

# Joint Dispatch Centre - Project Charter

## Recommendation

That the March 3, 2020, Citizen Services report CS00184, be received for information.

## Previous Council/Committee Action

At the November 2, 2020, City Council meeting, the following motion was passed:

That Administration provide the Project Charter related to the Joint Dispatch Centre based on the presentation to Council on November 2, 2020, and return to the January 20, 2021, Community and Public Services Committee meeting.

## Executive Summary

Administration and Edmonton Police Service continue to work toward a business case for an integrated call evaluation and dispatch system. A project charter is complete and a consultant is in place to lead the development of the business case. The project charter includes a plan to deliver the business case in June 2021 and identifies stakeholders and partners within the community.

## Report

Currently, calls for service are received by various sections within the City, the Edmonton Police Service and community agencies. Each organization has its own mandate, area of specialization and telephone number to receive calls for service. Calls are often received by one service provider but are better suited for one of the other service providers; these calls are referred, transferred or coordinated between organizations. There is no central municipal or provincial agency that oversees and coordinates how the tri-services agencies (police, fire, medical) and independent groups work together or could work together, to deliver services.

In November 2020, Administration provided an update to City Council on the exploration of a coordinated system to connect all social service ecosystem partners to ensure the right services and units are being dispatched to calls for service. Since November, Administration and Edmonton Police Services have completed a partnered project charter (Attachment 1) to capture the governance structure, timelines and key deliverables for the project.

Administration and Edmonton Police Services have secured a consultant who will lead the development of a business case. The consultant has provided a work plan for the development of the business case (Attachment 2) and anticipates the business case will be completed in June 2021. This business case will recommend the best pathway forward and will include:

- a summary of the need and ability of each partner/service
- an assessment of risk, risk ownership and mitigations
- viable delivery options and pathways for an integrated continuum of response
- financial analysis and impact of options
- overarching governance for integrated service provision
- parameters to measure success
- an assessment of the transformation readiness of the various partners/service providers
- potential sequencing for the implementation of delivery options

**Budget/Financial Implications**

Funding for the consultant is covered within existing budgets and is shared between Edmonton Police Service and Administration.

**Corporate Outcomes and Performance Management**

Corporate Outcome(s): Edmonton is a safe city			
Outcome(s)	Measure(s)	Result(s)	Target(s)
Edmontonians receive the right response at the first call.	Percent of repeat calls for emergency services. (This measure is under development)	N/A	TBD

**Attachments**

1. Integrated Call Evaluation and Dispatch Project Charter
2. Integrated Dispatch Project Work Plan

**Others Reviewing this Report**

- M. Persson, Chief Financial Officer and Deputy City Manager, Financial and Corporate Services
- G. Cebryk, Deputy City Manager, City Operations
- B. Andriachuk, City Solicitor, Office of the City Manager