THIS AGREEMENT dated for reference the **16th** day of **October 2018**.

BETWEEN:

THE CORPORATION OF THE CITY OF KELOWNA
1435 Water Street
Kelowna, B.C. V1Y 1J4

(hereinafter called "Kelowna")

OF THE FIRST PART

AND:

THE CITY OF VERNON
3400-30th Avenue
Vernon, BC V1T 5E6

(hereinafter called "Vernon")

OF THE SECOND PART

WHEREAS:

A:  The *Local Government Act and* the *Community Charter* provide that the corporate powers of local government include the power to make agreements with a public authority respecting activities, works or services within the powers of a party to the agreement, including agreements respecting the undertaking, provision and operation of activities, works and services;

B:  Vernon issued a Request for Proposals for fire dispatch service (the "RFP");

C:  Kelowna submitted a proposal to Vernon dated June 1, 2018 (the "Kelowna Proposal") in response to the RFP; and

D:  Vernon has agreed to contract with Kelowna for the provision by Kelowna of fire dispatch services to VFRS in accordance with the terms set out herein for the receipt and processing by means of computer-aided dispatch service and re-transmission of emergency related calls to VFRS, including selection of optional services regarding records management system.

NOW THEREFORE THIS AGREEMENT WITNESSETH that in consideration of the mutual covenants and agreements herein contained and subject to the terms and conditions hereinafter set out, the parties hereto mutually agree as follows:

## 1. Definitions

1.1. In this agreement:

(a) **"CAD"** means the computer-aided dispatch system maintained and used by Kelowna;

(b) **"Emergency"** means any reported event for which fire department personnel are directed to attend in response to an actual risk of fire, hazardous material spill, accident, disaster or medical situation for which an incident number is generated;

(c) **"VFRS"** means City of Vernon Fire-Rescue Service;

(d) **"Fire Dispatch Centre"** means the Fire Dispatch Centre maintained by the Kelowna Fire Department;

(e) **"Service"** means the provision by Kelowna of fire dispatch services to VFRS in accordance with the requirements as set out in paragraph 2 herein and Schedule "A" attached hereto and forming part of this Agreement; and

(f) **"Term"** means the term of this Agreement as provided under Section 4.

## 2. Services

2.1 Throughout the Term, Kelowna will provide VFRS with fire dispatch and communications services including the following:

(a) 9-1-1 emergency calls for fire department assistance that originate in Vernon will be received and processed by the Fire Dispatch Centre;

(b) The Fire Dispatch Centre will use its CAD system to initiate incident reporting and dispatch the call to VFRS;

(c) After the initial dispatch, the Fire Dispatch Centre will provide full incident command support to VFRS including the call out of additional resources specific to the incident (including, through the activation of mutual aid agreements between one or more other local governments and fire departments under which firefighting and other resources are provided in the event of an Emergency) where required by VFRS. The responsibility of Kelowna for the callout of VFRS personnel in addition to those on

shift shall be limited to a single point of contact or process mutually agreed to by the Parties; and

(d) The services referred to in Schedule "A" hereto and forming part of this Agreement.

2.2     Kelowna will provide Services in accordance with standards and operating procedures utilized by the Kelowna Fire Department unless a variance of such standards or operating procedures is mutually agreed between the Parties.

The Fire Dispatch Centre will continue to utilize a performance expectations program with its employees, as outlined in the Kelowna Proposal (*attached as Schedule C*). The three phased program will be based upon the current version of National Fire Protection Association Standard 1221 standards and will assist in motivating, recognizing and enabling employees to improve performance. This program may be modified from time to time.

It is understood that the Fire Dispatch Centre will strive to meet the standard of service for emergency communications in the fire service being the National Fire Protection Association Standard 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems.*

For certainty, any lapse in communication, delay in communication, or miscommunication arising from a failure of the Fire Dispatch Centre communication services as described under section 2.4 will be the sole responsibility of Kelowna.

2.3     Kelowna will not be responsible for dispatching VFRS out of their respective specified area.

2.4     Kelowna will provide, at the Fire Dispatch Centre, all equipment, computer software and personnel necessary for the provision of fire dispatch and communication services under this Agreement, and will ensure that all Kelowna personnel who participate in providing the Services are fully trained. VFRS will, on its respective premises, provide all computer hardware and other equipment needed in order to maintain the required service link with the Fire Dispatch Centre. VFRS will also maintain the radio and paging network used to deliver service in the City of Vernon.

2.5     Kelowna will retain all voice recordings of requests for emergency assistance received from within Vernon for a period of seven (7) years or such longer time as may be required by law. Kelowna will retain all 9-1-1 and other records normally kept by and under its own operating procedures in relation to the dispatch and communication services for a period of two (2) years or such longer time as may be required by law. All records and data maintained by Kelowna will be stored in a secured area, and access to those records and data will be given to duly authorized personnel of Vernon.

2.6 The Parties will meet initially at 3 months, thereafter bi-annually (6 months) or such other frequency as may be mutually agreed, for the purposes of resolving issues, sharing information and identifying procedural communications or equipment changes.

2.7 Kelowna will provide the service and service levels in accordance with the Kelowna Proposal (*attached as Schedule C*).

2.8 All records or recordings and such other data as pertains to Service provided under this Agreement to Vernon will be and remains exclusively the property of Vernon and may not be released to others without its express consent. Information may only be released under request of a corporate officer of Vernon or designates as identified by such corporate officer in writing. Kelowna agrees that all such records, recordings and data will be held in trust by Kelowna as trustee for the sole benefit of Vernon provided that Kelowna may retain copies. For clarity, all records, recordings and other data remain subject to the retention provisions of section 2.5 of this Agreement.

2.9 Kelowna agrees that neither Kelowna nor any person for whom Kelowna is responsible at law will disclose to any person, any information learned about Vernon, its servants, employees, agents or persons who are subject of an Emergency including any information provided in accordance with the requirements of this Agreement. Kelowna acknowledges and agrees that all such information is confidential and will not be released except in accordance with the requirements of the *Freedom of Information and Protection of Privacy Act, British Columbia*.

## 3. VFRS Equipment

3.1 All radios including base stations, pagers and any other hardware required to facilitate the Service shall be purchased, licensed and maintained by VFRS, with the exception of equipment within the Fire Dispatch Centre as per the proposal.

3.2 All radio licenses and other related requirements of Innovation, Science and Economic Development Canada shall be the responsibility of VFRS.

## 4. Term

4.1. The term of this Agreement (the "**Term**") will commence on October 16$^{th}$, 2018 and terminate on the 31$^{st}$ day of December 2022. On or before December 31$^{st}$, 2021, either party will communicate to the other their interest in negotiating terms of a subsequent agreement and if both parties are in agreement, the parties will commence negotiation of the terms of such subsequent agreement, providing always that failure to reach an agreement on terms will not bind the parties to a subsequent agreement or extension of the current agreement unless otherwise agreed in writing.

**5.** **Fees**

**5.1.** For the Service, Vernon agrees to pay to Kelowna, the fees and charges as contained in Schedule "B" attached hereto and forming part of this Agreement.

**6.** **Indemnity**

**6.1.** Vernon agrees that it will indemnify and save harmless Kelowna, its councilors, employees, and agents from and against any claims, suits, actions, causes of action, costs, damages or expense of any kind that result from:

(a) negligence of Vernon and its employees, contractors and agents; or

(b) a breach of this Agreement by Vernon.

**6.2** Subject to the provisions of section 2.3 of this Agreement, Kelowna agrees it will indemnify and save harmless Vernon, its directors, employees and agents, from and against any claims, suits, actions, causes of action, costs, damages or expense of any kind that result from:

(a) negligence of Kelowna and its employees, contractors and agents in the provision of the Services; or

(b) a breach of this Agreement by Kelowna.

**7.** **Default and Early Termination**

**7.1** If either party is in breach of this Agreement and the breach is not corrected within thirty (30) days after notice of the breach provided to that party, the party not in breach may terminate this Agreement.

**7.2** By notice in writing delivered any time after December 31$^{st}$, 2021, either party may elect to terminate this Agreement, in which case the arrangement for Services provided hereunder shall be terminated effective twelve (12) months from the date of the said notice. In the event of early termination under this provision, the fees paid to Kelowna as provided herein for the year of the Term in which such termination takes effect shall be prorated.

**8. Dispute Resolution**

8.1. Both Vernon and Kelowna agree to co-operate and use their best efforts to resolve any dispute which may arise regarding this Agreement or the Services contemplated within this Agreement or the responsibilities or rights of each party under it, including the candid and timely disclosure of all relevant information and documentation to each other. If the dispute cannot be resolved, it shall be first referred to each party's managing director responsible for fire dispatch services in order that they may attempt to resolve the dispute. In the event the two representatives are unable to reach agreement regarding the dispute, may be submitted to arbitration by delivery of a Notice of Arbitration in writing to the other party. The arbitration must be conducted by a three-person panel comprised of one appropriately qualified staff person appointed by the parties and one person chosen jointly by the two appointed staff persons, who shall be the chair of the arbitration panel. If the two staff appointees cannot agree on the choice of the chair of the arbitration panel, then the chair must be appointed by a Judge of the Supreme Court of British Columbia. The arbitration will be governed by the *Commercial Arbitration Act (British Columbia)*. The place of arbitration will be Penticton, British Columbia, Canada, and the costs will be borne equally by the parties.

**9. No Joint Venture**

9.1 Nothing contained in this Agreement creates a relationship of principal and agent, partnership, joint venture or business enterprise between the parties or gives either party any power or authority to bind or control the other.

**10. Notices**

10.1. Where any notice, request, direction, consent, approval or other communication (any of which is a "Notice") must be given or made by a party under this Agreement. It must be in writing and is effective if delivered in person, sent by registered mail addressed to the party for whom it is intended at the address set forth above in this Agreement, or sent by fax to Kelowna at its fax number - (250) 862-3371, to the attention of the Fire Chief; or sent by fax to Vernon at its fax number – (250) 545-7876, to the attention of the Acting Fire Chief. Any Notice is deemed to have been given:

(a) if delivered in person, when delivered;
(b) if by registered mail, when the postal receipt is acknowledged by the other party; and
(c) if by fax, 72 hours after the time of faxing.

A party may change its contact information by Notice in the manner set out in this provision.

**11. General Provisions**

11.1    If any provision of this Agreement is held invalid by a court of competent jurisdiction, the invalid portion shall be severed and the provision that is invalid will not affect the validity of the remainder of this Agreement.

11.2    VFRS will continue to be responsible for receiving all non-emergency and business calls directly during and after normal business hours.

11.3    Vernon will provide Kelowna with all information deemed reasonably necessary by the Kelowna Fire Chief or his designate in order that Kelowna may properly provide the Service and be responsible to update such information on a regular basis as required.

Vernon will provide a single point of contact for all administration and operational matters.

11.4    Time is of the essence to this Agreement.

11.5    This Agreement will ensure to the benefit of and be binding upon the parties hereto and their respective successors and permitted assigns.

11.6    The waiver by a party of any failure on the part of the other party to perform in accordance with any of the terms or conditions of this Agreement is not to be construed as a waiver of any future or continuing failure, whether similar or dissimilar.

11.7    No remedy under this Agreement will be deemed to be exclusive but will, where possible, be cumulative, as will all other remedies at law or in equity.

11.8    Whenever the singular, masculine or neuter are used throughout this Agreement, the same is to be construed as meaning the plural or the feminine or the body corporate or politic as the context so requires.

11.9    This Agreement will be construed in accordance with and governed by the laws applicable in the laws of the Province of British Columbia.

11.10    Section and paragraph headings are inserted for identification purposes only and do not form part of this Agreement.

11.11    Neither party may assign this Agreement without the written consent of the other party.

11.12    This Agreement and the schedules attached hereto contain(-s) the entire agreement and understanding may not be modified or amended except by written agreement of the parties.

11.13 This Agreement contains the entire agreement and understanding of the parties with respect to matters contemplated by this Agreement and supersedes all prior and contemporaneous agreements between and with respect to such matters.

11.14 All representations and warranties set forth in this Agreement and all provisions of this Agreement, the full performance of which is not required prior to a termination of this Agreement, shall survive any such termination and be fully enforceable thereunder.

11.15 This Agreement may be executed in as many counterparts as may be necessary or by facsimile, each of which will together, for all purposes, constitute one and the same instrument, binding on the parties and each of which will together be deemed to be an original, notwithstanding that all parties are not signatory to the same counterpart or facsimile.

IN WITNESS WHEREOF this Agreement has been executed as of the day and year first above written.

