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**File #: IR-26-007, Version: 1**

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**TAMRMS#: B05**

**INFORMATION REQUEST (IR) - Fire Response Time Data**

Requested by: Councillor Clark  
Date of Request: February 17, 2026  
Date Response Due: March 19, 2026  
Confidential Response: No

**QUESTION**

Please provide Fire/Medical First Response (MFR) response time data by the City's 6 zones with an additional breakdown for neighborhoods or calls north of Boudreau/Giroux for the years ending 2022, 2023, 2024, and 2025.

For each zone/neighborhood and year, please include:

1. Average, median, and 90th-percentile response times.
2. Number of fire/MFR responses.
3. Methodology used to calculate response times (including time points measured).

**RESPONSE**

**Northern St. Albert Response Times**

The following is a break down of annual response times by zone and by neighborhood for Northern St. Albert:

- These times reflect Fire and Medical First Response (MFR) calls only.
- These times exclude all EMS calls.
- Methodology: Total Response Time is comprised of three distinct time milestones:
  - o Dispatch time (time from call answer to crew dispatch).
  - o Turnout time (time from dispatch to vehicles moving).
  - o Drive time (time from vehicle moving to arriving on scene).

**By Response Zone**

Please refer to Figure 1 in the attachment.

**By Neighborhood**

Please refer to Figure 2 in the attachment.

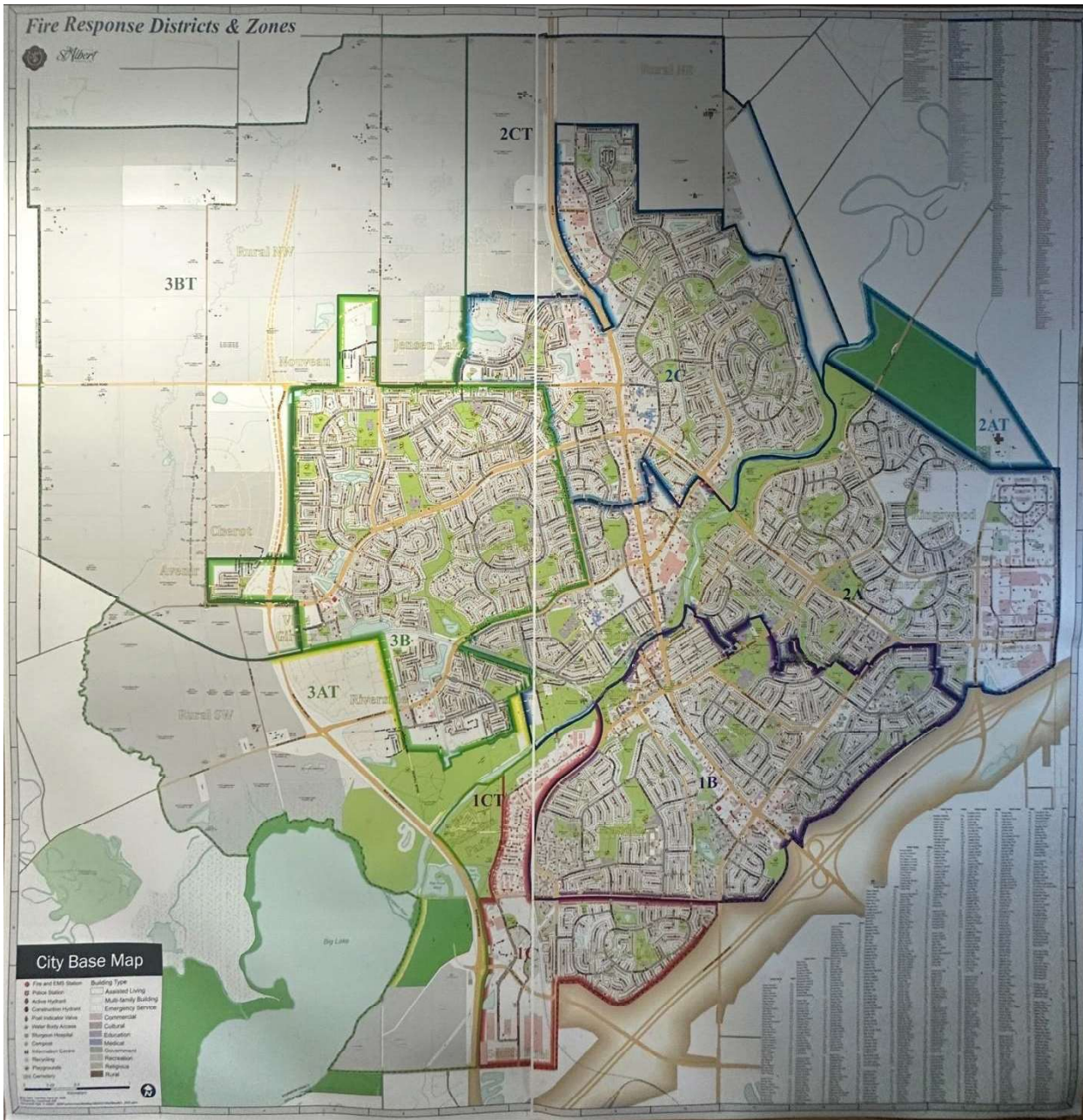
**Relevant Codes / Direction**

- Council policy is a response time of under 9 minutes, 90% of the time.
- The National Building Code (2023 Albert Edition 1<sup>st</sup> printing section A-3.2.3.1 (8)) calls for a response time of under 10 minutes, 90% of the time.

