



Peace River Regional District REPORT

To: Chair & Directors

Date: February 19, 2013

From: Trish Morgan, Manager of Community Services

Subject: 911 Call Answer and Fire Dispatch Statistics & Updates

FOR DIRECTORS' INFORMATION:

This report is being provided for information on the 9-1-1 Primary Safety Answer Point (PSAP) call answer and fire dispatch service statistics for 2012 as well as to provide you with some important updates on the 911 and fire dispatch services.

STATISTICS:

Call Volume Summary: In 2012 9-1-1 call volumes showed a 5% increase in call volume over 2011 for a total of 18,835 calls – this is an increase of 22% from 2010. Although the RCMP only saw a 1% increase from 2011, this is still a 21% from 2010. BC Ambulance calls increase by 13% from 2011 and 23% since 2010. The greatest increase was seen in the number of calls dispatched through Dawson Creek and Fort St John which saw increases of 26% and 39% respectively since 2011. The number of abandoned calls, where 9-1-1 was dialed and when answered at PSAP there was no caller on the line, increased by 9% from 2011 and 32% from 2010.

Call Answer Time Summary: On average calls made to the 9-1-1 PSAP were answered within 5 seconds of the call being placed. This exceeds the standard required by the Regional District's contract with the RCMP, who operates the 9-1-1 call centre, which stipulates that calls must be answered within 10 seconds 90 % of the time. South and North Peace Fire Dispatch also exceeded the National Fire Protection Association standard 1221, which suggests that 95% of alarms received on emergency lines shall be answered within 15 seconds and 99% of alarms shall be answered within 40 seconds, as they were answered within 7 and 8 seconds respectively.

CHANGES TO THE 911 PRIMARY CALL ANSWER SERVICE:

There are a number of changes that will be coming forward in the next few years with respect to the 911 service and the agreement the Regional District has with the RCMP to provide 911 call answer service.

Standardized MOU: The RCMP is endeavoring to standardize the memorandums of understanding (MOU) with the 911 Service Providers (regional districts) in BC. In doing so, they will be charging the 911 Service Providers a portion of their overhead costs to provide the service. The 911 Service Providers have formed a committee and are working together and with the RCMP to come to agreement on these costs and the formulas used to determine them.

Abandoned Calls: With the increased use of cell phones the number of abandoned calls have been increasing steadily across the globe due to pocket dialing and our region is no different having seen a 76% increase since 2002. A standard operating procedure is being developed by the RCMP to standardize how abandoned calls are dealt in with BC when they are received by the 911 call taker - i.e., should the RCMP dispatch a car to the location of the call, should a call back be made to the

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number, etc. The 911 Service Providers are eager to see this document and to find out if there will be any cost implications to the regional districts.

CRTC Text to 911: In January the Canadian Radio-television and Telecommunications Commission (CRTC) announced enhancements to 911 services that will enable Canadians who have hearing or speech impairments to communicate with 911 call centres via text message. Telephone and wireless companies must upgrade their networks to support this new feature by January 24, 2014. The technology required to support this new development will also need to be upgraded at the call centres and as such there will likely be a portion of the costs passed onto the 911 Service Providers across the province.

PRRD 911 & FIRE DISPATCH REVIEW:

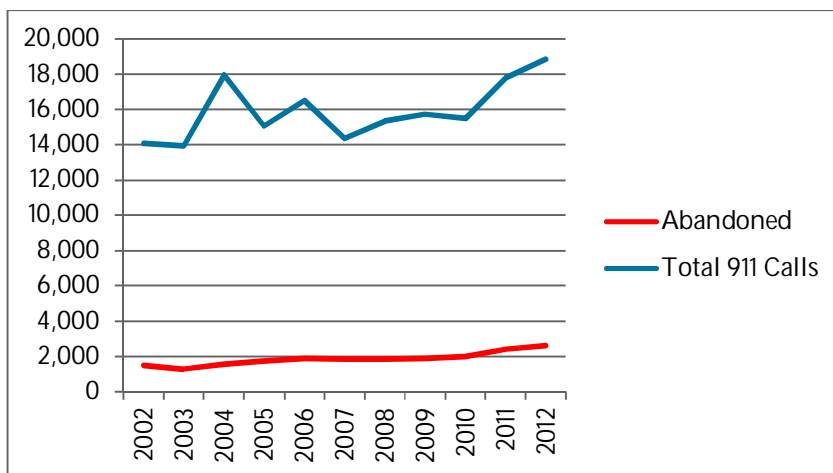
In 2012 the Regional District commissioned a review that examined the effectiveness, efficiency and affordability of the 911 call answer service and fire dispatch service. The review was completed in December and next step in the process is for the administrators from Dawson Creek, Fort St John and the Regional District to meet to examine the fire dispatch recommendations and to decide on a recommendation to make back to the Board of Directors.

