

Calgary 9-1-1

Led by: Director of Emergency Management & Community Safety

Service Description

Calgary 9-1-1 connects Calgarians with the emergency services they require by evaluating and dispatching 9-1-1 and non-emergency calls from within Calgary and for client agencies located outside of the city. We coordinate with our partners to deliver accurate and timely information to first responders.

Service Updates

Key service results

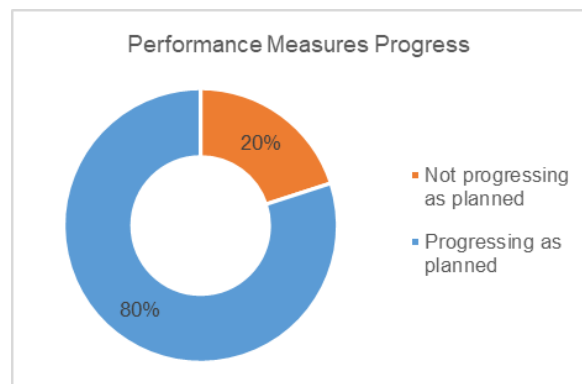
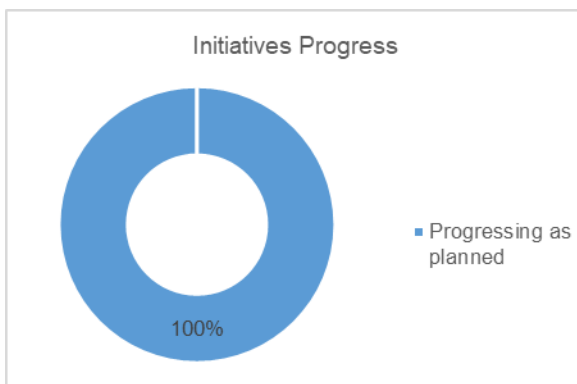
Since January, 23 new emergency communications officer recruits have either successfully completed their training or are currently in training or coaching. Demand for 9-1-1 service remains high as Calgary grows. Staff recruitment is a top priority to maintain excellent 9-1-1 service. (Initiative 4)

To focus on supporting employee health and wellness, the service worked with psychology experts to identify the main factors affecting employee mental health and to evaluate wellness strategies. The promotion of psychological resources has resulted in an increase in employees accessing services. (Initiative 6)

Calgary 9-1-1 is using innovative data analytical capabilities to better forecast and optimize daily staffing needs. Using a predictive model to dynamically forecast call volumes and staffing requirements results in a more efficient use of resources.

Employees acted quickly to contribute to the water main feeder emergency response by staffing the Emergency Operations Center to assist emergency response activities in addition to their 9-1-1 commitments.

Progress summary



Risk(s) impacting the progress

Calgary 911 Employee Health and Wellbeing
Strained Employee Capacity
Technology Outages, Cyber Attacks



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

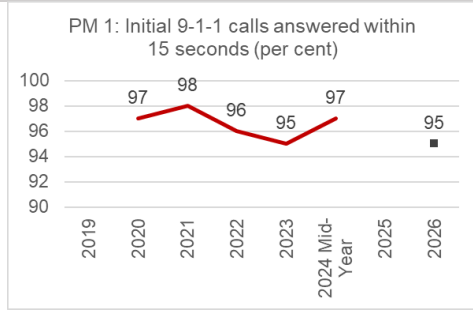
➔ Progressing as planned

⊖ Not progressing as planned

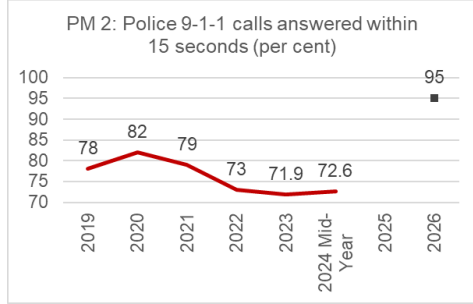
Performance Measures

Story behind the numbers

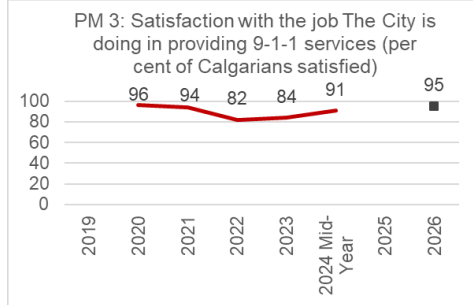
Status



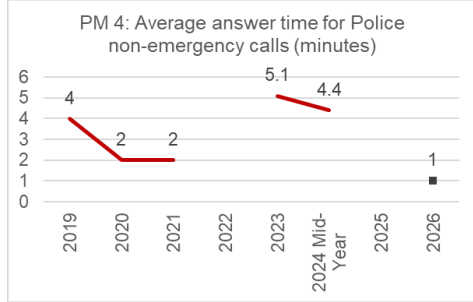
The service continues to meet or exceed the target but strives to continuously improve this metric through training and technology and policy enhancements. This metric stems from the Alberta 9-1-1 Standard to provide prompt and reliable answering of emergency calls to benefit customers and resolve their emergency situations as promptly as possible.



