

NO: 169

COUNCIL DATE: September 14, 2009

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **September 8, 2009**

FROM: **Fire Chief**

FILE: **2240-20**

SUBJECT: **Fire Dispatch Services Agreement with Columbia Shuswap Regional District**

RECOMMENDATION

The Surrey Fire Services Department recommends that Council:

1. Receive this report as information; and
2. Approve an agreement between the City of Surrey and the Columbia Shuswap Regional District for the City of Surrey to provide fire- related dispatch services to the communities within that Regional District with the agreement being generally consistent with similar agreements that the City of Surrey has with other local governments in the lower mainland.

BACKGROUND

Surrey Fire Service maintains a dispatch centre which in addition to providing dispatch services for the Surrey Fire Services Department, also provides dispatch services to Port Coquitlam, Langley Township, Langley City, Pitt Meadows, Maple Ridge, White Rock, Lions Bay, Bowen Island, District of West Vancouver, District of North Vancouver and the City of North Vancouver. In addition, the Squamish Lillooet Regional District has signed a contract with Surrey for Surrey to provide fire dispatch services for their northern area, beginning in the late fall 2009. In 2008, a total of 52,573 emergency incidents were dispatched through the dispatch services of the Surrey Fire Services Department as well as 4,522 after-hours engineering calls. The Dispatch Services Section of the Surrey Fire Services Department has capacity to serve additional dispatch clients. Surrey Fire Dispatch maintains a four-member dispatch crew 24 hours a day.

Currently, Fire Departments in the Columbia Shuswap Regional District (CSRD) are dispatched by fire dispatchers with the City of Salmon Arm. A 2007 report to the CSRD Board noted that the cost to volunteer departments for fire dispatch services was approximately \$460 per incident. As a result CSRD contracted with LenCom Communications Consultants to determine if there were more cost effective approaches to provide dispatch services for these departments.

In February of this year LenCom Communications consultant, Len Wyllie made a formal request on behalf of the CSRD to Surrey Fire Services with respect to Surrey providing dispatch services to the CSRD. Since that time the Surrey fire dispatch centre has been visited by Mr. Jack Blair, Regional Fire Coordinator for the CSRD; Mr. Brad Shirley, Fire Chief of the City of Salmon Arm; Mr. Len Wyllie, consultant for the CSRD; and the Fire Chiefs and other representatives from the Town of Golden, the City of Revelstoke, and the City of Salmon Arm.

In August, the CSRD provided to the City of Surrey a notice of its intent to enter into an agreement with the City of Surrey for provision of fire dispatch services to Regional District.

The fire departments within the CSTD including the City of Salmon Arm, Town of Golden, City of Revelstoke, Anglemont, Eagle Bay, Malakwa, Rancho/Deep Creek, Shuswap (Sorrento), Swansea Point, White Lake, Celistia, Falkland, Nicholson (Rural Golden), Scotch Creek/Lee Creek (Chase), Silver Creek, Tappen/Sunnybrae, Township of Field and the District of Sicamous have a combined total of approximately 700 incidents per year for which dispatch services would be involved. This volume of additional incidents can be handled by the Surrey Dispatch Services Section with no additional staffing while maintaining current performance standards.

DISCUSSION

Subject to Council approval of an agreement with the CSRD, Surrey would commence providing dispatch services for the thirteen communities on May 1, 2010. The contract would have a term of five years in alignment with Surrey's current dispatch services clients. Under the proposed contract, the CSRD would pay the following annual operating charges to the City of Surrey during each of the 5 years of the contract:

Department	2010	2011	2012	2013	2014
Columbia Shuswap Regional District	\$49 328 (to be pro-rated)	\$50 561	\$51 825	\$53 121	\$54 449
Total Revenue	\$32 900	\$50 561	\$51 825	\$53 121	\$54 449

The revenues as noted will more than offset the costs incurred by the City in providing the services in accordance with the agreement and will provide a net revenue stream.

CONCLUSION

Based on the above discussion, it is recommended that the City of Surrey enter into an agreement with the Columbia Shuswap Regional District for the provision of fire-related dispatch services by the City of Surrey Fire Services Department to the 13 communities within that Regional District.



Len Garis
Fire Chief

KF/jg/mc

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