

Edmonton

# Joint Dispatch Centre- Exploration

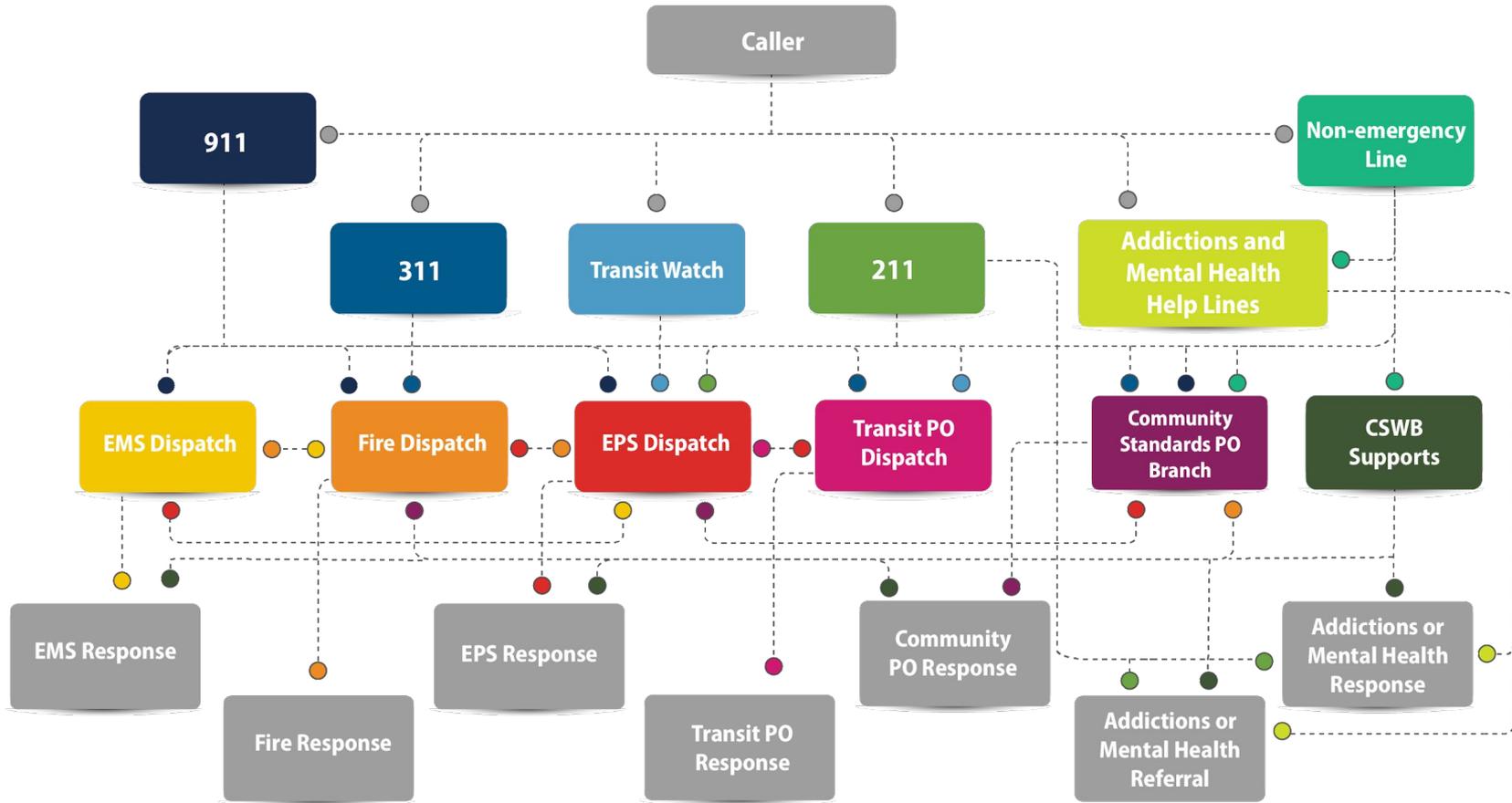
City Council  
November 2, 2020

## 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

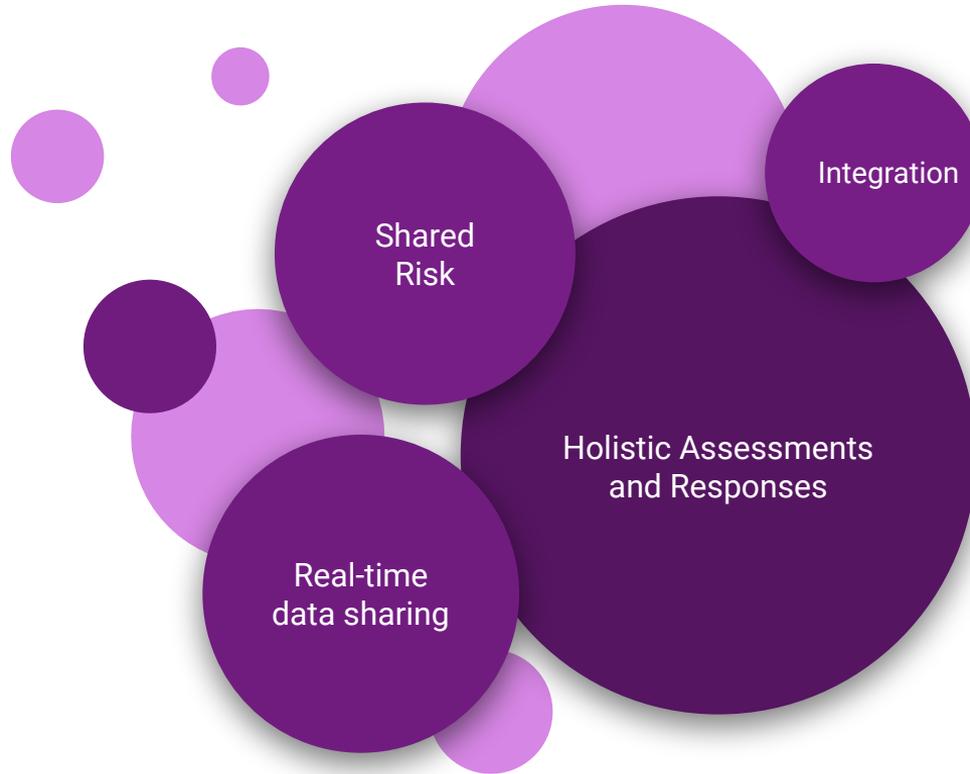
## Anatomy of a call

### Who is impacted?

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



## Current State: Opportunities

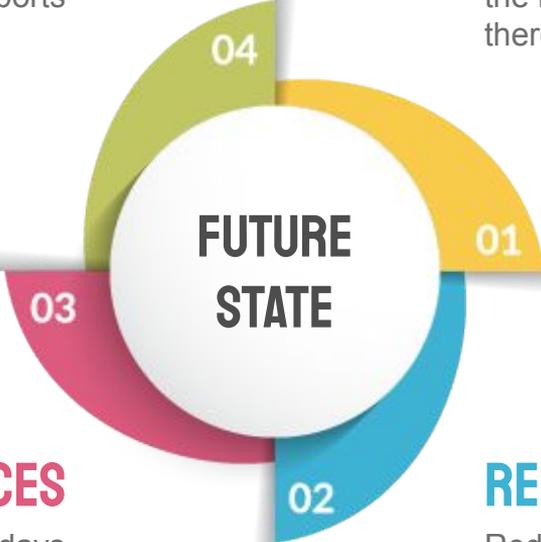


## EFFECTIVE

A system which resources  
the right supports

## DISPATCH

Dispatch as first point of triage. Get  
the right response instead of just get  
there