THE CORPORATION OF THE CITY OF KELOWNA
by its authorized signatories:

_____

MAYOR

_____

CITY CLERK

THE CITY OF VERNON
by its authorized signatories:

_____ 21.08.2018

CHIEF ADMINISTRATIVE OFFICER

_____

Dep. CITY CLERK  S. Blakely

**Schedule A**

It is agreed that the Fire Dispatch Centre will provide the following services:

1. Emergency Call Taking
   a. Emergency telephone call receipt (9-1-1)
   b. Receive telephone calls regarding emergency incidents
   c. Receive radio reports regarding emergency incidents
   d. Receive smoke sighting reports from Forest, Lands and Natural Resource Operations & Rural Development
2. Call Processing and Response
   a. Dispatch resources in accordance with standard operating guidelines, perceived incident level and local response plans, including customized levels of response as supported by CAD:
       i. Incident notification via voice paging system, secondary notification via email and/or text messaging, incident details via facsimile or network/internet rip and run report.
   b. Call and liaise with local fire chiefs/authority regarding nature of incident/complexity, resources required, via radio or telephone.
   c. Notification acknowledgement confirmation (within three (3) minutes, then activate default no-response procedures).
   d. Monitor and record calls at the command channel level.
   e. Receive and process requests for additional resources:
       i. Including contact with the utility, Emergency Management BC, highways, forestry, rail representatives, and other resources as required.
   f. Generate and maintain initial incident reports for all incidents.
   g. Incident reporting post conclusion of incident.
   h. Dedicated telephone number (toll free) for responders to access the Fire Dispatch Centre.
3. Media Liaison
   a. Provide limited incident information to media outlets after hours or if Incident Command has not staffed the Information Officer position.
4. Full recording of all 9-1-1, non-emergency telephone and radio (paging and command) communications.

It is agreed that the Fire Dispatch Centre will not provide the following services:

1. Record calls at the tactical level unless they are monitored channels in the Fire Dispatch Centre.
2. Provide the following services:
   a. City of Vernon municipal staff checks (lone worker monitoring)
   b. City of Vernon Public Works and/or Utilities after hours calls
   c. City of Vernon Bylaw Services monitoring and/or after hours complain call taking

The following TELUS requirements should be noted:

1. Processing of 9-1-1 calls will require the availability of E911 Tandem to Tandem trunking and a reconfiguration of the TELUS 9-1-1 network.

2. Some splitting and segregation of the 9-1-1 Emergency Service Zone (ESZ) may be required.

The above noted items will be the responsibility of Vernon, working with TELUS to obtain and deliver.

The following additional requirements of Vernon should also be noted:

1. This agreement covers standard emergency dispatch services. Any incident or incidents which escalate into an event requiring extraordinary powers under a declaration of a state of local, provincial or federal emergency may require additional human resources (dispatch and related support personnel) to maintain an appropriate level of service. Should additional personnel be required in addition to staff already on duty, current call back rates would apply and be invoiced.
2. VFRS must supply, and keep current; response Operational Guidelines (including mutual and automatic aid agreements) to guide the Fire Dispatch Centre in assigning an appropriate response to all incidents.
3. The Fire Dispatch Centre will not be responsible for the processing of non-emergency or administrative phone calls, beyond providing basic information only. A number(s) must be provided such that these callers can be redirected as required.
4. VFRS is responsible for their radio and pager licensing, acquisition, operation and maintenance costs, related to delivery of the service within the VFRS area.
5. All communications equipment and installations will strive to meet NFPA 1221 Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems.
6. VFRS must ensure that a preventative maintenance service agreement for all communications equipment is in place and regular maintenance of the equipment to accepted emergency equipment standards is performed.
7. All future additional mobile equipment, or data connection costs, including MobileCAD and/or Mobile RMS, is the responsibility of VFRS.
8. VFRS must provide a single point of contact for all administration and operational matters.

Proposal Impact on Current Operations:

1. Additions to equipment, software and resources

   Additions are required to our FDM RMS software/hardware system as noted in Schedule 'B' of this contract.

   Please note the following data requirements:

   a. Any existing VFRS response logic and response zone shape files currently in use.

b. Vernon map data in the form of shape files (or other file formats able to be converted to shape files) including but not limited to:
    i. Political boundaries
    ii. Fire protection areas
    iii. Fire contract areas
    iv. Fire response zones
    v. Fire hydrants and/or water supplies
    vi. Trails, pathways
    vii. Parcels
    viii. Ortho photos
c. Information will be updated on a regular basis, as required.

Additions and upgrades will be required to our radio system, and these will be dependent on the type of interface agreed on.

2. Enhancements and additions to current dispatch facility:

Our current facility includes three dispatch/call taker positions and two call taker positions,

No enhancements or additions to our current dispatch facility are required.

Other Details

1. Ability to customize service to meet specific response protocols for each fire department.

All current clients requiring specific response protocols have been met using one or all of the following capabilities with FDM:

a. Basic back-up apparatus: where a station has more than one piece of apparatus configured to respond to additional calls for service, they can be defined as back up apparatus. Similarly, if a department has more than one station, apparatus from subsequent stations can be identified as back up apparatus to respond in other response zones.
b. Mutual Aid apparatus: Apparatus from other departments can be defined to respond into other fire protection areas as part of a mutual and/or automatic aid agreement.
c. Response override: allows the addition/deletion of apparatus based on limitations a department may have.
d. Day/Time Response override: allows a department to have different responses based on time of day, day of week, holidays, or any other significant date.

As current clients will attest, Kelowna Fire Dispatch has demonstrated its ability and willingness to customize service to meet the unique nature of individual fire departments.

2. Interoperability

Kelowna will fully cooperate and manage communications with the RCMP dispatch centres, BCAS dispatch centres, the Ministry of Forests Wildfire Coordination centre, E-Comm 911, and other fire dispatch areas within the geographical area to maintain a cohesive and integrated level of service for all dispatch customers.

As required, Kelowna will coordinate and facilitate working groups to develop multi-agency emergency response solutions.

Kelowna guarantees it is now and shall remain a member of the Association of BC 9-1-1 Service Providers, APCO, and NENA Canada, subject to economic factors and policy decisions.

Other Operational Standards, Policies, Procedures and Protocols

KFD Dispatch Centre guarantees it will use the following industry-standard operational standards, policies, procedures and protocols, as amended or supplanted from time to time:
   a. National Fire Incident Reporting System (NFIRS Standard for Incident Type classification)
      i.   This allows any department adopting this standard to compare themselves to a data set of over 35,000 other departments across North America
   b. Incident Command System using plain language standards
      i.   Adoption of plain language standards
   c. Unique apparatus call sign designations
      i.   As a lesson learned from the 2003 wildfire event, none of the apparatus protected by Fire Dispatch have duplicate call signs (i.e.: There is only one Engine 1, Engine 201, etc.)
      ii.  This allows for seamless large-scale aid to be enacted without confusion and sacrificing crew safety.

3. Insurance

As a minimum, the City shall procure and maintain, at its own expense and cost, the following insurance policies:
   a. Workers' Compensation Insurance covering all employees of City engaged in the Work or Services in accordance with the statutory requirements of the province of BC.

b. Comprehensive General Liability Insurance
    i.    providing for an inclusive limit of not less than $2,000,000 for each occurrence or accident;
    ii.   providing for all sums which the City shall become legally obligated to pay for damages because of bodily injury (including death at any time resulting therefrom) sustained by any person or persons or because of damage to or destruction of property caused by an occurrence or accident arising out of or related to the Services or any operations carried on in connection with this Contract;
    iii.  including coverage for Products/Completed Operations, Blanket Contractual, Contractor's Protective, Personal Injury, Contingent Employer's Liability, Broad Form Property Damage, and Non-Owned Automobile Liability.
    iv.  including a Cross Liability clause providing that the inclusion of more than one Insured shall not in any way affect the rights of any other Insured hereunder, in respect to any claim, demand, suit or judgement made against any other Insured.

c. Automobile Liability Insurance covering all motor vehicles, owned, operated and used or to be used by the City directly or indirectly in the performance of the Work or Services. The Limit of Liability shall not be less than $2,000,000 inclusive, for loss or damage including personal injuries and death resulting from any one accident or occurrence.

The policies required by sections b(ii) above shall provide that Vernon is named as an Additional Insured thereunder.

4. Other Operational Services

In the event Kelowna upgrades its existing technology or decided to provide additional services, Vernon is guaranteed the option to participate in any upgraded or optional services at that time, provided, however, that the parties can come to mutual agreement regarding the terms of additional or upgraded service.

Kelowna agrees and covenants that existing Service levels provided to Vernon under the term of this Agreement will not be impacted by upgrades to technology or the addition or change to optional services. In no circumstance will the upgrade or provision of additional services result in termination of this Agreement, other than as provided under section 7.2.

**Schedule B**

The cost schedule (including adjustment factor) applicable to the first five (5) years of the Term under this Agreement, as presented in the Proposal is as follows:

| Year | 2018* | 2019 | 2020 | 2021 | 2022 |
|---|---|---|---|---|---|
| Operating | $43,252 | $188,920 | $198,821 | $209,098 | $214,327 |
| FDM | $5,822 | $28,282 | $28,989 | $29,714 | $30,456 |
| Total Costs | $49,074 | $217,202 | $227,810 | $238,812 | $244,783 |

*2018 costs include one-time implementation costs. The annual operating and FDM costs are prorated based on an October 16th, 2018 billing commencement date.

The above fees are payable as follows:

1.  At the beginning of each  year, Vernon will be billed the annual charges for the current calendar year (January 1st – December 31st).


2.  All invoices, bills, and charges rendered by Kelowna are to reference the City of Vernon Purchase Order issued and shall be paid by Vernon within 30 days of receipt, except in the event of a state of local, provincial, or federal emergency requiring additional resources.

<u>Implementation Costs</u>

Vernon is solely responsible for engaging and/or contracting with all third-parties required for radio communications interconnections, FDM CAD and RMS configuration, and TELUS 9-1-1 services.

**Schedule C**

In order of date the below relevant documents:

- May 18, 2018 – City of Vernon Preferred Proponent letter to Kelowna Fire Department.
- June 1, 2018 – Kelowna Fire Department revised Dispatch Service Proposal.
- June 14, 2018 – City of Vernon counter offer letter to Kelowna Fire Department.
- June 18, 2018 – Chief Travis Whiting email acceptance of counter offer.

May 18, 2018

**Via Email:**

**Attn:   Chief Travis Whiting – Kelowna Fire Department**

**Re:     RFP-   17-58-FIR – Vernon Fire Dispatch Service**

Dear Chief Whiting,

I am pleased to confirm that after careful review and evaluation of the submissions received, your organization has been identified as a preferred proponent. More than 30 days have passed since the RFP 17-58-FIR closing date and the receipt of the non-binding Kelowna Fire Services proposal submission. This letter is requesting you provide an updated proposal containing the below information that can be considered current for negotiation by both parties.

Please update your proposal with the following information:

1.   Section 7.2 -Option # 2 Years 1-5 Pricing minus b.) OKIB and c.) Bylaw Dispatch.
2.   Proposed schedule for implementation based on an October 15, 2018 transfer.
3.   Section 11.1 – Team Listing and Roles.

Email your updated proposal document to csheel@vernon.ca preferably by Friday, May 25, 2018. If that date is not feasible then contact the below undersigned to advise alternative.

Regards,

Chris Sheel
Manager, Procurement Services
The Corporation of the City of Vernon

CC:    Keith Meldrum–   Kelowna Deputy Fire Chief
CC:    David Lind–        Interim Fire Chief, Fire-Rescue Services
CC:    Scott Hemstad–   Deputy Fire Chief Prevention, Training and Logistics

# CITY OF VERNON
# VERNON FIRE DISPATCH SERVICE
## Proposal

June 1, 2018

**Kelowna Fire Department**
2255 Enterprise Way
Kelowna, BC V1Y 8B8
Travis Whiting, Fire Chief
twhiting@kelowna.ca
TEL 250 469-8760
FAX 250 862-3371

# kelowna.ca

Kelowna
Fire Department

# Letter of Introduction

Please accept this proposal from the City of Kelowna to provide Fire Dispatch Services to the City of Vernon.

The City of Kelowna regional dispatch service operates within the Kelowna Fire Department (KFD) and in partnership with the Regional District of Central Okanagan (RDCO), where we take great pride in our commitment to developing and maintaining professional relationships with the responding agencies we support. KFD has provided dispatch services to the residents of Kelowna since 1905 and to all the residents of the Central Okanagan since 1985. In addition, we provide fire dispatch to all the departments of the Regional District of Okanagan-Similkameen and the Regional District of East Kootenay. Further, a contract has recently been signed to provide fire dispatch services to the Regional District of Kootenay Boundary. We look forward to the opportunity to provide the same quality and level of service to your local fire responders.

