

NO: R195

COUNCIL DATE: November 14, 2022

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **November 7, 2022**

FROM: **General Manager, Community Services**

FILE: **7400-01**

SUBJECT: **Service Agreement – City of White Rock RCMP Dispatching and Related After Hours Services**

RECOMMENDATION

The Community Services Department recommends that Council:

1. Receive this report for information; and
2. Authorize the Mayor and the City Clerk to execute a Service Agreement with the City of White Rock for the provision of police dispatch and peripheral services for the White Rock RCMP.

INTENT

The purpose of this report is to obtain Council's approval to execute a Service Agreement with the City of White Rock for the provision of police dispatching, transcription and after-hours Canadian Police Information Centre ("CPIC") services for a five-year period effective January 1, 2022 to December 31, 2026.

BACKGROUND

The City maintains a Police Operational Communications Centre ("the OCC"), under the command of the Surrey RCMP. The OCC receives calls for police services and undertakes police dispatching responsibilities in response to these calls. Since 2010, pursuant to an agreement that was renewed in 2020 for an additional two years (Corporate Report No. Ro82; 2020 attached as Appendix "I"), the Surrey OCC has been handling calls for the White Rock RCMP detachment. Currently, these services are contractually provided on a monthly-to-month basis pending authorization from Council to execute a Service Agreement.

DISCUSSION

In November 2021, the City of White Rock advised the City they would like to pursue a new five-year arrangement with the City and forwarded a draft Service Agreement. The terms of the new Service Agreement are similar to previous agreements between the two municipalities. Given the history of service provision, staff recommend continuing this service relationship.

The Surrey RCMP has no concerns with the continued provision of these services.

Pursuant to the terms of the draft Service Agreement, either party may terminate the Agreement by giving the other party six months' written notice. The Service Agreement outlines the communication mechanisms to deal with any other related concerns.

LEGAL SERVICES REVIEW

This report has been reviewed by Legal Services.

SUSTAINABILITY CONSIDERATIONS

The proposed Service Agreement supports the objectives of the City's Sustainability Charter 2.0. In particular, the agreement supports the Sustainability Charter 2.0 themes of Public Safety and Infrastructure. Specifically, this project supports the following Desired Outcomes ("DO"):

- Public Safety DO5: Surrey is recognized and perceived as a leader in establishing and maintaining collaborative partnerships for community safety and well-being; and
- Infrastructure DO1: City facilities and infrastructure systems are well managed, adaptable and long lasting, and are effectively integrated into regional systems.

CONCLUSION

The City of Surrey has a demonstrated track record as a provider of police support services to other municipalities and police services. Given economies of scale, the City has been able to provide professional services to other agencies, generating revenue without any negative impact on Surrey operations or public safety.

Based on the above discussion, it is recommended that Council authorize the Mayor and City Clerk to execute a five-year Service Agreement with the City of White Rock to provide police dispatching and transcription services to the White Rock RCMP, along with urgent after-hour CPIC support services.

Terry Waterhouse
General Manager, Community Services

Appendix "I": Corporate Report No. Ro82; 2020



CORPORATE REPORT

NO: R082

COUNCIL DATE: May 25, 2020

REGULAR COUNCIL

TO: Mayor & Council

DATE: May 21, 2020

FROM: General Manager, Corporate Services

FILE: 7400-01

SUBJECT: Agreement with the City of White Rock for Provision of Police-Related Computer Dispatch Services

RECOMMENDATION

The Corporate Services Department recommends that Council:

1. Receive this report for information;
2. Approve the Agreement between the City of Surrey and the City of White Rock (the "Agreement") for the provision of police-related computer dispatch services, which is attached to this report as Appendix "I" and authorize staff to take all necessary steps to finalize the Agreement; and
3. Authorize the Mayor and City Clerk to execute the finalized Agreement, provided it is substantially the same as that included in Appendix "I".

INTENT

The purpose of this report is to seek Council's approval of the Agreement between the City of Surrey and the City of White Rock for the provision of police-related computer dispatch services.

BACKGROUND

The City of Surrey maintains a Police Operations Call Centre ("OCC"), which receives calls for police service and undertakes police dispatching responsibilities in response to these calls. Since 2010, pursuant to an agreement which was renewed in 2015 for an additional 5 years, the Surrey OCC has been handling calls both for the Surrey RCMP as well as the White Rock RCMP detachment.

DISCUSSION

The Agreement is for one year, with an option for one additional year from the date it is executed by the City of Surrey. Executing the new Agreement, as outlined in Appendix "I", will preserve the existing contractual terms between the parties. The Agreement will continue to be subject to termination on 6 months' notice by either party.

The contract's value to the City of Surrey will be \$308,000 in 2020 and \$322,000 in 2022.

Liability Risk Management

The City's liability insurance program provides coverage for any losses which may arise from our providing contracted dispatching services. Risk Management has assessed the liability exposure for providing contracted dispatching services as low. The majority of the risk in emergency services is with the response activities and not dispatch.

Legal Services Review

The City's Legal Services Division has reviewed this report and has no concerns.

SUSTAINABILITY CONSIDERATIONS

The proposed Agreement with the City of White Rock, if executed, supports the objectives of the City's Sustainability Charter 2.0. In particular, the Agreement relates to the theme of Infrastructure. Specifically, this project supports the following Desired Outcomes ("DO"):

- All Infrastructure DO1: City facilities and infrastructure systems are well managed, adaptable and long lasting, and are effectively integrated into regional systems.

CONCLUSION

It is recommended that Council approve the Agreement as outlined in Appendix "I" and authorize the Mayor and City Clerk to execute the Agreement between the City of Surrey and the City of White Rock for police-related computer aided dispatch services, in accordance with the general terms and conditions as documented in this report.



Rob Costanzo
General Manager, Corporate Services

Appendix available upon request

Appendix "I": Agreement for Provision of Police-Related Computer Dispatch Services