

An aerial night photograph of a city, likely Edmonton, showing a dense urban landscape with illuminated buildings and streets. A large, semi-transparent red rectangular overlay covers the right portion of the image, serving as a background for the title and date.

# Joint Dispatch Centre- Exploration

The logo for the City of Edmonton, featuring the word "Edmonton" in white sans-serif font on a dark blue rectangular background.

Edmonton

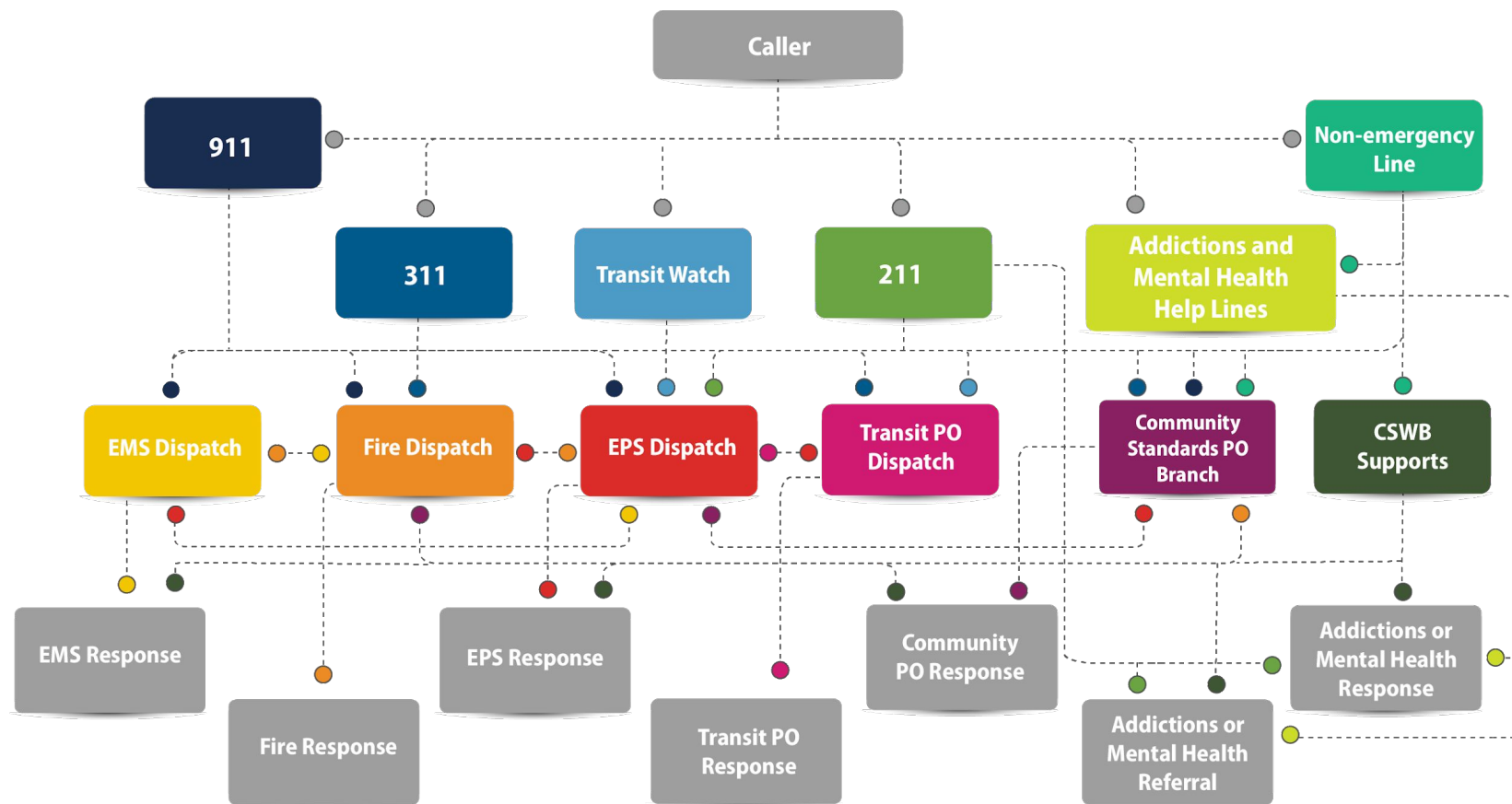
City Council  
November 2, 2020

## Background

- Physical building was funded for 2015-2018 budget
- Various continuous improvement initiatives
- On-going best practices and learnings sharing



