

Responses to City Council Questions on the 2016-18 Proposed Operating Budget

**The following report is sorted
numerically by question number.**

2016-18 Operating Budget Questions By Question

Branch: Fire Rescue Services

Asked By: Councillor Nickel

Question #: 16-0520

Budget Page #:

Based on 911 and 311 calls how many of emergency calls do not end up needing Fire Services (that Fire Services are dispatched to)? Please provide the same for the Police service? Also please provide this information for the past 5 years and the project misaligned calls for each year over the 2016-2018 operating budget?

Question Answer:

Below is the number of dispatched calls cancelled en-route to an emergency event for the years 2011 to 2015. 2015 number is prorated. Estimates for 2016, 2017 and 2018 are projected based on actual number of calls that are cancelled en-route to an emergency events and call volume trends during the years 2010 to 2015.

2011: 3,370 (9.27% of total incidents)

2012: 3,509 (9.44% of total incidents)

2013: 3,555 (8.95% of total incidents)

2014: 3,464 (8.21% of total incidents)

2015 (pro-rated): 5,371 (11.14% of total incidents)

2016 (projected estimate): 5,540 (11.03% of total incidents)

2017 (projected estimate): 5,714 (10.92% of total incidents)

2018 (projected estimate): 5,893 (10.80% of total incidents)

Note: In 2015, Fire Rescue implemented Medical Pre-alert Pilot Project in collaboration with EMS to provide faster medical response to citizens. As part of the pilot, Fire units are dispatched as soon as EMS receives medical emergency calls. As the event evolves and it is deemed that Alberta Health Services paramedic units can arrive on scene before Fire units, Fire units might be cancelled when they are en-route to medical emergency events. During 2015, approximately 89% of events cancelled en-route to emergency events were medical calls.

The Edmonton Police Service (EPS) provides 911 call answer services to the entire city of Edmonton. 911 calls can then be transferred to AHS, EFRS or Police for further evaluation and dispatch. Only 25% of all 911 calls received are actual emergency calls.

Police Emergency Call Routing (call via 911)

Police 911 calls are quickly triaged to determine if the call is an emergency.

•Emergencies are immediately transferred to a Police Evaluator who use a rigorous question & answer process to determine the nature of the emergency and set a dispatch priority.

oPolice Dispatch reviews the call details and dispatches police response as required, the dispatch team may adjust the dispatch priority based on further review of the evaluation details.

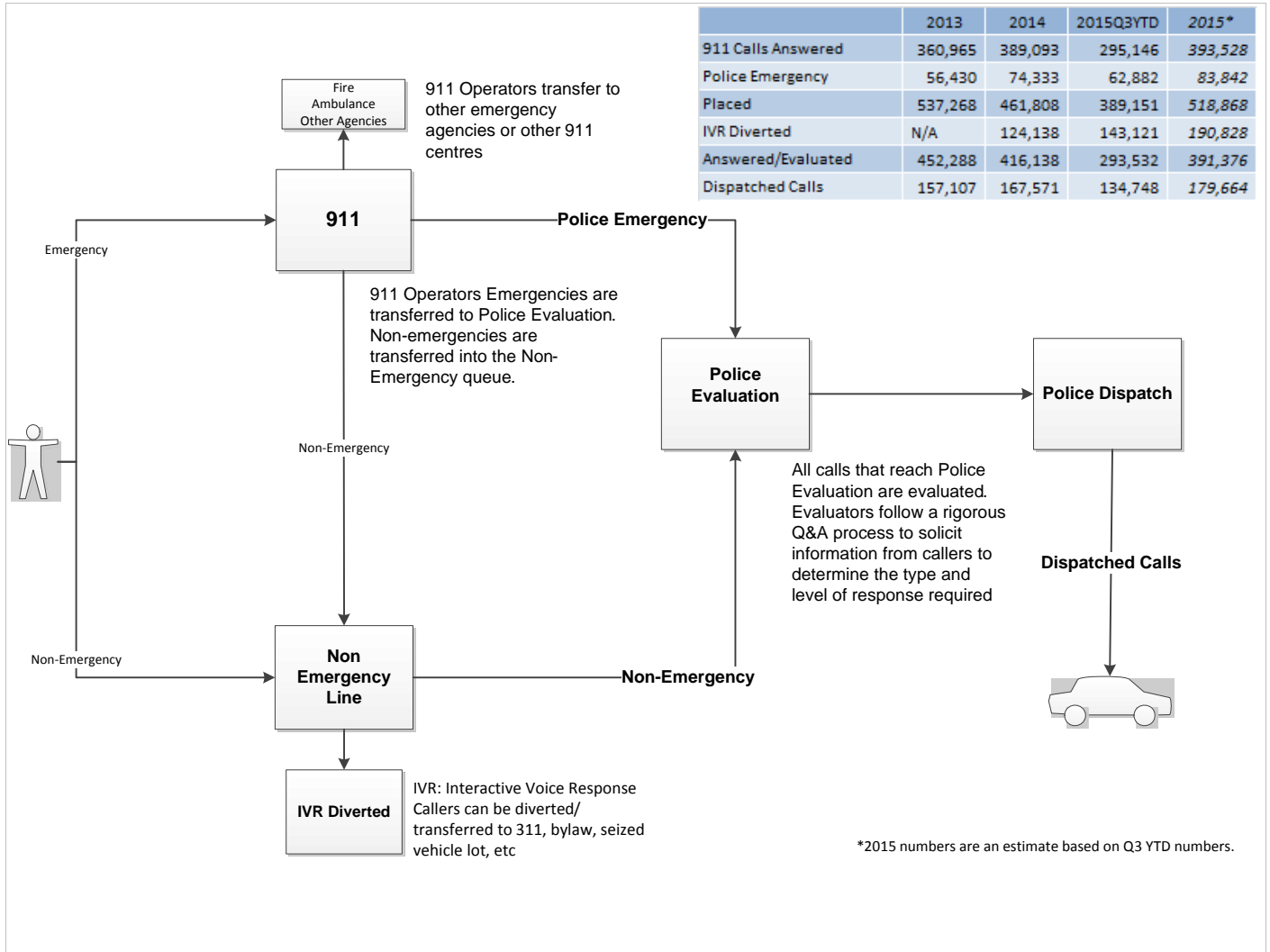
•Non Emergencies are transferred to the non-emergency line where the caller can navigate the IVR (interactive voice response) system for assistance or request to be transferred to a police evaluator. Non-emergency calls may result in a dispatched call.

Police Non-Emergency Call Routing (call via 423-4567)

All non-emergency calls are routed through the Non-Emergency IVR (interactive voice response) system (EPS Complaint line). Callers may find the information they are seeking within the IVR system or may request to be transferred to police evaluation. Non-emergency calls may result in a dispatched call.

Below is the call-routing process map that EPS follows for all 911 calls. EPS does not track 'misaligned' dispatched calls as the rigorous evaluation process significantly reduces this type of call.

2016-18 Operating Budget Questions By Question



	2013	2014	2015Q3YTD	2015*
911 Calls Answered	360,965	389,093	295,146	393,528
Police Emergency	56,430	74,333	62,882	83,842
Placed	537,268	461,808	389,151	518,868
IVR Diverted	N/A	124,138	143,121	190,828
Answered/Evaluated	452,288	416,138	293,532	391,376
Dispatched Calls	157,107	167,571	134,748	179,664

*2015 numbers are an estimate based on Q3 YTD numbers.