9-1-1 Emergency Communications Service

2019 Work Plan

9-1-1 EMERGENCY COMMUNICATIONS SERVICE

Dan Derby, Regional Fire Chief/Fire Dispatch Manager
Service Number 015
As of January 23, 2019
9-1-1 Emergency Communications Service

2019 Work Plan

Service Name: 9-1-1 Emergency Communications Service

Service Number: 015

Committee Having Jurisdiction: Board of Directors – Protective Services Committee

General Manager/Manager Responsible:
James Chandler, General Manager Operations / Deputy CAO
Dan Derby, Regional Fire Chief / Fire Dispatch Manager

Description of Service:
The RDKB’s 9-1-1 Emergency Communications service provides both public safety answering point (PSAP) and secondary service answer point services. Our PSAP service is provided by E-Comm 9-1-1 in Vancouver. They provide PSAP services for 25 regional districts and communities across British Columbia. A PSAP call center is responsible for answering calls to an emergency telephone number (9-1-1) for police, fire and ambulance services, where they are transferred to the requested agency. Our secondary service answering point services are provided by Kelowna Fire Dispatch, under contract between the City of Kelowna and the Regional District Kootenay Boundary. Their dispatchers are supported by a computer aided dispatch system that allows for swift and easy access to a wide range of information critical to efficient dispatch of fire services.

Establishing Authority:
Section 332, Local Government Act, RSBC 2015 (formerly Section 796, LGA, RSBC 1996, ch. 323)

Bylaw No. 1152 adopted 26th day of July, 2001

Requisition Limit: N/A
2018 Requisition / Budgeted Expenditures / Actual Expenditures:
$514,985 ($419,210 RDKB & 95,774 RDCK) / $706,125 / (pending further review year end 2018)

Regulatory or Administrative Bylaws: Not Applicable

Service Area / Participants: All Electoral Areas and Municipalities within the Regional District.

Service Levels: E-COMM 9-1-1(public-safety answering point) and Kelowna Fire Dispatch (secondary safety answering point)

Human Resources:

- General Manager Operations / Deputy CAO
- Regional Fire Chief / Fire Dispatch Manager
  - 1 – Fire & Emergency Services Administrative Assistant
- Kelowna Fire Dispatch
  - Deputy Chief, Communications and Emergency Management
  - Fire Dispatch Supervisor
  - 12 Fire Dispatchers (minimum staffing of 2 at all times)

2018 Accomplishments:
In May 2018, Trail Fire Dispatch was closed and fire dispatch services were transitioned to the City of Kelowna’s Fire Dispatch, under our new 5-year contract. Four of the seven departments serviced by our dispatch network were upgraded to a fibre network connection through the transition process. The other three will be upgraded to a fibre connection when fibre is available. Repeater site and network agreements have been renewed to ensure the long-term reliability of our fire dispatch network.

Preventative maintenance and repairs has been completed at all repeater sites. A new repeater site was established at Roderick Dhu to assist Grand Forks Fire Rescue in improving communications in the North Fork valley and west of Grand Forks. Staff are currently investigating to see if this location would assist Greenwood and Midway in areas that currently experience poor radio coverage.

**Significant Issues and Trends:**

The transition to Kelowna Fire Dispatch has taken far longer than forecasted by the City of Kelowna in their proposal. This is a result of their underestimating the scope and complexity of the services provided by Trail Fire Dispatch and management staffing changes within the Kelowna Fire Department. Transition projects are on schedule to be completed by the first quarter of 2019. Additionally, the time and effort to address operational issues with the dispatch services has continued to utilise department staff time in excess of the anticipated level of effort and this is assumed to continue into early 2019, effecting staff resource and time for other work plan projects.

Upgrades to our repeater site radio network and to Next Gen911 in dispatch centres (2022) will provide significant cost pressures moving forward.

**2019 Projects:**

**Project #1:** Fire Dispatch Network Radio Coverage Assessment

**Project Description:**
A comprehensive review of repeater site locations and equipment to determine communications coverage requirements for future improvements.

**Project Timelines and Milestones:**
Based on communications consultants availability and site access the project is anticipated to take four months with completion in time for the 2020 budget cycle.
Project Risk Factors:
The project timeline could be affected by external factors that include contractor availability and access to repeater sites during wildfire season.

Internal Resource Requirements: N/A

Preliminary Cost and Identified Financial Sources:
The 2019 budget includes $10,000 for consulting services to coordinate the technical and operational requirements of our fire dispatch repeater site network.

Relationship to Board Priorities: It meets the strategic priorities of the RDKB’s strategic plan which is “We will continue to focus on good management and governance” & “We will ensure we are proactive and responsible in funding our services”.

Project #2: Asset Management Planning

Project Description:
Participation in the corporate-wide asset management planning process.

Project Timelines and Milestones: Throughout 2019.

Project Risk Factors:
Departmental work will be guided by external sources (Corporate/Board plans for completion of Asset Management Plan)

Internal Resource Requirements:
Asset management planning work will require significant input, direction and assistance from RDKB administrative staff, particularly considering that the Kettle Valley Fire Protection Service is operated on a contract basis. The corporate asset management plan is being led by the Finance Department, with participation by all other departments.

Estimated Cost and Identified Financial Sources: N/A

Relationship to Board Priorities:
It meets the strategic priorities of the RDKB’s strategic plan which is “We will continue to focus on good management and governance” & “We will ensure we are proactive and responsible in funding our services”.
Remaining Board Action Items:

<table>
<thead>
<tr>
<th>Initiation Date</th>
<th>Action / Issue</th>
<th>Staff Resources</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan 2017</td>
<td>Greenwood Area Communication Gaps: With the installation of a new repeater tower in the Roderrick Dhu Mountain Area of Grand Forks, Staff will follow-up regarding communication coverage to include the Greenwood communication gaps from the North Boundary Road.</td>
<td>Emergency Communications Staff</td>
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