Calgary 9-1-1 has been working to improve its performance on police call answer time to reduce the number of citizens, calling 9-1-1 with a police emergency, waiting on the line longer than 15 seconds. These initiatives include recruitment of new police call-taking staff as approved in the new 2023-2026 budget and continuous improvement of internal policies and practices.



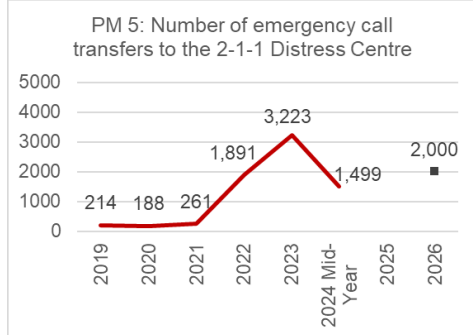
Calgary 9-1-1 has seen a 7 per cent increase in citizen satisfaction over 2023. Calgary 9-1-1 has addressed some past challenges that impact this metric through ongoing recruitment, staff training and efforts to reduce call wait times. The service also conducted a successful social media campaign to increase public awareness and understanding of the 9-1-1 service and continues to engage and educate the public at community events, school visits and other outreach activities.



The service is committed to providing timely service for both emergency and non-emergency calls. To enhance the quality of service, Calgary 9-1-1 is focusing on recruiting qualified staff and continuously improving processes and technology.



Calgary is assessing the need to adjust the future performance target for Police non-emergency call answer time. As part of this research, Calgary 9-1-1, in collaboration with Calgary Police Service, is surveying other Canadian 9-1-1 centers to gather information to be able to compare its targets and operational practices for non-emergency call-answering.



Calgary 9-1-1 successfully transferred 1499 emergency calls to the 2-1-1 Distress Centre. The reallocation of 211 to the 911 call center has enhanced collaboration among communication officers and accelerated call transfers. This achievement is highly impactful to the population experiencing vulnerabilities and callers in crisis, who benefit from being connected to the right resource and service.



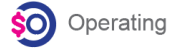


Progress on Service Delivery

PROGRESS STATUS



FUNDING TYPE



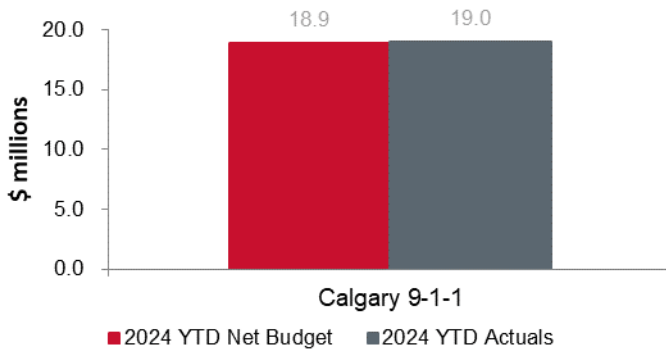
Initiative 1		Impact Area: City-wide	Funding Type:
Improve emergency response coordination and reduce 9-1-1 processing times by unifying Police and Fire incident management systems.			
UPDATE 	Calgary 9-1-1 is streamlining technology and processes by coordinating Police and Fire incident management systems is moving ahead with the RFP process to acquire a computer aided dispatch (CAD) system that meets the needs of all City dispatch functions. The new CAD system will create efficiencies for call handling, reduce call evaluation time and call transfers by aligning Fire and Police call taking functions.		
Initiative 2		Impact Area: City-wide	Funding Type:
Enable ongoing adoption of the emerging capabilities of modern communication networks by deploying Next Generation 9-1-1 infrastructure.			
UPDATE 	The service is migrating to Next Generation 9-1-1 (NG9-1-1) technology to take advantage of modern digital telephony capabilities. Upgrades to infrastructure are underway in preparation for connecting to the nation-wide NG9-1-1 digital network. On-track to start receiving emergency calls over the NG9-1-1 network by year end, well ahead of the Canadian Radio-television and Telecommunications Commission deadline of March 2025.		
Initiative 3		Impact Area: City-wide	Funding Type:
Meet emerging and evolving expectations of Calgarians through ongoing staff training and development on systems and service changes.			
UPDATE 	Improvements to Calgary 9-1-1's training model are underway. The curriculum is under review with a plan to redesign it to incorporate adult learning principles to better develop key competencies and skills. The service collaborated with the Anti-Racism Team to develop Equity, Diversity, Inclusion and Belonging training. In-person training delivery to Calgary 9-1-1 staff began in June.		
Initiative 4		Impact Area: City-wide	Funding Type:
Improve the caller experience by optimizing the Calgary 9-1-1 service delivery model and reducing call transfers.			
UPDATE 	Recruitment efforts continue to be a high priority to ensure Calgary 9-1-1 has the staff needed to maintain excellent service. Since January, 23 new Emergency Communications Officers have either completed their training or are currently in training or coaching.		
Initiative 5		Impact Area: City-wide	Funding Type:
Ensure resilience and continuity of 9-1-1 operations through proactive risk-based planning and mitigation for emerging and evolving threats.			