STRATEGIC PLAN RELEVANCE: The 911/Fire Dispatch review implementation is an operational priority for Community Services.

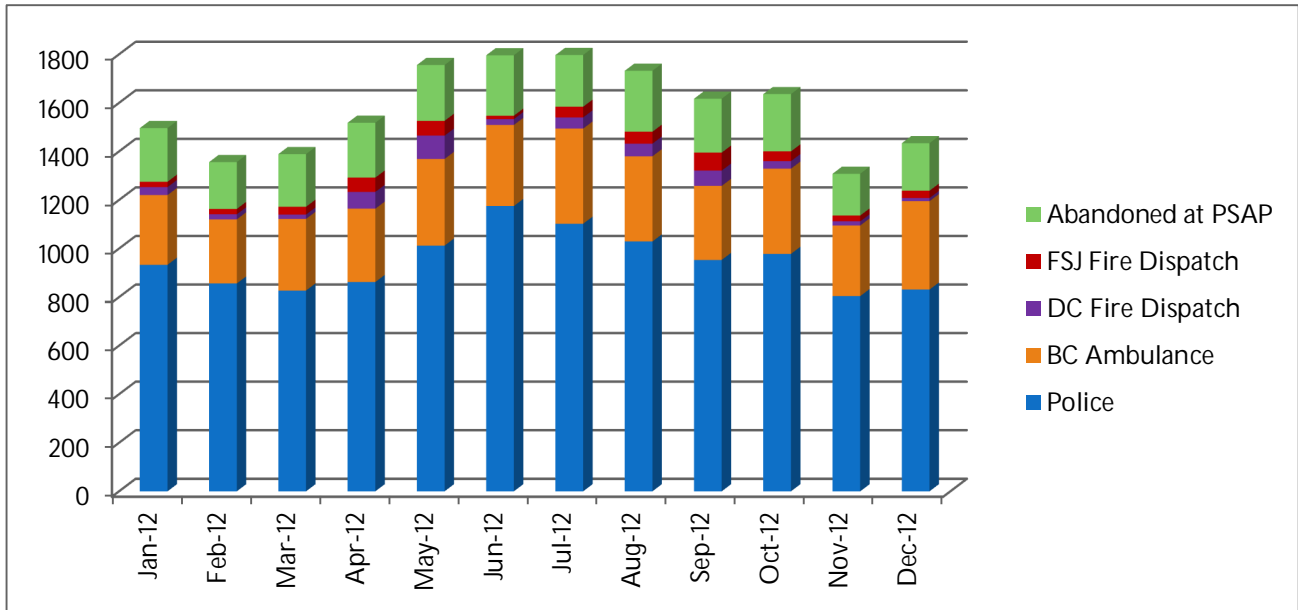
FINANCIAL CONSIDERATION(S): The RCMP is proposing to increase the cost of the 911 call answer service to \$421,000 in 2013 from \$305,600 in 2012 – approximately a \$115,000 increase. Fire dispatch will also see an increase in 2013 as both the Dawson Creek and Fort St John Fire Departments’ wages will be increasing due to contract settlements. Dawson Creek is increased to \$216,300 from \$205,400 in 2012 and Fort St John is estimated (as it is still under negotiation) at \$240,000 from \$183,600 in 2012.