## Pathways of a call



## Everything starts with a call...



Child punched by unknown individual on bus

- 12:25** - Call came into 911
- 12:26** - Call transferred to Police
- 12:29** - Confirmed bus had stopped (actually stopped prior to initial call)
- 12:30** - First EPS car dispatched
- 12:31** - Suspect is under control



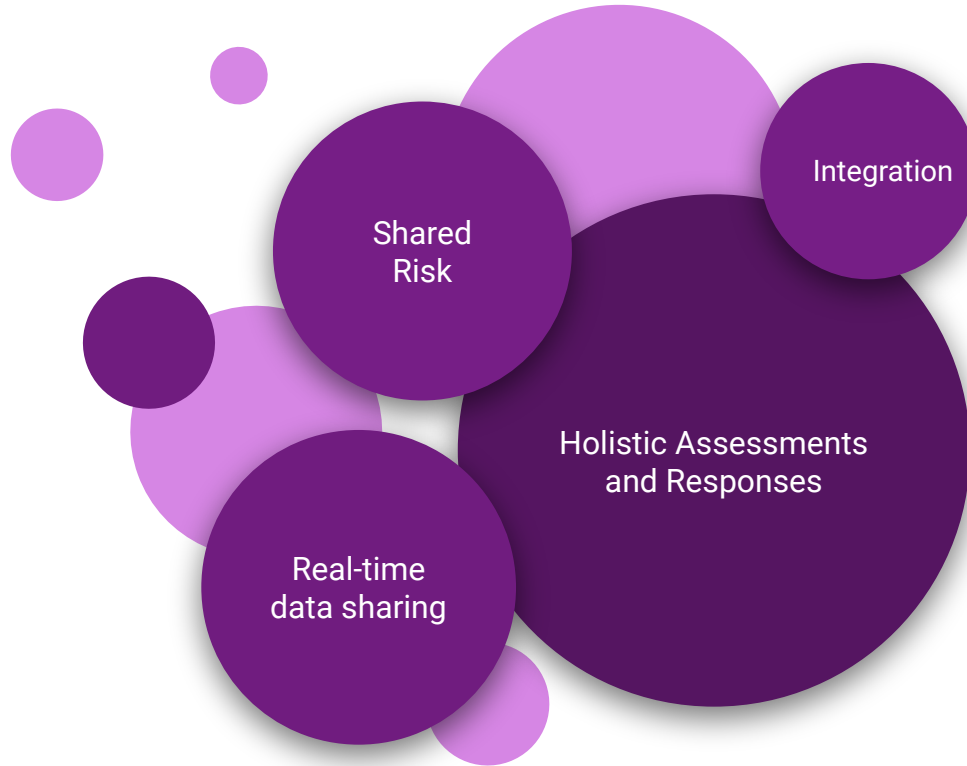
# Anatomy of a call

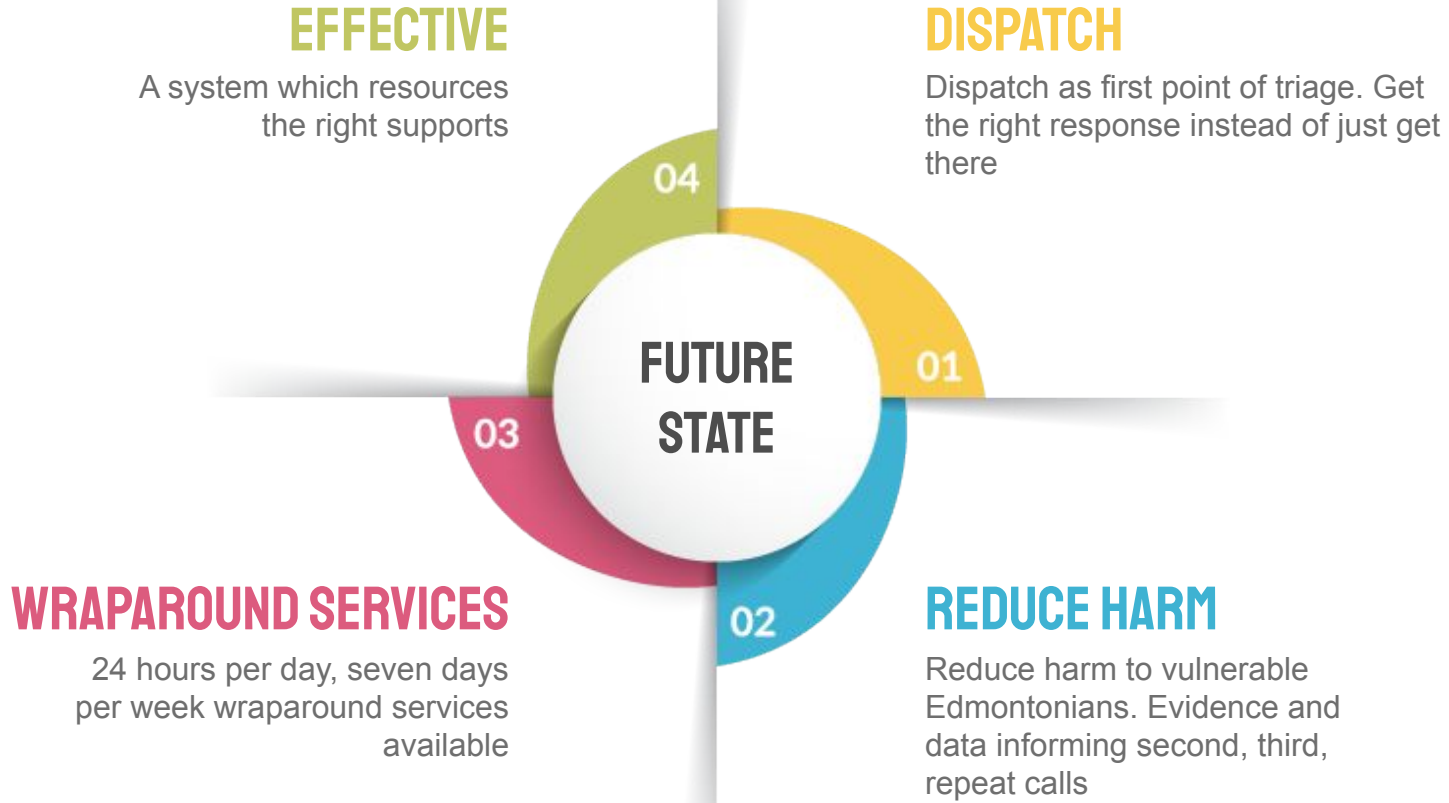
## Who is impacted?

- Child
- Suspect
- Bus Driver
- Transit Controller
- Transit Security
- Evaluator
- EPS Member



