

9-1-1 Emergency Response Service Partner Presentation by Regional District of Fraser-Fort George

Jim Martin and Michael A. Higgins



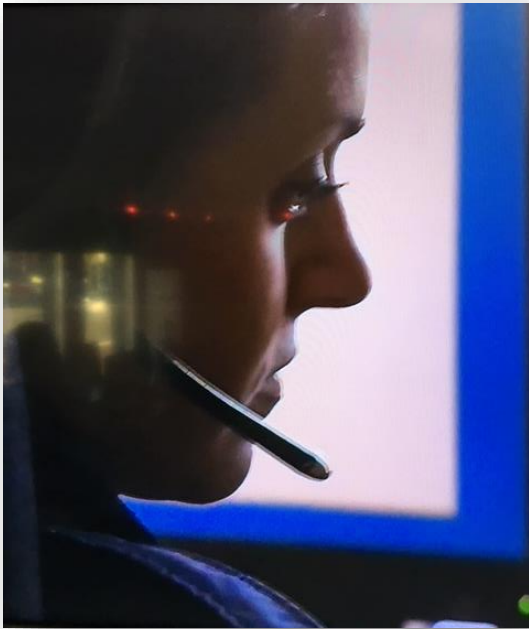
Partner Regional District 2023 Update

9-1-1 Emergency Response Service

- Next Generation 9-1-1
- Contracts and Agreements
- Progress on Infrastructure Upgrade Implementation Strategy
- Call-Answer Repatriation Feasibility Study Project (FFG-CARES)

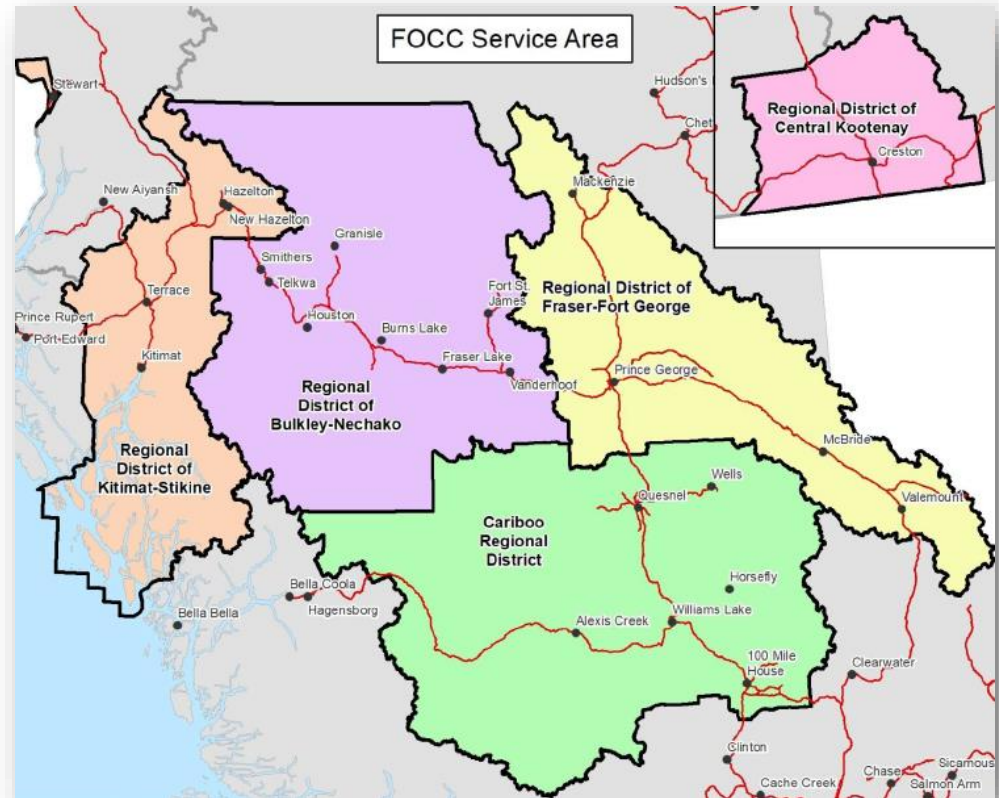


9-1-1 Call Taking and Fire Dispatch and Communications Services



Who do we serve?

