

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.

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 the RDEK, working with TELUS to obtain and deliver.

The following additional requirements of the RDEK 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. RDEK 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. RDEK is responsible for their radio and pager licensing, acquisition, operation, and maintenance costs, related to delivery of the service within the RDEK 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. RDEK 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 the RDEK.
8. RDEK 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 RDEK response logic and response zone shape files currently in use.
- b. RDEK 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 centers, BCAS dispatch centers, the Ministry of Forests Wildfire Coordination center, the EComm, PSAP, 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 \$5,000,000 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 \$5,000,000 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 RDEK 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, RDEK 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 RDEK 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 | 2021 | 2022 | 2023 | 2024 | 2025 |
|-----------------|---------|---------|---------|---------|---------|
| Dispatch Costs | 190,548 | 195,311 | 200,194 | 205,199 | 210,329 |
| Operating Costs | 22,148 | 22,702 | 23,269 | 23,851 | 24,447 |
| Total Costs | 212,696 | 218,013 | 223,463 | 229,050 | 234,776 |

The annual Dispatch Costs are prorated based on the previous contract with a 2.5% adjustment yearly.

The above fees are payable as follows:

1. Each year, starting May 30th, 2021, the RDEK shall be billed on May 30th for the annual charges for the upcoming period (May 30-May 29).
2. All invoices, bills, and charges rendered by Kelowna shall be paid by the RDEK within 30 days of receipt, except in the event of a state of local, provincial, or federal emergency requiring additional resources.

The provision of service to additional new fire departments within the RDEK service area will be evaluated on a case by case basis and may require adjustment of the cost schedule. In the event that the parties are unable to reach agreement on adjustment of the cost schedule, the provisions of section 8 of the Agreement apply.

Implementation Costs (original contract)

Implementation costs will remain separate from the costs for service as listed above. The Proposal provided an estimated cost for implementation (previous contract) based on research undertaken on behalf of RDEK as part of the proposal process. Actual costs will be based on program implementation and as agreed to by the project teams, subject to approval of both parties and consistent with the terms of the contract. Approved costs incurred by Kelowna on behalf of the RDEK will be billed back to the RDEK monthly.

Schedule – C

Approved Fire Departments response agencies:

1. Baynes Lake Volunteer Fire Department (RDEK)
2. Canal flats Fire Department
3. Cranbrook Fire Department
4. Edgewater Volunteer Fire Department (RDEK)
5. Elkford Fire Rescue Department
6. Elko Volunteer Fire Department (RDEK)
7. Fairmont Volunteer Fire Department (RDEK)
8. Fernie Fire and Emergency Services
9. Hosmer Volunteer Fire Department (RDEK)
10. Invermere Fire Rescue Department
11. Jaffray Volunteer Fire Department (RDEK)
12. Kimberley Fire Department
13. Panorama Volunteer Fire Department (RDEK)
14. Radium Hot Springs Fire Department
15. Sparwood Fire Department
16. Windermere Volunteer Fire Department (RDEK)