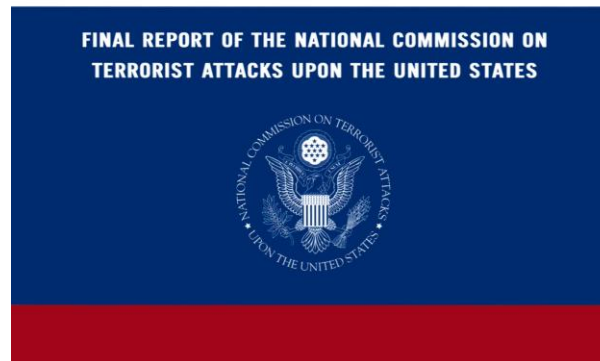


# 911 Dispatch Update

Presentation to Special Meeting of Council  
2020 September 28

THE  
9/11  
COMMISSION  
REPORT

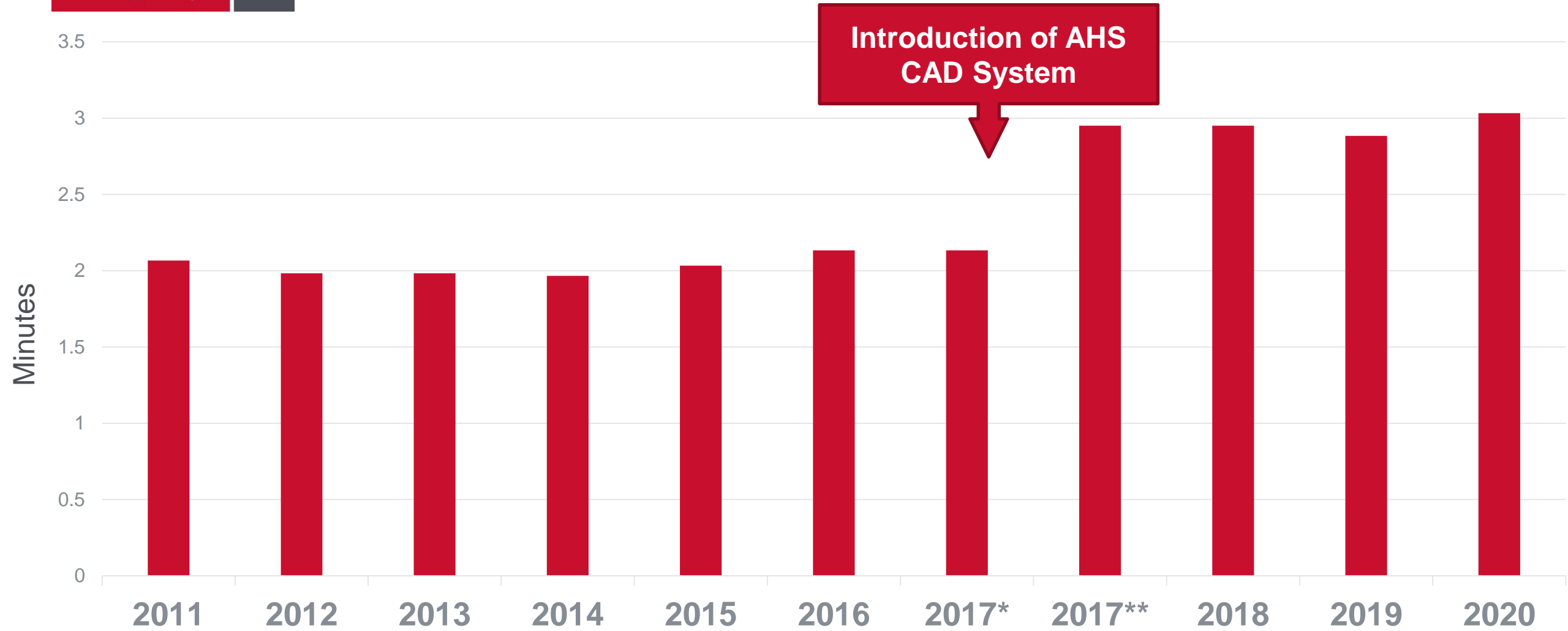


“first responder agencies within each city must be fully coordinated....which entails a unified command that comprehensively deploys all dispatched police, fire and other first responder resources.”