- 9-1-1 services for **over 270,000** residents
- FOCC dispatches and coordinates **100 fire/rescue agencies**
- one of the **largest fire dispatch areas in BC**



FFG 9-1-1 Delivers

- **9-1-1 Call Taking**

Contract for Services: E-Comm

- Answering 9-1-1 calls from the public
- Transferring 9-1-1 calls to the appropriate emergency response agency (Police, Fire, Ambulance)


- **Fire Dispatch and Communications Services**

Contract for Services: City of Prince George

- Dispatching and communicating with fire/rescue agencies
- Resource to fire/rescue agencies



Cariboo Regional District 9-1-1

 REGIONAL DISTRICT of Fraser-Fort George	9-1-1 Call Statistics				
	Year to Date-2022				
	Police	Fire	EMS	Aband.	Total
Cariboo Regional District					
Cariboo RD (North)	1481	142	889	651	3163
Cariboo RD (South)	3894	557	2528	1481	8460
City of Quesnel	2702	246	1476	1017	5441
City of Williams Lake	2104	152	1411	655	4322
District of 100 Mile House	398	53	356	154	961
District of Wells	15	8	13	27	63
Watch Lake	72	17	37	45	171
Total	10666	1175	6710	4030	22581

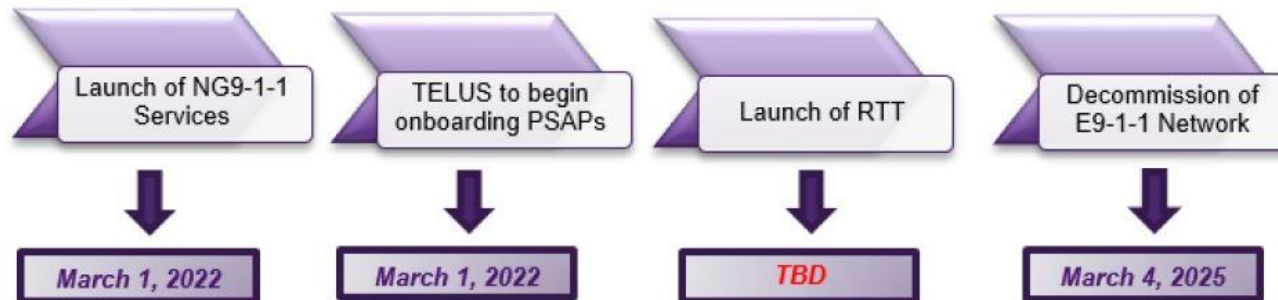
NG9-1-1 Service Bulletin No. 15

Updated NG9-1-1 Implementation Dates

Overview

The CRTC has released Telecom Decision 2021-199 in which new NG9-1-1 implementation dates have been issued. The Decision mandates that NG9-1-1 Network Providers and Originating Network Providers be ready to launch NG9-1-1 as of March 1, 2022.

Also noted in the Decision is that RTT dates are not yet established, and will be based upon reports to be filed by ESWG / CISC.



New TELUS NG 9-1-1 Agreement Highlights

- Negotiated between TELUS and CRTC
- Provides Terms and Conditions for access to 9-1-1 services
- Sets expectations for 9-1-1 services providers in BC
- Non-negotiable between Authorities Having Jurisdiction and TELUS
- Provides the framework and IP Network connectivity for RDFFG residents to continue to receive 9-1-1 services.
- RDFFG has executed this agreement for RDFFG AHJs

