



REGIONAL DISTRICT of Fraser-Fort George

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ADDITIONAL Report

REPORT FOR CONSIDERATION

TO: Chair and Directors File No.: 300.2
FROM: Melanie Perrin, Senior Manager of Public Safety Services
DATE: February 14, 2025
SUBJECT: 9-1-1 Emergency Response – Centralized Call-Answer Contract Services
SUMMARY: Purpose: Consider New One-Year Contract with E-Comm

Attachments:

Draft 9-1-1 Call Answer Centre Service Contract (One-Year) between the RDFFG and E-Comm
Emergency Communications for BC Incorporated

Previous Reports:

None

RECOMMENDATION(S):

1. THAT the report dated February 14, 2025 regarding “9-1-1 Emergency Response – Centralized Call-Answer Contract Services” be received for information.
2. THAT the Regional Board approves entering into a one-year contract with Emergency Communications for British Columbia (E-Comm) for the provision of 9-1-1 Call-Answer services for a term of January 1, 2025 to December 31, 2025 substantially in the same form as attached to the report dated February 14, 2025.

ENTITLEMENT	HOW VOTE COUNTED
All 1 Director/1 vote	Majority
All Weighted	Majority

ISSUE(S):

The current 9-1-1 Call-Answer services contract with E-Comm expired in December of 2024. The 9-1-1 Emergency Response Service provides for emergency 9-1-1 call taking services, transfer of emergency calls to the appropriate downstream agency, and coordinated fire dispatch and communications services.

Public Safety Administration has concluded negotiations with E-Comm in Vancouver, to continue to provide this 9-1-1 Call-Answer service.

The Board is being asked to consider authorizing entering into a one-year contract with E-Comm for 9-1-1 Call-Answer service for a term of January 1, 2025 to December 31, 2025.

RELEVANT POLICIES:

Regional District of Fraser-Fort George Delegation Bylaw No. 3276, 2022

- requires contracts over \$100,000 in value to be considered for approval by the Board.

STRATEGIC PRIORITIES ALIGNMENT:

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Indigenous and Intergovernmental Partnerships | <input checked="" type="checkbox"/> Organizational Strength and Adaptability | <input checked="" type="checkbox"/> Quality Community Services | <input type="checkbox"/> Environmental Stewardship and Climate Action |
| <input type="checkbox"/> Awareness and Engagement | <input type="checkbox"/> Statutory or Routine Business | | |

SERVICE RELEVANCE:

The Regional District of Fraser-Fort George 9-1-1 Emergency Response Service was established in 1990 to provide three functions:

- Primary Public Safety Answering Point 9-1-1 Call-Answer service which allows for individuals to reach emergency services (police, fire, ambulance) by dialling 9-1-1
- Secondary Public Safety Answering Service Point for Fire Dispatch call-answer services (FOCC fire dispatch) which receives fire/rescue emergency calls, dispatches fire/rescue services and supports the responding fire/rescue agency during incident response
- Radio Communication for all fire departments within the RDFFG region which includes radio system supply and maintenance, communication tower network maintenance and operation and maintenance of support systems

The service is a region wide service with all member municipalities and electoral areas participating. Service delivery to other local governments is a fee-for-service arrangement based on term service contracts.

Contracts with the Cariboo, Bulkley-Nechako and Kitimat-Stikine Regional Districts include FOCC fire dispatch and E-Comm 9-1-1 call-answer services. The contract with the Central Kootenay Regional District is exclusive to FOCC fire dispatch services only.

The 9-1-1 Emergency Response Service further supports the operation of two centralized fire dispatch facilities located within the City of Prince George. It supports a reciprocal agreement for the provision of fire dispatch back-up service with North Island 9-1-1 Corporation.

FINANCIAL CONSIDERATION(S):

Public Safety Administration estimated the 2025 annual cost for Call-Answer services provided by E-Comm to be \$627,071 in the 2025 9-1-1 Emergency Response Budget that was presented to Board at the January 2025 Committee of the Whole Budget meeting.

The proposed Contract Agreement includes a cost of \$603,070, subject to potential consumer price index (CPI) and material call volume increases, as well as costs that could be charged to the Regional District if E-Comm encounters delays in transitioning to NG9-1-1. The funds allocated in the 2025 budget will be sufficient to fund this contract, as well as provide a buffer should increased costs be realized due to an increase in CPI or call volume. Additional costs associated with any delays E-Comm may encounter with their transition to NG9-1-1 have not been factored into the 2025 budget at this time. Any increase in costs would be shared with the partner Regional Districts who contract their 9-1-1 call-answer services through the RDFFG.

OTHER CONSIDERATION(S):

The 9-1-1 Emergency Response Service saw 104,476 calls made to 9-1-1 through E-Comm across the service area in 2024.

The new contract incorporates significant changes to accommodate the future state of 9-1-1 services with the implementation of Next Generation 9-1-1. Public Safety Administration has completed a thorough review of changes to the contract and have ensured that pertinent clauses are included to safeguard service provision and the Regional District's interests in this contract.

DECISION OPTIONS:

1. Approve recommendations.
 - A one-year contract agreement with E-Comm for 9-1-1 Call-Answer services for January 1, 2025 to December 31, 2025 will be entered into.

Other Options:

- a. Do not authorize entering into the one-year contract for 9-1-1 Call-Answer services:
 - a competitive bid process will be considered
 - other service delivery options will be investigated for the provision of critical 9-1-1 call answer functions

COMMENTS:

Public Safety Administration recommends proceeding with a one-year contract agreement with E-Comm for 9-1-1 Call-Answer services, for the term of January 1, 2025 to December 31, 2025.

Respectfully submitted,

“Melanie Perrin”

Melanie Perrin
Senior Manager of Public Safety Services
MP:mz