**Source of Data**

- City of St. Albert's Records Management System FDM.
- Dispatchers enter the details of the call and update it as the call evolved.

**Appendix**



Report Date: March 5, 2026  
Author(s): Daniel Lemieux, Fire Chief  
Department: Emergency Services  
Department Director: Daniel Lemieux  
Managing Director: Diane McMordie  
Chief Administrative Officer: William Fletcher

**Figure 1: By Response Zone**

Zone	2022				2023				2024				2025			
	Average	Median	90th Percentile	# of Calls	Average	Median	90th Percentile	# of Calls	Average	Median	90th Percentile	# of Calls	Average	Median	90th Percentile	# of Calls
1B	00:07:41	00:05:55	00:11:11	435	00:06:31	00:05:31	00:08:48	655	00:05:45	00:05:09	00:07:47	743	00:05:55	00:05:18	00:07:51	626
1C	00:06:45	00:06:48	00:09:20	53	00:06:47	00:06:36	00:09:41	123	00:06:31	00:06:17	00:08:05	108	00:06:25	00:06:10	00:08:31	131
2A	00:06:25	00:06:11	00:08:49	387	00:05:46	00:05:32	00:08:14	641	00:05:32	00:05:20	00:07:58	627	00:05:32	00:05:17	00:07:55	609
2C	00:06:15	00:05:49	00:08:59	214	00:05:56	00:05:37	00:08:26	421	00:05:28	00:05:11	00:07:52	436	00:05:25	00:05:11	00:07:37	365
3B	00:06:27	00:06:19	00:08:35	235	00:05:40	00:05:34	00:07:52	463	00:05:35	00:05:26	00:07:44	463	00:05:41	00:05:33	00:07:50	442

(Please see the Appendix for a map of response zones).

- Zones 1B and 1C initially struggled in 2022 but likely saw improvement when the new station 1 opened in June of 2022.
- Zones 2C and 3B are the northern most urban zones in the city and generally response times are in line with other areas of the city.

**Figure 2: By Neighborhood**

Neighborhood	2022				2023				2024				2025			
	Average	Median	90th Percentile	# of Calls	Average	Median	90th Percentile	# of Calls	Average	Median	90th Percentile	# of Calls	Average	Median	90th Percentile	# of Calls
North Ridge	00:06:11	00:05:56	00:08:34	60	00:04:50	00:04:26	00:07:32	130	00:04:43	00:04:10	00:06:58	133	00:05:17	00:04:59	00:07:52	104
Deer Ridge	00:06:29	00:06:30	00:08:11	60	00:05:43	00:05:38	00:07:15	121	00:05:48	00:05:43	00:07:20	120	00:05:40	00:05:30	00:07:08	133
Jensen Lakes	00:07:14	00:07:04	00:11:25	9	00:07:08	00:07:04	00:07:52	25	00:06:50	00:06:52	00:07:28	14	00:07:12	00:06:59	00:08:19	12
Oakmont	00:06:35	00:05:57	00:08:15	34	00:05:45	00:05:14	00:07:58	62	00:05:03	00:04:56	00:06:20	59	00:05:16	00:05:03	00:06:18	46
Erin Ridge / North	00:06:40	00:06:15	00:09:46	97	00:06:12	00:05:49	00:08:48	192	00:05:52	00:05:36	00:08:13	184	00:05:47	00:05:30	00:07:52	158
Woodlands	00:05:38	00:05:35	00:07:01	27	00:05:30	00:05:01	00:08:14	52	00:05:40	00:04:45	00:08:46	46	00:05:32	00:05:00	00:07:59	62
Pineview	00:07:08	00:06:37	00:09:28	33	00:06:37	00:06:04	00:08:49	39	00:06:14	00:06:05	00:07:12	25	00:06:43	00:06:09	00:08:42	28
Kingswood	00:07:08	00:07:01	00:09:04	28	00:06:29	00:06:17	00:08:12	35	00:06:29	00:06:09	00:09:01	46	00:06:27	00:05:58	00:08:36	42

- Breaking down the northern zones in neighborhoods we see a disparity depending on general proximity to a fire station. North Ridge and Deer Ridge are close to Station 3 while Oakmont and Woodlands are close to station 2.
- For neighborhoods like Jensen Lakes, it is likely the opening of Station 4 will help improve response times with a closer proximity.