Contract/Agreement 2022 Negotiations

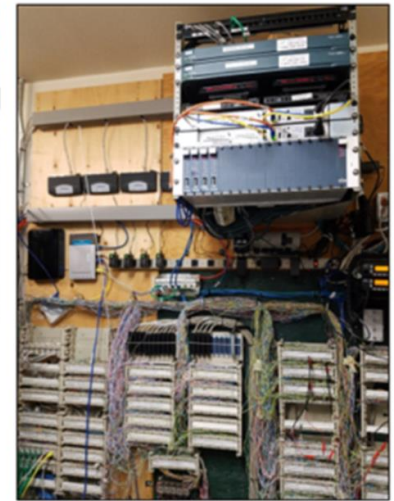
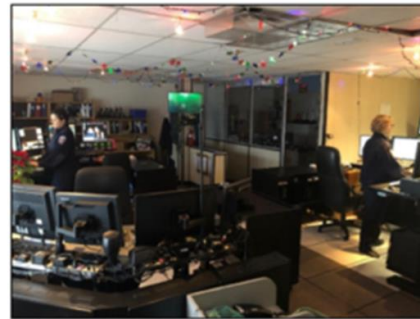
- North Island Reciprocal Backup – Operational – June
- Centralized Fire Dispatch – CPG PG Fire Rescue – August
- E-Comm Call-Answer Function Extension – September
- Partner Regional District Extensions – November
- Additional New Agencies RD Central Kootenay – November



Infrastructure Upgrade Implementation Strategy Approved in 2019

Includes a combination of funding from:

- 9-1-1 Service Reserves
- 9-1-1 Service Operating Budget
- MFA Borrowing by RDFFG
- Grant and Funding Programs