In total, our modern centre proudly provides National Fire Protection Association (NFPA) compliant dispatch services for 69 separate fire service clients. We also provide additional services to multiple external clients such as alarm monitoring services through Omega Communications for clients in three regional districts including RDCO, Regional District of Okanagan Similkameen (RDOS), Regional District of East Kootenay (RDEK), and the Regional District of Kootenay Boundary (RDKB), Regional District of Central Kootenay (RDCK. The centre is fully backed up with a secondary location, multiple levels of redundancy, and is situated in one of the most seismically safe areas of the province.

Knowledge and understanding of the risks and hazards faced by fire departments in British Columbia is critical. Major incidents and events require rapid response and close coordination between incident commanders at the site, knowledgeable fire dispatch staff and those supporting the response. We have extensive experience in the hazards faced by interior communities in relation to the forest interface and wildfire, as well as freshet flooding events. Each summer, KFD Dispatch routinely deals with multiple, concurrent wildfire incidents.

We look forward to the opportunity to build a relationship and support the City of Vernon's fire dispatch requirements. This in-depth proposal reflects our commitment to providing the best value to your residents in relation to high service levels, customer focused solutions, and professional dispatch services.

Respectfully submitted,

Travis Whiting
Fire Chief, Kelowna Fire Department

# Contents

# 1. Organization Overview

The Kelowna Fire Department Dispatch Centre is a core service offered by the Kelowna Fire Department (KFD). As a department within the corporate structure of the City of Kelowna (COK), the fire department and in turn, the dispatch centre is supported by expertise from various city departments, including Information Services, Finance, Human Resources, Infrastructure, Property and Asset Management. All equipment (radio, telephone, software, hardware) related to the dispatch centre is owned, operated, licensed and maintained by the COK. The centre operates in partnership with our surrounding communities and is supported directly by the Regional District of Central Okanagan (RDCO). This long-term partnership shows a commitment by the entire region to maintaining local dispatch services and provides stability to the operation.

The dispatch centre, located at 2255 Enterprise Way is staffed by a team of eight full time dispatchers, two relief dispatchers, and further supported by up to five casual (part-time) dispatchers. Oversight of the centre is the responsibility of Deputy Chief, Keith Meldrum Communications and Emergency Management. DC Meldrum reports directly to the Fire Chief, Travis Whiting. Administration Officer (AO) Brian Moore provides direct supervision and brings over 30 years of technical knowledge, experience and passion in fire dispatch. As the Dispatch Supervisor, AO Moore maintains and coordinates software and hardware technology as well as staff scheduling, policy and procedures, training materials and maintenance of standards for the dispatch centre. AO Moore is supported by a second AO, Sandra Follack, an experienced fire dispatcher whose primary role is focusing on the Regional Emergency Management program. AO Follack provides supervision in the absence of AO Moore and provides direct operational support to the dispatchers as needed.
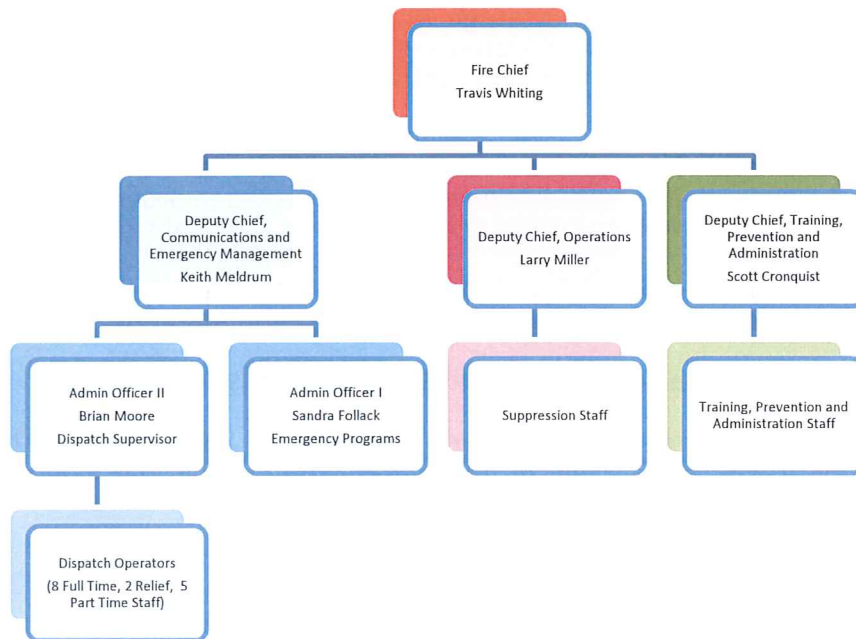
A fully functional, off-site centre is located at 1616 Water Street, Kelowna.

In addition to supporting the departments of RDCO, the dispatch centre provides full fire dispatch services to the Regional District of Okanagan-Similkameen (RDOS), the Regional District of East Kootenay (RDEK), the Regional District of Central Kootenay (RDCK), and the Regional District of Kootenay Boundary (RDKB). As part of our regional service provision, Kelowna Fire also administers the ongoing operation and maintenance of the RDCO Fire Radio System (COFRS).

In 2010, the KFD Dispatch Centre was recognized by the Association of Public Safety Communications Officials (APCO) Canada for dedication to public safety in the communities we serve, following a nomination for efforts during the 2009 wildfire season.

The KFD Dispatch Centre, situation in a central, seismically safe zone is uniquely qualified to provide dispatch services to customers within the Interior. In addition, we are approximately 50 kilometres from the City of Vernon which affords KFD the opportunity for a detailed understanding of local geography, local knowledge, and the ability to interact face to face on a regular basis. We look forward to using this proximity to allow our dispatchers to create a strong relationship with the Vernon Fire Department.

## 1.1 Strategic Plan

KFD has recently undergone a significant, analytics driven process to develop a Strategic Plan. In early 2016, our Strategic Plan was supported in principle by City Council.

The purpose of the KFD Strategic Plan is to provide a goal oriented framework for the cost-effective and efficient provision of fire and rescue services to the COK and contracted services to the RDCO and other clients.

The strategic plan includes a confirmation of core services provided to the community and builds on current strengths to provide a long-term vision for KFD to continue in the role of regional fire dispatch provider. The plan identifies performance indicators for dispatch and confirms National Fire Protection Association (NFPA) 1221 as the standard by which dispatch performance is measured.

## 1.2 Union certification for the call takers and dispatchers

Dispatch Centre Operators are members of Local 953 of the International Association of Firefighters (IAFF). The COK benefits from a positive working relationship with the IAFF.

# 2 Fire Dispatch Experience

KFD has provided services to the residents of Kelowna since 1905.

Since the implementation of 9-1-1 service to the Central Okanagan in 1985, the KFD Dispatch Centre's mission has been to operate a complete secondary safety answering point (9-1-1) and dispatching service for fire, related rescue services and civic operations to support the needs of residents, visitors, and businesses within the RDCO.

The KFD Dispatch Centre now proudly provides dispatch services for 72 separate fire service clients in the RDCO, RDOS, RDEK, RDCK, and RDKB. In addition, services are provided to multiple external clients such as civic operations, as well as an ongoing alarm monitoring service through Omega Communications for clients in three regional districts (RDOS, RDEK, and RDCO).

The KFD Dispatch Centre has a motivated team of valued, competent, and highly trained employees who treat the public and each other with respect and professionalism. This culture includes a work ethic that values excellence and strives for continuous improvement and professional development. The centre has received very positive feedback on numerous occasions highlighting their professional approach. The workplace is a comfortable environment with amenities that attract and retain highly motivated and skilled communications experts. KFD is committed to providing the right tools and appropriate staffing levels for the call volume. This commitment is matched by our staff and results in the provision of effective, reliable, and efficient communications with local responding agencies.

In 2011, the KFD management team was restructured and the evolution of the fire dispatch centre continued with the addition of a dispatch supervisor position that directly oversees the frontline operation of the dispatch centre.

The KFD Dispatch Centre has a proven ability to respond to major events. We have demonstrated our experience and ability to interface with Emergency Operations Centers (EOC) and Emergency Support Services (ESS) and serve as an effective contact point for these organizations during disasters, both large and small.

Major events such as the 2003 Firestorm, 2009 West Kelowna wildfires, 2010 West Kelowna/Peachland wildfires, 2011 Spring Freshet, and the 2017 Regional District of Central Okanagan Floods prove the KFD Dispatch Centre is well prepared to manage the complex nature of fire dispatching services and is committed to providing up to date technology and constant improvement. We pride ourselves on our local knowledge, experience with the unique hazards and responses within the Interior, and our proven ability to react quickly to observation/concerns.

Each summer, the dispatch supports multiple interface wildfire events. The combination of full and part time staff allows flexibility in scheduling to ensure staff levels are responsive to peak periods and major events.

## 2.1 Fire Dispatch Clients

<u>Regional District of Central Okanagan:</u>

- Regional Departments
  - Ellison
  - Joe Rich
  - North Westside
  - Wilson's Landing
- KFD
- YLW Airport
- West Kelowna Fire Rescue
- Lake Country Fire Rescue
- Peachland Fire Rescue

<u>Regional District of Okanagan Similkameen:</u>

- Allison Lake Fire Brigade
- Anarchist Mountain Fire Department
- Apex Volunteer Fire Brigade
- East Gate Fire Brigade
- Erris Fire Brigade
- Hayes Creek Fire Brigade
- Hedley Volunteer Fire Department
- Kaleden Volunteer Fire Department
- Keremeos and District Volunteer Fire Department
- Missezula Lake Fire Brigade
- Naramata Volunteer Fire Department
- Okanagan Falls Volunteer Fire Department
- Oliver Fire Department
- Osoyoos Fire Department
- Penticton Fire Rescue Service
- Penticton Indian Band Fire Department
- Princeton Volunteer Fire Brigade
- Summerland Fire Department
- Tulameen and District Volunteer Fire Department
- Willowbrook Volunteer Fire Department

<u>Regional District of East Kootenay:</u>

- Baynes Lake Volunteer Department
- Canal Flats Fire Department
- Cranbrook Fire Department
- Edgewater Fire Department

- Elkford Fire Department
- Elko Fire Department
- Fairmont Volunteer Fire Department
- Fernie Fire and Emergency Services
- Hosmer Volunteer Fire Services
- Invermere Fire Rescue Department
- Jaffray Volunteer Fire Department
- Kimberley Fire Department
- Panorama Volunteer Fire Department
- Radium Hot Springs Fire Department
- Sparwood Fire Department
- Windermere Fire Department

Regional District of Central Kootenay

- Balfour/Harrop Volunteer Fire Department
- Beasley Volunteer Fire Department
- Blewett Volunteer Fire Department
- Boswell Volunteer Fire Department
- Crescent Valley Volunteer Fire Department
- Kaslo Road Rescue
- Kaslo Volunteer Fire Department
- Nakusp Volunteer Fire Department
- New Denver Volunteer Fire Department
- North Shore Volunteer Fire Department
- Ootischenia Volunteer Fire Department
- Pass Creek Volunteer Fire Department
- Passmore Volunteer Fire Department
- Riondel Volunteer Fire Department
- Robson Volunteer Fire Department
- Salmo Volunteer Fire Department
- Slocan Volunteer Fire Department
- Tarrys Volunteer Fire Department
- Winlaw Volunteer Fire Department
- Ymir Volunteer Fire Department

Regional District of Kootenay Boundary

- Beaverdell Volunteer Fire Department
- Big White Fire Department
- Christina Lake Volunteer Fire Department
- Grand Forks Fire Department
- Greenwood Fire Department
- Kootenay Boundary Regional Fire Service
- Midway Fire Department

<u>Law Enforcement:</u>

- COK Bylaw Services
- Westbank First Nation Law Enforcement Services

## 2.2 Commencement date of original contracts

KFD has provided dispatch service to its current clients in the RDCO beginning in January, 1985; the RDOS beginning in December, 2011; and RDEK beginning in June of 2016.

**Typical Call Volume (Incident Reports Generated)**

| Year | RDEK | RDOS | RDCO | Annual Total |
|------|------|------|------|--------------|
| 2016 | 1,708[1] | 8,262 | 25,000 | 34,970 |
| 2015 | - | 8,843 | 24,108 | 32,951 |
| 2014 | - | 8,475 | 21,563 | 30,038 |
| 2013 | - | 8,823 | 22,522 | 31,345 |

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[1] RDEK Service with Kelowna Began June 2016

# 3 Facility Details

## 3.1 Fire Dispatch Facility

The main Dispatch Centre is located at 2255 Enterprise Way in Kelowna. In May of 2016, KFD proudly commissioned a new stand-alone dispatch building on the property of Fire Station No. 1. This upgraded centre includes modern furnishings, contained staff break facilities, improved technology, and greater access to real time information. It includes six dispatcher work stations and a supervisor's office.

