

2018 Business Plan: Emergency Communications Centre (ECC)

1. WHO ARE WE: DEPARTMENT OVERVIEW

- ECC provides two distinct core services – 911 Call Answer and Emergency Dispatch. Key programs, services, and activities include:
 - Providing (24/7) 911 call answer to over 127 municipalities serving a population of 247,000
 - Responding to 911 (responded to 60,000 calls in 2016)
 - Providing emergency fire dispatch to 48 fire departments
 - Providing Community Peace Officer dispatch to 9 Community Peace Officer departments
 - Providing a communication link with RCMP, STARS, EMS and Disaster Services
 - Providing alarm monitoring for County facilities and work alone monitoring by way of contractual fee for service agreements

2. RECENT ACHIEVEMENTS

2.1 New Contract

- In 2017, Parkland County and the Enoch Cree Nation Council entered into a contract that links the Enoch Cree Nation to Parkland County's 911 emergency services.
- Residents of the Enoch Cree Nation can call 911 for any emergency requiring Police, Fire or Ambulance. The ECC will answer the 911 calls and transfer the caller through to the applicable dispatch centre. Parkland County will also be the main fire dispatch centre for Enoch Cree Nation.

2.2 New Work Alone Contracts

- The ECC provides work alone monitoring for public and private agencies through a phone application.
- In 2017, Parkland Libraries and the Parkland County Assessment Department were brought on as clients.

3. OPPORTUNITIES AND CHALLENGES

3.1 New Radio Console

- The ECC has commenced a new project by completely changing all radio infrastructure, providing more support for staff and clients
- The most significant change being that the infrastructure is being changed from hardware to software.
- Changes include more radio channels and more backup options, providing a higher level of service.
- Available for Alberta First Responders Radio Communications System (AFRRCS)
 - AFRRCS is a two-way radio network for first responders in municipal, provincial and First Nations agencies across the province.

3.2 Backup Centre

- Parkland County is currently developing a 911 Backup Centre at Acheson Fire Hall.
- This supports the provision of the service in the event there is a disruption in service at Parkland County Centre.
- The project currently in Phase 3.

3.3 Potential Clients

- Ongoing engagement regarding 911 Call Answer, Fire dispatch and enforcement dispatch.

3.4 Capacity of Current Centre

- Current size of centre requires future upgrades.
- This is especially important if consideration is given to taking on a larger client base.

4. LINKS TO PLANS AND STUDIES

4.1 ECC Master Plan

The objective of the plan was to assess and evaluate existing infrastructure, services, processes, client needs, best practices, and future trends to clearly identify the communications structure and priorities for the next 10 years.

The review encompasses:

- Examining the current services;
- Assessing radio, CAD, RMS, phone, paging, notification, and voice/data logging infrastructure;
- Research and analysis of industry trends; and
- Future business opportunities, and areas for growth and improvement.

Several recommendations have been implemented, with others phased in over the next several years

5. KEY PERFORMANCE INDICATORS

- 911 call volume
- Type of 911 call
- Fire dispatch call volume
- Files generated (fire, enforcement, work alone, utilities)

6. PROGRAMS AND SERVICES

- 9-1-1 Services
- Fire dispatch
- Peace office dispatch
- Work alone monitoring
- Education
- Public events
- Parkland Public Works/ Utilities After hours
- 8400 afterhours line

7. KEY AREAS OF FOCUS, PROJECTS AND INITIATIVES FOR 2018

	Title	Summary	Target Start Date and Completion Date (I.e. Sept 2018-Sept 2019)
1	AFRRCS Gateway Connection (Alberta First Responder Communications System)	This is a gateway is needed to fully utilize and connect fire dispatch with fire departments that choose to utilize the AFRRCS technology.	April 2018- TBD
2	Backup Center	The Backup Center project started in 2017. There are parts of the project that we planned to carry over to 2018 (Servers at Acheson)	September 2018 - TBD