Technology and Infrastructure Upgrades

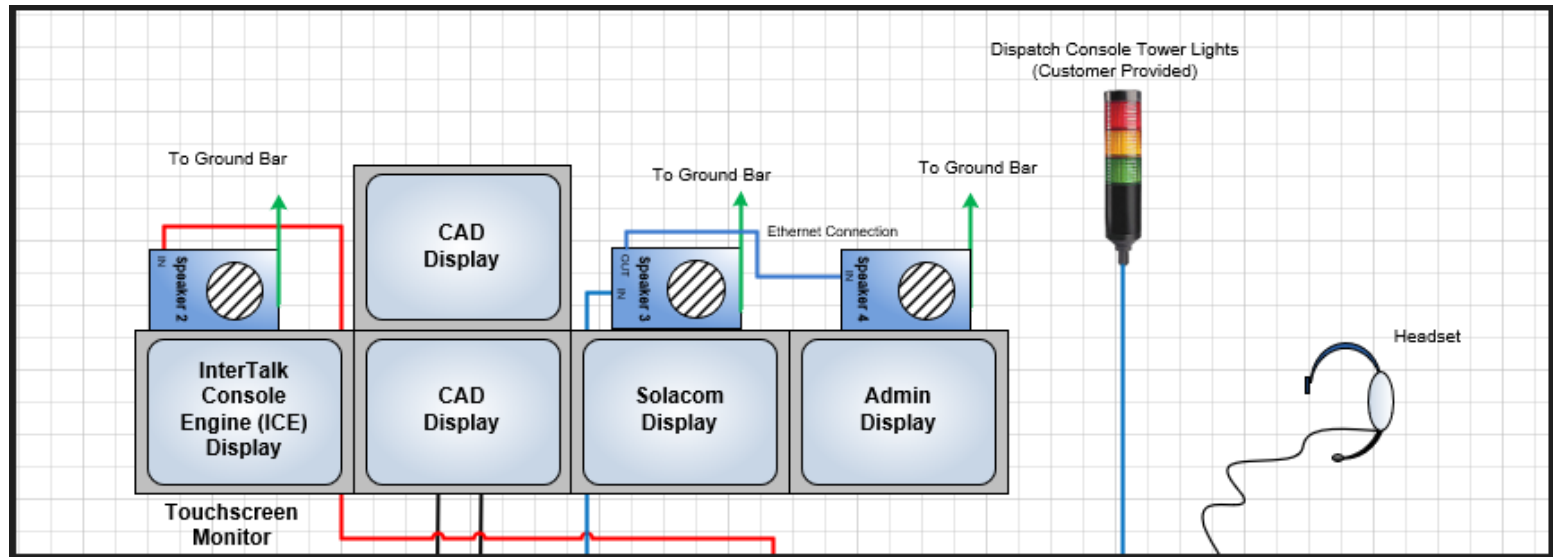
New Operational Technology

- Call Handling System
- Dispatch Radio Console System
- Call Recorders and QA/QI Systems
- Quality Assurance/Quality Improvement System
- Integrated Corporate/PS Fibre Networks

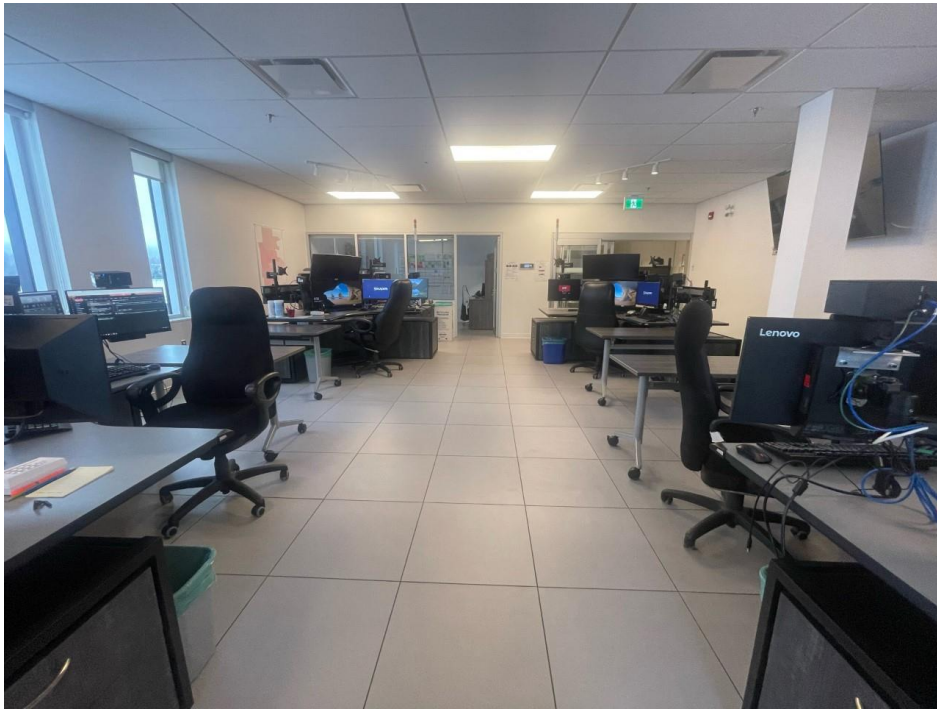
Moves to New Operational Facilities

- Fire Operations Communication Centre – Primary
- Public Safety Operations Building – Alternate

