



REGIONAL DISTRICT of Fraser-Fort George

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REPORT FOR CONSIDERATION

TO: Chair and Directors

File No.: EP ADM 1.0

FROM: Melanie Perrin, Senior Manager of Public Safety Services

DATE: July 4, 2025

SUBJECT: Reciprocal Back-Up Agreement for Regional Fire Dispatch Service

SUMMARY: Purpose: Consider Extension to the Fire Dispatch Back-Up Agreement with North Island 9-1-1 Corporation

Attachments:

1. Fire Dispatch Back-Up Services Agreement – Amendment for Extension

Previous Reports:

1. Item 11.3.2, July 2024

2. Item 13.3.2, June 2021

RECOMMENDATION(S):

1. THAT the report dated July 4, 2025, regarding “Reciprocal Back-Up Agreement for Regional Fire Dispatch Service” be received for information.
2. THAT the Board approves entering into a Fire Dispatch Back-Up Services Agreement extension with North Island 9-1-1 Corporation for a one-year term.

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

ISSUE(S):

At its June 2021 meeting, the Board approved entry into a reciprocal agreement with North Island 9-1-1 Corporation (NI 9-1-1), operated by the City of Campbell River located on Vancouver Island, for the provision of back-up fire dispatch services to both the Regional District of Fraser-Fort George Emergency Response Service (FFG 9-1-1) and NI 9-1-1 fire dispatch centers. At its July 2024 meeting, the Board approved an amendment to this agreement to allow for a one-year extension of the agreement. This agreement has now reached the end of the one-year extension term, expiring on July 1, 2025.

Public Safety Administration has been working with NI 9-1-1 regarding the extension of this agreement in its current form. Section 11.2 of the current agreement provides for two one-year extensions. This would be the second extension of this agreement. The reciprocal back-up services are currently continuing without interruption while the service agreement extension is being addressed.

The Infrastructure Upgrade Implementation Strategy (IUI), approved by the Regional Board in 2019, identifies considering opportunities for improvements to the fire dispatch service that will increase operational resiliency and business continuity. This Agreement facilitates the business continuity planning and capacity enhancement process, for NI 9-1-1 and the Regional District of Fraser-Fort George Emergency Response Service (RDFFG 9-1-1), including the Fire Operation Communications Center (FOCC).

The Board is being asked to consider:

- entering into Fire Dispatch Back-Up Services Extension Agreement with the NI 9-1-1 Corporation.

RELEVANT POLICIES:

National Fire Protection Association (NFPA) Standard 1221

- establishes standards for the installation, maintenance and use of emergency services communications systems.

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):

Provisions have been made within the agreement for reimbursement of eligible staffing costs, should the need for an activation occur. There are no direct financial investment or fees associated within the agreement, as most of the proposed readiness investment would be staff time and resources for both parties.

OTHER CONSIDERATION(S):

The intent of the Fire Dispatch Back-Up Services Agreement is to provide reciprocal emergency support during short-term events that could require staff to move from primary to alternate back-up facilities.

NI 9-1-1 currently operates and maintains a fire dispatch centre and the necessary communications and mapping systems for dispatching 80 fire departments in a service area covering approximately 180,000 square kilometres. This full-service dispatch centre operates as a state-of-the-art facility meeting and exceeds the National Fire Protection Association Standards. The dispatch centre processes an average of 19,000 fire and medical requests annually, resulting in approximately 13,500 dispatched incidents.

A commitment to community sustainability in the Regional District will safeguard communities through the provision of 9-1-1 emergency response and comprehensive emergency management, while being a catalyst to opportunities that enhance the economic prosperity of the region, including preparing for climate change impacts.

DECISION OPTIONS:

1. Approve recommendations:

- a Fire Dispatch Back-up Services Agreement extension will be entered into and executed with NI 9-1-1

Other Options:

a. Do not approve recommendations:

- Public Safety Administration will take no further action on the Agreement extension with NI 9-1-1 Corporation
- The Regional District of Fraser-Fort George Emergency Response Service (RDFFG 9-1-1) and NI 9-1-1 will be at risk by not having a backup reciprocal service agreement in place.

COMMENTS:

If FOCC were to be compromised, forcing operations to move to the back-up site, NI 9-1-1 would activate under the current back-up services agreement and provide fire dispatch services for RDFFG fire dispatch agencies in the interim during the transition time of moving to the back-up site at the PSOB. Working with NI 9-1-1 greatly assists in meeting this geographically diverse operational business continuity planning objective.

A key recommendation within the Infrastructure Upgrade Implementation Strategy, as approved by the Regional Board, was a commitment to 'ensuring the 9-1-1 Emergency Response Service allows for growth potential and operational resiliency of call-answer, dispatch and radio communication public safety services.' Participating in this reciprocal fire dispatch back-up agreement, significantly furthers the goal of enhanced public safety for the residents of British Columbia served by NI 9-1-1 and the RDFFG 9-1-1 Emergency Response Service.

Respectfully submitted,

"Melanie Perrin"

Melanie Perrin
Senior Manager of Public Safety Services

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