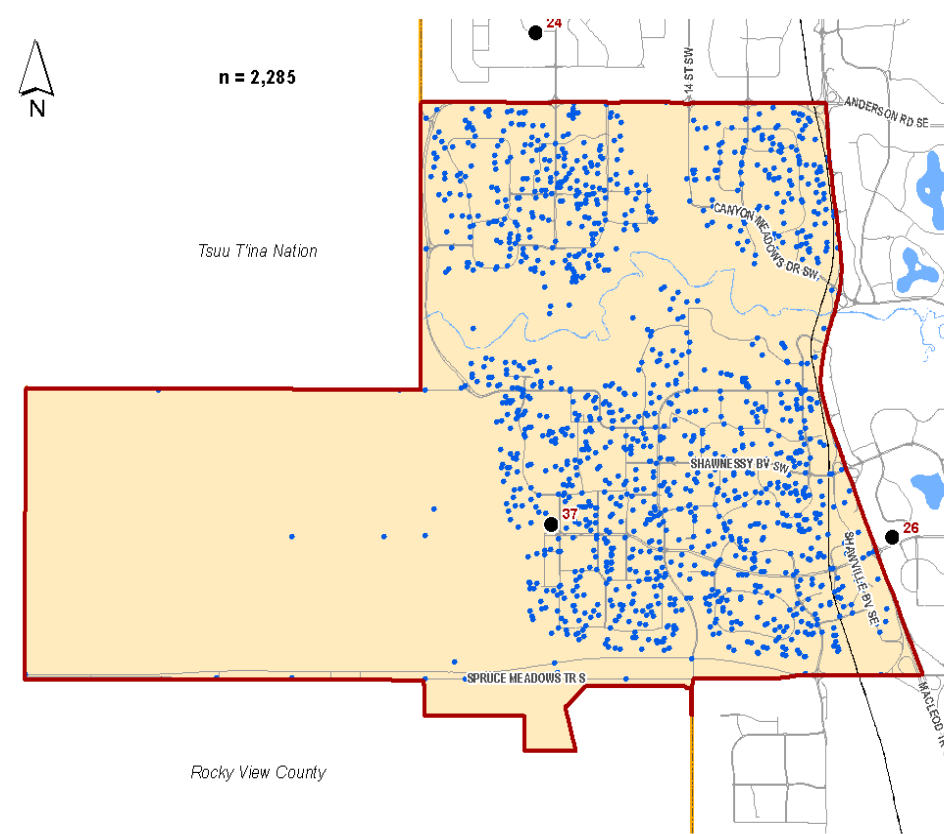
Ward 13 Station Information, 2014

WARD 13, 2014	Number of Incidents	Number of Apparatus Responses	Apparatus Housed
Station 37	887	1,141	1 Engine

Please note: incidents reported in the table include all responses made by station apparatus both within and outside the ward.



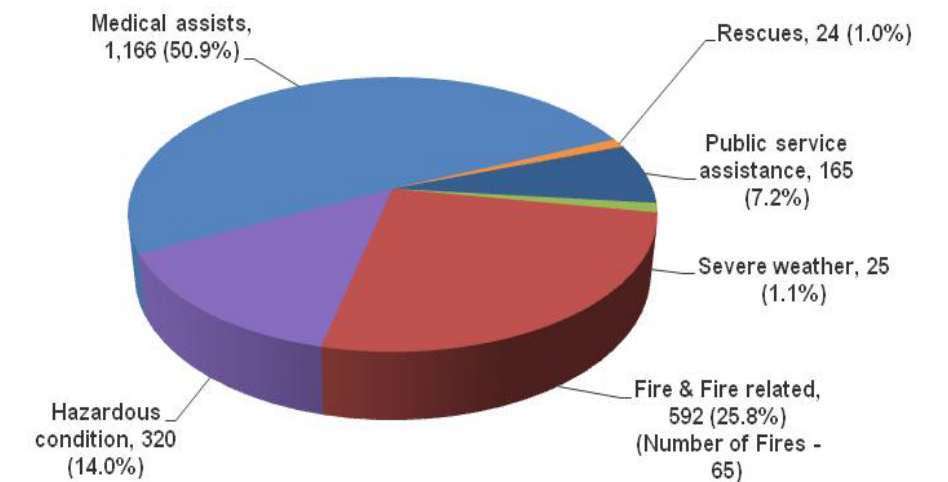
Ward 13 - Incidents, 2014



Calgary Fire Department Station Locations and Services Provided (as of May 2015)

#	Name	Address	Intervention		Prevention	
			Emergency/Non Emergency Response	Public Service	Public Service	Public Service
37	Bridlewood	2511 Eversyde Avenue SW	●	●	●	●

Ward 13- Incidents by Major Call Type, 2014 {3.8% of City Total}



Calgary Fire Department Infrastructure Plan

Like many City services, our challenge remains to keep pace with growth in Calgary, whether by providing services to newer communities or realigning service in older communities where populations have intensified.

The Fire Department develops long-range capital plans and regularly evaluates where stations and resources should be allocated to ensure the optimal level of fire protection for the citizens of Calgary. A permanent emergency response became operational in late 2013. Built to LEED Gold Certification, aside from emergency response services, the new station offers community-focused programs and its landscaping includes an open space near the entrance for community and school groups to gather.

