



*building communities together*

## **2019 Business Plan 9-1-1 Telephone/All Electoral Areas (1380)**

*Stephanie Masun, Manager of Protective Services*

***Working in partnership with communities, large and small, to make the Cariboo Chilcotin a socially, economically and environmentally desirable region to live, work and play.***

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### **Department/Function Services**

In 2006, Bylaw No. 3515 established the 9-1-1 Emergency Telephone System function to provide services to the South Central Cariboo/Chilcotin and member municipalities, Williams Lake and 100 Mile House, through a contractual agreement with the Regional District of Fraser-Fort George. In 2008, Bylaw No. 4426 passed to dissolve the extraterritorial agreement with Fraser-Fort George and the entire Cariboo Region, including member municipalities. It is now provided through a contract agreement with Fraser-Fort George. Bylaw No. 4469 (2009) is the most recent amendment. The dissolution of the extraterritorial agreement also saw the Cariboo Regional District take ownership of the capital equipment required to provide the 9-1-1 service in the North Cariboo and, as such, the need to build capital reserve funds for future replacement of this same equipment.

All CRD Directors and representatives of the District of 100 Mile House, City of Williams Lake, City of Quesnel, and District of Wells are responsible for the governance of this service.

### **Business Plan Goals, Rational & Strategies**

#### **2019 Goals**

- 1. Goal:** Develop a plan to ensure that 911 system upgrades remain compatible with dispatch system upgrades and changes.  
**Rationale:** It is imperative that this critical infrastructure remain in good repair and remains functional and compatible with upgrades to the broader 911 dispatch system.  
**Strategy:** Use proper procurement processes to determine which options are the most suitable, comparing both costs and timelines for improvements.

2. **Goal:** Investigate a medium-term agreement for 911 systems maintenance.  
**Rationale:** Determine options prior to the expiry of our current Memorandum of Understanding to ensure continuity of system maintenance and service.  
**Strategy:** Use proper procurement processes to determine which alternatives are available, comparing both costs and services.

### **Significant Issues & Trends**

9-1-1 Dispatch services were moved from the RCMP dispatch centre in Prince George to ECOMM. This change has made no noticeable difference to clients but continues to provide significant savings.

Technological changes and enhancements are being made at the 911 dispatch centre, the Cariboo Regional District system is old and requires upgrades to continue to function as part of the broader system.

### **Measuring Previous Years Performance**

**Goal:** Investigate fire dispatch alternatives.  
- Cancelled.