

2023 YEAR IN REVIEW



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MESSAGE FROM THE FIRE CHIEF

It is with great pride that I present you with the Medicine Hat Fire and Emergency Services (MHFES) 2023 annual review. Over the past twelve months, our dedicated team of professionals from all branches including suppression, 911 communications, community safety, training, and administration have worked tirelessly to ensure the safety and well-being of our community.

MHFES is a respected leader amongst Canadian fire services. Our department responded to 4425 calls for service throughout the year. From residential fires to medical emergencies, hazardous material incidents to vehicle accidents and fire prevention activities, our highly skilled personnel were on the front lines, ensuring swift and effective responses. Notably, our response times meet established standards, and remain well below national averages, which is a testament to our strategic deployment and proactive approach.

At the heart of our department's mission is a steadfast commitment to excellence, by continually adapting to uphold the quality of life and public safety in our community. Throughout 2023, our firefighters underwent rigorous training programs, staying abreast of the latest firefighting techniques, medical protocols, and technological advancements. This commitment to continuous improvement is reflected in our response times, efficiency, and the overall preparedness of our team.

Homelessness, substance use disorders and mental health are contributing factors that continue to impact communities across Canada and we're seeing these trends increase. Together with community partners, our staff remains focused on community safety. We are committed to building on these relationships and supporting the efforts of partners to prioritize issues, develop solutions, and bring people together to support the needs of those most vulnerable.

I am honoured to serve as Fire Chief and I am extremely proud of the work and service our team provides to our community. Our team is driven by our core values and



our residents first focus, which provides our residents with the highest level of service.

As we look to the future, MHFES remains committed to evolving and adapting to meet the changing needs of our community. We will continue to invest in training, technology, and community engagement to ensure that our residents receive the highest standard of emergency services.

Stay safe,

Chad Eakins, Fire Chief





Medicine Hat

FIRE & EMERGENCY SERVICES

THE DEPARTMENT

MHFES is an all-hazards emergency response organization providing optimum protection, prevention, and dispatch services ensuring the safety of our residents, businesses, and visitors. With a holistic approach to Emergency Management, MHFES ensures that all responding agencies are fully prepared in times of disaster, while concurrently educating the public on emergency preparedness. MHFES provides response services and has fire dispatch agreements to support our surrounding communities. MHFES protects the City's tax base and supports economic development through extensive inspection, education, prevention, and enforcement programs.



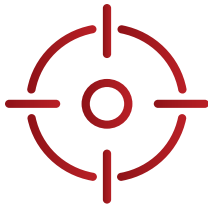
MISSION

To provide optimum protection and prevention for our residents, businesses, and visitors. We are continually adapting to uphold the quality of life and public safety in our community.



VISION

To remain a progressive and innovative service that ensures a safe community through access to, and delivery of comprehensive public safety services.



