



ROCKY VIEW COUNTY

WHAT WE HEARD REPORT

Madden Fire Station

April, 2025

EXECUTIVE SUMMARY

Rocky View County Council approved \$6M in the 2025 Capital Budget to construct a replacement Fire Station in the Madden area. Throughout the summer of 2024 and into March 2025, the project team engaged with staff and the public to ensure that the new station meets both operational needs and community expectations. More than 60 Madden area residents and approximately 15 station members shared 236 comments on the following topics:

- Community satisfaction and priorities for fire services.
- Potential site locations for the new Fire Hall
- Building Interior & Exterior Features

What We Heard

Community feedback indicated strong support for the project, with residents expressing high satisfaction with the current fire services and a deep appreciation for the Madden station staff. Participants emphasized the importance of selecting a well-served and accessible location and designing a facility that addresses water access, equipment needs, as well as firefighter health and safety.

Community Satisfaction

Madden residents reported high satisfaction (85%) with local fire services, citing strong trust in the volunteer crew, quick response times, and the station's connection to the community.

Preferred Location

Forty-one per cent of respondents preferred Location 7 for the new fire station, citing its strong infrastructure, proximity to community amenities, and suitability for future growth, if required. Many contrasted it with other proposed sites that raised concerns about flooding, access, and space.

Building Interior & Exterior Features

Residents emphasized that the new fire station should be designed with more space to support operational efficiency. Feedback highlighted the need for additional bay space, improved access to water, as well as in-station facilities for cleaning gear, and conducting training.



KEY FINDINGS: COMMUNITY SATISFACTION

In response to the question, “How satisfied are you with the fire services provided by the Madden station?” residents cited three main themes to explain their high level of satisfaction. The County received a total of 55 comments on this topic.

85%

Satisfied

Strong Community Connection and Trust in Station Staff: 60%

Residents expressed deep appreciation for the local volunteer crew, citing their commitment, familiarity, and close ties to the community. Many respondents noted they personally know members of the fire team, which fosters a strong sense of trust and reassurance.

Positive Experiences with Response Times: 16%

Many community members shared stories of fast, effective responses to emergencies — particularly medical calls and fires. This timely action is a major driver of resident satisfaction, especially for those living in close proximity to the hall.

Recognition of Limitations: 11%

While residents are largely content, several acknowledged the need for a new hall. Suggestions included upgrading facilities to manage the future volume of calls.

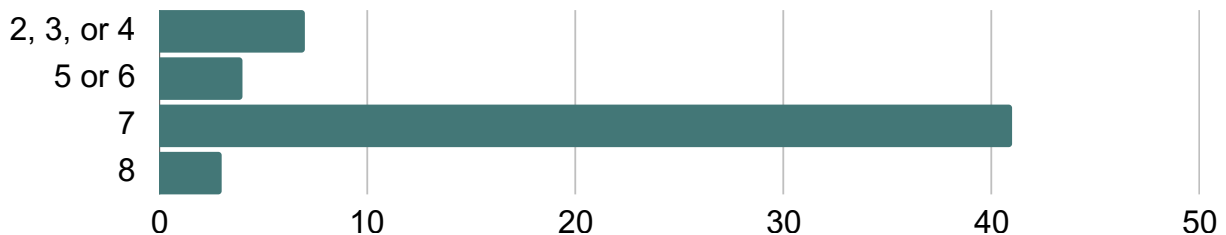


KEY FINDINGS: WHICH LOCATION IS PREFERRED?

In response to the question, “What should the County consider when selecting a location for the fire station?” residents shared the following key themes. The County received 68 comments on this topic.

41%

Location 7



Readiness for Development: 26%

Residents highlighted the importance of choosing a location that is prepared for the future and equipped with necessary services. There was support for Location 7, primarily because of its proximity infrastructure, including water access, three-phase power, gas, and safe road connections.

Land Suitability: 24%

Respondents evaluated the proposed fire station sites with a strong focus on land suitability and site conditions. Many raised concerns about flooding, boggy terrain, and poor soil quality (particularly at sites 2, 3, 5, and 6), citing issues like buried debris, water runoff, creeks, and general topographic challenges. Several noted that sites 1 and 5 were too small, while others viewed site 8 as potentially suitable due to its size, despite concerns about its distance. Location 7 again stood out as the favoured option, seen as the most practical and least problematic in terms of required site preparation and environmental risks.

Connection to Madden and the Community Hall: 18%

Community members strongly emphasized the importance of keeping the new fire station within Madden, highlighting its role as a central, trusted part of the community. Proximity to existing amenities, such as the community hall and curling rink, was seen as essential for both operational efficiency and maintaining a strong local identity.



KEY FINDINGS: WHAT ELSE SHOULD THE COUNTY CONSIDER?

In response to the question, “What else the County should consider regarding fire services and the new fire hall?” residents shared the following key themes. The County received 47 comments on this topic.

Updated Facility and Firefighter Equipment 49%

Community feedback emphasized the need for the new fire hall to address the operational, health, and safety requirements of firefighters. Many expressed the need for a larger facility, consisting of at least three bays and a drive-through layout to facilitate efficient deployment. Key operational priorities highlighted include an in-house air bottle refilling system, gear cleaning and drying facilities, a dedicated wash bay, improved internet connection, and laundry space. There were also calls for designated training areas and fitness amenities.

Planning for the Future 19%

Feedback highlighted the need for a larger facility—specifically with more than two bays—to accommodate call volumes. Community members advocated for infrastructure that will last well into the future.

Addressing Water and Access 19%

Water supply emerged as a critical concern among community members, who emphasized the need for reliable and sufficient access to water in an area lacking hydrants. Residents called for the inclusion of additional water tenders, a high-capacity pump, and a reserve water source as part of the new fire station’s design. Several noted that a single tanker is not always adequate for large incidents.

“
Please consider the needs of the fire fighters as they have to deliver the service - do they need extra space for training? Do they need a different style of shift work to meet the demands of the community?
”

KEY FINDINGS: LISTENING TO MADDEN STATION STAFF

As part of the planning process for the new fire station, station staff were asked to share their priorities and suggestions. Their responses reflect a clear focus on operational efficiency, capacity for future growth, and support for member wellness. The County received 61 comments from staff.

Space for Growth and Operations

Staff emphasized the need for additional space to accommodate current and future demands. This includes parking for at least 40 vehicles to support members and community events. There was a strong request for pull-through bays, with some staff members asking for more than four bays to accommodate a growing fleet. Facilities for vehicle washing, including an indoor-outdoor high-pressure washer and heated softened water, were also requested.

Water Supply and Apparatus Support

Reliable and efficient water infrastructure is a key concern. Staff requested a high-capacity cistern with a faster fill rate, indoor hydrants for winter use, and personal protective equipment cleaning stations as an immediate need.

Fitness, Training, and Internet

There was support for an on-site fitness facility, indoor and outdoor training spaces, and amenities, such as personal lockers, showers, and indoor and outdoor training space areas. Staff emphasized the need for reliable wireless internet, sufficient radios with charging stations for all members, and technology to support indoor and outdoor training and meetings.

Additional Considerations

Additional priorities included the need for future overnight accommodations, a kitchen, and gender-specific washrooms.





THANK YOU

Thank you to the community members and station staff who contributed to the planning of the new Madden Fire Station. Your insights will help us create a fire station that supports operational excellence today and positions us for success in the future.

Please check the project page at engage.rockyview.ca for further updates.