



# COMMUNITY SAFETY AND SOCIAL SERVICES STANDING COMMITTEE AGENDA

Tuesday, July 8, 2025

9:00 am - 12:00 pm

COUNCIL CHAMBERS

400 Main Street SE

Pages

1. CALL TO ORDER

2. DIRECTOR'S BRIEF (verbal only)

3. CONFIRMATION OF MINUTES

3.1 Regular minutes of May 13, 2025

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4. PUBLIC PRESENTATIONS AND QUESTIONS

There are no items.

5. CONSENT AGENDA

There are no items.

6. AGENDA REPORTS

6.1 Customer Experience Initiatives Update (Jackie Strangis, Team Leader Customer Experience)

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The Community Safety and Social Services Standing Committee is being presented with an update on two key initiatives - Customer Service Centralization and Contact Centre Telephony. This report will provide an update on the initiatives and key strategies aimed at achieving our goal of being recognized as a leader in service excellence.

6.2 ME and RCMP Support Services Update (Lynn McKenzie, Manager ME and Support Services)

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ME and RCMP Support Services is providing an overview of the Policing Town Hall meeting, and several upcoming initiatives that administration is coordinating within the detachment.

7. ITEMS REFERRED FROM COUNCIL

There are no items.

**8. UPDATE OF COMMITTEE RESOLUTIONS**

There are no items.

**9. CLOSED SESSION**

There are no items.

**10. ITEMS ARISING FROM CLOSED SESSION**

There are no items.

**11. ADJOURNMENT**

# COMMUNITY SAFETY AND SOCIAL SERVICES STANDING COMMITTEE MEETING

## MINUTES

Tuesday, May 13, 2025

9:00 am - 12:00 pm

COUNCIL CHAMBERS

400 Main Street SE

### PRESENT

Councillor R. Chapman (Chair) (Voting)

Councillor D. Belyk (Voting)

Mayor P. Brown (Voting) (Via Teams)

Deputy Mayor C. Kolson (Voting)

D. Ansah (Non-Voting)

T. Spahmann (Non-Voting)

### STAFF

K. Weinberger, Director Community Safety & Social Services

B. Morgan, Manager Social Services and Community Engagement

M. Pirie, Fire Chief Airdrie Fire Department

J. Bayly-Atkin, Legislative Officer II/Committee Clerk

C. Phillips, Legislative Officer I/Council Technician

K. Rushford, Recording Technician

### 1. CALL TO ORDER

Councillor Chapman called the meeting to order at 9:00 a.m. and confirmed that quorum has been met for this meeting.

### 2. DIRECTOR'S BRIEF (verbal only)

There was no Director's brief.

### 3. CONFIRMATION OF MINUTES

3.1 Regular minutes of April 8, 2025

**2025-CSSS-013**

**Moved By** Councillor Belyk

That the Community Safety and Social Services Standing Committee adopts the minutes of the regular meeting of April 8, 2025 as presented.

**Carried**

### 4. PUBLIC PRESENTATIONS AND QUESTIONS

There are no items.

### 5. CONSENT AGENDA

There are no items.

**6. AGENDA REPORTS**

- 6.1 Highland Park Fire Station and Training Centre – Project Update (Mike Pirie, Fire Chief Airdrie Fire Department)

**2025-CSSS-014**

**Moved By** Deputy Mayor Kolson

That the Community Safety and Social Services Standing Committee accepts the update on the design and project status for the Highland Park Fire Station and Training Centre, for information, as presented.

**Carried**

- 6.2 Community Safety and Social Services Staffing Updates (Kevin Weinberger, Director Community Safety and Social Services)

**2025-CSSS-015**

**Moved By** Councillor Belyk

That the Community Safety and Social Services Standing Committee accepts the Community Safety and Social Services Directorate Staffing Updates, for information, as presented.

**Carried**

**7. ITEMS REFERRED FROM COUNCIL**

There are no items.

**8. UPDATE OF COMMITTEE RESOLUTIONS**

There are no items.

**9. CLOSED SESSION**

There are no items.

**10. ITEMS ARISING FROM CLOSED SESSION**

There are no items.

**11. ADJOURNMENT**

Councillor Chapman adjourned the meeting at 9:44 a.m.

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Committee Chair

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Committee Clerk



## **COMMUNITY SAFETY & SOCIAL SERVICES – AGENDA REPORT**

**Meeting Date:** 8 July 2025

**Subject:** Customer Experience Initiatives Update

**Directorate:** Community Safety and Social Services

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### **Issue:**

The Community Safety and Social Services Standing Committee is being presented with an update on two key initiatives - Customer Service Centralization and Contact Centre Telephony. This report will provide an update on the initiatives and key strategies aimed at achieving our goal of being recognized as a leader in service excellence.