The centre complies with NFPA 1221 and ULC S561 Standards including:

- Access Security:
    - Keyless entry x 2 through security vestibule
    - Recorded security cameras at three locations monitoring entry into Dispatch
- Power supply and conditioning:
    - Standard commercial power with UPS backup
    - Kohler Backup generator with dual fuel supply (natural gas/onsite propane) and Kohler Transfer Switch (installed in 2011)
- Telephone system:
    - NEC SV9100S Telephone System installed February 2018
        - Hardware:
            - DTZ-24d-3 Digital Desk Telephone Sets
    - 9-1-1 Interface:
        - Three-line Automatic Call Distribution (ACD) displayed at each phone
    - Software:
        - Komutel UCSM-10 NG9-1-1 Platform
    - 9-1-1 Automatic Call Distributor with failover to dedicated diverse infrastructure including Cell Phones.
    - 6-position 9-1-1 Telephone Queue for peak call volume periods
        - On-site multi-line POTS backup system installed ahead of the NEC system

Radio system:
- Zetron MAX digital consoles installed in April 2018

Recording equipment:
- Eventide digital recording and call check system

HVAC Systems:
- Dedicated to Dispatch HVAC System

- Fully functional redundant system in place

The centre includes a 36.5 metre radio tower and communications building adjacent to the KFD Dispatch Centre facility. This state of the art communications tower and building allowed for the consolidation of dispatch radios, console equipment and computer servers into a climate controlled, secure building.

Representatives from the City of Vernon are encouraged to visit the dispatch centre at any time. Dispatchers look forward to regularly scheduled visits from fire crews and use the opportunity to develop a mutual understanding of roles and responsibilities.

KFD understands the importance of maintaining state of the art communications equipment and is currently in the planning stages of two major capital projects to upgrade the telephone system and the dispatch and communications console. These projects will provide KFD with industry leading public safety communication technologies to serve the KFD over the next ten years. These projects are expected to be completed in late 2017 or early 2018.

## 3.2 Off-Site Back-up Facility

The back-up facility is located at 1616 Water Street in Kelowna.

Using existing systems, downtime for 9-1-1 is 15 seconds or less; with full transition time to the site at approximately 12 minutes. The site is functionally tested at a minimum of four times per year by dispatch staff.

The back-up facility complies with NFPA 1221 and ULC S561 Standards including:

- Access Security:
  - Keyless entry
  - Recorded security cameras at three locations monitoring entry into Dispatch;
- Power supply and conditioning:
  - Standard commercial power with UPS backup
  - Temporary backup generator in place
- Telephone system:
  - NEC SV9100S Telephone System installed February 2018
    - Hardware:
      - DTZ-24d-3 Digital Desk Telephone Sets
  - 9-1-1 Interface:
      - Three-line Automatic Call Distribution (ACD) displayed at each phone
    - Software:
      - Komutel UCSM-10 NG9-1-1 Platform

- o 9-1-1 Automatic Call Distributor with failover to dedicated diverse infrastructure including Cell Phones.
- o 9-1-1 Interface:
  - Six-lines displayed at each phone
- o On-site multi-line POTS backup system installed ahead of the Nortel system

Radio system:

- Zetron MAX digital radio consoles

CAD/RMS system:

- Virtual Production environment, with multiple geographically diverse arrays (currently four other sites not including ours)
- Last line of defence is a physical server array at our off-site backup centre
- Virtual Development environment mimics Production; separate test and training environments exist

# 4 Fire Dispatch Equipment

## 4.1 Radio System

KFD Dispatch uses Zetron MAX digital console systems

The Zetron MAX can manage multiple interconnection technologies including Land Mobile Radio, Telephone Interconnect, and Radio over Internet Protocol.

## 4.2 Alerting System

Alerting and dispatching the Vernon Fire Department is achieved by using digital warble tone, Motorola two-tone or DTMF cap codes as required.

## 4.3 Computer Aided Dispatch/Records Management Systems

Kelowna was one of the first fire departments in North America to test and then implement a DOS version of the RMS/CAD suite developed by FDM Software Ltd in 1992; while a Windows version of RMS/CAD was introduced several years later.

Benchmarks for apparatus conform to NFPA 1221 standards while fire ground targets conform to BCOFC/FC ABC standards.

KFD dispatchers use the CAD Notes feature to record all information pertaining to each call – in essence these become your virtual

notebook – anything you or they do become a permanent part of the incident report.

Integrated CAD mapping was introduced into the dispatch Centre in May of 2011 and includes access to Phase II wireless data allowing dispatchers to rapidly pinpoint the location of wired and wireless 9-1-1 callers on an integrated CAD map.

It is intended to provide the same level of accessibility to FDM RMS the department currently has as part of KFD's hosted package plus many more features.

**CAD vendor and the version currently used**

FDM Software Ltd,
949 W 3rd Street, Suite 113
North Vancouver, BC V7P 3P7
Phone: 800/604-986-9941

CAD version currently used is 13.1.19; Phase II wireless patch installed and in use; Text with 9-1-1 ready (waiting on Telus).

KFD can integrate users with the following options:

- FDM to FDM Transfer
- FDM eBiz (network and standalone)
- FDM Regional Access Model (Workspacing)

## 4.4 Recording System

KFD Dispatch utilizes an Eventide digital recording and call check system with dual redundant servers in place.

## 4.5 Mapping Capabilities

FDM uses ArcEngine (currently version 10.2) for mapping in both CAD and RMS.

Response Zone information (ESRI shape file format) is the responsibility of the City of Vernon and/or the Okanagan Indian Band (with mandatory assistance from the COK GIS Department) and must be accurate down to the parcel level to ensure accurate dispatching. Cost for the provision of this data will be the responsibility of the City of Vernon.

It is proposed that this information will be provided to KFD Dispatch Centre by the City of Vernon on a regular basis to be integrated by the dispatch centre into the FDM CAD system.

Typically dispatch customers also provide the following data to aid in ensuring a successful location of an incident:

- Parcels with legal and civic labeling
- Fire Hydrants
- Hiking trails
- Communities and Neighbourhoods

RMS vendor and current version

FDM Software Ltd.
949 W 3rd Street, Suite 113
North Vancouver, BC V7P 3P7
Phone: 800/604-986-9941

RMS version currently used is 13.1.19 and is offered in both Win4 and 6 configurations.

Modules currently available include:

- Property
- Personnel
- Hydrant
- Permit
- Incident
- Inspection
- Training

Optional modules available:

- Roster
- Asset Management
- Preventative Maintenance
- EMS
- Fitness and Wellness

**Options for mobile workstations and rip and run sheets**

Rip and run sheets are an industry standardized method of notification and can be transmitted via facsimile or network/internet printer. Simultaneous email Gateway messages can be configured to be sent as well as interfaces into other notification systems such as I Am Responding.

Field workstations (MobileCAD) are available with 42 existing installations currently on our network. The City of Vernon will be invited to participate, at an additional cost (per client device) along with other dispatch clients. Participation is not mandatory and has no impact on existing service agreements.

# 5 Dispatch Operating Standards

The standards of service for emergency communications in the fire service are largely prescribed by the NFPA Standard 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems.*

In addition, and wherever possible, we reference and strive to adhere to and comply with the following standards:

- NFPA 37, *Standard for the Installation and Use of Stationary Combustion Engines and Gas Turbines*
- NFPA 75, *Standard for the Fire Protection of Information Technology Equipment*
- NFPA 110, *Standard for Emergency and Standby Power Systems*
- NFPA 111, *Standard on Stored Electrical Energy Emergency and Standby Power Systems*
- NFPA 731, *Standard for the Installation of Electronic Premise Security Systems*
- NFPA 1061, *Standard on Professional Qualifications for Public Safety Telecommunicator*
- NFPA 1561, *Standard for Emergency Services Incident Management System*
- NFPA 1600, *Standard on Disaster/Emergency Management and Business Continuity Programs*
- NFPA
- CSA Z1600, *Emergency Management and Business Continuity Standard*
- APCO/NENA ANS 1.107.1.2015, *Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points*

On a daily basis KFD Dispatch relies on locally-produced formalized Policies and Operational Guidelines with input from the respective Regional Chiefs' Committees.

In all cases KFD Dispatch strives to provide standardized and equitable dispatch services, however some form of uniqueness may be utilized on a needs basis.

## 5.1 Business Continuity

A Hazard, Risk and Vulnerability Analysis (HRVA) was completed for KFD Dispatch Centre in January of 2014.

The HRVA included evaluating the likelihood of any of the provincially-recognized hazards or combination of hazards

occurring, taking into account factors such as threat analysis, frequency, history, trends, and probability.

The risk assessment included data on the impact of the risk event on the entity and on people, property, and the environment.

The results of the HRVA were used as a basis for conducting a site-level, detailed analysis of what could occur at Fire Dispatch's location.

The HRVA identified the hazards that may have an impact on Fire Dispatch's operations or areas of responsibility. Hazards from the following categories shall be considered:

a. Natural;
b. Human-caused; and
c. Technological.

The following hazards were deemed to be high consequence/high likelihood (ranked most likely to least likely to occur):

a. Motor Vehicle Accident
b. Disease or Epidemic
c. Hazardous Materials Incident
d. Fire – Urban and Rural
e. Fire – Wildfire and Interface
f. Flooding
g. Vandalism/Terrorism/Accidental Damage to Infrastructure (data cables, etc.)
h. Loss of infrastructure (telephone, Internet system(s))

The KFD business continuity strategy conforms to CSA Z1600/NFPA 1600 and includes a number of options to mitigate against and counteract any challenge, and include:

- Phone Systems:
    - Fully redundant 9-1-1 Infrastructure
    - Automatic Failover to diverse routes including cell phones in the event of failure
- CAD:
    - Triple-redundant backup systems
    - Tested twice daily
- Facility:
    - Hot on-site back up two-position dispatch centre
    - Dual fuel generator, state of the art transfer switch and UPS
    - Multiple off-site back-up solutions

- Primary backup site is fully equipped to be in a hot or warm modes (equipment dependent) at all times
- Tested quarterly

# 6 Staffing Details

## 6.1 Staffing Levels

The dispatch centre employs eight regularly scheduled full-time staff, two relief staff, and up to five casual (part time) dispatchers are assigned to a flexible schedule to cover for sickness and relief, often on short notice. Staffing levels are maintained at a minimum of two dispatchers at all times and approximately 30% of the day shifts are increased to three dispatchers, primarily to deal with anticipated peak call volume shifts.

The KFD Dispatch Centre is supported by the Dispatch Supervisor who provides subject matter expertise within the dispatch centre and also coordinates scheduling, additional projects, and duties among the dispatch staff. Both the Dispatch Supervisor and the AO responsible for Emergency Management, are trained, experienced dispatchers and provide immediate support to the centre as required in response to call volumes. Support to the dispatch centre is the priority responsibility for both Administration Officers.

The KFD dispatchers also work closely with their respective Platoon Captain for operational advice. The dispatch centre operation is overseen by the Deputy Chief, Communications and Emergency Management.

## 6.2 Console Positions, Staffing Plan, Experience, and Training Certifications

### 6.2.1 Console Positions

KFD has a minimum of three dispatch/call taking positions and three call taking positions at the primary site.

### 6.2.2 Capacity to staff up during major emergency events

Call back provisions are in place for off-duty dispatchers. Dispatchers are empowered to request additional support at any time, without prior approval and do so via an automated call back system that can make multiple phone calls in a short period of time.

Trained administration staff (AOs) are also available to support the dispatch centre in a frontline call taking capacity where required.

### 6.2.3 Staff Available per shift and Total

The minimum staffing level is currently two per shift. Approximately 30% of day shifts are staffed with an additional dispatcher for a total of three. During peak times of the day or seasonally (wildfire) additional staff is put in place.

### 6.2.4 Initial Dispatcher Training

All dispatchers undergo 80-hours of formal classroom and simulator training prior to being assigned to a shift and commencing a period of on the job training and qualification. Training is based on NFPA 1061 (Standard for Professional Qualifications for Public Safety Telecommunicator) and IFSTA Telecommunicator standards. 168 hours of on-the-job training reinforces the formal instruction with final certification at the 9-month point.

### 6.2.5 Certification

All the regularly scheduled, full-time dispatchers have completed the Association of Public Safety Communications Officials (APCO) Fire Service Communicator I certification course. Most of the dispatch staff have previous dispatch centre experience, with many of them coming from the RCMP or BC Ambulance dispatch centers.