<p>UPDATE</p> 	<p>All Emergency Response Plans were reviewed, updated and exercised as part of Calgary 9-1-1's robust continuity planning.</p> <p>A new Lead Specialist role was created and filled to focus on identifying operational impacts created by projects, technology and major events, and creating strategies to review and address them.</p> <p>Calgary 9-1-1, with Corporate Security, is piloting a Security Operations Center to monitor cyberthreats against 9-1-1's communication infrastructure. This project will test threat detection abilities and develop a long-term model for security monitoring.</p>	
<p>Initiative 6</p>	<p>Impact Area: City-wide</p>	<p>Funding Type:</p> 
<p>Promote employee resilience, retention and a healthy work environment by strengthening psychological health and safety supports.</p>		
<p>UPDATE</p> 	<p>Calgary 9-1-1 is revamping the peer support team and collaborating with an external mental health organization to identify key challenges and evaluate wellness strategies to support employee psychological health and safety.</p> <p>Calgary 9-1-1 employees have access to trauma-informed psychologists and the service continues to promote their use. There has been an increase in the number of employees engaging with the psychologists to support their mental health.</p>	
<p>Initiative 7</p>	<p>Impact Area: City-wide</p>	<p>Funding Type:</p> 
<p>Improve interoperability with partnering agencies, regional municipalities and First Nations.</p>		
<p>UPDATE</p> 	<p>Twelve Regional Partner contracts were updated to reflect NG9-1-1 requirements.</p> <p>The service has improved open communication with partners by initiating a weekly meeting with regional fire chiefs to share information.</p> <p>Additionally, Calgary 9-1-1 has given regional partners the ability to access their response data through self-serve dashboards.</p>	
<p>Initiative 8</p>	<p>Impact Area: City-wide</p>	<p>Funding Type:</p> 
<p>Better serve populations experiencing vulnerabilities by strengthening community partnerships and engagement.</p>		
<p>UPDATE</p> 	<p>Calgary 9-1-1 transferred 1,499 emergency calls to the 2-1-1 Distress Centre, an increase of 181 calls (13.7 per cent) compared to the same period in 2023. The pilot project of integrating 2-1-1 with the 9-1-1 call center has enhanced collaboration among communication officers and accelerated call transfers. This year, the service will transition this pilot project into a sustainable operation by permanently moving the 2-1-1 Distress Centre into the 9-1-1 call center.</p>	



Service Updates on Financial Performance

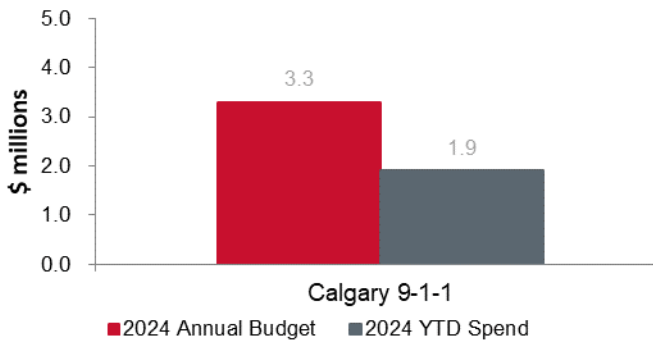
Net Operating Budget and Actuals as of June 30, 2024



Operating Budget Updates - 2024 YTD net operating budget vs actuals:

Calgary 9-1-1 has an unfavourable operating variance of \$0.1 million. The main reasons that have contributed to the variance are the timing of the budget which has been slightly mismatched to the timing of staff hiring for 2024. This should be resolved by year as it is a budget timing issue.

Capital Budget and Spend as of June 30, 2024



Capital Budget Updates - 2024 total capital budget vs 2024 YTD spend:

Calgary 9-1-1 has spent 56.7 per cent of the 2024 approved capital budget. Year-to-date, the capital expenditures include continued progress on the migration to the Next Generation 9-1-1 network and other critical technology related to 911 services such as a new Computer Aided Dispatch system. Annual acquisition and life cycle of equipment required for emergency communication call taking and dispatching was completed as planned.