

Chapter 9	Operational Guidelines – Communication Centre	February 16, 2017
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Goal:

The goal is to have a procedure in place to ensure that routine documentation is completed and compiled on a monthly basis and filed in accordance with Chapter 9 Section 57 – File System Maintenance.

Scope:

To develop a procedure for:

1. Maintaining Routine Files;
2. Compiling Monthly Reports;
3. Distribution of Monthly Reports.



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1.0 **Maintaining routine files**

1.1 Event specific routine files

a. Fire dispatch forms

- Fire dispatch forms are completed for every event a fire department responds to in accordance with Chapter 9 Section 22 – Fire Dispatch Forms.
- Fire dispatch forms are also completed for events that do not result in the dispatch of a fire department.(Eg. Fire alarm calls etc).

1.2 Daily completed routine files

a. Shift Summary reports

- Shift summary reports are completed in accordance with Chapter 9 Section 7 – Shift Summary Report.

b. CPO log book

- At the beginning of a calendar day a new page is started in the CPO log book by entering the day of the week and date.
- Entries to the CPO log book are made in accordance with Chapter 9 Section 43 – Maintaining Community Peace Officer Log Book.



2.0 Compiling monthly report

2.1 CPOs

- In the monthly report template enter the traffic stop data required from the moves log book.
- In the monthly report template enter messages, complaints and referrals data from the shift summary reports.
- All shift summary reports are clipped together and filed as in accordance with Chapter 9 Section 57 – File System Maintenance.

St. Paul CPO

YEAR: 2016 1

Month	Date	Day	Time	Constable	Complaints	Messages	Referrals	Traffic stop	Misc	Current
2	3	4	5	6	7	8	9	10	11	12

Bonnyville Public Safety Services

YEAR: 2016 1

Month	Date	Day	Time	Constable	Complaints	Messages	Referrals	Traffic stop	Misc	Current
2	3	4	5	6	7	8	9	10	11	12

1. Current year date.
2. Current month.
3. Date of the month starting with 1.
4. Day of the week corresponding to the date.
5. Time of the traffic stop written in the 24-hr. clock. All times during a single day is recorded individually. Then a new day is started.
6. Letter and number sign of the public safety officer doing the traffics stop.
7. Total of complaints taken on a single day. This information is written on the first line of each day. The information is retrieved from the daily summary sheet for that day.
8. Total messages taken on a single day. This information is written on the first line of each day. The information is retrieved from the daily summary sheet for that day.
9. Total Referrals given on a single day. This information is written on the first line of each day. The information is retrieved from the daily summary sheet for that day.
10. The number of traffic stop associated with the traffic stop on that line.
11. A number of the miscellaneous information received on a single day.
12. The current total associated with #10. They should be the same number.
13. The column totals calculated within the worksheet via formula. These totals are then automatically transferred to the YTD worksheet in the workbook.

NOTE: After all information is gathered for the month, the worksheet is printed for filing according to Chapter 9, Section 57.

Total	0	0	0	0	0	0
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2.2 Fire

- At midnight on the last day of the month the active fire report folders for each department are removed from the top file drawer and held until compiled into the monthly report.
- Replace the monthly file folders removed for compilation of the monthly report with new file folders identified with the department name, month and year.
- In the monthly report template enter the data required from the fire dispatch forms for each department dispatched.
- File completed monthly individual department files in accordance with Chapter 1 Section 57 – File System Maintenance.

Bonnyville Fire Department

YEAR: 2016

Month	Day	Date	Time	Code	Dispatched	on dispatch	Alarm Res	Alarms Bus
2	3	4	5	6	7	8	9	1
Total					0	0	0	0
11								

1. Current year date.
2. Current month.
3. Day of the week corresponding to the date.
4. Date of the month starting with 1.
5. Time of the request.
6. Dispatch code as per the ProQA system.
7. Number 1 entered if request was dispatched.
8. Number 1 entered if dispatch was not required for the request.
9. Number 1 entered if request was an alarm call for a residence.
10. Number 1 entered if request was an alarm call for a business.
11. Total number of requests for the month added automatically in the worksheet via formula. These totals are then automatically transferred to the YTD worksheet in the workbook.

NOTE: A worksheet is completed separately for each fire department in our dispatch area. The worksheet is the same with the name changed at the top and containing information pertaining to that fire department.



2.3 911 calls

- In the monthly report template enter the required data from the shift summary reports. Ensure to specify landline and cell.

911 incoming calls

YEAR: 2016 1

MONTH	DAY	DATE	LAND	CELL	TOTAL
		1			0
2	3	2	5		0
		3		6	0
		4			0
		5			0
	4	6			0
		7			0
		8			0
		9			0
		10			0
		11			0
		12			0
		13			0
		14			0
		15			0
		16			0
		17			0
		18			0
		19			0
		20			0
		21			0
		22			0
		23			0
		24			0
		25			0
		26			0
		27			0
		28			0
		29			0
		30			0
		31			0
TOTAL			0	0	0

1. Current year date.
2. Current month name.
3. Current day of week corresponding to the date in Column 4.
4. Date of the current month starting with number 1.
5. Daily total of landline calls received for each day of the month. This information is received from the Daily Summary Sheet.
6. Daily total of cell phone calls received for each day of the month. This information is received from the Daily Summary Sheet.
7. Daily total of landline calls and cell phone calls.
8. Total of columns completed automatically within the worksheet.