### **Policy / Council Direction:**

Executive Leadership Team (ELT) Operational Plan 2023-2025:

Customer Service Centralization - CRM deployment (311 and multichannel approach)

Informed and Engaged Community Council Strategy Focus Area: will contribute to “Citizens will have information about civic events, service updates, City advocacy efforts and opportunities to get involved”

### **Background**

This report consists of two components. The first component is an update on the Contact Centre Telephony initiative, which highlights key milestones achieved and outlines the next steps in the rollout process. The second component is an update on the Contact Centre Centralization Project, detailing the advancements in centralizing contact centre operations, with a focus on the onboarding of business units and improvements in customer service efficiency.

### **Contact Centre Telephony**

The rollout of the new Contact Centre software is well underway. A vendor has been chosen, and the contract has been approved by the business sponsors. This is the first step towards a centralized contact centre with the aim of having most customer inquiries resolved during the first point of contact with the City.

## **Contact Centre Implementation Progress**

In consultation with internal stakeholders, we are actively gathering design and configuration documents. Key preparatory activities include defining queue structures for the three distinct product lines – Customer Experience, Utilities Administration and Information Technology. We are identifying data access and reporting needs based on user roles, and clarifying call flow control preferences, real-time alert requirements, and language/time-of-day rules. Additionally, we are reviewing current routing rules and documenting desired enhancements, mapping existing call flow diagrams, assessing current system reports, and identifying potential reporting improvements. Collaboration with all contact centers is ongoing to ensure design decisions meet operational needs.

## **Upgrades and Alignment**

We have initiated discussions to establish robust redundancy solutions to support emergency response and business continuity. New system features and improvements have been evaluated, leading to the decision to implement call recording for quality assurance. Additionally, we are making sure the system is adequately prepared for future Customer Resource Management (CRM) integration and multichannel integration.

## **Contact Centre Centralization**

The Contact Centre Centralization is progressing smoothly, with Customer Experience supporting general inquiry resolutions for two business units - Utilities Administration and Waste and Recycling. We have also fast-tracked support of general inquires and web code requests for Taxation to assist with the busy tax season. The team has learned two additional systems, City Works and MyAirdrie tools to support these inquiries. Having Customer Experience supporting general inquires allows these teams to focus on critical tasks, resulting in faster resolution rates and streamlined service delivery. Additionally, supporting these business units has resulted in a decrease in call transfers with 70% of calls supported by at the initial point of contact.

The need for a comprehensive Contact Centre Framework document outlining the structure of the Contact Centre, standardization processes, alignment with corporate priorities and values, and communication of governance, scope of services, Service Level Agreements (SLAs), roles, and expectations has also been identified. Initial meetings have been held, and the high-level structure of the document has been drafted.

We have established SLAs, committing to answer 80% of calls within 30 seconds and maintaining an abandonment rate of less than 5%. For emails, our response time will be within 24 business hours. With a new team member starting on June 23, we are well-positioned to meet these SLAs.

Furthermore, we have been providing weekly reports for the business units and will be utilizing Power BI for enhanced reporting going forward.

Over the next six months, we will onboard additional business units to expand this initiative further. We will continue sharing updates as each phase progresses, ensuring you stay informed throughout the process.

**Administration Recommendation:**

Administration recommends that the Community Safety and Social Services Standing Committee accept the Overview of the Customer Experience Department report for informational purposes.

**Alternatives/Implications:**

This report is for information only.

**Budget Implications:**

The Contract Centre license fees of \$55,020 is proposed in the 2026 Operating Budget and \$60,000 per annum proposed in the 2027 and 2028 Operating Plan.

Staffing:

2025 - Two FTE positions were approved for the Centralization of Customer Experience; both are already onboard.

2026 - Three FTE positions are proposed for the Centralization of Customer Experience.

**Communications and Engagement:**

There are no current Communication needs for this item.

**Recommendation:**

That the Community Safety and Social Services Standing Committee accepts the report entitled “Customer Experience Initiatives Update”, for information.

Jackie Strangis  
Team Leader, Customer Experience

Staff Presenter:	Jackie Strangis
External Presenter:	N/A
Department:	Customer Experience
Reviewed by:	Benjamin Morgan; Kevin Weinberger
Attachments:	None



## **COMMUNITY SAFETY & SOCIAL SERVICES – AGENDA REPORT**

**Meeting Date:** 8 July 2025

**Subject:** ME and RCMP Support Services Update

**Directorate:** Community Safety and Social Services

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### **Issue:**

ME and RCMP Support Services is providing an overview of the Policing Town Hall meeting, and several upcoming initiatives that administration is coordinating within the detachment.