# Average EMS Notification Time to Calgary Fire



\*2017 Pre-AHS Computer-Aided-Dispatch (CAD) Transition

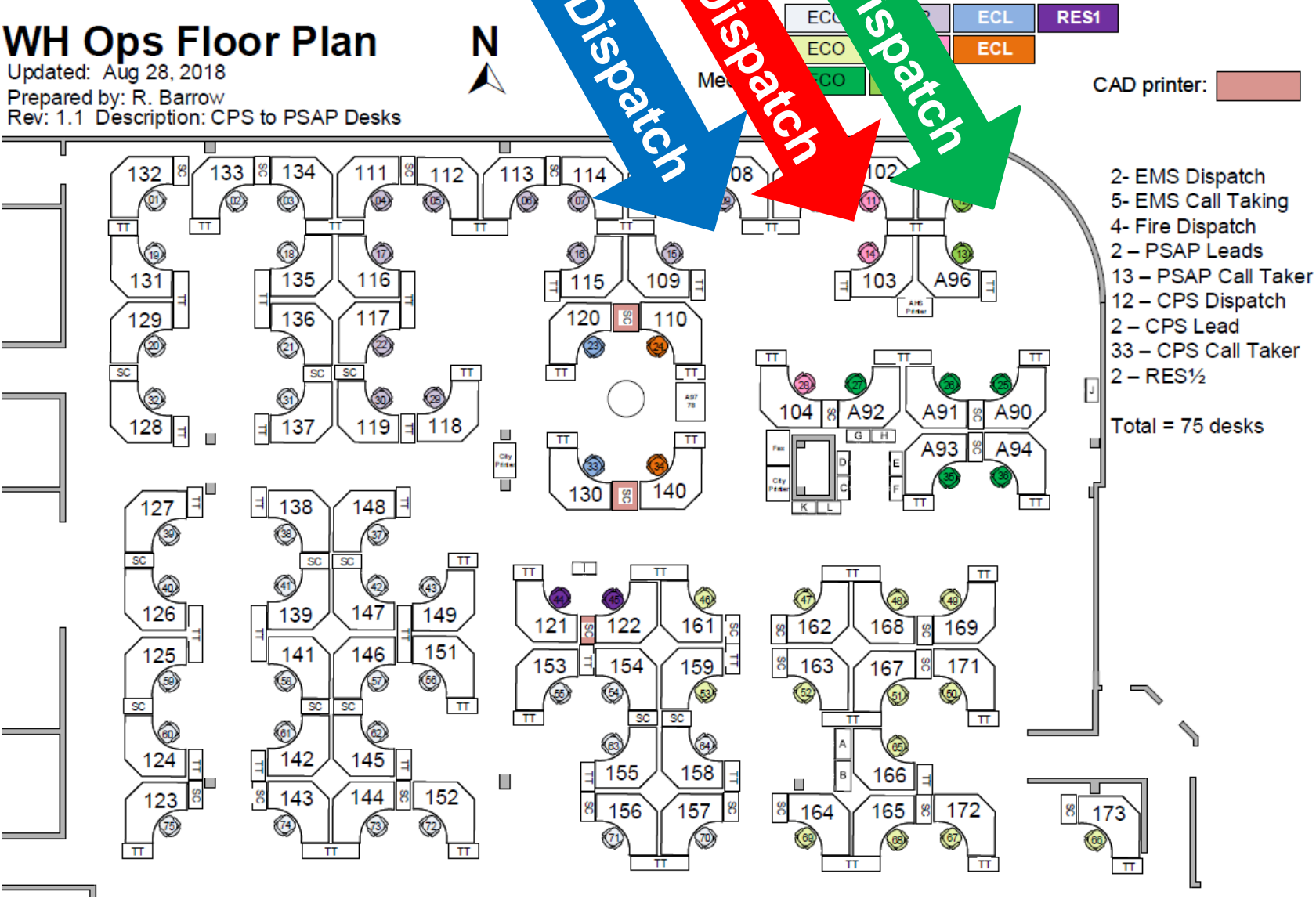
\*\*2017 Post-AHS CAD Transition

Data Based on 70% of medical events requiring Calgary Fire created in Fire CAD

# The Calgary Model

## WH Ops Floor Plan

Updated: Aug 28, 2018  
 Prepared by: R. Barrow  
 Rev: 1.1 Description: CPS to PSAP Desks