## FUTURE STATE

## WRAPAROUND SERVICES

24 hours per day, seven days  
per week wraparound services  
available

## REDUCE HARM

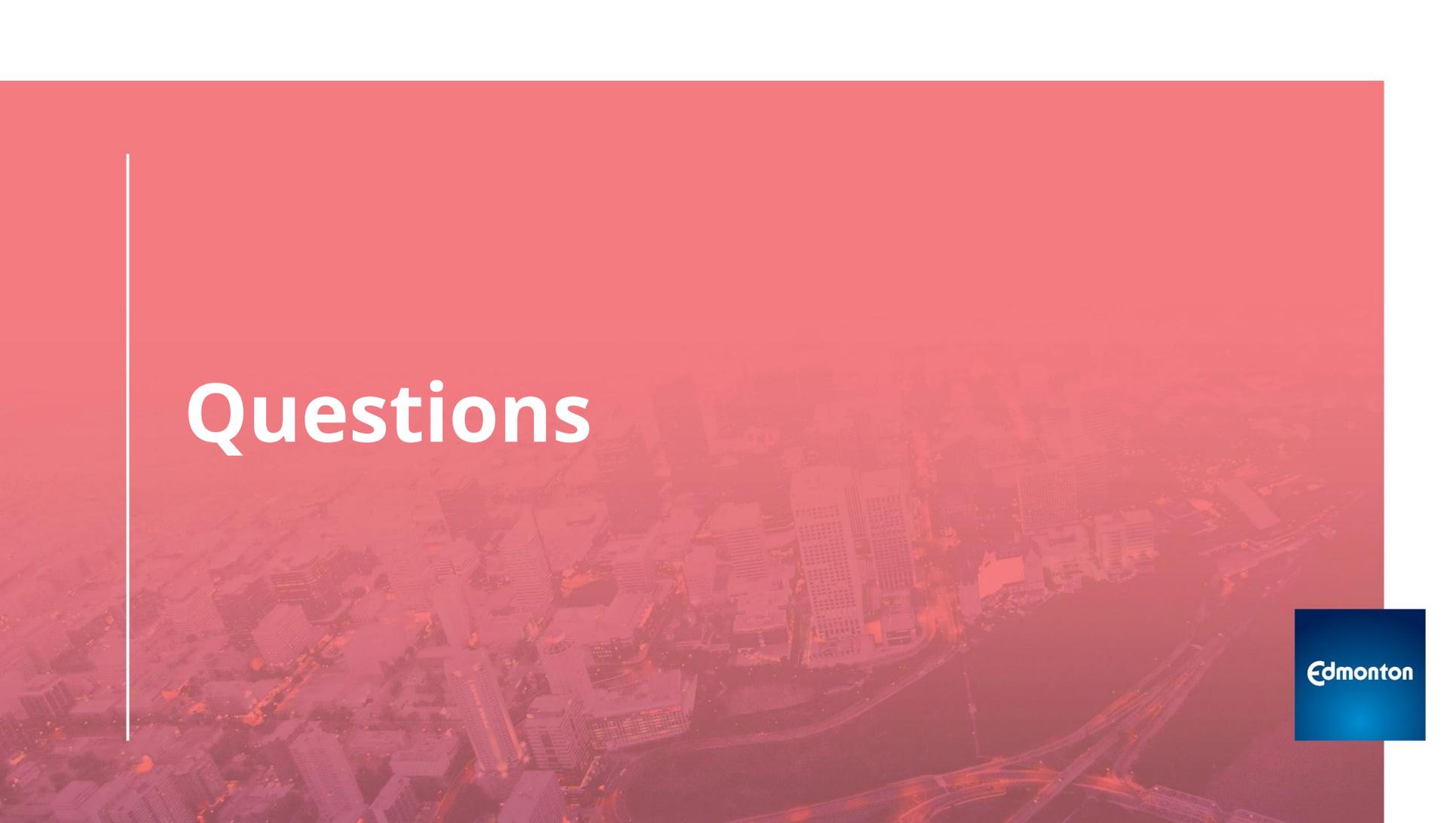
Reduce harm to vulnerable  
Edmontonians. Evidence and  
data informing second, third,  
repeat calls

# 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 a dense urban area with numerous high-rise buildings and a complex network of roads and highways. The lighting suggests a dusk or dawn setting, with some lights visible on the buildings and roads. A thin white vertical line is positioned to the left of the main text.

# Questions

The logo for the city of Edmonton, featuring the word "Edmonton" in white text on a dark blue rectangular background.

Edmonton

# Levels of Integration

|                | <b>STATUS QUO</b>                                                       | <b>INTEGRATION OF CITY SERVICES</b>                                                           | <b>CONTINUUM OF RESPONSE</b>                                    |
|----------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Requirements   | Standardization of protocols<br><br>Training                            | Governance for integrated service provision<br><br>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           |