

**Attachment 2 - Interviewed Stakeholders and  
Business Case Development Process**

INTERVIEWED STAKEHOLDERS and  
BUSINESS CASE DEVELOPMENT PROCESS  
INTEGRATED CALL EVALUATION AND DISPATCH BUSINESS CASE

## INTERVIEWED STAKEHOLDERS

The table below lists the interviews completed to date.

STAKEHOLDER GROUP		
Community Standards and Neighborhoods	Boyle Street Community Services	REACH Edmonton Council
Community Standards and Neighborhoods - PO Section	Hope Mission	Canadian Mental Health Association (CMHA) (2-1-1)
Community Standards and Neighborhoods - PO Section Dispatch	EPS - Data and BI	Community Safety Dashboard
Community Standards and Neighbourhoods - Citizen Services	EPS - Value and Impact Division	CSU - 52 EPS Call Evaluators
AHS - Protective Services	EPS - Value and Impact Division	EPS - Chief Innovation and Technology
AHS - EMS - Dispatch	EPS - IT Business Unit	EPS – Police Communications Branch
AHS - EMS - Operations	EPS - OICC	EPS - Community Response Groups (PACT, HUoS, HELP)
AHS- AMH	ETS - Dispatch	3-1-1 Edmonton
Edmonton - Community Safety and Well-being Initiative	ETS - Bus Operations	Edmonton Fire Fighters Union (EFFU)
Edmonton Transit Service - Control Centre	EFRS - Technology	EFRS - Emergency Communications Centre

## BUSINESS CASE DEVELOPMENT PROCESS

- **Documentation Review** - reviewed over 50 documents - some historical reports from stakeholders, as well as organizations' training and procedure manuals, live and historical media articles, comparative municipal models, key legislation and pertinent MOUs.
- **an international literature** review with eight case studies from Eugene, Denver, Austin, Oakland, Portland, Toronto, Stockholm, and Wales, with references from approximately 200 studies.
- **four surveys** were distributed via Survey Monkey to networks associated with EPS, EFRS, and Mental and Community health organizations.
- a **business survey** and **technical survey** were distributed across all stakeholder groups
- production of two **Working Papers**, with review by stakeholders.
- detailed **services profiles** for ten organizations within the Edmonton call evaluation and dispatch system.
- **four workshops** with representatives of the Project Working Group (ten organizations).