OTHER CONSIDERATION(S):

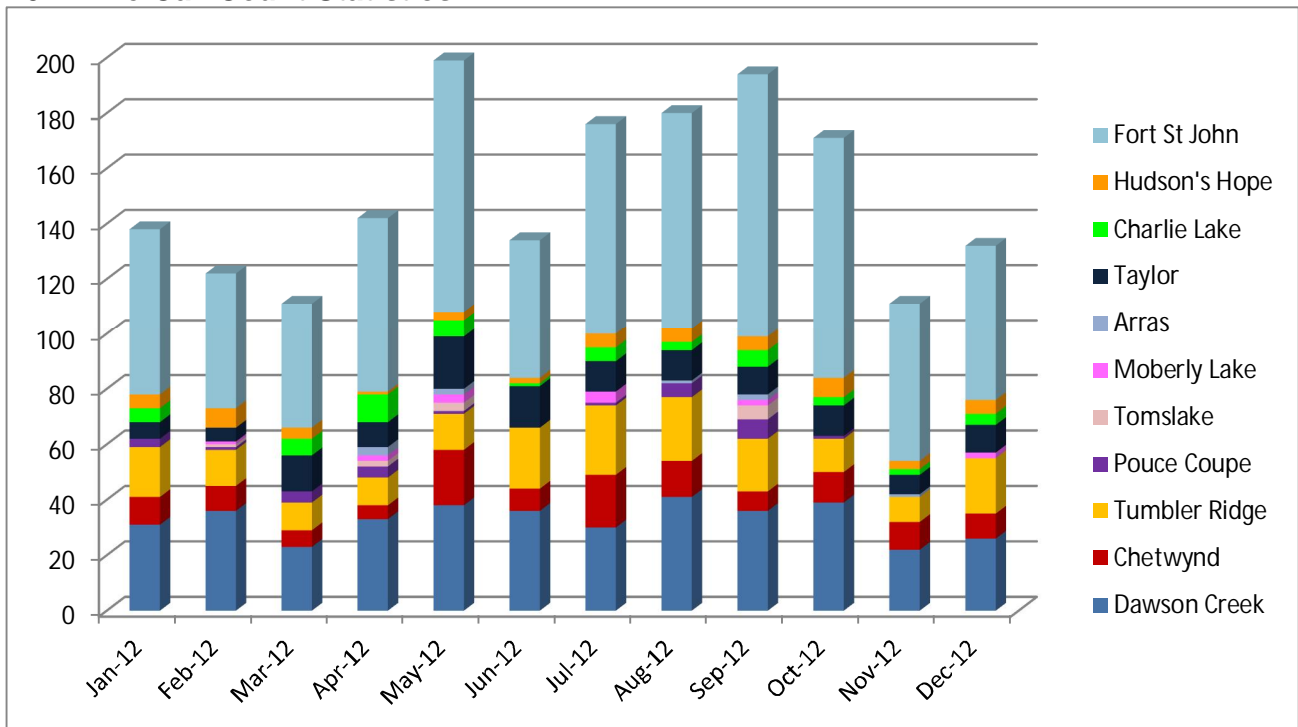
911 & Abandoned Call Trends Since 2002



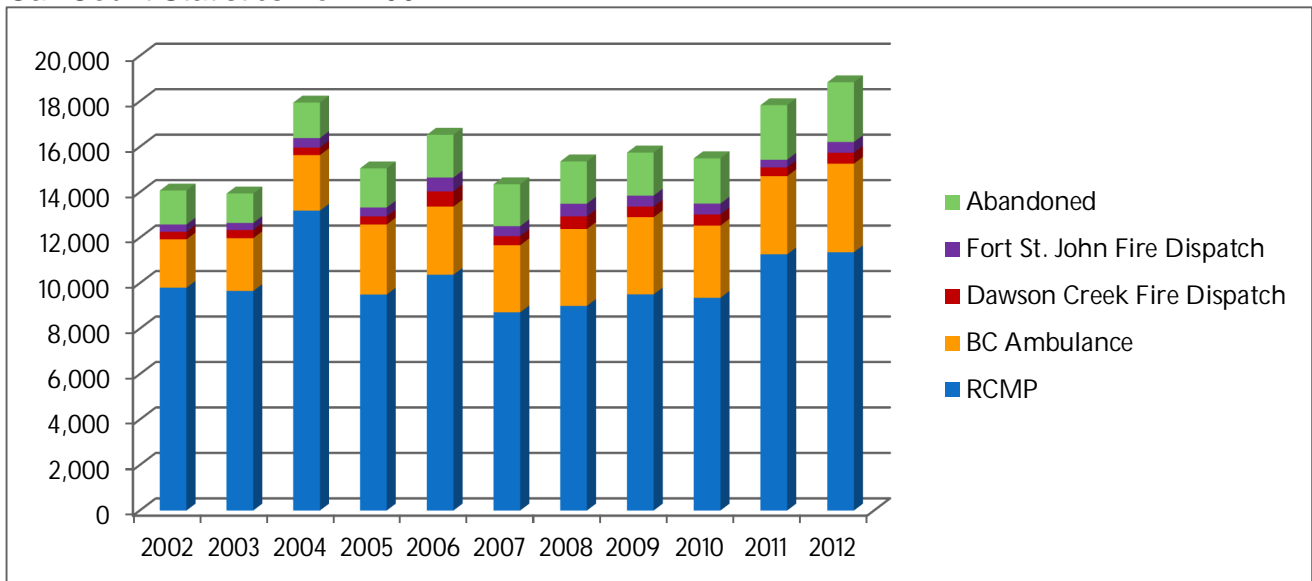
2012 Call Count Statistics



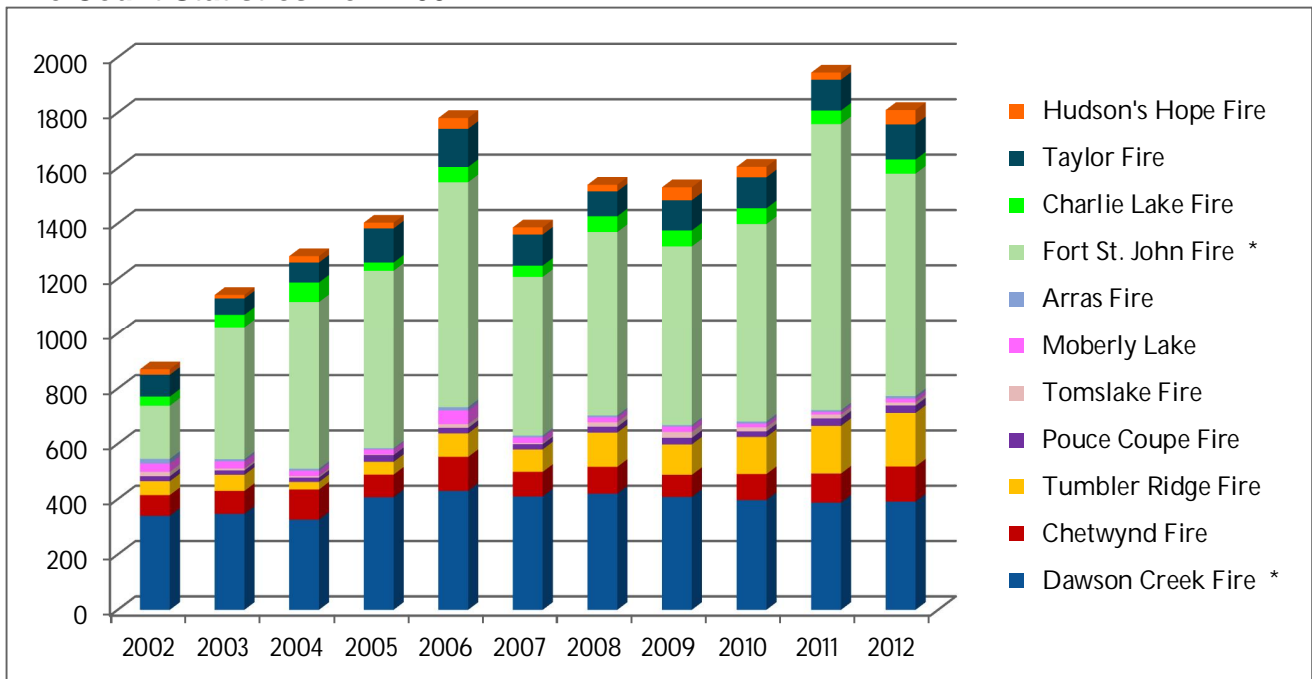
2012 Fire Call Count Statistics



Call Count Statistics from 2002



Fire Count Statistics from 2002



PEACE RIVER REGIONAL DISTRICT

Monthly Call Count for 2012

| | Jan-12 | Feb-12 | Mar-12 | Apr-12 | May-12 | Jun-12 | Jul-12 | Aug-12 | Sep-12 | Oct-12 | Nov-12 | Dec-12 | Total 2012 |
|-----------------------------------|----------------|----------------|----------------|----------------|------------------|------------------|------------------|------------------|----------------|----------------|----------------|----------------|-------------------|
| Total 911 calls | 1,496 | 1,356 | 1,389 | 1,518 | 1,756 | 1,796 | 1,797 | 1,732 | 1,617 | 1,636 | 1,308 | 1,434 | 18,835 |
| Average PSAP Call per second | 0:00:04 | 0:00:04 | 0:00:05 | 0:00:05 | 0:00:05 | 0:00:05 | 0:00:06 | 0:00:06 | 0:00:05 | 0:00:05 | 0:00:05 | 0:00:05 | 0:00:05 |
