



EC911

WHAT'S NEW

May 2016

FT MCMURRAY WILDFIRE

Tragedy hit the Northern City of Ft McMurray in May of 2016



OUR HEARTS

The devastation that overtook Ft McMurray earlier this year can only be imagined. The plight of thousands of residents fleeing their homes and community seems surreal from our safety here.

Our staff here tip their hats to the extraordinary efforts of emergency personnel in “Ft. Mac” during these times. EC911 had a unique opportunity to engage these workers during this emergency.

Special recognition is given to Assistant Deputy Chief of Communications – Kelly Roberts of Ft. McMurray and her staff who did a fantastic job serving their community during those difficult times.

Teamwork!

***You probably didn't know.....**that EC911 works very closely with Ft McMurray in the 911 environment. Ft. McMurray is EC911's backup Centre and EC911 is Ft. McMurray's Centre when needs arise.*

As you can imagine this fire and evacuation created a massive overflow of 911 callers. When that happens the calls over-flow to the backup Centre. The flood gates opened onto EC911 on May 1, 2016.

In the hours and days that followed Ft. McMurray evacuated their 911 Centre and EC911 took full responsibility for all 911 calls from Ft. McMurray and the RM of Wood Buffalo, in addition to handling our own responsibility here in East Central Alberta.

“We are proud of the part that our Dispatch team played in helping Ft. McMurray 911 during the fire”.

George Glazier - Chairman Board of Directors - EC911.

Many Thanks!

For assistance offered to EC911 by Edmonton Police Service (dispatch) and other trained dispatchers from across the Province.