



POSTPONED MOTIONS: ADMINISTRATIVE BACKGROUNDER

NUMBER: PM-19-022

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| REQUESTED BY: | Councillor Natalie Joly |
| ORIGIN OF REQUEST: | City Council |
| DATE OF REQUEST: | November 8, 2018 |

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| AUTHOR: | Bernd Gretzinger |
| DEPARTMENT: | Emergency Services |
| DATE RESPONSE DUE: | November 13, 2018 |

MOTION:

That FIRE-026 CAD to CAD Software is funded from the capital reserve.

RESPONSE (one page max.):

Administration's Understanding of Intent Motion:

That FIRE-026 CAD to CAD Software is to be funded from the capital reserve for the 2019 budget.

Operational or Organizational Impacts if Motion is Approved:

This initiative will reduce or eliminate Medical First Response (MFR) delays caused by manual portions of incident dispatch. The result is MFR being dispatched quicker and arriving earlier when necessary.

Financial Implications of Motions:

The \$42,000 budget is a one-time cost for software implementation. Funding of this charter in 2019 will reduce the amount of capital dollars available in the future.

Stakeholder Consultations:

This implementation has internal and external stakeholders. Initial stakeholder consultation with Alberta Health Services Central Communication Centre (AHSCCC) and IT has occurred. Confirmation of implementation timelines to occur once funding is secured.

Background:

Currently, St. Albert, 9-1-1 calls are received at the St. Albert 9-1-1 Communication Centre and Emergency Medical Services (EMS) calls are routed to AHSCCC. AHSCCC evaluates the call and enters call information into their Computer Aided Dispatch (CAD) while providing an incident determinant. Incident determinants identify incident priority, severity and project resources required. The AHSCCC dispatcher dispatches an Ambulance and must manually chose to dispatch St. Albert Fire Services (SAFS) for MFR when required. The SAFS Emergency Services Dispatcher must then manually enter call information into the SAFS CAD while dispatching the appropriate MFR response support. The CAD to CAD interface shares the information in real time between AHSCCC and SAFS dispatch requesting appropriate resources reducing delays caused by manual selection of resources and re-entering data.

This initiative would create a real time link between AHSCCC CAD and SAFS Dispatch Centre CAD. The result is an automated request for response support for predetermined incident types once the incident determinant is identified. This provides bi-directional data sharing between CAD systems eliminates the need to manually initiate calls and re-enter information for requests for MFR.