| Police | 933 62% | 856 63% | 827 60% | 862 57% | 1,012 58% | 1,175 65% | 1,102 61% | 1,029 59% | 953 59% | 978 60% | 804 61% | 831 58% | 11,362 60% |
| Average RCMP Call per second | 0:00:05 | 0:00:05 | 0:00:05 | 0:00:06 | 0:00:06 | 0:00:06 | 0:00:06 | 0:00:06 | 0:00:06 | 0:00:06 | 0:00:06 | 0:00:06 | 0:00:06 |
| BC Ambulance | 287 19% | 264 19% | 295 21% | 302 20% | 357 20% | 334 19% | 392 22% | 351 20% | 305 19% | 351 21% | 291 22% | 364 25% | 3,893 21% |
| Average Ambulance Call per second | 0:00:09 | 0:00:09 | 0:00:09 | 0:00:09 | 0:00:09 | 0:00:10 | 0:00:09 | 0:00:10 | 0:00:10 | 0:00:10 | 0:00:09 | 0:00:09 | 0:00:09 |
| DC Fire Dispatch | 33 2% | 21 2% | 18 1% | 69 5% | 96 5% | 24 1% | 46 3% | 52 3% | 63 4% | 31 2% | 17 1% | 13 1% | 483 3% |
| DC Fire | 31 50% | 36 59% | 23 53% | 33 56% | 38 48% | 36 55% | 30 38% | 41 49% | 36 46% | 39 62% | 22 52% | 26 46% | 391 50.58% |
