



City of Langford

April 22, 2021

E-Mail: crdboard@crd.bc.ca

Capital Regional District
625 Fisgard Street
Victoria, BC V8W 1R7

To: The Board of Directors of the Capital Regional District

Re: **Service Review of the Regional Service established pursuant to CRD Bylaw 3854 "Emergency Communication Dispatch Service Establishment Bylaw No. 1, 2012".**

The City of Langford hereby provides formal notice of its request for a service review of the CRD emergency communication dispatch service of which the City of Langford is a participating area. This service was previously provided pursuant to a contract for services. In 2012, the service was established to replace those contracted services.

Dispatch services are currently provided by the City of Langford Fire Dispatch under a services agreement as provided for in the bylaw. Effective December 31, 2021, the services agreement will expire and is not being renewed. This has provided Langford with the opportunity to review its options with respect to the regional service, the City's changing needs and whether or not continuing in the service is in the best interests of the City's constituents. It also provides the other participating areas the opportunity to reevaluate their dispatch needs to determine if remaining in the service is the right choice or if they would be better positioned to enter into service agreements directly with a dispatch provider.

The City of Langford works closely with its neighbouring municipalities of Colwood, View Royal and Esquimalt in delivering the highest level of support and assistance with respect to fire and rescue operations. We share mutual and automatic aid agreements, including through sharing specialized expertise between the departments. As Langford and these other West Shore communities continue to grow rapidly, it becomes increasingly important to build and maintain interoperability and a collaborative relationship with these Fire Departments. As all three of these partner communities receive their dispatching services through an agreement with Surrey, the City of Langford is of the view that being a part of that same dispatch service may provide the most seamless and timely response between our departments. Currently we experience some delay as coordination of shared services is a manual rather than an automatic process, thereby potentially impacting life-safety in situations where every second counts.

Further, it is important to the City of Langford that the cost for all services should be the lowest possible while still receiving the highest level of service. If, as has been proposed, a new contract is awarded without going to a Request for Proposals, the City can never be certain that this objective has been

t 250.478.7882
e hello@langford.ca

2nd Floor, 877 Goldstream Avenue
Langford, BC V9B 2X8

Langford.ca

Langford
where it all happens.



City of Langford

achieved. While we respect the desire for a local response service, it is our sincere belief that given the vast technology available today this is no longer the critical criteria that it may once have been (something that is demonstrated daily by other fire departments within the CRD boundaries).

With respect to the future plans for this service, the City of Langford has concerns with the lack of substantive communication and the intention to sole source a new provider. These factors will have a significant impact on the City of Langford.

As the largest participating area in this service, the City of Langford is most affected by any proposed changes. Moreover, Langford is the only urban fire department in the CRD that does not have the ability to independently select their own fire dispatch provider that best meets their needs. Therefore, we respectfully request that the CRD initiate a service review pursuant to section 357 of the *Local Government Act*. As required, notice will be provided concurrently to the remaining participating areas and to the Minister.

Sincerely,

Mayor Stewart Young

Attachments: Letter to Participating Communities

CC: District of Metchosin
Town of Sooke
District of Highlands
Director – Juan de Fuca Electoral Area

Director – Salt Spring Island Electoral Area
Director – Southern Gulf Islands Electoral Area
Ministry of Municipal Affairs



City of Langford

April 22, 2021

E-Mail: gholman@crd.bc.ca

Mr. Gary Holman, Director
Salt Spring Island Electoral Area
#108-121 McPhillips Ave
Salt Spring Island, BC V8K 2T6

Re: Fire Dispatch Service

As you are aware, the CRD is currently providing Emergency Dispatch Communication Services to our communities pursuant to CRD Establishing Bylaw 3854. Prior to the establishment of the service area, Fire Dispatch was provided by the Langford Fire Department for decades through agreements. This service was initiated in 2012 in response to a desire for increased services from those provided under contract.

After the service was established, dispatch services continued to be provided out of the Langford Fire Hall by way of a service agreement between the CRD and the City of Langford, as contemplated in the bylaw. The service agreement is due to expire on December 31 of this year and is not going to be renewed, making this the ideal time for all of us to reevaluate whether the service is still the best option for us. Should the service be dissolved, each participating area would be in a position to negotiate, either individually or collectively, an agreement that meets their specific needs.

The City of Langford is focused on ensuring that any new service provider meets our needs from a cost perspective, but more importantly from an operational perspective. We have partnered with other fire departments in our area to share specialized services and believe it is critical that we are operating from the same dispatch platform to minimize response times, maximize utilization of manpower and equipment, and enhance fire-fighter safety. As such, we have sent the attached letter to the CRD Board requesting a service review of the regional service established pursuant to CRD Bylaw 3854 "Emergency Communication Dispatch Service Establishment Bylaw No. 1, 2012."

The City of Langford would prefer to forgo the service review and is seeking your support to amend the CRD Bylaw to permit Langford to withdraw from the service, as contemplated in section 349 of the *Local Government Act*. This would require the consent of 2/3 of the participating areas. Should you be willing to provide that consent now, we would proceed with the withdrawal from the service to be effective December 31, 2021. Further, should you also wish to withdraw from the service, the City of Langford would be prepared to support your Fire Department in issuing a Request for Proposals to find the most cost effective and operationally best fire dispatch provider for each of your communities.

t 250.478.7882
e hello@langford.ca

2nd Floor, 877 Goldstream Avenue
Langford, BC V9B 2X8



City of Langford

Given the importance of issuing a Request for Proposals and selecting the best service provider in advance of the expiring of the existing contract on December 31, 2021, I respectfully request a response from your local area on this matter by May 21, 2021.

Sincerely,

A handwritten signature in black ink, appearing to read 'Stewart Young'.

Mayor Stewart Young