### 6.2.6 Union Affiliation and Collective Agreement

KFD dispatchers are members of the IAFF, Local 952; the current collective agreement is in place until December 31, 2019.

## 6.3 Ongoing Training and Performance Evaluation Process

Ongoing training and performance evaluation is conducted using a variety of processes and techniques.

- The dispatch centre employs a customized performance measurement and evaluation process. This process involves monthly statistical reports that are made available to management and staff to monitor ongoing performance.

- A probationary development plan is in place for new employees.

- A training plan is in place for ongoing accredited training provided through APCO.

- Regular in-service training is assigned and accomplished monthly.

- Staff meets and trains quarterly, where topical industry information is presented and reviewed as a team.

## 6.4 Quality Assurance Program

Management within the dispatch centre recognizes that employees perform best if expectations are clearly articulated and their own performance is reported back to them.

We have implemented an ongoing process to assist in motivating, recognizing, and enabling employees to improve performance. This program is based upon positive, constructive criticism and strives to set a standard and a goal for staff to strive toward. It also provides recognition of accomplishments, identifies resources to assist improvement, increases communications and helps to develop knowledge, skills, abilities, and experience while identifying areas for improvement by providing feedback on specific performance goals.

The program consists of three phases:

**Phase 1:     Measurement & Metrics**

Consists of numbers, facts and figures. This provides an indication of individual performance, group/team performance and overall centre performance and is based upon the NFPA 1221 standards.

**Phase 2:     QA/QI Call Evaluation**

Consists of a minimum of 3% of all calls evaluated against the APCO/NENA ANS 1.107.1.2015 standards. Additionally, staff undertake self-appraisal of incidents using that same standard, evaluating calls that each staff has chosen to demonstrate excellence or identify improvement opportunities. This identifies necessary skills, abilities and behaviors that constitute an acceptable level of performance and individuals are assessed on how they have demonstrated these performance factors on an incident by incident basis. Customer-driven complaints are dealt with in the same manner.

**Phase 3:     Employee Evaluation:**

Consists of a 360 Degree Review comprised of three benchmarks to keep doing, stop doing and start doing. This, along with a review of individual metrics from phase 1 and performance from phase 2 results in the development of an individual development plan that

highlights employee's accomplishments and documents areas that the employee can improve upon and now forms part of an annual performance review, undertaken by every City of Kelowna employee.

## 6.5 Complaint Procedure Process

As noted previously, customer-driven complaints are initially dealt with using a defined quality assurance and quality improvement program which adheres to APCO/NENA ANS 1.107.1.2015 Standards. Within KFD's operational guidelines and policies, mechanisms are in place to deal with disciplinary actions should they be deemed necessary.

Should there be a need to escalate beyond that, there is a standard dispute resolution clause within existing contracts that can be enacted:

*Both Vernon and Kelowna agree to co-operate and use their best efforts to resolve any dispute which may arise regarding this Agreement or the Services contemplated within this Agreement or the responsibilities or rights of each party under it, including the candid and timely disclosure of all relevant information and documentation to each other. If the dispute cannot be resolved, it shall be first referred to each party's managing director responsible for fire dispatch services in order that they may attempt to resolve the dispute. In the event the two representatives are unable to reach agreement regarding the dispute, may be submitted to arbitration by delivery of a Notice of Arbitration in writing to the other party. The arbitration must be conducted by a three-person panel comprised of one appropriately qualified staff person appointed by the parties and one person chosen jointly by the two appointed staff persons, who shall be the chair of the arbitration panel. If the two staff appointees cannot agree on the choice of the chair of the arbitration panel then the chair must be appointed by a Judge of the Supreme Court of British Columbia. The arbitration will be governed by the Commercial Arbitration Act (British Columbia). The place of arbitration will be Kelowna, British Columbia, Canada, and the costs will be borne equally by the parties.*

It is worthy to note there has never been a need to escalate a compliant to this level.

# 7 Remuneration

## 7.1 Option #1 - Fire Dispatch Services

| Contract Year: | Telus 9-1-1 Transition Costs | Annual Dispatch Service Costs | Total Costs |
|---|---|---|---|
| Year 1 | $32,000 | $209,243 | $241,243 |
| Year 2 | N/A | $214,474 | $214,474 |
| Year 3 | N/A | $219,835 | $219,835 |
| Year 4 | N/A | $225,331 | $225,331 |
| Year 5 | N/A | $230,965 | $230,965 |
| Total Dispatch Service Costs | | | $1,131,848 |

Notes:

1. Telus 9-1-1 transitions costs are a one-time only cost. This cost has been estimated based on KFD's past experience. Actual Telus 9-1-1 costs will be determined once Telus has been formally engaged and a Statement of Work has been issued. Vernon shall be responsible for actual costs as determined by Telus.
2. Annual dispatch costs are based on annual call volumes as provide by the City of Vernon and included dispatch services for:
   a. City of Vernon Fire Rescue
3. Annual dispatch costs exclude:
   a. City of Vernon man checks
   b. City of Vernon Public Works after hours calls
   c. City of Vernon Utilities after hours calls
   d. City of Vernon Bylaw Service after hours complaints
4. Capital costs, including third-party design fees, to interconnect to the City of Vernon existing radio infrastructure are excluded.
5. First year annual dispatch service costs are based on a full year and will be prorated based on the effective date of the service.
6. Annual dispatch service costs are subject to a 2.5% annual escalation.

## 7.2 Option #2 - Fire and FDM Records Management System Services

| Contract Year: | Telus 9-1-1 Transition Costs | Annual Dispatch and RMS Service Costs | Total Costs |
|---|---|---|---|
| Year 1 | $32,000 | $236,835 | $268,835 |
| Year 2 | N/A | $242,755 | $242,755 |
| Year 3 | N/A | $248,824 | $248,824 |
| Year 4 | N/A | $255,045 | $255,045 |
| Year 5 | N/A | $261,421 | $261,421 |
| Total Dispatch and RMS Service Costs | | | $1,276,880 |

Notes:

1. Telus 9-1-1 transitions costs are a one-time only cost. This cost has been estimated based on KFD's past experience. Actual Telus 9-1-1 costs will be determined once Telus has been formally engaged and a Statement of Work has been issued. Vernon shall be responsible for actual costs as determined by Telus.
2. Annual dispatch costs are based on annual call volumes as provide by the City of Vernon and included dispatch services for:
   a. City of Vernon Fire Rescue
3. Annual dispatch costs exclude:
   a. City of Vernon man checks
   b. City of Vernon Public Works after hours calls
   c. City of Vernon Utilities after hours calls
   d. City of Vernon Bylaw Service after hours complaints
4. RMS costs are annual operating costs only and do not any include any costs associated with configuring Vernon's records management system data or computer aided dispatch data in order to be fully transferred to Kelowna's database.
5. Capital costs, including third-party design fees, to interconnect to the City of Vernon existing radio infrastructure are excluded.
6. First year annual dispatch service costs are based on a full year and will be prorated based on the effective date of the service.
7. Annual dispatch and RMS service costs are subject to a 2.5% annual escalation.

# 8 Situational Awareness

As an example of the KFD Dispatch Centre commitment to ongoing improvement and innovation, a collaboration with FDM and Defence Research and Development Canada in 2013 led to the creation and implementation of a real-time, automated interface with the Multi-Agency Situational Awareness System (MASAS) that can be deployed to accredited users as long as they have Internet connectivity.

The KFD CAD application has the ability, at the department level, to automatically push relevant incident data (usually those involving two or more agencies) to the secure, invitation-only mapping suite. This gives responders as well as EOC staff the ability to make better informed decisions.

An automatic interface with a growing number of agencies further enhances your real-time situational awareness (SA):

- National Alert Aggregation & Dissemination System
- Environment Canada
- Earthquake Canada
- Drive BC
- BC Hydro
- EMBC
- Cross border SA from FEMA's IPAWS/VirtualUSA

Annual Cost: **No Charge**

KFD purchased the MASAS CAD add-on and does not charge to push incident information as decided by Vernon. At this time CanOps (the MASAS host) does not charge to subscribe to MASAS although there is talk of a very minimal (e.g.: $100) annual administration fee. For more MASAS information please go to www.masas.ca
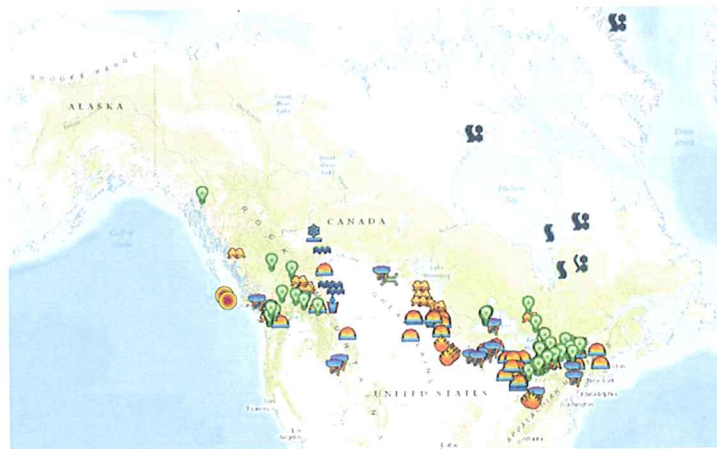


*MASAS Web Browser Viewer of North America*
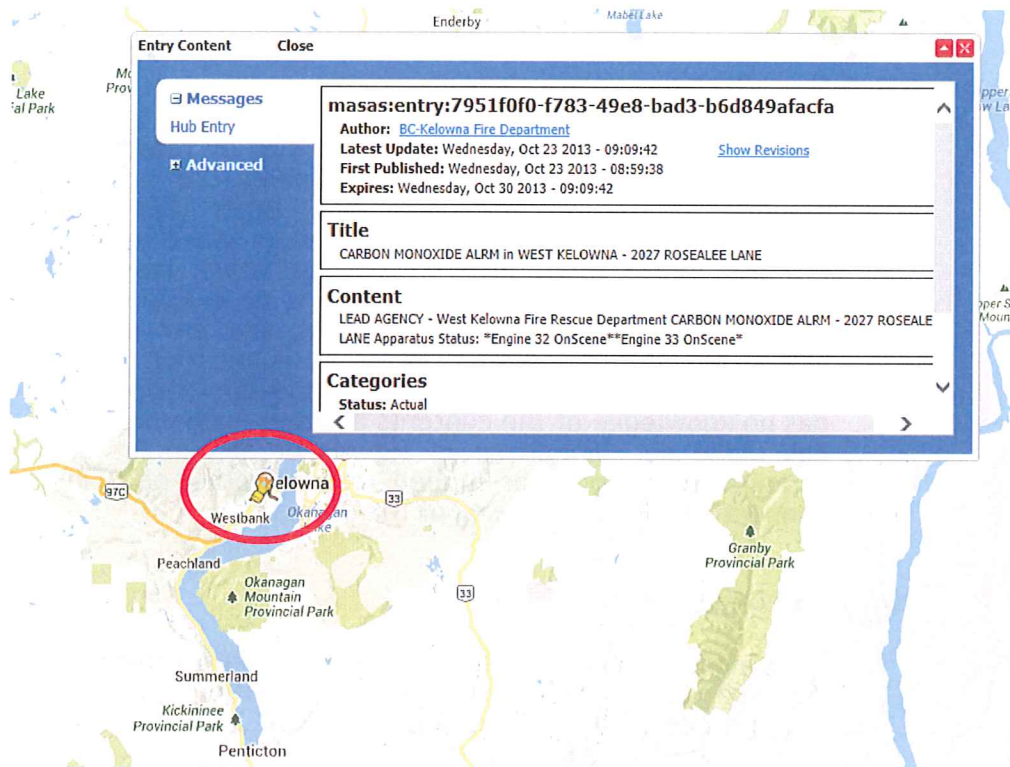
*Typical MASAS Incident Icon and Detail*

# 9 Proposed Agreement Terms and Conditions

### 9.1 Fire Dispatch Service Preamble

This proposal is submitted to the City of Vernon in response to a Request for Proposal for Fire Dispatch Service

### 9.2 Proponent Identification

The Corporation of the City of Kelowna
1435 Water Street
Kelowna BC V1Y 1J4

<u>Authorized Contact and Representative:</u>

Deputy Chief Keith Meldrum
Kelowna Fire Department
2255 Enterprise Way, Kelowna BC
V1Y 8B8
(250) 469-8777
kmeldrum@kelowna.ca

### 9.2.1 No Collusion

Except as otherwise specified or as arising by reason of the provision of the contract documents, no person whether natural, or body corporate, other than the Proponent has or will have any interest or share in this Proposal or in the proposed contract which may be completed in respect thereof. There is no collusion or arrangement between the Proponent and any other actual or prospective Proponents in connection with Proposals submitted for this project and the Proponent has no knowledge of the contents of other Proposals and has made no comparison of figures or agreement or arrangement, express or implied, with any other party in connection with the making of the Proposal.