| Chet | 10 16% | 9 15% | 6 10% | 5 8% | 20 25% | 8 12% | 19 24% | 13 16% | 7 9% | 11 17% | 10 17% | 9 16% | 127 16.43% |
| TR Fire | 18 29% | 13 21% | 10 23% | 10 17% | 13 16% | 22 33% | 25 32% | 23 28% | 19 24% | 12 19% | 9 21% | 20 35% | 194 25.10% |
| PC Fire | 3 5% | 1 2% | 4 9% | 4 7% | 1 1% | 0 0% | 1 1% | 5 6% | 7 9% | 1 2% | 0 0% | 0 0% | 27 3.49% |
| Tomslake | 0 0% | 1 2% | 0 0% | 2 3% | 3 4% | 0 0% | 0 0% | 0 0% | 5 6% | 0 0% | 0 0% | 0 0% | 11 1.42% |
| ML Fire | 0 0% | 1 2% | 0 0% | 2 3% | 3 4% | 0 0% | 4 5% | 0 0% | 2 3% | 0 0% | 0 0% | 2 4% | 14 1.81% |
| Arras | 0 0% | 0 0% | 0 0% | 3 5% | 2 3% | 0 0% | 0 0% | 1 1% | 2 3% | 0 0% | 1 2% | 0 0% | 9 1.16% |
| Total | 62 100% | 61 100% | 43 96% | 59 100% | 80 100% | 66 100% | 79 100% | 83 100% | 78 100% | 63 100% | 42 100% | 57 100% | 773 100.00% |
| Average DC Call per second | 0:00:08 | 0:00:08 | 0:00:08 | 0:00:07 | 0:00:06 | 0:00:06 | 0:00:07 | 0:00:08 | 0:00:06 | 0:00:07 | 0:00:06 | 0:00:07 | 0:00:07 |
| FSJ Fire Dispatch | 22 1% | 22 2% | 32 2% | 59 4% | 61 3% | 14 1% | 44 2% | 49 3% | 74 5% | 40 2% | 24 2% | 30 2% | 471 3% |