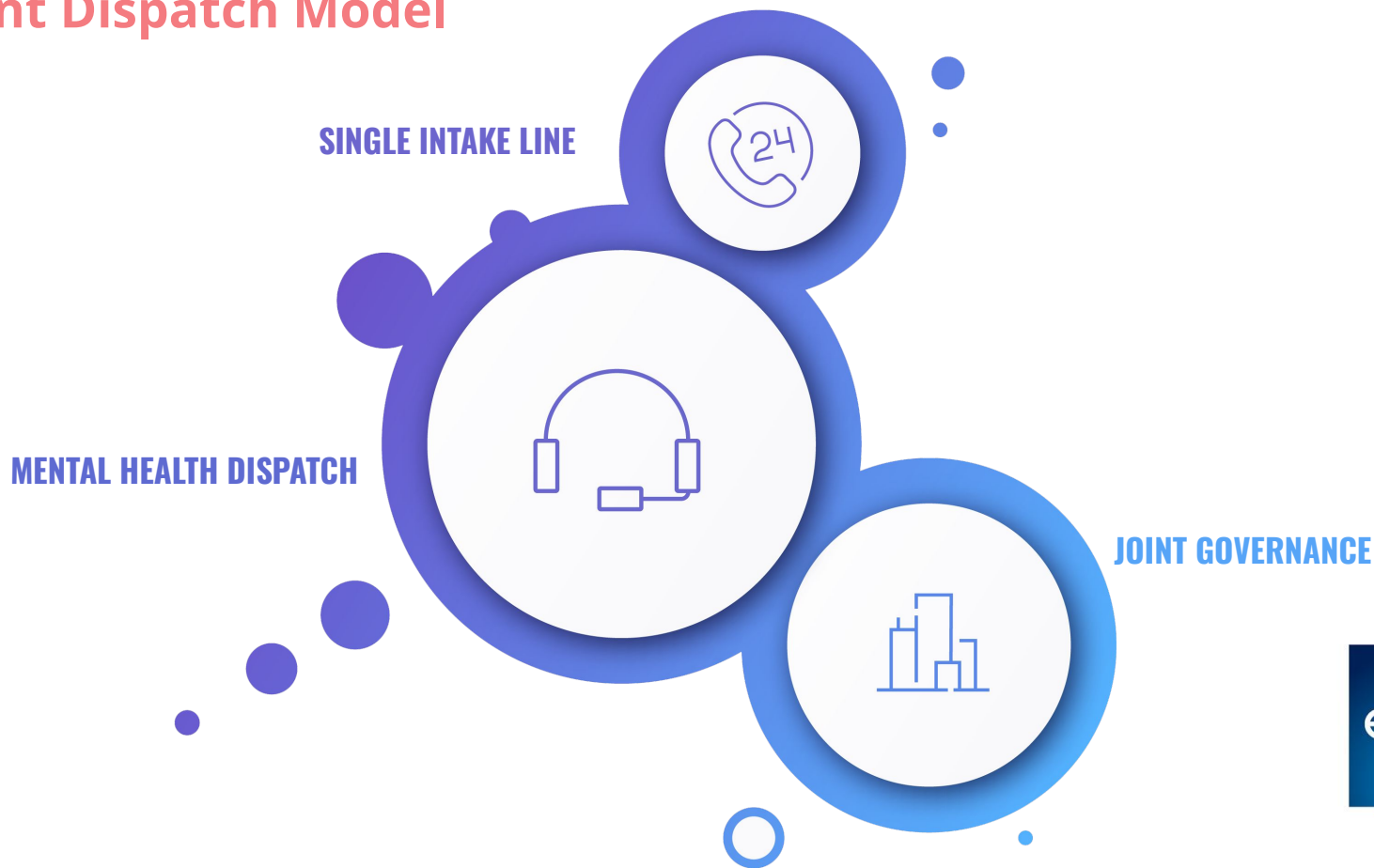
## Current State: Opportunities







# Joint Dispatch Model



## Next Steps

- Business case co-led between Edmonton Police Service and Administration
  - How do we operationalize an integrated continuum of response
- Present to City Council in Q2 2021

An aerial photograph of a city skyline, likely Edmonton, is shown with a semi-transparent red overlay. The image captures various high-rise buildings, streets, and a river or highway in the lower right. A thin white vertical line is positioned to the left of the word 'Questions'.

# Questions

## Levels of Integration

	<b>STATUS QUO</b>	<b>INTEGRATION OF CITY SERVICES</b>	<b>CONTINUUM OF RESPONSE</b>
Requirements	Standardization of protocols  Training	Governance for integrated service provision  Clear roles, responsibilities expectations	Reimagining of how calls are evaluated, assessed and dispatched
Considerations	Future capital costs of various dispatch center (fire, police, transit)	Risk ownership	Participation of AHS and community –operated agencies