VALUES

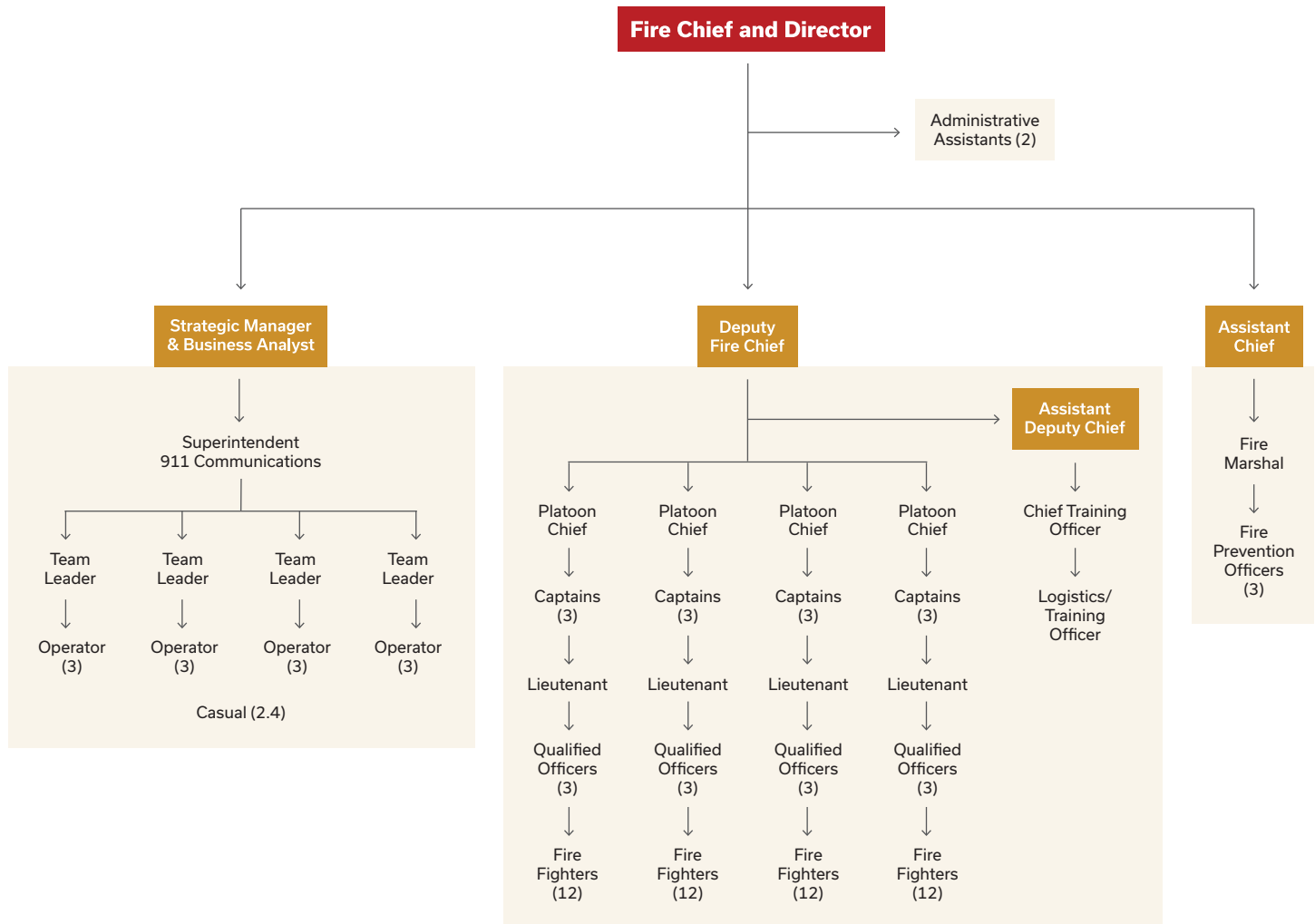
Accountability
Integrity
Respect
Professionalism
Caring
Teamwork



ORGANIZATIONAL STRUCTURE



Medicine Hat
FIRE & EMERGENCY SERVICES



OUR
PEOPLE

NEW HIRES

Our fire service recently bolstered its ranks by recruiting ten highly skilled and dedicated firefighters. This strategic move aims to enhance emergency response capabilities, ensuring the safety and well-being of the community. Additionally, our communications branch hired four new staff members for their critical role as 911 operators. Their diverse backgrounds and expertise contribute to a dynamic and resilient emergency services team. The addition of these professionals reinforces the department's commitment to proactive fire prevention, rapid fire and rescue operations. Eight of these new firefighters were hired to bolster platoon strength to achieve National Fire Protection Association (NFPA) 1710.

- 10 Firefighters
- 4 911 Operators

NFPA Standard 1710

Occupancy Type: Single-Family Dwelling

Deployment: Minimum of 16 members or 17 if aerial device used

The initial full alarm assignment to a structure fire in a typical 2000 ft² (186 m²), two-story, single-family dwelling without a basement and with no exposures must provide for a minimum of 16 members (17 if an aerial device is used).



