



2021 BUDGET – MODERNIZATION FUNDING REQUEST 12

New Initiative:	Emergency Notification and Communication Software
Department/Division:	Paramedic Services
Strategic Plan Focus:	A County that Performs and Delivers Results
Strategic Plan Objective:	<i>5. ii. Deliver exceptional services by: Conducting regular service reviews to ensure delivery effectiveness and efficiency</i>

DESCRIPTION OF REQUEST

We are requesting funding for the implementation of an emergency notification and communication software tool for the Emergency Management (EM) program. This software would allow us to tailor notifications to the Emergency Control Group (ECG), provide immediate access to tele/video conferencing and facilitate efficient communication with area municipalities' Emergency Operations Centre (EOC).

This software can also be leveraged by area municipalities to request assistance/support from Oxford County through the EM program in the case of an emergency.

DISCUSSION

Background

Current EM notifications to the ECG are done through Woodstock Police Communications Centre. These notifications are sent simultaneously to all ECG members as well as all alternates. Conference call and video conference options are limited and not easily accessible for ECG members at the time of notification. The current process does not allow for ECG activation requests to be vetted for appropriateness or for hazard-specific notifications.

Comments

Software features that are being considered:

- Mobile collaboration and communication
- Accept/decline ECG notification
- Pre-determined communication pathways for EM notifications to/from area municipalities
- Options for future program growth:
 - Public emergency notifications
 - Receive public feedback
 - Support for Crisis, Emergency and Business Continuity (BC) planning
 - Central repository for plans and tasks
 - Target specific area's or vulnerable population

Joint Service Delivery Review

The Joint Service Delivery Review supported collaboration opportunities for EM. This software project will provide an efficient and customizable platform to facilitate EM planning, response and communication with area municipalities.

Conclusions

This EM software project will help support communication and collaboration between the County of Oxford and local area municipalities, and assist Oxford County Paramedic Services in the ongoing management of the EM program.

RISKS/IMPLICATIONS

The current ECG notification process is inefficient and has resulted in inappropriate ECG activations. Simultaneous notifications to the entire ECG (including alternates) could lead to confusion and over response from County personnel.

Compliance with the Emergency Management & Civil Protection Act may not be met in future years without appropriate software to support the EM program.

BUDGET REQUIREMENTS

	2022 One-time	2022 Base
Funding		
Modernization Grant – Implementation Stream (Intake 3)	\$12,675	\$-
Reserve Funding - General	6,825	-
Total Funding	19,500	-
Expenses		
Notification & Emergency Management Software	19,500	17,250
Total Expenses	19,500	17,250
County Levy	\$-	\$17,250