### 9.2.2 Authorization

Entering into any agreement is subject to the approval of Kelowna City Council. A council resolution will be proposed to authorize the Mayor or Fire Chief and City Clerk to execute the agreement.

Neither the Proponent nor any Proponent Member has any interest in the Proposal of any other Proponent, directly or indirectly, and that it has not entered into any agreement that could create such an interest.

### 9.2.3 Conflicts Disclosure

At submission, we were unaware of any existing business relationships, either directly or indirectly through other parties that would be cause for conflict.

## 9.3 Service Requirements

### 9.3.1 Dedicated Service

Based on our understanding of the RFP, we will provide the following services:

- Emergency Call Taking
  - Emergency telephone call receipt (9-1-1)
  - Receive telephone calls regarding emergency incidents
  - Receive radio reports regarding emergency incidents
  - Receive smoke sighting reports from Ministry of Forest and Range

- o Receive Works and Utilities after hours calls
- Call Processing and Response
  - o Dispatch resources in accordance with standard operating guidelines, perceived incident level and local response plans, including customized levels of response for individual departments:
    - Incident notification via voice paging system, secondary notification via email and/or text messaging, incident details via facsimile or network/internet rip and run report.
  - o Call and liaise with local fire chiefs/authority regarding nature of incident/complexity, resources required, via radio or telephone.
  - o Notification acknowledgement confirmation (within x minutes, then activate default no-response procedures).
  - o Monitor and record calls at the command channel level.
  - o Remotely record calls at the tactical level unless they are repeated channels
  - o Receive and process requests for additional resources:
    - Including contact with the utility, Emergency Management BC, highways, forestry, rail representatives and other resources as required.
  - o Generate and maintain initial incident reports for all incidents.
  - o Incident reporting post conclusion of incident.
  - o Dedicated telephone number (toll free) for responders to access the dispatch centre.
  - o Call out of Civic Staff as required.
- Media Liaison
- Provide limited incident information to media outlets after hours or if Incident Command has not staffed the Information Officer position.
- Full recording of all 9-1-1, non-emergency telephone and radio (paging and command) communications.

### 9.3.2 Telus 9-1-1 Requirements

The following Telus requirements must be noted as they are an integral part of the transfer of fire dispatch services:

- Processing of 9-1-1 calls will require the availability of E911 Tandem to Tandem trunking and a reconfiguration of the Telus 9-1-1 network.
- Some splitting and segregation of the 9-1-1 Emergency Service Zone (ESZ) may be required.

While the above noted items are the responsibility of Vernon, working with Telus to obtain and deliver, KFD has confirmed with Telus that they contract with the new fire dispatch service provider and coordinate all 9-1-1 technical tasks through them.

Our RFP response includes the estimated costs, including retaining a consultant that has expertise in Telus 9-1-1 implementations and transitions associated with all the necessary Telus 9-1-1 technical work. The Telus costs are an estimate only, based on KFD's experience, and actual costs will only be provided by Telus once they have been formally engaged in the 9-1-1 transition. As such, the City of Vernon shall be responsible for all actual Telus' costs, whether they are over or under our cost estimation.

KFD has made initial contact with Telus so they are of the project as there are internal Telus business requirement that may affect the effective date of the service. Once Telus has been formally engaged, they will provide a project timeline for Telus 9-1-1 transition requirements.

### 9.3.3 Additional City of Vernon Requirements

The following additional requirements of the City of Vernon should also be noted:

- This agreement covers standard emergency dispatch services. Any incident or incidents which escalate into an event requiring extraordinary powers under a declaration of a state of local, provincial or federal emergency may require additional human resources (dispatch and related support personnel) to maintain an appropriate level of service. Should additional personnel be required in addition to staff already on duty, current call back rates would apply and be invoiced.

- The City of Vernon must supply, and keep current; response Operational Guidelines (including mutual and automatic aid agreements) to guide the dispatch centre in assigning an appropriate response to all incidents.
- The dispatch centre will not be responsible for the processing of non-emergency or administrative phone calls, beyond providing basic information only. Number(s) must be provided such that these callers can be redirected as required.
- The City of Vernon is responsible for their radio and pager licensing, acquisition, operation and maintenance costs, related to delivery of the service within the Vernon fire dispatch area.
- All communications equipment and installations must meet NFPA 1221 Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems.
- The City of Vernon ensure that a "Preventative Maintenance" service agreement for all communications equipment is in place and regular maintenance of the equipment to accepted emergency equipment standards is performed.
- All future additional mobile equipment, or data connection costs, including MobileCAD and/or mobile RMS, is the responsibility of the City of Vernon.
- The City of Vernon must provide a single point of contact for all administration and operational matters.

9.3.4 Proposal Impact on Current Operations

Additions are required to our FDM RMS software/hardware system as noted in Section 7 of this proposal.

Please note the following data requirements:

- Any existing City of Vernon response logic and response zone shape files currently in use
- City of Vernon map data in the form of shape files (or other file formats able to be converted to shape files) including but not limited to:
    o Political boundaries
    o Fire protection areas
    o Fire contract areas

- o Fire response zones
- o Fire hydrants and/or water supplies
- o Trails, pathways
- o Parcels
- o Ortho photos
- Information will be updated on a regular basis, as required.

Additions and upgrades will be required to KFD's dispatch and communications console technology to aloo or interconnections to Vernon's existing radio system infrastructure. This will be determined working in consultation with the City of Vernon and a third-party radio consultant.

KFD's dispatch facility includes three dispatch/call taker positions and two call taker positions and no enhancements or additions to the facility are anticipated.

### 9.3.5 Other Details

All current clients requiring specific response protocols have been met using one or all of the following capabilities with FDM:

- Basic back-up apparatus: where a station has more than one piece of apparatus configured to respond to additional calls for service, they can be defined as back up apparatus. Similarly, if a department has more than one station, apparatus from subsequent stations can be identified as back up apparatus to respond in other response zones
  - Mutual Aid apparatus: apparatus from other departments can be defined to respond into other fire protection areas as part of a mutual and/or automatic aid agreement.
  - Response override: allows the addition/deletion of apparatus based on limitations a department may have.
  - Day/Time Response override: allows a department to have different responses based on time of day, day of week, holidays, or any other significant date.

As current clients will attest, Kelowna Fire Dispatch has demonstrated its ability and willingness to customize service to meet the unique nature of individual fire departments.

<u>Interoperability</u>

KFD maintains an excellent working relationship with fire dispatch agencies within our geographical area. We also maintain close working relationships with RCMP and BCAS dispatch centers as well as Ministry of Forests Wildfire Coordination centre and E-Comm PSAP.

The integration of fire dispatch service for the City of Vernon is a logical choice addition to KFD's current dispatch area that will provide a cohesive and integrated level of service and increase fire service cooperation from Vernon to the Alberta Border.

As an example of our commitment to interoperability, the KFD dispatch centre has recently led the Central Okanagan Combined Events Working Group. This group brought together the Royal Canadian Mounted Police (RCMP), British Columbia Ambulance Service (BCAS) and all Central Okanagan Fire Departments to work cooperatively to develop a multi-agency interoperability (Combined Events) solution. This solution established dedicated radio channels with procedures that are accessible on communication equipment used by key public safety officials.

The dispatch centre is an active member in the Association of BC 9-1-1 Service Providers as well as APCO and NENA Canada which allow us additional opportunities to work with vendors and experts on a regular basis as well as keep abreast of changes within the industry and take advantage of access to accredited training materials.

9.3.6 Other Operational Standards, Policies, Procedures and Protocols

KFD Dispatch Centre utilizes a number of industry-standard operational standards, policies, procedures and protocols to ensure the most efficient use of resources on either side of the radio is maintained, including:

- National Fire Incident Reporting System (NFIRS) Standard for Incident Type classification
  - This allows any department adopting this standard to compare themselves to a data set of over 35,000 other departments across North America.
- Incident Command System
  - Adoption of plain language standards
- Unique apparatus call sign designations

- As a lesson learned from the 2003 wildfire event, none of the apparatus protected by Fire Dispatch have duplicate call signs (i.e.: there is only one Engine 1, Engine 201, etc.
- This allows for seamless large-scale aid to be enacted without confusion and sacrificing crew safety.

<u>Insurance</u>

The City of Kelowna maintains a full and suitable compliment of insurance on behalf of the Kelowna Fire Department. Types and limits suitable to both parties will be discussed upon award of the contract.

<u>Other Optional Services</u>

KFD strives to continually identify areas for improvement, especially as technology evolves. We are presently in the process of identifying new technologies and upgrade paths and additional services may become available in the near future. The City of Vernon will be offered the opportunity to participate in any upgraded or optional services at that time, however all future additional mobile equipment, or data connection costs, including mobile CAD and/or mobile RMS, will the responsibility of individual users. Existing service levels and agreements will not be impacted by upgrades to technology or the addition or change to optional services.

The following additional optional services are currently offered by the dispatch centre. It should be noted that these services are subject to change and do not form part of the agreement other than as presented, but may be negotiated separately at a later date.

a. IAmResponding

Departments are required to purchase their own accounts at which time IAmResponding will issue one or more email addresses for CAD to send Incident Messages to. It is the responsibility of each department to maintain their members' email addresses by using their mass notification module or third-party forwarding interfaces (Email Dodo, etc.). There is no charge from Kelowna to interface CAD to this system.

b. SendWordNow Notification System

SendWordNow is an on-demand crisis notification and collaboration service that can:

- Contact thousands of individuals simultaneously
  - Perfect for Fire Department and EOC notification and call-backs
- Gather real-time status of notification and acknowledgements
- Specify escalation rules by user, date, and time
- Supports multiple inbound telephone lines
- Current customers include:
  - Kelowna Fire Department
  - West Kelowna Fire Rescue
  - Penticton Fire Rescue
  - Central Okanagan Regional Emergency Operations Centre

This is offered by Kelowna on a cost-per-person, flat annual fee basis.

# 10 Implementation Plan

## 10.1 Implementation Plan Overview

Existing City of Vernon equipment and software capacity/capability/compatibility review

- To be reviewed in detail with the City of Vernon upon award of contract.
- Working with the City of Vernon and a third-party radio system consultant the most appropriate and cost effective interconnection to the existing radio infrastructure will be determined.
- Working with the City of Vernon and a third-party FDM Software consultant the most appropriate and cost effective integration to the exiting dispatch systems will be determined.

In order to achieve a proposed October 15, 2018 transfer date, the City of Vernon will:

- By no later than June 30, 2018 provide letters of confirmation that the City of Vernon has retained the services of fully qualified third-party consultants, approved by the City of Kelowna, to complete the necessary technical work for its radio system interconnection and computer aided dispatch and records management system integration.

- By no later than September 30, 2018 provide the City of Kelowna written sign off that the its radio system infrastructure and computer aided dispatch and records management system data are complete and meet the City of Kelowna's technical and operational requirements and that they are fully available to the City of Kelowna for testing purpose.

This proposal was developed based on information contained within the RFP and associated Addenda. The final costs and the implementation plans are contingent on an initial project team meeting between Vernon Fire Rescue representatives and City of Kelowna project team members to be held within 30 days of the acceptance of this proposal. This initial meeting will allow both sides to ensure clarity on service levels and expectations, as well as to further explore technical aspects of the interconnection to Kelowna Fire Dispatch. The City of Kelowna reserves the right to amend, expand or retract this proposal based on the outcome of the initial project meeting.

<u>Staff training timeline</u>

Staff training will consist largely of area orientation and familiarization with specific geographical features and the individual departments, fire halls and response boundaries. It is proposed that leading up to the transition a two-day orientation program be developed by representatives from both parties and that this program will be delivered in the month prior to the transition to all dispatch qualified staff. The cost of this training has been included in the start-up cost of this proposal. Ongoing training will be provided including recurrent familiarization training as a part of the ongoing training program within the centre. It is envisioned that at least one visit per year to the area be conducted by all staff.

# 11 KFD Dispatch Implementation Team Lead

KFD will identify the lead for the Implementation Team.

## 11.1 Team

Kelowna Fire Department

- Keith Meldrum, Deputy Fire Chief, Communications and Emergency Management. Deputy Chief Meldrum will be the lead for the Kelowna Fire Department responsible for all contract management and overall project management with respect to Kelowna Fire Dispatch requirements.
- Brian Moore, Administration Officer, Dispatch Centre Supervisor. Administration Officer Moore will be responsible for coordinating computer aided dispatch and records

management systems data configuration and transfer as well technical coordination of the radio system interconnection to Kelowna Fire Dispatch.