114 staff
supporting
six areas:

- Suppression
- 911 Communications
- Community Safety
- Training and Logistics
- Emergency Management
- Administration

PROMOTIONS

Eight of our officers and three civilians received promotions to new substantive ranks and positions. Well deserved, we look forward to your positive contributions and leading change. **Well Done!**

- | | |
|--------------------------------|----------------------------------|
| • 1 Fire Chief | • 1 Captain |
| • 1 Deputy Fire Chief | • 1 Lieutenant |
| • 1 Assistant Deputy Chief | • 1 Manager Strategy & Analytics |
| • 1 Chief Training Officer | • 1 Superintendent |
| • 1 Logistics Training Officer | • 1 Administrative Assistant |
| • 1 Platoon Chief | |

RETIREMENTS

In 2023, MHFES honoured the retirement of one member who achieved the milestone of **47 years of service** to our community. We extend our sincere thanks and gratitude to those who have retired from a career of service to the City of Medicine Hat.



911 COMMUNICATIONS

911 Communications plays a crucial role in public safety by serving as the “first” first responder in the emergency services chain; we are the primary point of contact for individuals in distress or facing emergencies. We are staffed by trained operators and keep our community safe 24/7, by receiving and responding to emergency and non-emergency calls from the public.

When a person dials 911, the call taker gathers vital information, such as the nature and location of the emergency and other relevant details about the incident, and then dispatches the appropriate emergency services, such as police, fire, or other agencies for assistance. Dispatchers must remain calm under pressure, quickly assess situations, and provide critical instructions to callers until help arrives.

Additionally, our 911 center utilizes several platforms of advanced technology to pinpoint the exact location of callers, ensuring swift and accurate response times. We are the lifeline between individuals in crisis and the timely deployment of essential emergency services, and as such are a cornerstone of community safety and well-being.



Medicine Hat 911 is multifaceted and includes a comprehensive and diverse skillset. We are cooperative partners for the City of Medicine Hat Police (MHPS), Emergency Utilities, Special Transit, County of Forty Mile Fire Departments, and the Town of Redcliff Fire Department.

TYPES OF CALLS	
Wireless Calls	18,741
Non-wireless Calls	6,918



TYPES OF INCIDENTS	
MHPS	32,534
MHFES	2,752
Rural Fire	331
Special Transit	13,488
Utilities	1,222



SUPPRESSION

Fire Suppression Branch is the largest branch of MHFES, consisting of 80 firefighters aligned into four platoons with 20 members each. Their schedule is set up to provide 24x7 service by these platoons working a rotating schedule of 10-hour day shifts and 14-hour night shifts. The on-duty Platoon Chief supervises our shifts and oversees suppression operations across the city, while a Captain manages each fire station and crew. The platoon members are located across the city in three fire stations: Station 1 on Parkview Dr. NE, Station 2 on Trans Canada Way SE, and Station 3 located at the airport.

The name "Suppression Branch" has been used for over 100 years to describe the responding fire crews, but it does not truly reflect what MHFES first responders actually do. Although their primary focus remains the suppression of fires, they respond to any request for assistance from our community. The Suppression Branch is trained with multiple skill sets, including fire operations, vehicle extrication, hazardous materials (Haz-Mat), surface-ice rescue, swift water rescue, technical rescue, fire codes, life safety checks, etc.

Every month, our staff conduct many hours of training to maintain these skill sets. MHFES also maintains four specialty teams, which include our three Advanced Response teams (Aquatics, Technical Rescue, and Hazardous Material) and an Honour Guard. Members of these Specialty Teams serve in those positions for at least six years and dedicate additional hours of training to enhance their skills, ensuring they are fully prepared for any emergency.

