



STAFF REPORT TO COUNCIL

Report No: FD 2021-12

October 12, 2021

From: Matthew Roy – Fire Chief

RE: Fire Dispatch Agreement - Cornwall Police Service

Recommended Motion:

THAT Council receive Staff Report FD 2021-12

AND THAT Council adopt By-law 45-2021, being a by-law to enter into an agreement with the Cornwall Police Service for Fire Dispatch services.

AND THAT by-law 45-2021 read a first, second and third time, passed, signed and sealed in open council this 12th day of October, 2021

Background / Analysis:

The Township of North Glengarry has procured Fire Dispatch services from the Cornwall Police Service (CPS) since 2017. The five (5) year agreement expires on December 31, 2021.

Previous to our agreement with the CPS, dispatch services were supplied by the Hawkesbury Fire Department.

The CPS supplies dispatch services to Cornwall Police, the Cornwall Fire Service, North Glengarry Fire Department, South Glengarry, South Stormont and North Stormont. Over the 5-year term North Glengarry continues to be provided excellent service from the CPS.

In Eastern Ontario, there are professional Fire Dispatch centres in Ottawa, Kingston, Cornwall, Renfrew, Brockville and Hawkesbury. All provide varied levels and types of service.

The 2017-2021 Dispatch fees were as follows:

2017	\$35,000
2018	\$35,700
2019	\$36,414
2020	\$37,142
2021	\$37,885

The proposed Cornwall Dispatch 2022-2026 fees (2% increase per annum) are as follows:

2022	\$51,450
2023	\$52,480
2024	\$53,530
2025	\$54,600
2026	\$55,690

The proposed pricing in the draft Cornwall Dispatch agreement has increased from the previous agreement's rates. Cornwall Police have re-evaluated the operational and oversight cost of providing dispatch services to both Cornwall agencies and outside Townships.

CPS provided rational and formulas for the rate increase:

- The annual cost to staff a single dispatch seat dedicated to Fire responses.
- Administrative oversight and IT support.
- The 911 emergency system is currently receiving its largest upgrade since its inception.

The federal government has mandated an upgrade to Next Generation 911 (NG911). This upgrade will provide additional means of connection from the public, such as text, digital video and other accessible methods. There are significant technical upgrades, thus additional costs, needed within all dispatch centres.

A review of neighbouring Townships to compare their current fire dispatch providers was conducted. The review examined items including current dispatch fee schedules, services provided, operational arrangements and satisfaction of service.

Any change of Fire Dispatch location will come with equipment and connection costs, including redesigning of dispatch mapping and response plans. There would be required service agreements from telecom suppliers to re-locate our dedicated 911 connections. These added costs would add significantly to the overall cost of the services.

Following this review, the fire department is recommending a continued partnership with CPS and to enter into the provided agreement with updated pricing.

Alternatives:

Prepare a request for services (RFS) for dispatch services.

Financial Implications:

There is no impact on the 2021 budget however, entering into the proposed agreement with CPS would result in increased fees as outlined above for the years 2022 - 2026.

Attachments & Relevant Legislation:

Cornwall Police Service Dispatch Agreement

Others Consulted:

Sarah Huskinson – CAO/Clerk

Reviewed and Approved by:
Sarah Huskinson, CAO/Clerk