

MOTION ARISING

Whereas the Public Safety Communications Board of Governors had recommended growth in Public Safety Communications of 12 FTEs annually for each of the next three years in order to respond to call volume increases to the 9-1-1 line (as a result of population growth, increase in cellular calls, increased frequency of larger events that generate large call volumes), and

Whereas there is also a need for increased capacity to improve call answer performance for the non-emergency lines for Calgary Police Services and the Calgary Fire Department, and

Whereas the 2012-14 Budget could only accommodate modest increases to the PSC budget of \$425K (and 3 FTEs) in 2013 and \$775K (and 6 FTEs), leaving a shortfall in resources to this critical service,

Therefore be it resolved that Council direct Administration to report back to SPC on CPS no later than September 2012 with:

- 1) A status update on current PSC performance outcomes as well as strategies to improve performance on both the emergency and non-emergency call evaluation and dispatch, and**
- 2) Options for funding additional positions as required.**