

Overview of Current Response to Calls for Service

Bylaw and Provincial Act Enforcement

The majority of calls for this service are received from the public through 311 and Transit Watch. Services are dispatched through areas as follows:

- Edmonton Transit Services Control Centre: transit peace officers responsible for public and staff safety on Edmonton Transit Service property.
- Community Standards Dispatch: General duty peace officers, commercial vehicle unit, vehicle for hire unit, park rangers and animal control peace officers.
- City Hall Dispatch: Churchill Square peace officers are dispatched by a third party security company for events related to City Hall, Churchill Square and adjacent communities.
- Edmonton Police Service provides emergency monitoring between 2200-0800 primarily for park rangers and vehicle for hire units. Occasionally they will dispatch on call animal control officers if an *Animal Protection Act* issue arises that requires immediate attention.

Fire Rescue Services

Emergency Services:

Fire Rescue Services receive emergency requests for service through Alberta Health Services, 911 at Edmonton Police Service, or directly from the public and other agencies. Fire Rescue Services:

- Dispatches medical events received directly from the Alberta Health Services dispatch centre through a computer aided dispatch system without a telephone call.
- Evaluates and dispatches emergency non-medical events such as fires, rescues, hazardous materials
- Supports ongoing fire and medical events by adding additional resources, notifying support agencies (EPCOR, ATCO, Alberta Environment, etc), event safety monitoring, and first line technology support.

Non-emergency Services:

- Fire Rescue Services responds to non-emergency events including burning permits, fire drills, and alarm shut-offs.
- Fire Rescue Services dispatch attempts to refer requests more appropriately handled by other organizations to the relevant service provider (e.g. fire pit complaints to Community Standards, power line issues to EPCOR, water problems to ATCO, etc). Many of these organizations have limited response capabilities due to staffing or work hours resulting in Fire Rescue Services responding.

Edmonton Police Service

The Edmonton Police Service provides the following services in the existing response continuum:

- 911 call answer for all calls placed in Edmonton
- evaluation and dispatch of police-related calls
- referrals and transfers to non-police agencies (211, 311, utilities, etc.)
- police response to dispatched calls, patrol and specialized units

Any call dispatched to another service provider can be redirected back to Edmonton Police Service should those agencies deem the event too dangerous for their staff. In these situations, the service provider would respond and remain close to the scene until police arrive and secure the scene. These 'Assist Agency' calls include requests from Emergency Medical Services, Fire Rescue Services and other partners such as Community Standards and 211.

Dispatchers are vigilant in managing pending calls for service priorities and the status of units on their assigned channel, and dispatch further support or make other notifications as required by the responding units.

Emergency Services:

911 calls are triaged to determine if callers require police, fire or ambulance.

- Fire calls are immediately transferred to the Fire Rescue Services emergency dispatch centre.
- Ambulance calls that have violence involved are dispatched to the police and the Alberta Health Services emergency dispatch centre is immediately conferenced into the call. The required medical and police response are evaluated and dispatched at the same time.
- Police calls are transferred to a police evaluator to determine the nature of the event and set dispatch priority. The priority response levels are captured in the table below.
- Specialized response teams like the Child at Risk Response Team or the Police and Crisis Team are notified or called out to respond to an event.
- Calls to 911 that do not result in police dispatch can be transferred to another appropriate agency such as Community Standards or 211.

Non-Emergency Services:

Many requests for police assistance come in via the non-emergency line. Police evaluators ask questions to determine the nature of the event and dispatch priority.

- High-priority or emergency calls via the non-emergency line are dispatched accordingly.
- Non-police calls may be transferred or the caller may be referred to the appropriate agency for assistance or response:
 - 311 for city services and bylaw

- 211 Community and Social Services Help Line
- Other – Landlord and Tenant Act, 811 Health Link, etc

Dispatch Support:

Photo Enforcement members and Community Standards Peace Officers with the exception of Transit Peace Officers are logged into the Edmonton Police Service dispatch system and members are expected to communicate location updates throughout the day so that emergency response can be provided if required.

Priority levels for Police Dispatch:

Priority Code	Definition/Example	Response Time Performance Target (80% of the time)
0	Officer in Distress / Officer Needs Assistance	
1	In Progress Person At Risk - Response will likely prevent or reduce harm to a person e.g., assault with a weapon <i>in progress</i>	Dispatch Time + Travel Time ≤ 7 minutes
2	In Progress Property At Risk - Immediate response will likely prevent or reduce the further loss of property e.g., a neighbor observing an auto theft <i>in progress</i>	Dispatch Time + Travel Time ≤ 12 minutes
3	Just Occurred - Immediate response will increase the likelihood of locating a suspect e.g., mischief that occurred very recently	Dispatch Time + Travel Time ≤ 17 minutes
4	The Nature of the Occurrence is Time Sensitive e.g., a shoplifter is in-custody with security and is cooperative	Dispatch Time + Travel Time ≤ 40 minutes
5	General Service - The nature of the offence is not time sensitive e.g., a business finds that they were vandalized the night before (i.e., the absence of <i>in progress</i> or <i>just occurred</i>)	Dispatch Time + Travel Time ≤ 180 minutes
6	The Occurrence is Minor in Nature (eg.) Bylaw	
7	Hold Event – A P5 general service call placed on hold until the EPS and the caller are both available to make contact. e.g., a business vandalism right before the business closes, which is put on-hold until next morning	
9	Broadcast - Information only	

Community Response Agencies

211: Community and Social Services Help Line

211 is a helpline and website that provides information on and referrals to Alberta's community, social, health-related and government services. The vision for 211 Alberta is to be the primary source of information and gateway to human services for individuals and planners.

- Individuals can access this line through calling directly or through referral by other emergency response providers.
- Non-emergency support to those who are typically not in crisis who have an identified need to be connected with the social services sector. Referrals are offered 24 hours a day, 7 days a week.

24/7 Crisis Diversion Team

24/7 Crisis Diversion is a collaborative partnership between REACH Edmonton, Boyle Street Community Services, Canadian Mental Health Association (211 program), and Hope Mission, with stakeholders from Edmonton Police Service and Emergency Medical Services.

- The team is dispatched to assist upon request of the individual, another community member, businesses, and/or social service agencies.
- This team provides crisis intervention as well as emotional and de-escalation support to individuals in distress.
- A main outcome of this team is to support coordinated access to vulnerable citizens in order to reduce the need for expensive medical, judicial, and police interventions.