NOTE: After daily entries are made for the month, the worksheet is printed for filing according to Chapter 9, Section 57.

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2.4 Non 911 emergency lines (CC1-CC4)

- In the monthly report template enter the required data from the shift summary reports.

2.5 Admin lines

- When using the shift summary report CC5 and Other are added together and entered under “Admin” in the monthly report template.
- In the monthly report template enter the required data from the shift summary reports.

Incoming calls

YEAR: 2016 1

MONTH	DAY	DATE	911	EMG/DIS	ADMIN	BV CPO	SP CPO
		1					
		2					
	3						
		4	5	6	7	8	9
2		5					
		6					
		7					
		8					
		9					
		10					
		11					
	4	12					
		13					
		14					
		15					
		16					
		17					
		18					
		19					
		20					
		21					
		22					
		23					
		24					
		25					
		26					
		27					
		28					
		29					
		30					
		31					
TOTAL			0	0	0	0	0

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1. Current year date.
2. Name of current month.
3. Name of the day of the week corresponding to the date on Col. 4.
4. Date of the month starting with 1.
5. Number of 911 calls received each day - total of landline and cell phone calls. Information is taken from the Daily Summary Sheet.
6. Daily total of Emergency Dispatch Line calls (Lines CC1-4).. Information is taken from the Daily Summary Sheet.
7. Daily total of Administration line calls - includes CC5 and OTH columns. . Information is taken from the Daily Summary Sheet.
8. Daily total of Bonnyville CPO line calls. . Information is taken from the Daily Summary Sheet.
9. Daily total of St. Paul CPO line calls. . Information is taken from the Daily Summary Sheet.
10. Total of columns completed automatically within the worksheet.

NOTE: After daily entries are made for the month, the worksheet is printed for filing according to Chapter 9, Section 57.



2.6 Outgoing disposition

- Enter the outgoing disposition of all incoming calls.
 - All other outgoing dispositions are entered as per the monthly report template.

YEAR: 2017 Outgoing disposition

MONTH	DAY	DATE	BV CPO	SP CPO	HANG UP	EMS INFO	Fire Info	ADMIN	CLFR	KEH FIRE	CLFN FIRE	SADDLE	FROG	GOODFISH	PERMITS	LLOYD	MISC.	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
2																		
3																		
4																		
5																		
6																		
7																		
8																		
9																		
10																		
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22																		
23																		
24																		
25																		
26																		
27																		
28																		
29																		
30																		
31																		
TOTAL				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

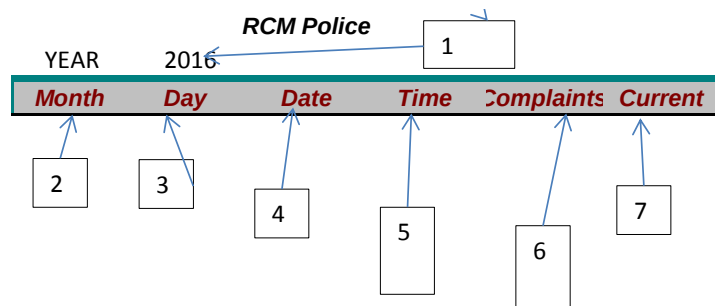
20

1. Current year date.
 2. Current month name.
 3. Current day of the week corresponding with the date.
 4. Date of the month starting with 1.
 5. Total of Bonnyville CPO calls taken each day. Information taken from the Daily Summary Sheet.
 6. Total St. Paul CPO calls taken each days. Information taken from the Daily Summary Sheet.
 7. Total number of hang up calls received each day. Information taken from the Daily Summary Sheet.
 8. EMS Information total calls received each day. Information taken from the Daily Summary Sheet.
 9. Fire information total calls received each day. Information taken from the Daily Summary Sheet.
 10. Daily Administration calls received. Information taken from the Daily Summary Sheet.
 11. Daily Cold Lake Fire Rescue (CLFR) calls transferred to their dispatch centre. Information taken from the Daily Summary Sheet.
 12. Daily Kehewin Fire Department calls dispatched. Information taken from the Daily Summary Sheet.
 13. Daily Cold Lake First Nation (CLFN) calls received and or dispatched to CLFR. Information taken from the Daily Summary Sheet.
 14. Daily Saddle Lake Fire Departments calls received and dispatched. Information taken from the Daily Summary Sheet.
 15. Daily Frog Lake Fire Department calls received and dispatched. Information taken from the Daily Summary Sheet.
 16. Daily Goodfish Lake Fire Department calls received and dispatched. Information taken from the Daily Summary Sheet.
 17. Daily total of calls received regarding fire permits in dispatch area. Information taken from the Daily Summary Sheet.
 18. Daily total of calls received for the City of Lloydminster. Information taken from the Daily Summary Sheet.
 19. Total of Miscellaneous calls received daily. Information taken from the Daily Summary Sheet.
 20. Total of columns automatically added within the worksheet (via formula). These totals are then transferred to the YTD worksheet in the workbook.

