

CRD Fire Dispatch report March 28

The CRD brief identifies the following **benefits** from a integrated fire dispatch and **reinforces 2011 study by Planetworks**:

- Improved operational capacity and effectiveness in the region
- Consistent protocols communications would leader to better managed fire ground
- Improved communication and collaboration amongst departments as well as improving responder safety.
- Potential decrease in response times and improve public safety
- Assistance can be dispatched from a single site versus having calls transferred to another dispatch centre to make requests.
- Singular dispatch could lead to supplementary agreements to dispatch to closest responder to call versus designated department **and improve mutual aid arrangements.**

And it is evident few of these benefits can be realized in several of local council depart for Surrey particularly if their only objective is to save few dollars.

The report offers general observations that:

- we have at least 2 disaster hardened sites that could serve as regional dispatch centres that provide for at least 4 work stations ..Saanich has room for expansion
- **our current dispatch staffing for 3 separate centres is excessive and work load could be increased from 1:7,000 calls for response to 1:12,000.**
- **instead of 5 currently on duty that would require approx. 3 staff on peak duty (times 3 shifts)-pus 1 or 2 for special events for a 10-20% savings**

However SICC suggest:

- it might be better to sperate fire dispatch from the new regional 9-1-1 and police dispatch
- **that dispatch centre should be leased from a municipality and operated /administered by independent body**

There are 3 additional factors to consider:

Determine whether to use possible **FDM or Intergraph** as basis for CAD fire dispatch.

Location of backup facility; preferably a “hot” site.

And the need for *advanced station alerting system* in place to service rural volunteer services.

The obvious conclusion is that an regional integrated fire dispatch makes sense for the CRD and its member municipalities and would **be consistent with the expected outcomes of the recent CISGI report. It is an obvious follow-up to the ongoing implementation of the new SICC; your 9-1-1 and police dispatch centre. .**

“ the establishment of a regional fire dispatch service that meets the needs of all fire departments in the region aligns with the regional initiatives to improve service and gain efficiencies through consolidation of services. “

My colleague will now give you some suggestions as to what all this info means and how to use it to make recommendations **to the CRD Bd and then to your member municipal councils ...**

Submitted by JD Anderson; resident of Saanich - March 28