



## Staff Report

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**Report To:** Dan Best, Chief Administrative Officer  
**From:** **Andrew Baird, Fire Chief**  
**Date:** January 15 2018  
**Report:** Fire 18.01  
**Subject:** Fire Department Dispatching Services

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### Recommendations:

**That;** South Huron Council receives the report from Andrew Baird, Emergency Services Manager, re: Fire Department Dispatching Services; and

**That;** South Huron Council authorizes the Emergency Services Manager to Tender for Full Dispatching Services for the start of 2019.

### Purpose:

Council Approval and Authorization.

### Background and Analysis:

Current Fire Department Dispatching Services are provided by the Startford Fire Department. The contract for their services expires Dec 31, 2018 at 2359hrs. The services provided are Call Taking and Dispatching the appropriate station within South Huron to the emergency. The remainder of the dispatching duties for the incident is conducted by the first firefighter in the radio room.

The current radio system in place for dispatching is becoming problematic and archaic as well as putting all the radio responsibilities on a firefighter in the radio room vs a professional dispatcher with all the appropriate resources and capabilities.

Full Dispatching Services provide numerous advantages over the current system in place and with the SHFD providing our own radio room operators. ie Liability, Mapping, Communications, Voice/ Data Recordings, Paging and Computer Aided Dispatching.

A review of the Departments within the County discovered no consistency with dispatching services.

Should Council approve the recommendation outlined in this report, tendering process will be completed immediately to ensure enough time and notice is given to make the appropriate changes.

### **Operational Considerations:**

1. Status Quo – Continue in 2019 with fire dispatching services being provided by Stratford Fire and the South Huron Fire Department will continue to provide radio room operators for the remainder of the incident.
2. Change to Full Dispatching Services.

### **South Huron's Strategic Plan:**

To keep taxes and user fees affordable to maintain existing population and encourage new growth.

### **Financial Impact:**

Estimated annual cost is approximately \$33,000, consisting of \$17,000 annually for dispatching fees, \$1,000 phone line to Seaforth Hospital, approx. \$10,000 in wages for radio room operator and \$3-\$5000 for yearly repairs to system. Goal for the tendering process would be to stay within this range.

### **Legal Impact:**

There are no legal implications for the Corporation resulting from the proposed recommendation.

### **Staffing Impact:**

For the most part, this will free up one firefighter to respond to the incident if necessary.

### **Policies/Legislation:**

None.

**Consultation:**

Reviewed with CAO.

**Related Documents:**

None.

Respectfully submitted,

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**Andrew Baird, Fire Chief**