

NM2008-January 15

RE: PROTECTIVE SERVICES RESPONSE STANDARDS

ALDERMAN DIANE COLLEY URQUHART AND
ALDERMAN BOB HAWKESWORTH

WHEREAS public safety is a high priority for the citizens of Calgary and for City Council;

AND WHEREAS quarterly reporting at a departmental level on Council Priorities and the three year budget/business plans does not allow detailed review of broad spectrum of performance indicators and benchmarks for critical public safety services, such as the Calgary Fire Department (CFD), Emergency Medical Services (EMS), Public Safety Communications (PSC 9-1-1), and Animal & Bylaw Services (ABS);

AND WHEREAS CFD has just completed the development of comprehensive “made-in-Calgary” service levels and response time targets based on bench mark comparisons with other municipalities, community risk and detailed operational analysis;

AND WHEREAS Calgary’s rapid growth and development is presenting similar challenges to the delivery of the municipality’s EMS, PSC 9-1-1, and ABS;

NOW THEREFORE BE IT RESOLVED that the General Manager of Community and Protective Services be directed to report back to Council, through the SPC on Community Protective Services, on progress towards the development of service standards and response benchmarks for EMS, PSC 9-1-1 and ABS (modeled on those recently completed for CFD) no later than 2008 June.