MHFES also attends to Medical First Response incidents. This is a cooperative initiative with our emergency response partner – Alberta Health Services. We respond to high-priority medical incidents within the City of Medicine Hat to help provide timely medical treatment and care to our residents. Our suppression crews are trained with standard first aid and CPR. They are qualified to deliver basic life support, provide oxygen therapy, and perform defibrillation using an automatic external defibrillator in cardiac arrest situations. Supporting Alberta Health Services ensures our residents the highest level of care.



Property saved

Total Contents:	\$56,591,710
Total Loss:	\$2,054,407
Total Saved:	\$54,537,303
Saved:	96.37%



80 seconds

Time it takes for a firefighter to **gear up** and be on the road.



198,547 litres

Amount of water used.



TRAINING AND LOGISTICS

A Chief Training Officer coordinates the training, evaluation, course development, and training records management. Training ensures skills maintenance, learning new technical knowledge, health and safety, and career development, including leadership and supervisory skills.

The department's Human Resources Development Program (HRDP) outlines the skills and abilities needed for each in-scope classification level and requirements for Advanced Response Team participation. The HRDP covers all technical knowledge, and career advancement training requirements. Our training meets NFPA standards and certification from other bodies, such as the Safety Codes Act, Canadian Standards Association (CSA), and Underwriters Laboratory of Canada (ULC).

In close collaboration with fleet services and facilities staff, a Logistics Training Officer is responsible for the acquisition and maintenance of all MHFES assets, including apparatus and fleet vehicles, equipment, and facilities, as well as the procurement and distribution of supplies and materials necessary for day-to-day functions and emergency response. This responsibility encompasses the entire lifecycle of each asset, beginning with research to determine suitability, all the way through to the disposal of the asset.

All training hours are recorded and broken into two areas: skills maintenance and new technical/leadership training. Skills maintenance is when firefighters conduct training activities and practice skills they have previously learned to keep their skills sharp. As firefighters join a team or advance in their careers, they will complete training to learn new skills. These training hours are captured in the new technical/leadership training category.



13,247 hours
of **skills maintenance training**



1,962 hours
technical/leadership training



24,362
feet of fire hose tested and maintained



9
new AED purchased which are compatible with Alberta EMS units to prevent interruption during CPR



770
cylinders refilled



11,460
SCBA*, cylinder, mask and escape pack inspections completed

*SCBA means **Self-Contained Breathing Apparatus**.
The SCBA supplies clean air to the firefighter so that they can breathe inside a building or an area with toxic smoke and gases.



COMMUNITY SAFETY

This branch consists of the Fire Marshal and three Fire Prevention Officers responsible for fire inspections, investigations and community safety initiatives. They perform technical and field operational work that provides a comprehensive fire prevention delivery system aimed at reducing the loss of life and property to fire and mishap. Fire investigators/inspectors have many roles including inspections of public buildings, plans review, fire safety planning, public education and code enforcement.

FIRE INVESTIGATIONS

Fire investigations are performed on every fire that results in property damage with dollar loss, injury and/or death, to determine the origin, cause and circumstances of the fire. Investigators are on call 24/7 and available to respond and investigate all fires. All fire investigations are reported to the Alberta government. The data that is gathered is used to update future building and fire codes and design public safety campaigns for educational purposes.



LIFE SAFETY CHECKS & INSPECTIONS

Regular life safety checks and inspections of business and residential buildings have been conducted since the early 1950's. These inspections/life safety checks limit the risk to life and property loss by identifying unsafe conditions, which could contribute to the start and spread of smoke and fire. Inspectors do the inspections under the authority of the Alberta Safety Code Act as Safety Codes Officers (Fire Discipline). The inspection process is part of the Fire Department's Quality Management Plan. As trained Safety Code Officers, they inspect different building occupancy types in Medicine Hat. Also, they conduct building occupancy inspections on new construction/renovation with the City of Medicine Hat Building Safety Code Officers (excluding single family dwellings unless requested). Fire Prevention Officers conduct all follow-ups and re-inspections for orders, compliance and variances.