Advanced Integrated Technologies



New Primary FOCC Site PG Fire/Rescue – New Hall #1



New Alternate FOCC Site

RDFFG - Public Safety Operations Building

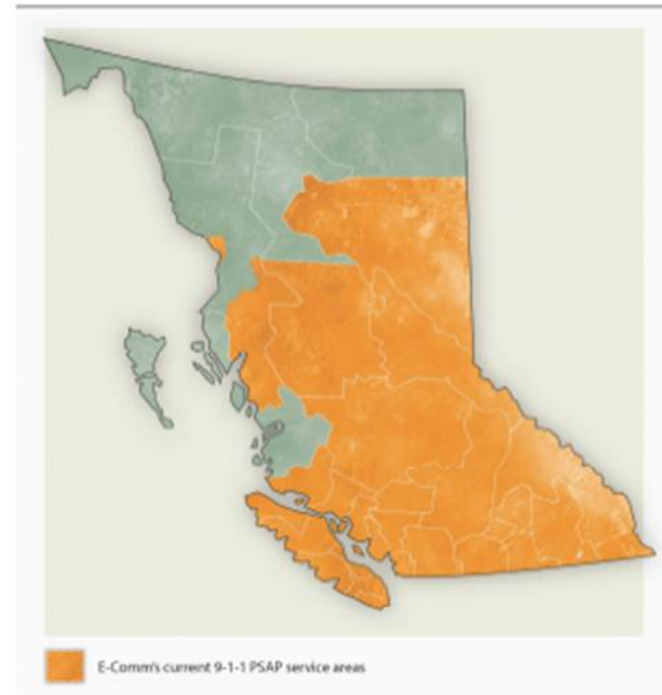


FFG-CARES Project

Initiated and Approved by Board in January of 2021

Purpose: To explore the opportunity to repatriate call-answer services to the Prince George base of 9-1-1 Emergency Response Service operations.

- Current E-Comm Call-Answer Service Area



The Integrated Development Team



RDFFG 9-1-1 Emergency Response Service

Call-Answer Repatriation Execution
Strategy (CARES) Business Case –
Kick Off Meeting

Date: January 31, 2022
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Client:

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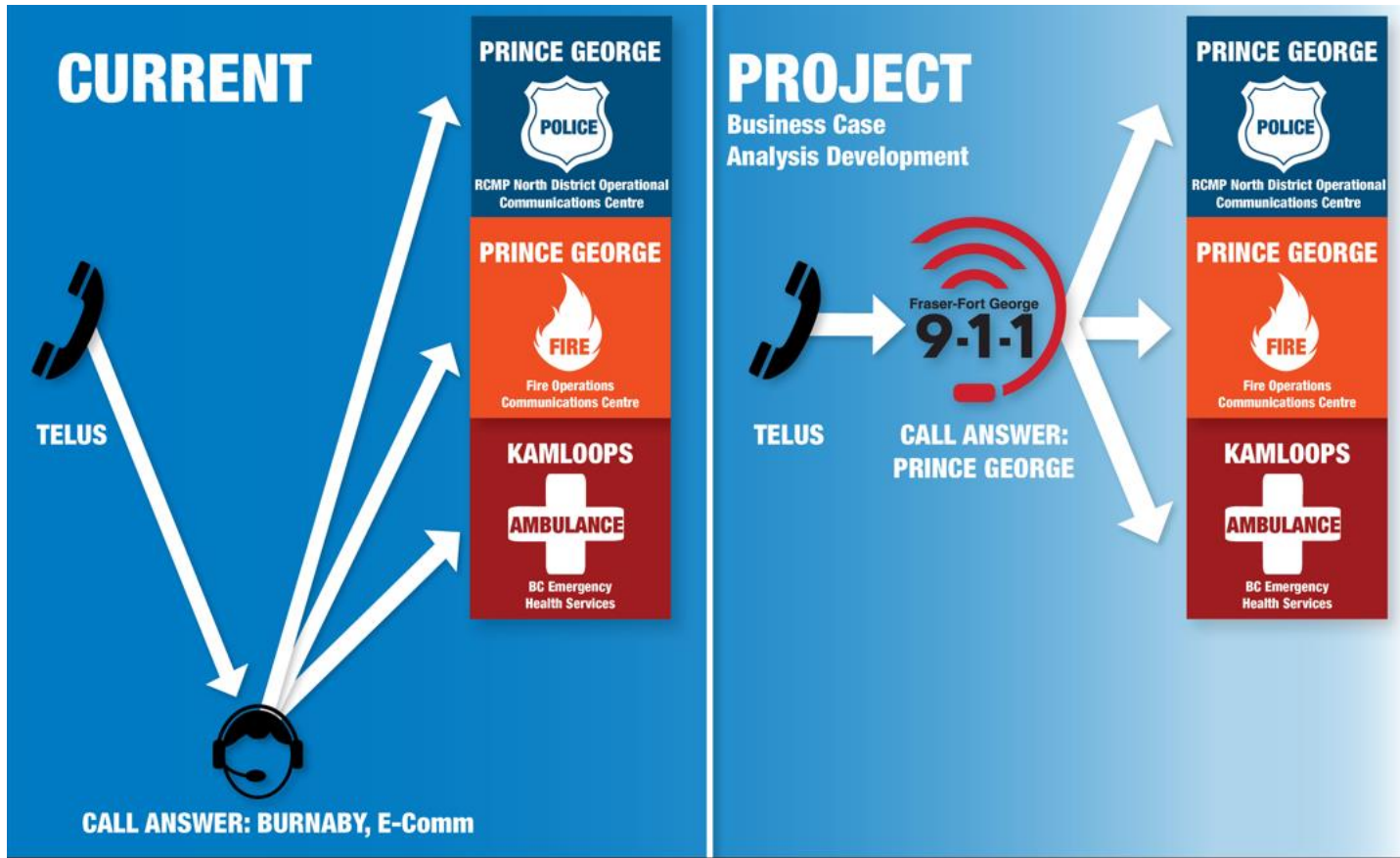
Chris Kellett, 911 Subject Matter Expert



