

PUBLIC SAFETY COMMUNICATION CENTRE PROJECTS

The City of Calgary anticipates receiving approximately \$4.4M annually in Alberta 911 Grant Program funding, which will be allocated to partially fund a number of key PSC capital projects in the PSC's *Future State Strategic Technology Plan*, including critical technology upgrades and planned disaster response projects. Several of the current and future PSC projects are described below.

Current PSC Projects

Next Generation 9-1-1 Upgrade (NG 9-1-1): This initiative includes an upgrade of the current 9-1-1 telephone system allowing it to receive a variety of data streams in addition to voice transmissions. This will include a shift from the traditional telephone system to digital-based infrastructure. With this upgrade, citizens will be able to communicate with 9-1-1 through email, text, videos, pictures and potentially social media. This new system will enhance the ability of the 9-1-1 system to manage incoming calls, collect real-time performance metrics and secure accurate location and incident information in the event of an emergency.

Computer-Aided Dispatch Upgrade and Maintenance: PSC relies on its Computer Aided Dispatch (CAD) system for call evaluation, prioritization, and dispatching of both emergency (9-1-1) and non-emergency calls. The CAD system interfaces with mobile applications used by first responders and is also a source for real-time data analysis and data reporting. Based on the importance of ensuring the stability of the dispatch system, the CAD architecture is updated every three years. Current CAD system lifecycle enhancements underway will ensure the updating of current software, allow for future integration with the Next Generation 9-1-1 technology upgrade and provide improved communication and information for first responders.

Voice Logging Technology: The voice logging initiative is an audio recording and playback solution that will allow critical 9-1-1, non-emergency and radio conversations to be instantly replayed for confirmation of content and accuracy. This process also provides long-term storage of conversations for quality improvement, training, investigation and legal purposes. Once implemented the voice logging technology will enhance the information responders have available to them during a response and provide valuable data which dispatchers can use to enhance their response protocols.

Planned PSC Projects

The planned PSC projects listed below are currently unfunded and listed as projects within the Community Services & Protective Services Emergency Response Infrastructure Investment Plan (ERIIP). PSC is anticipating that a portion of future wireless 9-1-1 grant funds will be invested to partially fund components of these priority projects.

Mobile 9-1-1 Communications Centre: PSC is focused on the importance of emergency preparedness and mitigating risk during a disaster. In the event of an evacuation of the primary 9-1-1 facility, call evaluation and dispatch services would be severely limited while PSC transferred to a backup facility; as dispatch staff would be dependent on cell phones and portable radios to respond to incoming calls for assistance. The acquisition of a mobile 9-1-1 Communications Center would allow for emergency dispatch services to resume immediately and mitigate risks around call interruption and dispatch capacity. In addition to strengthening operational resilience, the Mobile 9-1-1 Communications Centre can also be utilized to support tactical communications for municipal emergencies in neighbouring areas and for pre-planned events such as the Calgary Stampede or international summits.

Back-Up PSC Facility: In order to ensure continuity of emergency response services PSC currently has a temporary back-up facility in the Emergency Operations Centre (EOC). This was intended to be a temporary location for 5-8 years utilizing the Calgary Emergency Management Agency's (CEMA) future expansion space until a permanent back-up facility was constructed for PSC. The recent 2013 flood event in Calgary has demonstrated the need for CEMA to expand its space within the EOC building earlier than anticipated, which has subsequently accelerated the need for a new back-up facility for PSC. The redundancy of critical systems realized through a new back-up facility will support business continuity and disaster recovery capabilities, continued and additional access to 9-1-1 for citizens in event of failure to the primary PSC centre, training space for PSC staff, and capacity to support emergency response functions during an extended disaster event.