PLANS REVIEWS

Inspectors work cooperatively with the City of Medicine Hat Planning and Development Services by reviewing building plans, performing site inspections, providing occupancy approvals and consulting with builders and architects to ensure that buildings conform to the Alberta Fire Code and Alberta Building Code.



COMMUNITY EDUCATION

MHFES is always looking to advance public education within our community and seeks out those opportunities. The Community Safety Branch performs public education with businesses, schools, children, seniors and the public through presentations and programs. Presentations and programs include Preschool Fire Safety Presentations, Fire Prevention Week School Presentations, High School Fire Science Presentation, Fire Science Arson Course at Medicine Hat College, Fire Safety Course for Health Care Aids, Youth Fire Setter Program, After the Fire Program, Senior Fire Safety Presentations, New Canadian Fire Safety Presentations, and community engagement through school tours, trade shows and media campaigns.

Fire Prevention Week occurs during the second week of October each year. MHFES realizes that seconds count when it comes to keeping the community safe during a fire.

Fire Prevention staff and fire fighters interacted with approximately 5,110 students from kindergarten to grade six in 22 different schools. Students were informed about the importance of having working smoke alarms and practiced fire escape plans at home.



Through the Preschool and Senior Fire Safety Presentations we engaged over 140 Preschool children about fire safety and over 130 seniors on fire and life safety initiatives. The Senior's Training Program is a senior specific fire safety and fall prevention program from NFPA and is called "Remembering When." The Community Safety branch also partners with Saamis Immigration and have worked with approximately 20 new Canadians to provide them with fire safety education which most have never had.

Fire Safety programs also include Home Fire and Life Safety Checks upon request. A City of Medicine Hat resident can call MHFES to arrange a home inspection to be completed. This home inspection will include checking smoke alarms, developing escape plans, sharing educational materials and investigating the home for potential home fire or life-safety hazards.

MHFES will initiate the After the Fire Program when substantial fires happen within our community. Fire services staff canvas the immediate area where the fire occurred, going door to door offering free home fire safety inspections, providing fire safety information and addressing citizens' concerns, including testing and changing smoke alarms for residents. Information packages are left for residents who were not home.



Throughout **2023**
we provided **fire prevention education** to:

140

pre-kindergarten children

5,110

kindergarten to grade 6 students

25

middle school students

35

high school students

130

adults

130

seniors

20

new Canadians



Fire Life Safety Checks and Inspections

- **1496** annual
- **329** revisits



Plans Review

- **59** Technical Coordination Committee Submissions completed



Fire Investigations

Top 4 causes of fires:

- undetermined
- kitchen fire
- careless smoking
- arson



5 Most Frequent Violations

- fire extinguisher
- exit lighting
- fire hazards
- fire alarms
- fire separations



After the Fire

- **113** homes contacted in the After the Fire initiative



Unsafe Outdoor Living Response

- **60** interactions with unhoused individuals



Alarm Fitness

- **170** smoke alarms checked
- **39** batteries replaced/fire alarms discovered not working



ADVANCE RESPONSE TEAMS

AQUATICS RESCUE TEAM

This team of 16, highly skilled and trained personnel are responsible for search, rescue and recovery. They are able to respond any time of year, and conduct training dives on a monthly basis to ensure that they operate at the highest standard. The Aquatics Rescue Team has an agreement with HALO to provide rapid deployment assistance for surrounding communities in Southeastern Alberta. They are also capable of assisting Calgary and Lethbridge Aquatics Rescue Teams.



HAZARDOUS MATERIALS RESPONSE

MHFES has a pivotal role in responding to hazardous materials release emergencies. Dispatching emergency personnel, confirming, assessing, stabilizing and identifying the potential releases are all encompassed in this role. The Hazardous Materials Team is a dedicated group of 10 members that provide ongoing training to maintain and develop the skills of all trained members in the department. This team has acquired multiple props to support this continued training. To date, 60 out of 80 MHFES suppression members are trained to the NFPA 472 Technician Level.



