

NOTICE WITH MOTION TO THE PLANNING AND PROTECTIVE SERVICES COMMITTEE

MEETING OF MARCH 20, 2019

SUBJECT **Process and Steps to Create a Unified Fire Dispatch in the New South Island 911/Police Dispatch Centre as Supported by Saanich**

ISSUE

To prepare a report detailing the process and steps towards creating a unified Fire Dispatch in the new South Island 911/Police Dispatch Centre as supported by Saanich.

BACKGROUND

In December 2017 the following motion was passed by the Capital Regional District (CRD) Board:

“That staff be asked to:

- 1. Provide an analysis of the feasibility of co-locating 911 with police and fire dispatch in the new purpose-built centre or within the Saanich Emergency Services building.*
- 2. Provide advice on the process required to establish a regional fire dispatch centre and a corresponding governance model.*
- 3. Consult with municipal staff to identify issues that will need to be addressed to create a regional fire dispatch centre and governance model.”*

Staff provided a report based on this motion to the March 28, 2018 Planning and Protective Services Committee (PPSC) and it was advanced to the April 11, 2018 CRD Board where it was carried. At this meeting the Board passed another motion:

“Staff be directed to provide costing models in more specifics on facility options for a Regional Fire Dispatch Model.”

A further staff report was brought to the April 24, 2018 PPSC and it was referred back to staff to provide further information as well as to coordinate a meeting with the dispatch providers and fire chiefs to discuss integration and make recommendations on needs and governance. Several meetings were held, however, governance issues emerged during discussions amongst the potential participants and the exploration process came to a halt.

This issue has emerged again post-election and following the completion of the new Board Strategic Priorities process. Item 4c under Advocacy, Governance and Accountability addresses this broadly:

4c - Explore more comprehensive regional coordination of emergency services, including an assessment of regional hazards, risks and vulnerabilities.

Saanich wishes to be part of a potential framework that will benefit the region's taxpayers and help provide residents and property owners a unified high quality Fire Dispatch.

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It is understood there is capacity in the new South Island 911/Police Dispatch Centre to have a Fire Dispatch within this building. Saanich is proposing a way forward for the region's Fire Dispatch services that will result in a cohesive, unified and cost-effective model.

Saanich is prepared to release its current agreement with E-Comm and the right of first refusal in provision of E-Comm dispatch service agreements in the CRD with agreement that the fire dispatch services provided by the District of Saanich, City of Victoria, and the CRD fire dispatch service and its clients, including the City of Langford, be consolidated into one regional fire dispatch service and delivered under a new contractual arrangement(s) with E-Comm Emergency Communications for British Columbia Inc. at a mutually agreeable location within the Capital Regional District.

Saanich supports this initiative provided the following is addressed:

1. Agreement in principal that all current service provider parties will consolidate their existing services and client base into a new fire dispatch service provided by E-Comm;
2. Agreement to participate would be based on an acceptable financial and operational business case from E-Comm to all current service provider parties;
3. Saanich, as will other participants, will have the ability to contract its fire dispatch services requirements directly with E-Comm;
4. The location of a new regional fire dispatch service provided by E-Comm will be at the CRD - E-Comm South Island 911/Police Dispatch facility on Commerce Circle; and
5. Consideration will be given by the CRD Board of compensation to Saanich for release of its exclusive right to provide E-Comm fire dispatch services in the CRD and its investment in its fire dispatch infrastructure and related specialized E-Comm fire dispatch equipment and related technology requirements.

RECOMMENDATION

That the Planning and Protective Services Committee direct staff to prepare a report detailing the process and steps towards creating a unified Fire Dispatch in the new South Island 911/Police Dispatch Centre as supported by Saanich.

Submitted by:	Colin Plant, CRD Board Chair
Concurrence:	Saanich Mayor Fred Haynes, CRD Director
Concurrence:	Saanich Councillor Susan Brice, CRD Director
Concurrence:	Saanich Councillor Rebecca Mersereau, CRD Director
Concurrence:	Saanich Councillor Ned Taylor, CRD Director