

NO: R143

COUNCIL DATE: June 25, 2018

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **June 21, 2018**

FROM: **Fire Chief**

FILE: **2240-20**

SUBJECT: **Fire Service Dispatch - New Agreements with Local Governments**

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## RECOMMENDATION

The Surrey Fire Service recommends that Council:

1. Authorize the City of Surrey to enter into new agreements with each of the following local governments for the provision by the Surrey Fire Service of fire service-related dispatch services for a five year term commencing on or about, July 31, 2018:
  - City of Colwood;
  - Corporation of the Township of Esquimalt;
  - District of North Saanich;
  - Town of Sidney; and
  - Town of View Royal.
2. Authorize the Fire Chief and City Clerk of the City of Surrey to execute the agreements referred to in Recommendation 1 of this Report.

## BACKGROUND

The Surrey Fire Service (“SFS”) maintains a dispatch centre which provides dispatch services to thirty-four local governments and regional districts.

In 2017, a total of approximately 84,000 emergency incidents were dispatched through the Surrey Fire Regional Dispatch Centre (“Dispatch Centre”). Of those, 40,000 were emergency calls for the City of Surrey; the remaining 37,800 were emergencies for our dispatch clients. The Dispatch Centre also handled over 6,200 “after hours” related calls for the Surrey Operations Centre and Bylaw & Licensing Division.

In February 2018, five municipalities from the Capital Regional District went to Request for Proposal looking for a five year contract for dispatch services. Surrey Fire Regional Dispatch submitted a proposal to provide the dispatch service and was subsequently selected as the preferred proponent.

It is expected the five new municipalities combined will bring approximately 5,000 additional emergency incidents to the Dispatch Centre annually.

## DISCUSSION

Subject to Council approval, the proposed agreements with each of the five municipalities will commence on or about July 31, 2018 for a five year term. The agreements will collectively generate total gross revenues to Surrey, as listed in the following table for each year of the five year term, which will offset the costs that Surrey will incur in providing the necessary dispatch services. By expanding our dispatch service to other municipalities, the Dispatch Centre will further experience efficiencies in service delivery and take advantage of economies of scale.

*2018	\$	310,750
2019	\$	320,073
2020	\$	329,675
2021	\$	339,565
2022	\$	349,752
*2023	\$	360,244

- \*To be prorated once the transition date is finalized.

### Indemnification

Several previous agreements that the City has entered into with other local governments and Regional Districts have included some form of indemnification provision in favour of the City.

The Risk Management Division considers the risk of liability related to the fire dispatch services as low probability risk based on experience and legal precedent. The SFS monitors and maintains statistical data on call responses in accordance with National Fire Protection Association Standards which further mitigates the City's liability exposure. The City's liability insurer has been apprised of this risk and has included coverage for losses associated with fire dispatch for other jurisdictions for no additional premium.

### Review by Legal Services

Legal Services has reviewed the Agreements and has no concerns.

## SUSTAINABILITY CONSIDERATIONS

The Fire Service Dispatch - New Agreements with Local Governments supports the City's Sustainability Charter 2.0. In particular, this agreement will assist in meeting the following Desired Outcomes (DO):

- Public Safety DO5: Surrey is recognize and perceived as a leader in establishing and maintaining collaborative partnerships for community safety and well-being.
- Infrastructure DO2: Infrastructure systems provide safe, reliable and affordable services.

## CONCLUSION

The Surrey Fire Service recommends that Council:

1. Authorize the City of Surrey to enter into new agreements with each of the following local governments for the provision by the Surrey Fire Service of fire service-related dispatch services for a five year term commencing on or about, July 31, 2018:
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  - Town of View Royal.
2. Authorize the Fire Chief and City Clerk of the City of Surrey to execute the agreements referred to in Recommendation 1 of this Report.

A handwritten signature in black ink that reads "Len Garis". The signature is written in a cursive, flowing style.

Len Garis  
Fire Chief