TECHNICAL RESCUE

This team consists of 16 members from the suppression branch. The City of Medicine Hat and surrounding area offers rescue challenges such as high rises, steep coulees and confined spaces, all of which the Technical Rescue Team is trained to mitigate. Our Technical Rescue Team is responsible for two main disciplines; rope rescue and confined space rescue.



763 hours
of **Dive and Sonar Training**



1,049 hours
of **Technical Rescue Training**



552 hours
of **HazMat Training and Review**

HONOUR GUARD

In 2000, MHFES, in cooperation with the International Association of Fire Fighters Local 263, established a 12 member Honour Guard to represent both partners for the City of Medicine Hat in planned and unplanned ceremonial events. Honour Guard members train regularly to be ready for annual events such as Remembrance Day ceremony and the Medicine Hat Stampede Parade. Additionally, they also participate in unplanned events such as funerals of active or retired members for the MHFES. The Honour Guard has chosen the Canadian Armed Forces drill manual as the foundation for the service. The latest update to the Honour Guard uniform was in 2017. To honour the tradition of our service, each member of the Honour Guard receives a tailored uniform in the style of the first uniforms worn by the MHFES in the 20th century.



EMERGENCY MANAGEMENT

Emergency Management works with emergency response agencies, critical infrastructure partners and residents to ensure Medicine Hat is a resilient community. When a major emergency arises in our city – be it an extreme weather event, a dangerous goods incident, a pandemic, or a large community service disruption to a critical service – Emergency Management collaborates with partner agencies to provide a coordinated and efficient response.



MUNICIPAL EMERGENCY MANAGEMENT PLAN

Emergency Management conducted a full review and revision of the Municipal Emergency Management Plan (MEMP). MEMP provides a clear and concise incident management framework which the City of Medicine Hat utilizes for all large-scale emergencies to ensure we are well coordinated from the first responders on the ground to elected officials. MEMP also complies with the recently introduced Alberta Incident Management System.

SEVERE WEATHER MANAGEMENT PLAN

With the increasing risk of severe weather incidents, the City undertook a full review of how we collaboratively respond to these events. With the support from other City departments, Emergency Management developed a comprehensive hazard-specific plan that addresses extreme snow, extreme wind, and extreme temperature incidents. The Severe Weather Management Plan’s effectiveness was evaluated with an extreme wind tabletop exercise.

TECHNOLOGY

Emergency Management continues to evolve with technology introductions and advancements. With the help of other City departments, Emergency Management has developed and implemented mobile applications for evacuations and rapid damage assessments. Further advancement will continue throughout 2024 with the full implementation of a third-party incident management software platform to further support incident management practices.

TRAINING

Throughout 2023, the City facilitated Incident Command System Training for over 100 City employees and regional partners involved in response activities. Additionally, skill enhancement training was conducted with 52 City employees involved in supporting Emergency Management during a large-scale incident.





Station 1, which opened in 2018, is the newest of our three stations and is housed on the north side of the South Saskatchewan River. This fire station was the final piece of the station relocation project, improving Fire Service response coverage to our residents.

Aside from a front line and back up fire engine, the station houses a brush truck for grass fire response. It also includes an aquatics rescue truck, a primary dive boat, and the rescue jet boat due to its proximity to the river. The aquatics response truck is equipped with all our diver's personal dive equipment, and is completely self-contained, to ensure that no matter where our team responds, they are equipped to efficiently and safely complete a series of dive operations in any weather condition.

The Station 1 boat launch opened in 2022, allowing for rapid deployment of watercraft during water-related emergencies. Firefighters can seamlessly transition to the water to quickly reach individuals in distress on the water, providing immediate assistance and improving the chances of successful rescues.