# Calgary Fire





# Evolution of 9-1-1 Call Management



## IBEW – Local 254

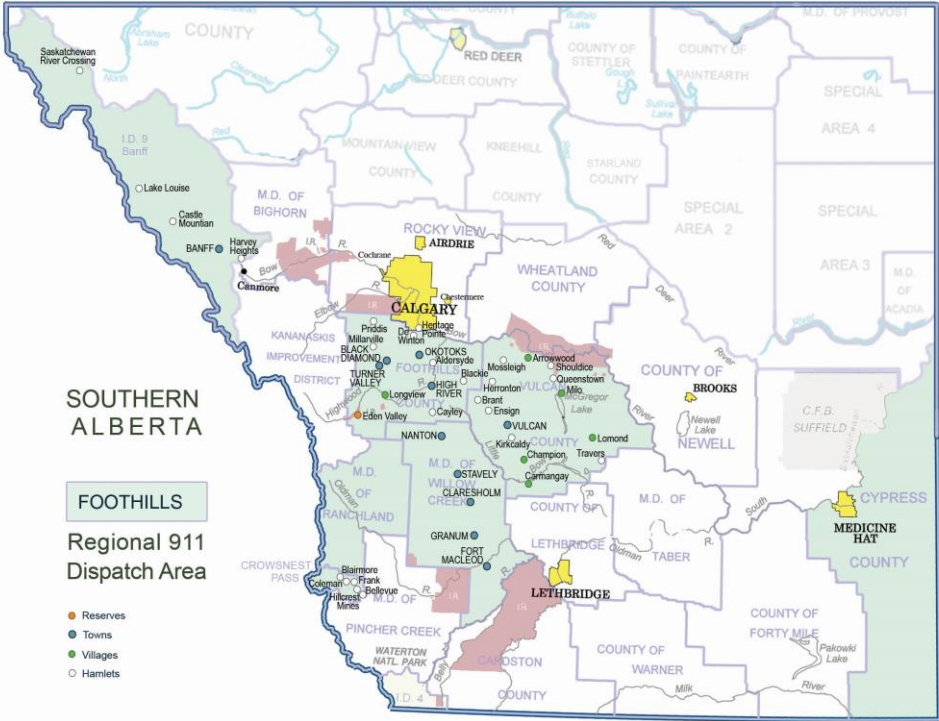






FOOTHILLS REGIONAL EMERGENCY SERVICES COMMISSION (FRESC)

- A Municipal Commission • Established in 1998 • Mandate: 911 services (police, fire, EMS) for its member communities • Over 20 years of rural expertise that has saved numerous lives with coordinated, efficient emergency response • Facility location: Okotoks • Map as of 2019



**FRESC** provides 911 dispatch service to 117,000 people in 25 Municipalities, plus dispatch to 39 Fire Departments/Stations and monitoring for 12 Community Peace Officer Agencies. FRESC serves: Arrowwood, Banff, Black Diamond, Carmangay, Champion, Claresholm, Crownsnest Pass, Cypress County, Eden Valley, Foothills County, Fort Macleod, Granum, High River, Lake Louise, Lomond, Longview, M.D. of Ranchland, M.D. of Willow Creek, Milo, Nanton, Okotoks, Stavelly, Turner Valley, Vulcan and Vulcan County.

# THE 911 CALL EXPLAINED

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Residents in rural Southern Alberta have **fragmented** fire and ambulance dispatch which results in an uncoordinated emergency response that risks lives.



## HERE IS WHAT HAPPENS TODAY UNDER THE CURRENT **BROKEN** SYSTEM:



## HERE IS THE **SOLUTION**:



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**WHEN SOMEONE CALLS 911 WE NEED...**  
a single point 911 call answer with fire and EMS dispatched together from the same centre  
**Return rural dispatch to Foothills Regional 911 Commission**

# SIGNIFICANT TIME DELAYS

puts lives at risk - fire and ambulance dispatch should come from Foothills Regional 911

Learn more about this issue at [fixrural911dispatch.com](http://fixrural911dispatch.com)

# ADMINISTRATION RECOMMENDATIONS

That Council:

1. Oppose the decision to move Emergency Management Services (EMS) resources for Calgary to a centralized Alberta Health Services (AHS) dispatch center.
2. Formally request that the Minister of Health overturn the decision to implement moving Emergency Management Services (EMS) resources to a centralized Alberta Health Services (AHS) dispatch and, in the event that decision is not overturned, that the Minister work with impacted municipalities to achieve the best outcome for Albertans.