Deputy Chief Meldrum and Administration Officer Moore will work closely with the City of Vernon staff and its third-party contractors and consultants.

City of Kelowna Infrastructure Services

- Brian Abrey, Infrastructure Systems Manager
- Mr. Abrey has assigned a dedicated team supporting KFD, including:
  - Business Systems Analyst
  - Customer Service Technician
  - GIS Analyst
  - Network Systems Analyst

Outside Contractors (as deemed necessary)

- Telus
- Shaw
- Rogers
- Charter Communications

## 11.2 Mandatory Activities by the City of Vernon and/or Its Partner Fire Departments

The City of Vernon is responsible for:

- All costs and activities for the design, implementation, and interconnection of the Vernon Fire Rescue Service radio system to meet all technical and operational standards and requirements of the City of Kelowna Fire Department Fire Dispatch service.
- All costs and activities for the Vernon Fire Rescue Service Computer Aided Dispatch and Records Management System data configuration to meet the technical and operational requirements for integration into the City of Kelowna Fire Department Fire Dispatch systems.
- Confirmation of the accuracy of response zone polygons and obtain the most current version.
- Other assistance as required.

## 11.3 Contracting Party and Term

KFD Dispatch intends to be the sole contracting party for the City of Vernon.

The negotiated Agreement will cover the Fire Dispatch Service for fire service areas outlined below in Section 11.4 – Fire Service Coverage, for an initial five-year term, as well as reserving the right for an additional (5) year extension.

## 11.4 Fire Service Coverage

Fire Service Coverage will include the fire service areas established by bylaw and defined by the fire protection service area boundaries.

## 11.5 Fire Service Structure

KFD Dispatch understands that the City of Vernon is a composite fire department consisting 24 career firefighters, four dispatchers, one fire inspector, and a training officer and is augmented by 44 paid-on-call members.

It is our further understanding that the Okanagan Indian Band Fire Department is a fully paid-on-call department.

## 11.6 Fire Dispatch Service

The current City of Vernon fire dispatch service is delivered using Vernon's Zetron dispatch and communications console technology, utilizing analog connections.

9-1-1 PSAP services are provided by E-Comm911 in Vancouver through an agreement administered with the Regional District of North Okanagan.

Emergency calls for fire are processed at the Vernon Fire Dispatch Centre located at Vernon Fire Department Fire Hall #1 located at 3401 – 30th Street in Vernon, BC.

The annual call volume for the City of Vernon fire dispatch service for 2016 is 2,907 for Vernon Fire Rescue Service and City of Vernon Bylaw Services only. In addition to fire dispatch and bylaw services calls, Vernon Fire Dispatch managed other municipal activities, including and City of Vernon Public Works/Utilities staff check ins.

The service requirements for the Fire Dispatch Centre are as follows and will be addressed by KFD Dispatch as per the City of Vernon RFP Mandatory Requirements:

A. *Answer calls transferred from the 9-1-1 PSAP and make a proper determination of the service type and required response (when applicable).*

NFPA 1221 provides an analysis model for key steps involved with emergency call taking and dispatch and prescribes time milestones in which these should occur.

The standard identifies two key dispatch processes with time milestones:

1. Emergency Call receipt is defined as the time to answer the call reporting an emergency. NFPA 7.4.1 defines that ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds.

2. Emergency Call processing is defined as the time to interrogate the caller, determine the emergency, and create a 'dispatchable' service event in the CAD system and alert crews. NFPA 7.4.2 defines that 90 percent of emergency call processing and dispatching shall be completed within 64 seconds, and 99 percent of call processing and dispatching shall be completed within 106 seconds.

B. *Create a CAD dispatch and/or event call and maintain a full chronological record including units assigned, additional notifications, new event information, and final disposition.*

New CAD incidents are created and maintain a full chronological record including units assigned, additional notifications, new event information, and final disposition. Upon completion of an incident reports are transferred off CAD and are sent to a department's RMS or faxed for those departments not part of the FDM system

C. *Maintain ongoing radio communication for the duration of the incident.*

Subject to end user equipment configuration, ongoing radio communication is maintained for the duration of an incident.

D. *Alert and dispatch the fire department in accordance with existing operational procedures (including future updates as agreed between the parties).*

Alerting and dispatching the applicable fire department(s) is achieved by using digital warble tone, Motorola two-tone or DTMF cap codes as required. Where no radio infrastructure or telephone interconnect exists, departments are notified via telephone.

E. *Benchmark the apparatus for each fire department in the CAD system.*

When advised of apparatus evolution, Dispatchers will enter the date/time in the applicable transition column. Where Dispatchers are not advised, we will not assume and leave one or more columns blank.

F. *Update information in the CAD system to record fire department support and vital information relating to the call.*

As noted in paragraph A., everything pertinent to the incident (units assigned, additional notifications, new event information, etc.) is logged and date/time stamped.

G. *Provide the tools (e.g. ability to update closed calls, query/print reports) and access to fire department users to support the continued use of the FDM RMS input and output, as well as access to current archived data.*

KFD Dispatch will host the City of Vernon database and transfer the current RMS licenses under KFD's FDM RMS Regional Access Model. Existing security would be reviewed and modified to meet follow KFD's RMS model while meeting the City of Vernon's needs. Remote access to the RMS database will be provided.

H. *Interconnect and operate on the existing radio infrastructure.*

As per City of Vernon Fire Dispatch Services FP# 17-58-FIR Addendum #6 issued August 18, 2017 the requirement for interconnecting to the existing radio infrastructure has been removed and "the subject of achieving interconnection between existing VFRS communication infrastructure and a new potential provider will be deferred and negotiated at a later date."

I. *Have the capacity to dispatch in both analog and digital mode.*

KFD Dispatch system has this capability.

The Central Okanagan system is analog (with full digital capabilities), using four mountain-top repeaters; while on the law enforcement side our hosted system is in the process of digitization using MotoTrbo IP Site Connect in conjunction with KFD owned wireless broadband backhaul system in the licenced spectrum.

Both systems allow for a number of standard MDC1200 protocol end user enhancements (with compatible option boards or newer integrated equipment) including Emergency Alert/Acknowledge, ID, etc.

J. *Voice and call logging of phone calls and command channel and retention for the time period defined by law.*

All telephone lines, including 9-1-1, are recorded and archived. Paging and Command Radio Channels are similarly recorded and archived.

Voice and call logging of phone calls, paging, and command channels at the primary location is accomplished using the current

Eventide NextLog 740 logging recorder and all recordings are saved for a minimum of seven years.

Recordings can be quickly provided via email or electronic access to agencies for legal, statutory or training purposes.

A Dictaphone DVR is similarly configured at the off-site back-up location.

*K. Conduct daily test alerting for each fire.*

KFD will conduct page test alerting.

*L. Ensure that fire dispatch services are provided at the NFPA 1221 standards for dispatch operations.*

Performance within the KFD Dispatch Centre is measured monthly. NFPA 1221 Standards were met by the dispatch centre for the previous 12-month period.

| | Average 9-1-1 Answer Time | 9-1-1 Calls % Answer < 15 secs (95%) | 9-1-1 Calls % Answer < 40 secs (99%) | Average Call Process Time (35 sec) | % Calls within 35 sec. (95%) | Average Call Dispatch Time (60 sec) | % Calls within 60 sec. (90%) |
|---|---|---|---|---|---|---|---|
| 12 Month Average | 6 sec | 99% | 99% | 22 sec | 95% | 34 sec | 93% |

The standards of service for emergency communications in the fire service are largely prescribed by the NFPA Standard 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems.*

The main facility complies with NFPA 1221 and ULC S561 Standards including:

- Access Security:
    - Keyless entry x 2 through security vestibule
    - Recorded security cameras at three locations monitoring entry into Dispatch
- Power supply and conditioning:
    - Standard commercial power with UPS backup
    - Kohler Backup generator with dual fuel supply (natural gas/onsite propane) and Kohler Transfer Switch (installed in 2011)
- Telephone system:
    - NEC SV9100S Telephone System installed February 2018

- o Hardware:
  - DTZ-24d-3 Digital Desk Telephone Sets
- o 9-1-1 Interface:
  - Three-line Automatic Call Distribution (ACD) displayed at each phone
- o Software:
  - Komutel UCSM-10 NG9-1-1 Platform
- o 9-1-1 Automatic Call Distributor with failover to dedicated diverse infrastructure including Cell Phones.
- o 6-position 9-1-1 Telephone Queue for peak call volume periods
  - o On-site multi-line POTS backup system installed ahead of the NEC system

Radio system:
- Zetron MAX digital consoles installed in April 2018

Recording equipment:
- Eventide digital recording and call check system

HVAC Systems:
- Dedicated to Dispatch HVAC System
- Fully functional redundant system in place

The centre includes a 120 ft. radio tower and communications building adjacent to the KFD Dispatch Centre facility. This state of the art communications tower and building allowed for the consolidation of dispatch radios, console equipment and computer servers into a climate controlled, secure building.

The back-up facility is located at 550 Valley Road North in Kelowna.

Using existing systems, downtime for 9-1-1 is 15 seconds or less; with full transition time to the site at approximately 12 minutes. The site is functionally tested at a minimum of four times per year by dispatch staff.

The back-up facility is compliant with NFPA 1221 and ULC S561 Standards including:

- Access Security:
  - o Keyless entry
- Power supply and conditioning:
  - o Standard commercial power with UPS backup
  - o Temporary backup generator in place
    - Onan Backup generator with dual fuel supply (natural gas/onsite propane) and Onan Transfer Switch
- Telephone system:

- NEC SV9100S Telephone System installed February 2018
  - Hardware:
    - DTZ-24d-3 Digital Desk Telephone Sets

Radio system:
- Zetron MAX digital console

CAD/RMS system:

- Virtual Production environment, with multiple geographically diverse arrays (currently four other sites not including ours)
  - Last line of defense is a physical server array at the off-site backup centre

Recording equipment:
- Digital recording and call check system
- Dual redundant servers in place

HVAC Systems:
- Dedicated to Dispatch HVAC System
- Fully functional redundant system in place

In addition, we reference and strive to adhere to and comply with the following standards:

- NFPA 37, *Standard for the Installation and Use of Stationary Combustion Engines and Gas Turbines*
- NFPA 75, *Standard for the Fire Protection of Information Technology Equipment*
- NFPA 110, *Standard for Emergency and Standby Power Systems*
- NFPA 111, *Standard on Stored Electrical Energy Emergency and Standby Power Systems*
- NFPA 731, *Standard for the Installation of Electronic Premise Security Systems*
- NFPA 1061, *Standard on Professional Qualifications for Public Safety Telecommunicator*
- NFPA 1561, *Standard for Emergency Services Incident Management System*
- NFPA 1600, *Standard on Disaster/Emergency Management and Business Continuity Programs*
- NFPA
- CSA Z1600, *Emergency Management and Business Continuity Standard*

- APCO/NENA ANS 1.107.1.2015, *Standard for the Establishment of a Quality Assurance and Quality Improvement Program for Public Safety Answering Points*

*M. Have a well-developed Quality Assurance Program; including a clearly defined complaint procedure process.*

Management within the dispatch centre recognizes that employees perform best if expectations are clearly articulated and their own performance is reported back to them.

KFD has implemented an ongoing process to assist in motivating, recognizing, and enabling employees to improve performance. This program is based upon positive, constructive criticism and endeavors to set a standard and a goal for staff to strive towards. It also provides recognition of accomplishments, identifies resources to assist improvement, increases communications and helps to develop knowledge, skills, abilities, and experience while identifying areas for improvement by providing feedback on specific performance goals.

The program consists of three phases:

**Phase 1 - Measurement & Metrics:** This phase consists of numbers, facts and figures. This provides an indication of individual performance, group/team performance and overall centre performance and is based upon the NFPA 1221 standards.

**Phase 2 QA/QI Call Evaluation:** This phase consists of a minimum of 3% of all calls evaluated against the APCO/NENA ANS 1.107.1.2015 standards. Additionally, staff undertakes self-appraisal of incidents using that same standard, evaluating calls that each staff has chosen to demonstrate excellence or identify improvement opportunities. This identifies necessary skills, abilities and behaviors that constitute an acceptable level of performance and individuals are assessed on how they have demonstrated these performance factors on an incident by incident basis. Customer-driven complaints are dealt with in the same manner.