STATION 2



Station 2 opened on Trans Canada Way SE in February of 2017. This was the first phase of the station relocation project, replacing the Dunmore Road station. Relocating this station improved fire response coverage to residents in the southern parts of the city. This station is home to Fire headquarters, which houses our administration team, the training and logistics branch, the community safety branch, and a suppression crew.

A three-story tower was built at this station to facilitate a wide variety of training scenarios, including confined space, forcible entry, rope rescue, search and rescue, simulated fire suppression, fire fighter self-rescue, and full-scale hose advancing operations on a multi-story structure. Our training tower is invaluable in what it offers to our suppression/rescue personnel for training possibilities.

Station 2 houses many apparatus that assist firefighters in providing emergency response and service to our community. This includes a front line and back-up fire engines. Our rescue/command vehicle is the fire departments on scene command post and carries equipment for water rescue, hazardous materials response, and a wide variety of specialized tools and equipment to assist in vehicle extrication, building collapse and other rescue scenarios. Additionally, there is a ladder/platform truck with a 105-foot aerial platform, capable of rescue operations, water tower applications, and can be used in multiple scenarios.

Station 2 is also home to our technical rescue vehicle. This vehicle is specifically designed to house equipment to assist in rope rescue operations and confined space incidents. Completing the compliment of apparatus at Station 2 is a brush truck used to fight grass fire and a self-contained fire investigation unit used by our fire investigators, who investigate all significant fires within the City of Medicine Hat.



STATION 3



Station 3, which opened in December 2004, is the oldest of our stations. Being located outside of the municipal airport, it became our primary airport response station, housing the department's specialized airport rescue fire fighting vehicle, which carries equipment designed to fight aircraft fires and provide emergency egress from the airport. Additionally, this station is home to a ladder truck that responds to calls for service in the City, a brush truck, zodiac boat, and a fire engine that supports Cypress County when requested.



The Medicine Hat Fire Fighters memorial is located at Fire Station 3.



BY THE
NUMBERS



4,425
incidents

Inspections	304	6.7%
Life Safety Checks	1521	34.4%
Alarms	633	14.3%
Medical First Response	615	13.9%
Hazmat	339	7.7%
Fire Other	226	5.1%
Motor Vehicle	225	5.1%
Public Service	190	4.3%
Investigative Mode	167	3.8%
Fire Investigation	70	1.6%
Public Education	51	1.2%
Structure Fire Residential	43	1.0%
Structure Fire Non-Residential	10	0.2%
Rescue	27	0.6%
Mutual Aid	4	0.1%

Medicine Hat Fire &
Emergency Services

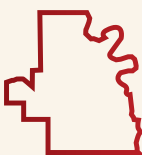
SERVES AN ESTIMATED:



65,949
residents



28,689
residences



119.7
km²



17,633
hours of training



2,479
emergency
incidents



1,825
fire and property
maintenance
inspections





633

fire alarm incidents



6:06

structure fire
response time

Council approved response time is 06:20 for First Engine on Scene for Structure Fires 90% of the time.

We responded in 06:06 90% of the time.

PROPERTY SAVED AND LOST



\$56.59M

worth of property and
infrastructure caught fire



\$54.54M

was protected and
saved by MHFES



\$2.05M

was lost as a result of fire

RESPONSE DATA

All time is calculated in seconds and based on the 90th percentile in its individual metric.

First Truck on Scene

Council Approved Target Response

2021

2022

2023

Total Response Time

6:20

6:26

6:24

6:20

Travel Time

4:30

4:35

4:45

4:47

Turnout Time

1:20

1:51

1:28

1:28

Alert Time

0:30

MHFES strives to respond with the first arriving Engine Company within 6:20, 90% of the time (90th percentile performance). This Council approved response time target for first arriving engines is based on the National Fire Protection Association (NFPA) Standards, tenability for occupants in burning buildings, and time to collapse when fire impinging on structural floor members.

