

Priorities Committee Meeting_Sep07_2021

STRATEGIC INITIATIVE AND UPDATE

Emergency Services Department Business Plan Update

Report Purpose

To provide the Priorities Committee with an update on the 2021—24 Emergency Services Department Business Plan.

Our Prioritized Strategic Goals

Goal 7 - Provide opportunities for public engagement and communication

Goal 8 - Foster an environment for safe communities

Report

Strathcona County Emergency Services (SCES) is an integrated fire, rescue and Emergency Medical Services (EMS) department operating in an urban and rural environment. SCES is a community-focused, proactive department that works closely with our public, industry and strategic partners to help facilitate public safety, respond to emergencies and get the best possible patient safety and customer service outcomes. The department operates four full-time stations and two part-time stations staffed by 207.6 permanent and 45 hourly employees.

Strathcona County Emergency Services core business functions include:

- Community Communications and Relations
- Prevention
- Industry Engagement
- Emergency Management and Business Continuity Planning
- Emergency Communications
- Emergency Response

Initiatives:

Fire and Emergency Services Long Range Plans

- Darkhorse Analytics and iStrategic Advisors Inc. were the selected consultant team.
- A 10-12-year Master Plan and Standards of Cover (SOC) will be developed with the following objectives:
 - support decision-making in relation to community growth, risk profiles and unique hazards;
 - anticipate evolving public safety and service needs; and
 - determine appropriate service levels.
- This approach will support developing a Master Plan and SOC that reflects SCES priorities and aligns with County-wide planning and projections.
- Emergency Services is currently working with the consultants as well as internal working and steering committees to develop the draft plan.
- Administration is targeting Q1 2022 for a progress report to Priorities Committee.

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Computer Assisted Dispatch Replacement and Next Generation 9-1-1 Transition Project (NG 9-1-1)

- Migration from current 9-1-1 analog services to Next Generation 9-1-1 digital services to meet CRTC mandated requirements. This will include the implementation of new call handling, dispatch, mobile dispatch, and records management system. A number of integrations with existing public safety software systems will also be completed. This work is being led by the ITS department and will result in a highly available infrastructure environment to support business needs.

Council and Committee History

September 15, 2020 Strathcona County Emergency Services Business Plan and Initiative Update 2020

Other Impacts

Policy: n/a

Legislative/Legal: n/a

Interdepartmental: n/a

Master Plan/Framework: SCES Master Plan and Standards of Cover

Enclosure

1 SCES Department Business Plan Update Presentation