

A nighttime photograph of emergency vehicles. In the foreground, a police car with flashing red and blue lights is visible. Behind it, an ambulance with the number 62750 and the word 'AMBULANCE' on its side is also visible. The scene is dark, with the vehicles' lights providing the primary illumination.

Peace River Regional District Performance Results

Gail Oye,
Executive Director Strategic Partner Relationship

November 12, 2020

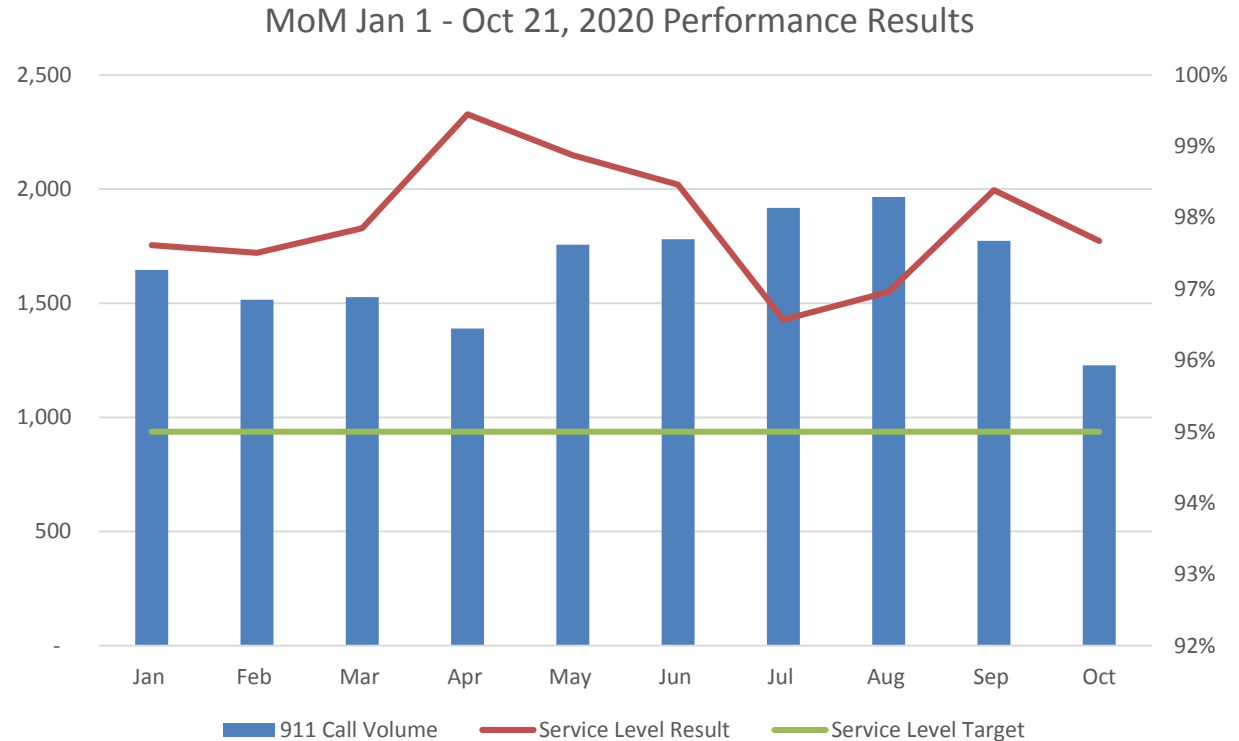
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E-Comm 9-1-1
Helping to Save Lives and Protect Property

MoM Jan – Oct 21, 2020 Performance Results

911 Target: 95/5
95% of calls
answered in 5
seconds

Service results
YTD September 30,
2020
98% of calls
answered within 5
seconds



Peace River Regional District

Performance Summary YTD Sept 30, 2020

- ❑ 9-1-1 PSAP call-answer service levels are 98% YTD September 30, 2020 slightly above target
- ❑ 9-1-1 PSAP call volume YTD Sept 30, 2020 is 16,495 calls received
- ❑ The total abandon rate for the North Island 9-1-1 Corporation YTD Sept 30, 2020 is 17%. The in-queue abandon rate is 1%.
- ❑ Forecast to Year End, call volume will continue to trend over 2019 volume



COVID-19 - Update

At the start of the pandemic we implemented measures to safeguard our employees and ensure continuity of service, these measures will continue until further notice.

Our team has remained healthy. To date there have been two positive COVID cases in our Communication Centre, both employees have recovered. We do commend each of our employees for remaining vigilant and ensuring they are following the health and safety protocols we have put into place. Employees continue to do their part to ensure we collectively are maintaining a safe and healthy work environment which enables us to support efforts in keeping our community safe.

Following mitigation steps will continue until further notice

- ☐ A portion of our call takers will continue to work out of our Training and Evacuation Centre this enabled us to create social distance space between employees
- ☐ Increased sanitation of our sites, increased hand sanitizer stations
- ☐ Increased cleaning of workstations; signage to share the importance of good hand washing
- ☐ Stopped all non-operational visits to our communication centre.
- ☐ Meetings will continue to be held virtually; support staff will continue to work from home where possible.