Full Alarm Assignment

Council Approved Target Response

2021

2022

2023

Total Response Time

12:20

11:59

10:24

10:39

Travel Time

10:30

9:28

10:25

9:16

Turnout Time

01:20

1:58

1:38

1:31

Alert Time

0:30

MHFES strives to place two engine companies and one ladder company on scene in 12:20, 90% of the time (90th percentile performance).

Total Response Time:
Notification of emergency to 'at scene'.

Travel Time:
En route to 'at scene'.

Turnout Time:
Notification of emergency to beginning point of travel time.

Alert Time:
Time call is received to time units are alerted.



LOOKING AHEAD

125TH ANNIVERSARY

Next year, MHFES celebrates a remarkable milestone as it marks its 125th anniversary, a testament to its unwavering commitment to the safety and well-being of the community. Since its inception in 1900, the fire department has been a steadfast guardian, evolving with the times to meet the ever-changing needs of our growing community.

Over the past century and a quarter, our department has grown from a modest brigade to a highly skilled and technologically advanced team protecting our residents 24/7. The department's dedicated firefighters have bravely faced countless challenges, from historic blazes that shaped the city's landscape to the modern complexities of emergency response. Through it all, their resilience and commitment to public safety have remained unwavering.

In addition to their role in firefighting, MHFES has played a crucial part in community education and prevention. The department has actively engaged with residents through outreach programs, fire drills, and safety demonstrations, fostering a culture of preparedness. This proactive approach has undoubtedly saved lives and property over the years.

The 125th anniversary is not just a celebration of the



past but a reflection on the future. As the city continues to grow and change, MHFES remain at the forefront of innovation and excellence in emergency response. The department continually invests in training, equipment, and technology to ensure it stays ahead of emerging challenges.

As we begin to plan a recognition event for this milestone we will invite the community to join us in honouring the men and women of MHFES for their selfless dedication. As the department looks back on its storied history, it does so with pride, knowing that it has been an integral part of the city's journey. Here's to the next 125 years of safeguarding lives, protecting property, and being a beacon of strength for Medicine Hat.



NEXT GENERATION 911

Next Generation 911 (NG911) is an advanced emergency telecommunications system designed to improve the efficiency, reliability, and effectiveness of emergency response in Canada. Unlike traditional 911 systems, which primarily handle voice calls, NG911 integrates digital data, such as text messages, photos, and videos, allowing individuals to communicate more information to emergency services.

NG911 utilizes internet protocol (IP) networks to transmit multimedia data, enabling faster and more accurate emergency response. This technology enhances situational awareness for dispatchers, enabling them to make more informed decisions and allocate resources more effectively.

NG911 represents a significant advancement in emergency communications infrastructure, empowering emergency services to better serve and protect communities in the digital age.



FIRE AND LIFE SAFETY EDUCATOR

This role will focus on proactive education, engagement, and outreach initiatives to reduce fire incidents and enhance community life safety. This position will also enable the fire service to engage with the public and key stakeholders, develop tailored educational programs, and establish a strong foundation for community risk reduction initiatives through face-to-face delivery and a strong social media platform. Like all communities, some groups such as the elderly, children, people with disabilities, and low-income individuals, might be more vulnerable to safety risks. The Fire and Life Safety Educator will focus on reaching and assisting these populations to ensure no one is left behind.

HALO

Flight following is a service provided to monitor the progress of the helicopter along its route. This enhanced safety service is a new partnership between Rangeland Helicopters Inc. / HALO and MHFES. The pilots will provide their intended route and altitude and 911 will track their position and provide assistance if needed. Overall, flight following enhances situational awareness and aids in the efficient management of HALO.



OUR PARTNERS



PROUD TO SERVE MEDICINE HAT AND SURROUNDING AREA

Medicine Hat
FIRE & EMERGENCY SERVICES



CONNECT WITH US



403-529-8282



fireprevention@medicinehat.ca



medicinehat.ca/fire



facebook.com/MedHatFire



Medicine Hat