

# **ALBERTA 9-1-1 PROGRAM OVERVIEW**

## **June 10, 2014**

Alberta Emergency Management Agency

# Agenda

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- Introductions
- *Emergency 911 Act*
- 9-1-1 Program levy distribution
- 9-1-1 Program process
- Call Answering Standards
- Future Developments

# Introductions

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## **Andrew Renfree**

- 9-1-1 Program Manager
- Alberta Emergency Management Agency

## **Dwayne Lemiski**

- Grant Policy Advisor – 9-1-1 Program
- Alberta Emergency Management Agency

# ***Emergency 911 Act***

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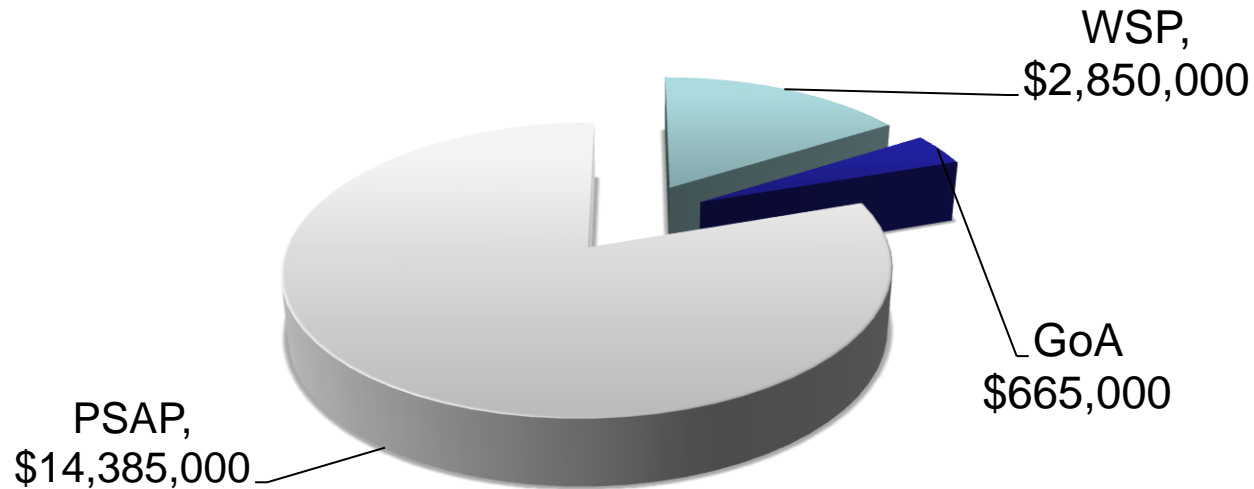
- Came into force April 1, 2014.
- Regulations under the *Act*:
  - Emergency 911 Levy Regulation
  - Emergency 911 Grants Regulation

# 9-1-1 Levy – Year One

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- Breakdown of the 9-1-1 Levy – Estimates

**Total Revenue - \$17.9 million**



# PSAP FUNDING

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## Parkland County Projected Funding:

- July 2014 – \$132,241
- October 2014 – \$188,988
- January 2015 – \$188,988
- April 2015 – \$188,988

Anticipated First Year Total \$699,205

# Program Documents

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- Grant Agreement (Ongoing)
- Guidelines (Updated Annually)
- Application (Annual)
- Statement of Funding and Expenditures (Quarterly)

[THIS AGREEMENT MADE EFFECTIVE THE FIRST DAY OF JULY, 2014

#### 9-1-1 GRANT PROGRAM AGREEMENT

BETWEEN:

**HER MAJESTY THE QUEEN IN RIGHT OF ALBERTA**

as represented by the Minister of Municipal Affairs

(the "Minister")

- and -

**Parkland County**

(the "Recipient")

#### BACKGROUND

- (a) In response to the challenges facing 9-1-1 call centres (Public Safety Answering Points) and pursuant to the *Emergency 911 Act*, the Minister has established the 9-1-1 Grant Program.
- (b) The objective of the 9-1-1 Grant Program is to support and enhance the delivery and development of local 9-1-1 services provided by Public Safety Answering Points throughout Alberta.
- (c) The 9-1-1 Grant Program will support the funding of Public Safety Answering Points to enhance their existing capacity and their continued ability to provide reliable 9-1-1 services such as supporting and integrating new technology.
- (d) The Minister is authorized to provide grants pursuant to the *Emergency 911 Grants Regulation* (A.R. 19/2014) to any person who owns or operates a Public Safety Answering Point in Alberta.
- (e) The Recipient is a legal entity that owns or operates a Public Safety Answering Point in Alberta and qualifies for grant funding pursuant to the terms of this Agreement.

In consideration of the terms and conditions the parties agree as follows:

1. The Background is part of this Agreement.





Freedom To Create. Spirit To Achieve.

# 9-1-1 GRANT PROGRAM GUIDELINES

Effective April 1, 2014

This program supports and enhances the delivery and development of local 9-1-1 services provided by Public Safety Answering Points throughout Alberta.

[www.aema.alberta.ca/911.cfm](http://www.aema.alberta.ca/911.cfm)

The personal information being collected on this form is required to appropriately administer the 9-1-1 Grant Program. The information is being collected under the authority of section 33(c) of the *Freedom of Information and Protection of Privacy (FOIP) Act* and will be managed in accordance with the privacy provisions in the *FOIP Act*. If you have any questions concerning the collection of this information, please contact the program office at 780-422-9000.

