



**Town of Tillsonburg
Fire and Rescue Services**

80 Concession Street East, Tillsonburg, ON N4G 4Z8

Tel: (519) 688-3009

Fax: (519) 842-5528

November 1, 2021

Fire Chief, Jeremy Becker
Fire Services
The Corporation of the Municipality of South Huron
PO Box 759, 322 Main Street South
Exeter, Ontario,
N0M 1S6

Dear Chief Becker:

Thank you for your willingness to discuss our *Fire Communications Service Agreement* on October 28, 2021.

Pursuant to the *Fire Communications Service Agreement* (herein referred to as the *Agreement*) between the Town of Tillsonburg (Herein referred to as the Town) and the Municipality of South Huron (Herein referred to as the Municipality) Paragraph 15 & 16, the Town wishes to amend the *Agreement* by written memorandum. This letter serves as written notice of the Town's desire to amend the terms of the *Agreement*.

During 2020/21 the Town upgraded the Fire Communications Centre dispatch consoles / phone system / processes and Computer Aided Dispatch (CAD) equipment to improve customer service and ensure compatibility with Next Generation 911 (NG-911) requirements. Additionally, the Town has experienced increases in staffing costs related to increasing hours of coverage, storms, multiple incidents, COVID -19, PTSD and mental health.

The Tillsonburg Fire Communications prides itself on providing exceptional customized full "fire only" communications services to small-medium sized fire services with dedicated, professional full and part time staff at competitive market value.

The intent of the proposed *Amendment* is to realign actual costs for Fire Communication Services with the Municipality to ensure a fair and standardized fee structure for all partners to maintain a sustainable Fire Communications Service delivery model as we transition to NG-911 and deliver quality Fire Communications Services into the future.

The Town proposes to amend the current *Agreement*, specifically Article 2 & 3, of Schedule "B" regarding the annual fee for per resident person residing within the municipality and to advise the Municipality of its proportional NG-911 capital infrastructure costs.

The Town proposes an increase in the annual fee per resident person residing in the response area of the Municipality **from \$2.32 to \$3.60** based on the most current Canada Census report or from **\$19,200 to \$29,800** annually effective January 01, 2022.



The Town is further advising the Municipality of their proportional NG-911 infrastructure costs based on per capita cost to all Fire Communications Service partners will be in the range of \$1.25 – 1.50 per resident person residing within the response area of the Municipality or between \$10,350 - \$ 12,500 based of current 2022 census data. (NG-911 costs are approximate as total costs for NG-911 will not be known until complete implementation expected in 2024).

The Town recognizes the parties enjoy a mutually beneficial Fire Communications partnership and the Town endeavors to maintain this valued partnership. The Town recognizes the proposed fee increase may be challenging for the Municipality to fund in a single budget year, however, assures the Municipality the fee increase is necessary to ensure a sustainable Fire Communications Service partnership.

To assist the Municipality in funding NG-911 infrastructure costs the Town proposes either a one time up front payment of between \$10,350 - \$ 12,500 for (NG-911) infrastructure costs in 2024. Alternatively, the Town is willing to renew a 5-year contact period with the Board and include an additional annual per capita increase of between \$.25 - \$.50 fee per resident person residing in the response area of the Municipality per year for 5 years commencing in January 01, 2022 to recover NG-911 costs.

The Town, recognizes that the Municipality may not agree with the proposed *Amendments* and may issue Notice to Withdraw from the *Agreement* pursuant to paragraph nine (9) of the *Agreement*.

The Town values our continued partnership and our ultimate shared goal of reliable and sustainable Fire Communications Services at fair market value for all communications partners.

We appreciate your understanding and our continued partnership. Please do not hesitate to contact me if you wish to further discuss the proposed *Amendments*. My contact information is below.

Sincerely,

Shane Caskanette

Fire Chief / CEMC

Town of Tillsonburg

Fire and Rescue Services

80 Concession Street East

Tillsonburg, ON

N4G 4Z8

Phone: 519-688-3009 Ext. 4900 Cell: 519-535-7408

scaskanette@tillsonburg.ca