| FSJ Fire | 60 79% | 49 80% | 45 66% | 63 76% | 91 76% | 50 74% | 76 78% | 78 80% | 95 82% | 87 81% | 57 83% | 56 75% | 807 77.82% |
| Tay Fire | 6 8% | 5 8% | 13 19% | 9 11% | 19 16% | 15 22% | 11 11% | 11 11% | 10 9% | 11 10% | 7 10% | 10 13% | 127 12.25% |
| CL Fire | 5 7% | 0 0% | 6 9% | 10 12% | 6 5% | 1 1% | 5 5% | 3 3% | 6 5% | 3 3% | 2 3% | 4 5% | 51 4.92% |
| HH Fire | 5 7% | 7 11% | 4 6% | 1 1% | 3 3% | 2 3% | 5 5% | 5 5% | 5 4% | 7 6% | 3 4% | 5 7% | 52 5.01% |
| Total | 76 100% | 61 100% | 68 100% | 83 100% | 119 100% | 68 100% | 97 100% | 97 100% | 116 100% | 108 100% | 69 100% | 75 100% | 1037 100.00% |
| Average FSJ Call per second | 0:00:06 | 0:00:08 | 0:00:08 | 0:00:07 | 0:00:09 | 0:00:08 | 0:00:08 | 0:00:09 | 0:00:07 | 0:00:07 | 0:00:07 | 0:00:06 | 0:00:08 |
| Abandoned at PSAP | 221 15% | 193 14% | 217 16% | 226 15% | 230 13% | 249 14% | 213 12% | 251 14% | 222 14% | 236 14% | 172 13% | 196 14% | 2,626 14% |