Current Provincial Model



FFG – CARES Repatriation Model



FFG – CARES Progress

Current Approach

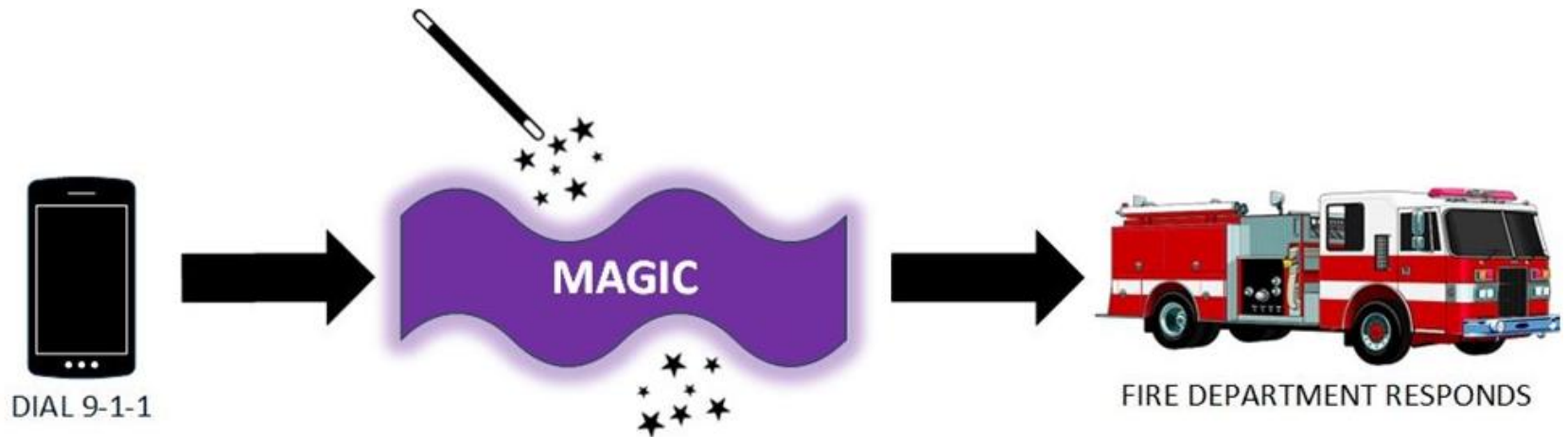
Phase 1: Project Initiation – Complete

Phase 2: Current State Assessment – Complete

Phase 3: Options Development and Evaluation – Q1 of 2023

Phase 4: Business Case Development – Q2 of 2023

Public Perception and Trust is Critical



Integrated Public Safety



Opportunity for Questions and Comments