### Public Safety Answering Point (PSAP) Information

PSAP Legal Name		
Address		
Contact Name	Telephone Number	Email Address

### Functional Categories of Eligible Expenditures

**Staffing Costs** (salary and benefits costs for call answering staff; overtime; IT support staff; and/or call answering administrative support staff).

**Operational Costs** (costs such as power and/or heat related to 9-1-1 call answering. This will be calculated by the area that the call answering area occupies compared to the total building area).

**Technology Hardware Acquisition, Maintenance and Support** (desktop computers, laptops, tablets, other similar wireless mobile devices used for 9-1-1 call answering purposes; telephones; 9-1-1 main lines; network infrastructure; servers, switches, or routers; telecommunication devices for the deaf, hard of hearing, or speech impaired; voice logging hardware; and/or maintenance and service costs).

**Software Acquisition and Upgrades** (computer aided dispatch (CAD) software; maintenance, upgrades, quality control systems; geographic information system (GIS) software; voice logging recorder software; time synchronization device software; telephone software; automatic number and location identification database software; scheduling software; and/or software maintenance and support costs).

**9-1-1 System Enhancements** (costs associated with expanding 9-1-1 coverage, or transferring 9-1-1 call answering coverage; linking different systems internal to a PSAP such as CAD; interpretation services; developing and/or maintaining interoperability between separate PSAPs, between PSAPs and dispatch center; systems upgrade to introduce T9-1-1; and/or systems upgrade to introduce In-Call Location Update (ICLU) capability).

**Next Generation 9-1-1 capabilities** (feasibility study costs, acquisition and maintenance; piloting and evaluation of projects; and/or installation and maintenance of next generation 9-1-1 capabilities).

**Facility Upgrades** (upgrades related directly to 9-1-1 call answering; maintenance, upgrades, facility hardening; ergonomic desks and related equipment for call answering; and/or wellness room).

**Enhanced Facility Reliability** (acquisition, installation and maintenance of uninterrupted power supply and backup generators; backup storage equipment for 9-1-1 database systems; emergency lighting systems; separate back up facilities for 9-1-1 call answering; alarm systems; and/or failover to another PSAP capabilities).

**Planning Activities: limited to \$50,000 annually** (planning activities to identify and prioritize needs, definition of current capabilities; creation or development of business continuity plans, processes and procedures; creation of partnership agreements, memorandums of agreement and other forms of agreements or plans to enhance or maintain backup capacity and interoperability between PSAPs; cost of project management to implement large-scale upgrades; and/or hiring of consultants including project manager subject matter experts or technical staff).

**Job Specific Training and Employee Wellness** (continuing education and development related to 9-1-1 call answering activities; stress debriefings, suicide management; and/or Critical Incident Stress Management).

**Utilization of third parties** (cost of project management to implement large-scale upgrades, the hiring of staff for consultants including project manager subject matter experts and/or technical staff).

### List of Municipalities / Métis Settlements / First Nations Served by the PSAP

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Public Safety Answering Point Legal Name

All 9-1-1 grant program levy expenditures listed on the statement must be assigned a functional category that demonstrates that it clearly responds to at least one of the eligible expenditures as outlined in the 9-1-1 Program Guidelines.

9-1-1 Grant Program Funding Available

Funding may only be carried forward with prior Minister of Municipal Affairs Approval.

Total Funding Carry-Forward from Previous Quarters  (A)

Funding Allocation in Reporting Quarter  (B)

Total Funding Available in Reporting Quarter  (C)

9-1-1 Grant Funding Expended

Please note, all expenditures must be net of GST as GST is not eligible.

Functional Category	Description	Total Amount Expended in Reporting Quarter
<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="button" value="+"/> <input type="button" value="-"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="button" value="+"/> <input type="button" value="-"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="button" value="+"/> <input type="button" value="-"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="button" value="+"/> <input type="button" value="-"/>
Total		\$0.00 (D)

Total Funding Available for Future Quarter (C-D)  \$0.00

\*\* Total grant funding expended CANNOT exceed total grant funding available.

Prepared By

Name <input type="text"/>	Title <input type="text"/>	Telephone Number <input type="text"/>
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Supporting documentation for claimed expenditures such as invoices, receipts, payroll documents etc. are required to be submitted with this statement of funding and expenditures as an attachment.

[Attach File\(s\)](#)

# Eligible Expenditures

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- Staffing costs
- Technology hardware acquisition
- Software acquisition and upgrades
- 9-1-1 system enhancements
- Next-generation 9-1-1 capabilities

# Eligible Expenditures

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- Facility upgrades
- Enhancing facility reliability
- Planning activities: Limited \$50,000 annually
- Agreement negotiation
- Job specific training and employee wellness
- Utilization of third parties

# Province-Wide Standards

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- Minister's power to establish
- Call answering and transfer protocols:
  - Getting input from PSAPs
  - Looking for other volunteers
- Other aspects of standard

# We need your input / help

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- 9-1-1 Program application and compliance process.
- Identifying eligible expenditures.
- Anything else we may have overlooked to date with respect to the 9-1-1 program.

# Future Developments

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- 9-1-1 Program funding is not to replace existing funding, but to enhance it.
  - Costs to improve existing systems
  - Offering T9-1-1 for DHHSI
  - Other NG9-1-1 developments
  - Complying with Alberta standards



# A strong partnership

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- Alberta Municipal Affairs and the Alberta Emergency Management Agency look forward to a strong relationship with Alberta's PSAPs.

# Questions:

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