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Red Deer to provide Airdrie Fire Department dispatch services

AIRDRIE, AB – As of November 16, 2011 the City of Red Deer 9-1-1 Emergency Communications Centre will provide 9-1-1 call answer and fire dispatch service for the Airdrie Fire Department (AFD).

“Our citizens expect a prompt, efficient response to a 9-1-1 call,” says Mayor Peter Brown. “City Council believes that the safety of our citizens is paramount and Red Deer will provide an excellent 9-1-1 response for our city.”

The City of Red Deer was the successful bidder in a service proposal that included performance standards, deliverables, references, value-added items and pricing. Its software is directly compatible with AFD’s records management system, enabling information to go directly into the system. This eliminates manual data entry, provides real time information and reduces the opportunity for data error.

“We are confident that this is a good solution for our community,” says Assistant Chief Linda Masson. “When residents call 9-1-1, the appropriate service will be dispatched, whether that is police, fire or EMS, or a combination of services. Citizens will not experience any change to accessing emergency assistance. They simply dial 9-1-1 as always.”

“The City of Red Deer is proud to serve the citizens of Airdrie and is committed to providing the level of service they expect when calling 9-1-1,” said Bart Rowland, Deputy Fire Chief, City of Red Deer 9-1-1 Emergency Communications Centre. “We look forward to working closely with and supporting the frontline staff of the Airdrie Fire Department.”

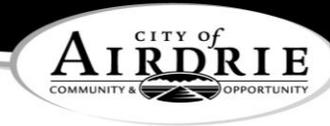
Background

The City of Airdrie 9-1-1 fire dispatch service is currently provided by the City of Calgary Public Safety Communication Centre (PSCC) and the current contract was signed April 7, 1997. This contract did not contain any pricing structure or outline any expected service or information deliverables.

With the growth in our community, evolving operational needs and new technology, it was time to investigate a solution that addressed service standards and provided cost efficiencies.

The City of Red Deer currently dispatches for 64 communities and AFD will become their largest client outside of the City of Red Deer itself.

News Release



-30-

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