NOTE: After daily entries are made for the month, the worksheet is printed for filing according to Chapter 9, Section 57.



2.7 RCMP information is entered separately to include day, date and time.



1. Current year date.
2. Current month.
3. Date of the month starting with 1.
4. Day of the week corresponding to the date.
5. Time corresponding to a call requesting RCMP using the 24-hr. clock. All calls are listed per day. Once all recorded, a new day will be started.
6. The number of complaints at a particular time.
7. Total number of complaints for a single day; should be the same number as the complaint number.
8. Total number of complaints received in a month calculated automatically. The information is transferred to the YTD worksheet in the workbook automatically.

NOTE: After all information is gathered for the month, the worksheet is printed for filing according to Chapter 9, Section 57.

TOTAL	0	0
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2.8 911 Year to Date Summary Sheet

- Add the YTD total from the previous month to the monthly total and enter in YTD column.

AGENCY	13/14	MONTH: January	YEAR TO DATE: 2017
Bonnyville Regional Fire Authority	4	0	0
Fishing Lake Fire Department	5	0	0
Smoky Lake Fire Department	6	0	0
St. Paul Fire Department	7	0	0
Buffalo Lake Fire Department	8	0	0
Bonnyville Community Peace Officers	9	0	0
St. Paul Community Peace Officers	10	0	0
RCMP	11	0	0
Miscellaneous	12	0	0

1. Current year date.
2. Current month.
3. Year to date totals= totals from previous monthly report added to current month total.
4. Bonnyville Municipal Ambulance totals - not used currently.
5. Cold Lake Ambulance totals - not used currently.
6. Bonnyville Regional Fire Authority calls automatically gathered (via formula) within the workbook; includes total of all calls/dispatches for the fire departments within the MD of Bonnyville that we dispatch for.
7. Fishing Lake Fire Department calls/dispatches automatically gathered (via formula) within the workbook.
8. Smoky Lake Fire Department calls automatically gathered (via formula) within the workbook; includes total of all calls/dispatches for the fire departments in the Smoky Lake County.
9. St. Paul Fire Department calls/dispatches automatically gathered (via formula) within the workbook; includes total of all calls/dispatches for the fire departments in the St. Paul County.
10. Buffalo Lake Fire Department calls automatically gathered (via formula) within the workbook.
11. Public Safety Service information gathered automatically (via formula) within the workbook.
12. RCMP information gathered automatically (via formula) within the workbook.
13. Miscellaneous statistical information gathered automatically (via formula) within the workbook.
14. Totals gathered automatically from other sheets in the workbook.

NOTE: After all information is gathered for the month, the worksheet is printed for filing according to Chapter 9, Section 57.



2.9 Monthly Summary Report

- Add the YTD total from the previous month to the monthly total and enter in YTD column.

911 Dispatch Monthly Summary Sheet

YEAR: 2016
 SERVICE: 1 MONTH: 2 YTD: 3

FIRE	0	← 4	← 5	
Bonnyville CPO	0	← 6	← 7	
St. Paul CPO	0	← 8	← 9	
RCMP	0	← 10	← 11	
Totals	0	0	← 12	
Total calls/days	0	← 13	0	

1. Current year date.
2. Current Month name.
3. Year to Date totals = YTD totals from previous monthly report added to the monthly total.
4. Total of fire requests for the month. Information received from the YTD worksheet of the workbook.
5. Year to date Fire requests total calculated as per #3.
6. Bonnyville CPO monthly totals for the month. Information received from the YTD worksheet of the workbook.
7. Year to date Bonnyville CPO call total calculated as per #3.
8. St. Paul CPO monthly totals for the month. Information received from the YTD worksheet of the workbook.
9. Year to date St. Paul CPO call total calculated as per #3.
10. Total number of RCMP calls for the month. Information received from the YTD worksheet of the workbook.
11. Year to date RCMP call total calculated as per #3.
12. Column totals. Verification of YTD totals = adding current month column total to previous month YTD total.
13. Monthly total of calls divided by number of days in each month - calculated automatically (via formula) in the worksheet.

NOTE: After daily entries are made for the month, the worksheet is printed for filing according to Chapter 9, Section 57.



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3.0 Distribution of monthly reports

3.1 Internal

- Electronically to file on computer.
- Printed and filed in accordance with Chapter 9 Section 57 – File System Maintenance.

3.2 External

- Electronically to Regional Fire Chief.