### **Policy / Council Direction:**

The Community Safety and Social Services Committee (CSSS) is responsible for the policy and programs related to the following areas:

- Affordable Housing
- Corporate Safety and Security
- Emergency Management
- Enforcement Services
- Fire Services
- Social Planning
- Youth (non-recreation)

### **Background:**

RCMP Support Services is providing the CSSS Committee with information on the outcomes of the Policing Town Hall held in February 2025 along with several upcoming projects that are relevant to community safety.

### **The Policing Town Hall**

The City of Airdrie hosts the annual policing town hall on behalf of the Airdrie RCMP. This year's Town Hall was held on February 27, 2025 in Council Chambers. The objective of this event is to engage the public on matters relevant to community safety. This event helps the Detachment Commander create the City of Airdrie Annual Policing Priorities.

## Quick Facts

- There were 26 emails sent to [police.townhall@airdrie.ca](mailto:police.townhall@airdrie.ca) prior to the event including various questions and comments
- 25 people attended the Town Hall in person
- 13-15 questions were asked live, by the in-person attendees

Road Safety was the most frequently expressed concern

Out of all the questions asked prior to and during the event, 11 were pertaining to traffic or road safety concerns. Some questions were about general vehicle/road safety or traffic enforcement such as:

- Is there a possibility of installing speed bumps in communities to slow traffic?
- Can you outline what a typical day looks like for an officer? I sit at the parent council at Herons Crossing and during pickup there are a lot of traffic problems, but I never see officers there during pickup, why aren't they there?
- There are some intersections where I get to them and the light turns green but then turns red right away and it causes me to run red lights
- Has the RCMP or Municipal Enforcement considered utilizing the Sheriff Highway Patrol for special traffic enforcement projects to target areas of concern such as these recent concerns at school zones or for impaired driving check stops?
- What are the rules around window tints on cars?

And others asked for information on increased enforcement in specific areas of the city. Those locations are summarized in the table below:

Street, intersection or area	Expressed concern(s)
40th Ave SW and 40th Ave and Coopers Blvd.	- Street racing at night - Excessive speeding - Running red lights at the Coopers intersection
40th Ave exit ramp and Coopers Crossing	- Speeding
Kings Heights (Yankee Valley Blvd) to 40th Ave	- Street racing
West end of Windrow Link	- Excessive speeding (around a park and areas where children are present)
Allen Street	- Speeding
Chinook Gate	- Speeding

## **Upcoming Projects:**

### Lobby/Front Counter Renovation Design

With the continued growth in population, the number of residents visiting the RCMP detachment has steadily increased. A Request for Quote (RFQ) has been created and is currently posted through a public competition for a qualified vendor to redesign the lobby area and front counter. The design should be completed in 2025. The construction is planned to commence in 2026, but this is dependent upon budget and RCMP approval.

The lobby expansion will increase visitor capacity in the waiting area, provide more space for residents to fill out paperwork, and improve foot traffic and customer experience. The front counter redesign will increase space, improve ergonomic conditions for staff and provide more privacy for residents.

### Community Safety and Well Being Plan:

Following the directive of the Government of Alberta, municipalities are now required to develop a Community Safety Plan. Administration has chosen to seize this opportunity to develop a Community Safety and Well-Being Plan (CSWB) that emphasizes a holistic and proactive approach to fostering healthier, safer, and more resilient communities. These plans focus on the safety and well-being of all residents by identifying and prioritizing local social and safety priorities. The City will be developing a CSWB plan to help address community social issues and improve preventative and responsive efforts at the community level and is seeking a consultant to help oversee the work. One of the objectives of the Policing Committee is to create and implement a CSWB plan, the Committee will be a key stakeholder in its development. RCMP Support Services and Social Planning are currently developing a Request for Quote to hire a consultant to create this document. Administration is aiming to have a vendor selected by the end of August 2025.

### **Administration Recommendation:**

ME and RCMP Support Services recommend that the CSSS Committee accept the report for information.

### **Alternatives/Implications:**

As the report is for information no alternative recommendations are required.

### **Budget Implications:**

There are no budget implications in this report as it is for information only

### **Communications and Engagement:**

A communication and engagement plan is not required for this report

**Recommendation:**

That the Community Safety and Social Services Standing Committee accepts the report entitled “ME and RCMP Support Services Update”, for information.

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Lynn Mackenzie  
Manager, ME, RCMP Support and HSS

Staff Presenter:	Lynn Mackenzie
External Presenter:	N/A
Department:	
Reviewed by:	
Attachments:	None