



## We're focused

Emergencies are all we do.  
We don't get distracted by  
dispatching anything else.  
We do 911, Fire and EMS  
- 24 / 7 / 365. Period.

## We do Fire

Strathcona has chosen to focus on fire dispatching as our core business. We plan to transform into Alberta's fire dispatching centre of excellence. It's tougher, takes longer and isn't as economical – but it's a mission critical business we love doing.

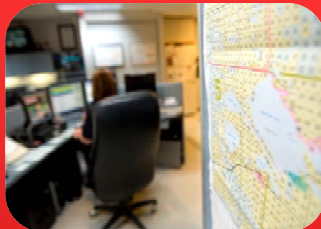
Until the province consolidates EMS dispatching, we will continue to provide EMS & fire dispatching unchanged – as equal core businesses. But we're also embracing the future – adding new 911 & fire customers affected by the transition as we go.

## We deliver quality

We don't just say it – we live it. Our ECC is ISO 9001-2008 certified. Our quality management system frames the level of service expectations and disciplines us to provide the right resources – on time to you. We commit ourselves to continuous improvement, learning from both internal and external auditing. And we want you to have a direct stake in steering our operations. Ask us how.

## We're known

Strathcona's ECC is known for understanding the reality of small-town Alberta. We take pride in knowing our areas and agencies and in providing our customers with continuity. We see them through from first call to back in hall.



Going above and beyond is a routine expectation.

# STRATHCONA E-COMM

## We know Emergencies



## Regional Emergency Communications Centre



**Commitment – Quality – Innovation –  
Customer Care**

They're not just words – they're the Strathcona way.  
Explore our services and find out what  
we can do for you today.

### More information?

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**Strathcona**  
County  
EMERGENCY SERVICES

[www.strathcona.ab.ca](http://www.strathcona.ab.ca)

## Strathcona County Emergency Services Regional Emergency Communications Centre (ECC)

Established in 1980, our ECC became the first Alberta 911 Centre in 1993. We're proud to serve 55 (and rising!) municipalities across much of North-eastern Alberta – from Wetaskiwin to St. Paul.

### We know emergencies!

Dispatching is a career choice for our Emergency Communications Operators (ECOs). Each one knows every type of emergency – averaging eight years' experience in the field. 14 seasoned personnel staff up to

four work stations at a time, receiving over 55,000 calls per year. With long term staff and very low turnover, our ECOs get to know your community. And because we dispatch for ourselves, they work with and receive timely feedback from real fire fighter-medics. They understand what it takes to be a responder's first link in the chain of survival.



We don't stop at experience. Our ECOs are committed to one of the best staff development programs in the business. Each Operator is internationally certified as an Emergency Fire and Medical Dispatcher (EFD/EMD) and trained as Emergency Medical Responders (EMR) or higher. Our training program covers a wide spectrum – from a restricted radio operator's license to the Incident Command System.

*Training + Experience = Confidence & Competence...  
for the public we serve*



### Our specialty is “rurban” Dispatching

Our experience starts with dispatching our own County, which is like a microcosm of Alberta. We have farmland to industry, forest to prairie, rural acreages to the urban centre of Sherwood Park. To serve this area, we operate an integrated fire-rescue and emergency medical service. And we're a composite service of full-time unionized and part-time on call members working out of rural and urban halls. This means we live in the same world you do – a mix of rural and urban.

But our knowledge goes further. We dispatch for hamlets, villages, towns, cities, counties, First Nations and Metis settlements, as well as provincial and national parks. The vast majority of our communities are probably much like your own – rural, on call and Albertan.

### We're competitive!

For municipal 911 customers, we offer 911 call answer/ transfer in exchange for the municipality directing the 911 telephone tariff of 37 cents per land line to our centre (the industry norm) with no direct charge to the municipality.



### Fees for other services:

For full Fire or EMS Dispatching, we offer a consistent and transparent 2010 starting rate of \$2.50 per capita per annum.

Customers wanting simplified “Dispatch by Call Transfer” can receive this service for \$1.50 per call. The one-time capital cost of radio connection is generally the customer's responsibility. For these fees, you receive confident, competent dispatchers using the latest technology in the business – NAED, ProQA, FDM RMS & CAD, AVTEC, Zetron/ Locution and 4.9 GHz data transmission.



Don't understand the acronyms? Visitors and response crews are always welcome in our centre! We can also work with you to customize data and statistical information transmission.

Be assured that our business model is one of simple cost recovery – we only charge you what it costs us to deliver the quality service you're looking for. And we don't use the fees you pay to subsidize our own dispatching costs.

