



CENTRAL YORK FIRE SERVICES

FIRE SERVICES REPORT JCC-2020-11

To: Joint Council Committee

Origin: Central York Fire Services - Deputy Chief Rocco Volpe

Subject: Renewal of Fire Dispatch Agreement

RECOMMENDATIONS

1. That Fire Services Report JCC-2020-11 dated November 24, 2020 entitled Renewal of Fire Dispatch Agreement be received; and,
2. That the Joint Council Committee (JCC) authorize the Fire Chief to negotiate the renewal of the Fire Dispatch Agreement with Richmond Hill Fire and Emergency Services (RHFES); and,
3. That Council authorize the Mayor and Clerk to sign the Fire Dispatch Agreement between the City of Richmond Hill and the Town of Newmarket once the agreement has finalized and agreed upon by the two fire services.

PURPOSE

To seek Council approval to renew the Fire Dispatch Agreement currently in place with the City of Richmond Hill for another five (5) years commencing January 1, 2021 to December 31, 2025.

BACKGROUND

Prior to 2000, The Town of Newmarket Fire Department operated their own in house dispatch center in which they had agreements to provide Fire Dispatch Services to the towns of Aurora, Georgina and East Gwillimbury Fire Departments.

An analysis was undertaken to see if it was cost effective to purchase the dispatch service from another provider. Taking into account labour cost, infrastructure upgrades and software issues it was decided that it was more cost effective to contract the dispatch function to RHFES and re-deploy the Town of Newmarket fire personnel back to suppression duties.

Renewal of Fire Dispatch Agreement

Central York Fire Services has had a Fire Dispatch Agreement with Richmond Hill for twenty years and has benefitted from several enhancements and efficiencies in this area. The agreement has proven to be cost effective and operationally sound. Some of these benefits include, but not limited to;

- Establishment and enforced industry standards for call handling and dispatching
- Mapping and Technology enhancements
- Currently dispatches for five (5) fire services in York Region (Richmond Hill, East Gwillimbury, Georgina, Whitchurch-Stouffville and Central York Fire Services)
- Firehouse (Fire Department Records Management System) is housed in Richmond Hill and interfaced with the CAD (Computer Aided Dispatch)
- RHFES utilizes the Blue Card command structure in which CYFS has implemented
- RHFES supports the Tablet Command software that CYFS uses for emergency response

The current agreement was renewed in June 2015 and expires on December 31, 2020.

FINANCIAL IMPACT

In 2021, the cost associated with this dispatch agreement is approximately \$450,000. This cost will increase slightly each year, based on Newmarket and Aurora's population, dispatch center staffing and administrative costs, and fees payable for radio and computer aided dispatch maintenance.

The financial impact of this dispatch agreement is included in the annual operating budget submitted for Councils approval each year by CYFS.

CONCLUSION

CYFS is seeking to renew the existing agreement with the City of Richmond Hill for the provisions of Fire Dispatch services for the period January 1, 2021 to December 31, 2025. The cities of Vaughan and Markham also operate Fire Dispatch Centres; however, the transfer to another dispatch centre would incur a significant cost to change systems and hardware.

CYFS has been with RHFES since 2000 and are satisfied with the service provided. RHFES currently provides dispatch services for four of the N6 fire services, East Gwillimbury, Georgina, Whitchurch-Stouffville and Central York Fire Services.

Initial dispatch agreements were discussed in collaboration with the N4 Fire Chiefs (Georgina, East Gwillimbury, Whitchurch-Stouffville and CYFS). However, each fire department would receive their own individual dispatch agreement. These dispatch agreements were sent to all respected legal departments including CYFS for review and comments.

CONSULTATION

The Senior Fire Management Team is in consultation with the Town of Newmarket Legal Department. The Agreement is being discussed amongst all Legal Departments that are dispatched by RHFES and are working collaboratively to have common terminology. Currently the dispatch agreement is with Town of Newmarket Legal Department and will be returned to

CYFS for the Chief's review and consideration. The Chief will then forward it to RHFES for their consideration.

IMPACT ON MASTER FIRE PLAN

This report has no impact on the Master Fire Plan.

ATTACHMENT

None