**Phase 3 - Employee Evaluation:** This phase consists of a 360 Degree Review comprised of three benchmarks to keep doing, stop doing and start doing. This, along with a review of individual metrics from phase 1 and performance from phase 2 results in the development of an individual development plan that highlights employee's accomplishments and documents areas that the employee can improve upon and now forms part of an annual performance review, undertaken by every City of Kelowna employee.

Complaint Procedure Process

As noted above, customer-driven complaints are initially dealt with using a quality assurance and quality improvement program which

adheres to APCO/NENA ANS 1.107.1.2015 Standards. Within KFD operational guidelines and policies, mechanisms are in place to deal with disciplinary actions should they be deemed necessary.

Should there be a need to escalate beyond that we have a standard dispute resolution clause within existing contracts that can be enacted:

*Both Vernon and Kelowna agree to co-operate and use their best efforts to resolve any dispute which may arise regarding this Agreement or the Services contemplated within this Agreement or the responsibilities or rights of each party under it, including the candid and timely disclosure of all relevant information and documentation to each other. If the dispute cannot be resolved, it shall be first referred to each party's managing director responsible for fire dispatch services in order that they may attempt to resolve the dispute. In the event the two representatives are unable to reach agreement regarding the dispute, may be submitted to arbitration by delivery of a Notice of Arbitration in writing to the other party. The arbitration must be conducted by a three-person panel comprised of one appropriately qualified staff person appointed by the parties and one person chosen jointly by the two appointed staff persons, who shall be the chair of the arbitration panel. If the two staff appointees cannot agree on the choice of the chair of the arbitration panel then the chair must be appointed by a Judge of the Supreme Court of British Columbia. The arbitration will be governed by the Commercial Arbitration Act (British Columbia). The place of arbitration will be Kelowna, British Columbia, Canada, and the costs will be borne equally by the parties.*

It is worthy to note there has never been a need to escalate a compliant to this level.

*N.    Ability to meet quarterly with stakeholders (in person or via teleconference)*

KFD is committed to ongoing communication with our clients and are willing to meet as needed to satisfy any concerns. Over the past 12 months, KFD has adjusted its internal structure to better serve customers and to ensure a quicker turn around when concerns are raised.

These changes include:
- Creation of a new Information Services team made up of a Business Systems Analyst, Customer Service Technician, GIS Analyst, Network Systems Analyst and the divisions Manager. Meetings are held with the technical team every 2-3 weeks to review any technical challenges.
- Reorganization of Dispatcher responsibilities to allow for assigned duties on FDM administration, mapping support, operating guidelines and dispatcher training.

- Implementation of real-time monitoring (Intermapper) of all systems to ensure the fastest possible resumption of services in the event of equipment failure.
- Currently reviewing implementation of a ticket tracking software program that will allow items to be time stamped and response times tracked.

Post implementation, we are open to meeting with either the assigned point of contact or as a group to review the service to date and make recommendations on improvements. Based on customer feedback, further meetings can be scheduled.

We continuously strive for clear communication, looking to find solutions and working with our partners through open dialogue on opportunities to improve.

The management team within the KFD Dispatch Centre is highly available and responsive to issues as they are identified. Clients have access to an escalating set of managers including a duty chief to deal with issues immediately, 24/7. We would commit to a response to non-critical reported issues within 24 hours of the issue being identified.

In addition, it has been a long term standing offer to any of our clients that the doors to the dispatch centre are open and they are welcome to visit at any mutually agreeable time. It is common practice for the centre to host current clients for tours in which firefighters and other interested parties are given an orientation to the dispatch operation. We offer the advantage of close geographic proximity, making this a good opportunity to build relationships and mutual respect between dispatchers and field responders.

O. *Provide timely notification of any maintenance, upgrades, breakdowns, or changes to dispatch equipment or protocols that will impact the proper dispatch and/or safety of fire department responders.*

**Service Level Agreements**

- Functions will be undertaken by the dispatch centre and service delivery and performance standards contained therein will be implemented by the dispatch centre.
- We will use existing redundancies in the FDM, telephone and radio systems to maintain functionality.
- Planned outages will be broadcast to all users no less than 24 hours prior to the planned outage.
- Unplanned outages or equipment failures/malfunctions that affect Kelowna Fire Dispatch Centre will be dealt with in the most expedient manner possible, including an immediate switch to backup infrastructure.

- An issues register will be established to document complaints or anomalies in service provision and a resolution process will be established between the two parties.

We work closely with our radio system, CAD system, and telephony providers to ensure that our operation is as robust as possible. We have invested significantly in backup systems and development of a backup plan in the event of disaster and endeavor to maintain service despite failure of any one component within the operation.

P.  *Capacity to handle future boundary extensions, new service areas, and enhanced notification processes e.g. IAmResponding.*

The KFD Dispatch Centre has the capacity currently to handle boundary extensions and new service areas with the assistance of the City of Vernon Fire and GIS departments.

KFD offers a standardized process for fire dispatch clients to allow for the use of secondary notification processes. Notification is part of KFD's CAD system by sending email notification to one department specific email which can then be forwarded to as many emails as required by the department.

The further service requirements for the Fire Dispatch Centre are as follows and will be addressed by KFD Dispatch as per the City of Vernon RFP Optional Requirements:

A.  *Monitor, record, and retain all tactical channel communication.*

Tactical channels are simplex channels used by Fire Departments for fire ground or emergency scene operations.

The key advantage to Tactical Channels is they are dedicated to operations, and are unable to be interrupted by off-site transmissions (such as Dispatch).

Dispatch is only able to monitor and record those transmissions received at Dispatch.

Currently KFD Dispatch has no ability to monitor, record and retain tactical channel communications.

B.  *Provide FDM RMS support (e.g., troubleshooting, basic user assistance) during regular business hours (Monday to Friday 08:30 to 16:30 hours) with a possibility of afterhours and weekend support.*

KFD Dispatch Centre will provide technical and end user support Monday to Friday 0800 to 1630 and basic end user support after hours (1631 to 1900) evenings, very basic end user support (24 hours) weekends and holidays.

Kelowna will support the continued use of FDM RMS modules for existing fire department users.

As we understand this option, Vernon Fire department intends to be hosted by Kelowna within its Regional Access Model (workspace).

*C. Provide future FDM RMS training for major upgrades and new users*

KFD Dispatch will provide end user training required, for major upgrades and/or new users (face-to-face and/or web-based) for major upgrades and new users based on the composition and configuration of all FDM RMS modules as shipped from FDM.

June 14, 2018

**Via Email:**

**Attn: Keith Meldrum – Kelowna Fire Department**

**Re: RFP- 17-58-FIR – Vernon Fire Dispatch Service**

Dear Deputy Chief Meldrum,

Thank you for the May 31, 2018 formal response to our letter of May 18, 2018. We have reviewed the updated proposal and the majority of the contingency items pose no issue. They are fair, reasonable and focused on a successful timely implementation. Response to non-pricing commitments are listed below.

Date milestone confirmation as requested;

- City of Vernon is prepared to provide confirmation by June 30, 2018 that qualified third party consultants have been retained. These consultants are all providers the City of Kelowna also utilizes so approval should be straightforward.

- City of Vernon is prepared to provide written sign off to City of Kelowna by September 20, 2018 that radio system infrastructure, computer aided dispatch and records management data are complete.

- October 15, 2018 is the desired date of implementation so billing would commence.

Pricing proposal increase – Option #2 – Fire Dispatch & FDM Records Management

The updated pricing provided for a reduced level of service (elimination of Bylaw / Operations) came back with some dramatically increased dollar figures. They are listed below alongside original Kelowna proposal pricing. While we are aware of some updates and changes occurring in Kelowna over the last year or so it must be stated that a 20% increase is a significant sticker shock.

| Contract Year | Telus 9-11 Transition | Annual Costs 2017 Proposal | Annual Costs 2018 Update | Increase |
|---|---|---|---|---|
| Year 1 | $32,000 | $ 221,502 | $ 236,835 | 6.9% |
| Year 2 | | $ 202,049 | $ 242,755 | 20.1% |
| Year 3 | | $207,100 | $ 248,824 | 20.1% |
| Year 4 | | $212,278 | $ 255,045 | 20.1% |
| Year 5 | | $217,585 | $ 261,421 | 20.1% |
| Total | | $1,060,514 | $1,244,880 | $184,366 |

It must be appreciated that a complex business case for dispatch transfer was presented and approved in Vernon based on the August 2017 Kelowna proposal pricing. Long term viability and adequate funding for Kelowna Dispatch are in the best interest of both parties. That is a fact acknowledged by Vernon. However it is imperative that we further discuss the potential impact of a 20% increase on the initiative. Recent upgrades of Kelowna Dispatch technology driving increased pricing is an operational risk management positive but it also brings further upgrade cost to Vernon for individual fire trucks. There are also the significant one time technical switchover costs that are requested and required. The total sum result is a current situation that does not closely resemble the original one that the business case was promoted on.

We present these honest and direct comments not as a criticism or as a barrier to further discussion but rather to offer our perspective on the situation. We offer the below for your consideration and discussion.

| Contract Year | Telus 9-11 Transition | Annual Costs Aug, 29 2017 RFP | Proposed Cost June 14, 2018 Update | Increase |
|---|---|---|---|---|
| Year 1 | $32,000 | $221,502 | $ 232,577 | 5.0% |
| Year 2 | | $202,049 | $ 217,202 | 7.5% |
| Year 3 | | $207,100 | $ 227,810 | 10.0% |
| Year 4 | | $212,278 | $ 238,812 | 12.5% |
| Year 5 | | $217,585 | $ 244,783 | 15.0% |
| Total | | $1,060,514 | $1,161,186 | $100,671 |

Additionally, moving forward in Years 6- 10 (potential extension) the Kelowna proposal Annual dispatch and RMS service costs are subject to a 2.5% annual escalation. The above proposal fits into that pricing methodology and smooths budgeting for both parties. As previously discussed, we are like minded parties both trying to move our organizations forward responsibly. I will be available at any time moving forward to discuss this subject. This is a top priority for us and I look forward to talking further.

Regards,

Chris Sheel
Manager, Procurement Services
The Corporation of the City of Vernon

CC:  Travis Whiting– Kelowna Deputy Fire Chief
CC:  David Lind–     Interim Fire Chief, Fire-Rescue Services
CC:  Scott Hemstad– Deputy Fire Chief Prevention, Training and Logistics

| | |
|---|---|
| **From:** | Travis Whiting <TWhiting@kelowna.ca> |
| **Sent:** | June 18, 2018 9:30 AM |
| **To:** | Chris Sheel; Keith Meldrum; David Lind; Scott Hemstad |
| **Subject:** | RE: City of Vernon  City of Vernon RFP -17-58-FIR |

Hi Chris,

Further to our discussion this morning, we are prepared to support your proposed pricing model as noted in the letter dated June 14, 2018. A draft contract will be forwarded to you within the week reflecting these costs.

Also to confirm, the date milestones are critical to the success of the project. Delays to these dates may result in a delayed implementation date.

Thanks again for the call. We continue to look forward to providing dispatch services to Vernon Fire this fall.

**Travis Whiting**
Fire Chief | City of Kelowna
250-469-8760 | twhiting@kelowna.ca

**From:** Chris Sheel [mailto:CSheel@vernon.ca]
**Sent:** June-15-18 4:07 PM
**To:** Keith Meldrum ; David Lind ; Scott Hemstad
**Cc:** Travis Whiting
**Subject:** City of Vernon City of Vernon RFP -17-58-FIR

**Hello Keith,**
Cc Travis
Cc David, Scott

Thank you for the below response. Please see attached letter.

I will make myself available at any time to progress discussions, we are interested in moving forward and eager to find an agreeable path.

Read the letter, discuss and feedback your thoughts. Feel free to call me directly to have some discussion prior to a formal reply.

Thanks!
Chris


*Chris Sheel, SCMP*
Manager, Procurement Services
City Yards , 1900 48 Avenue, Vernon, B.C., V1T 8Y7
Office: 250.550.3646 | Fax: 250.550.3523 | www.vernon.ca

**From:** Keith Meldrum [mailto:KMeldrum@kelowna.ca]
**Sent:** June 1, 2018 4:57 PM
**To:** Chris Sheel ; David Lind ; Scott Hemstad
**Cc:** Travis Whiting
**Subject:** City of Vernon FRP-17-58-FIR RFP - Updated City of Kelowna Response

Chris,

Thank you for your May 23rd email advising that the City of Kelowna has been identified as the City of Vernon's preferred proponent.

As requested, please find attached an updated RFP response and an associated cover letter to the updated RFP.

If you have any questions or require any further information, please let me know.

Regards,

**Keith Meldrum**
Deputy Fire Chief | City of Kelowna
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