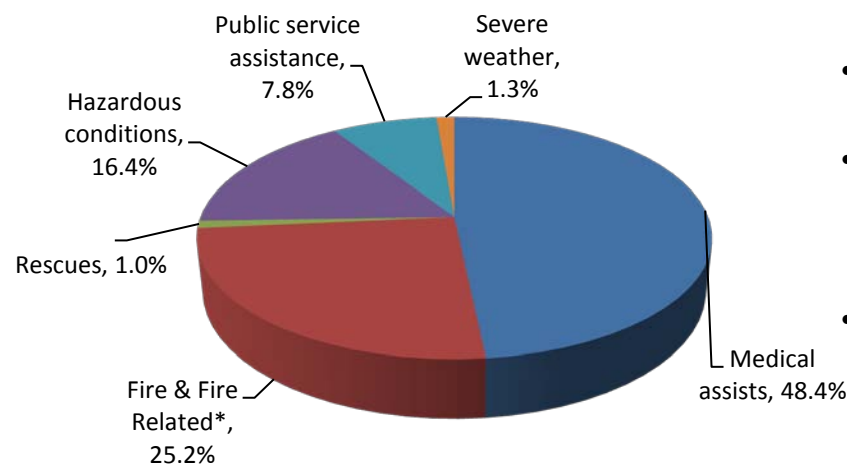
Calgary Fire Department

The Calgary Fire Department believes that value is demonstrated through quality of service, by responding to growth and by making efficient use of its resources. With 1,464 employees, we provide a range of emergency and non-emergency services to our 1.19 million citizens by contributing to the health, safety and quality of life of Calgarians.

More than fighting fires – responsive and proactive services

Demand for services continues to increase as Calgary grows. New growth, urban intensification, evolving demographics and changing community needs collectively influence call volume, types of calls, response performance, fire and life safety education and enforcement initiatives.

Incidents by Major Incident Type, 2014



- 118,539 apparatus responses to 60,154 calls for help, an increase of eight per cent over 2013.
- Prevention activities have contributed to a 6 per cent decline in fires since 2010.
- Hazardous condition calls increased by 37 per cent since 2010 and severe weather calls increased by 1,702% due to large weather-related incidents including the September snow-event.
- The size and severity of incidents, including changes in the types of hazardous and weather-related incidents, are expected to increase in the next decade.

Growing demand for medical assistance

- In 2014, medical assist calls accounted for 48 per cent of all incidents to which we responded, an increase of 34 per cent since 2010.
- On average, fire crews spent almost 17 minutes responding to each medical assist call (including travel and on-scene time).
- An analysis of 2013 data showed that we arrived before Alberta Health Services 46% of the time on medical incidents (excluding motor-vehicle collisions).

Community involvement

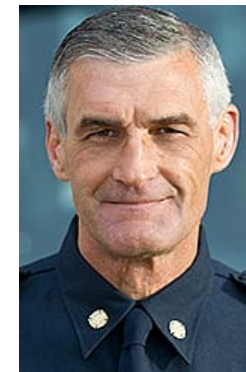
Citizen engagement results highlight the importance Calgarians place on community safety and well-being, including the efficient and reliable response to emergencies and expansion of fire and life safety education. To this end, the Fire Department is actively involved in a number of safety and prevention-based programs to encourage Calgarians to adopt safer, more responsible behaviors including the *This is My Neighbourhood* (TIMN) Initiative and developing a comprehensive community needs assessment. In 2014, we reached almost 125,000 Calgarians through these initiatives.

Planning in the Fire Department

Planning in the Calgary Fire Department supports the broader visions and directions set out in imagineCALGARY, the Municipal Development Plan, Calgary Transportation Plan, and The Corporation's 2020 Sustainability Direction. These long-range plans are advanced in our ten-year Sustainability Plan and in our four-year Action Plan, which articulates our commitment and approach to making sustainability central to our decision-making, plans and operations. We have worked hard to maintain or exceed our service standards and will use the knowledge and experiences gained to move us through to the current budget and planning cycle.



A Message From Calgary's Fire Chief



The Calgary Fire Department is dedicated to health, safety and vitality of Calgarians, and delivers our services through an integrated program of emergency fire and medical response, fire prevention, education and enforcement. We also work with other agencies to support emergency and disaster management planning, preparedness and response.

The work we do is meaningful and has a direct impact on the life of Calgarians. Each day, our front line members provide competent and compassionate service to citizens who are experiencing some of the worst moments of their lives.

We are committed to balancing cost effectiveness with the demands of growing populations, increasing community density and changing urban landscapes. As Calgary's population continues to grow and our demographics shift, we must continue to rethink the way we plan for and respond to emergencies and crisis events. Evolving demographics such as growth in the immigrant, seniors and low-income populations influences our approach to outreach and public education initiatives, and our citizen-centric approach enables us to continue to have a positive impact at the neighbourhood and community level. We also work closely with other City departments and business units to play our part to address social issues and improve safety and quality of life.

Making informed decisions that balance the economic, environmental and social needs of Calgarians will help us create a more adaptable and sustainable organization. Our ten-year Sustainability Plan provides the link between the work we do today and the long-term vision for Calgary.

We are currently undergoing two reviews: a zero-based review which will help us to determine the most appropriate way to deliver our services, including potential improvements to efficiency and effectiveness in how we deliver them, and a high-level review of the Community Services & Protective Services Department.

As we strive to become the international fire service leader, we will continue to maintain our high quality of service, look for opportunities to build relationships as a foundation for collaboration across The City and the broader community, continue to improve engagement across all levels of the Department, and manage our growth thoughtfully and deliberately.

Steve Dongworth
Fire Chief
CALGARY FIRE DEPARTMENT