* Abandoned calls include only those calls where a 911 call was placed and when answered at PSAP there was no caller on the line

PEACE RIVER REGIONAL DISTRICT 9-1-1 CALLS

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911 Call Count History

| | 2002 | | 2003 | | 2004 | | 2005 | | 2006 | | 2007 | | 2008 | | 2009 | | 2010 | | 2011 | | 2012 | |
|-------------------------------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|---------------|------------|
| | Total Calls | % | Total Calls | % | Total Calls | % | Total Calls | % | Total Calls | % | Total Calls | % | Total Calls | % | Total Calls | % | Total Calls | % | Total Calls | % | Total Calls | % |
| Total 911 Calls | 14,075 | | 13,943 | | 17,944 | | 15,051 | | 16,527 | | 14,349 | | 15,355 | | 15,746 | | 15,492 | | 17,830 | | 18,835 | |
| RCMP | 9,800 | 70% | 9,655 | 69% | 13,191 | 74% | 9,501 | 63% | 10,370 | 63% | 8,717 | 61% | 9,000 | 59% | 9,507 | 60% | 9,358 | 60% | 11,267 | 63% | 11,362 | 60% |
| BC Ambulance | 2,126 | 15% | 2,324 | 17% | 2,443 | 14% | 3,082 | 20% | 3,001 | 18% | 2,952 | 21% | 3,385 | 22% | 3,397 | 22% | 3,174 | 20% | 3,440 | 19% | 3,893 | 21% |
| Dawson Creek Fire Dispatch | 329 | 2% | 354 | 3% | 332 | 2% | 353 | 2% | 666 | 4% | 400 | 3% | 550 | 4% | 468 | 3% | 491 | 3% | 384 | 2% | 483 | 3% |
| Dawson Creek Fire * | 340 | 62% | 347 | 64% | 326 | 64% | 407 | 70% | 430 | 59% | 410 | 65% | 420 | 60% | 408 | 61% | 397 | 58% | 388 | 54% | 391 | 51% |
| Chetwynd Fire | 75 | 14% | 83 | 15% | 109 | 21% | 82 | 14% | 123 | 17% | 89 | 14% | 97 | 14% | 80 | 12% | 94 | 14% | 105 | 15% | 127 | 16% |
| Tumbler Ridge Fire | 50 | 9% | 58 | 11% | 27 | 5% | 46 | 8% | 85 | 12% | 81 | 13% | 124 | 18% | 110 | 16% | 134 | 20% | 172 | 24% | 194 | 41% |
| Pouce Coupe Fire | 18 | 3% | 16 | 3% | 16 | 3% | 25 | 4% | 20 | 3% | 19 | 3% | 21 | 3% | 24 | 4% | 20 | 3% | 27 | 4% | 27 | 3% |
| Tomslake Fire | 16 | 3% | 7 | 1% | 6 | 1% | 2 | 0% | 13 | 2% | 4 | 1% | 16 | 2% | 21 | 3% | 15 | 2% | 14 | 2% | 11 | 22% |
| Moberly Lake | 30 | 5% | 26 | 5% | 19 | 4% | 18 | 3% | 50 | 7% | 21 | 3% | 18 | 3% | 20 | 3% | 13 | 2% | 9 | 1% | 14 | 11% |
| Arras Fire | 17 | 3% | 8 | 1% | 7 | 1% | 4 | 1% | 12 | 2% | 6 | 1% | 7 | 1% | 5 | 1% | 8 | 1% | 7 | 1% | 9 | 17% |
| TOTAL South Peace Fire Calls | 546 | | 545 | | 510 | | 584 | | 733 | | 630 | | 703 | | 668 | | 681 | | 722 | | 773 | |
| Fort St. John Fire Dispatch | 324 | 2% | 317 | 2% | 417 | 2% | 391 | 3% | 609 | 4% | 435 | 3% | 561 | 4% | 478 | 3% | 475 | 3% | 339 | 2% | 471 | 3% |
| Fort St. John Fire * | 192 | 59% | 479 | 80% | 606 | 78% | 645 | 79% | 816 | 78% | 577 | 76% | 666 | 80% | 649 | 75% | 717 | 78% | 1037 | 85% | 807 | 78% |
| Charlie Lake Fire | 33 | 10% | 46 | 8% | 71 | 9% | 30 | 4% | 55 | 5% | 41 | 5% | 57 | 7% | 58 | 7% | 57 | 6% | 49 | 4% | 51 | 5% |
| Taylor Fire | 79 | 24% | 59 | 10% | 72 | 9% | 123 | 15% | 138 | 13% | 112 | 15% | 90 | 11% | 109 | 13% | 112 | 12% | 111 | 9% | 127 | 12% |
| Hudson's Hope Fire | 20 | 6% | 13 | 2% | 23 | 3% | 21 | 3% | 39 | 4% | 26 | 3% | 24 | 3% | 47 | 5% | 38 | 4% | 26 | 2% | 52 | 5% |
| TOTAL North Peace Fire Calls | 324 | | 597 | | 772 | | 819 | | 1048 | | 756 | | 837 | | 863 | | Jul-02 | | 1223 | | 1037 | |
| Abandoned | 1,496 | 11% | 1,293 | 9% | 1,561 | 9% | 1,724 | 11% | 1,881 | 11% | 1,845 | 13% | 1,859 | 12% | 1,896 | 12% | 1,994 | 13% | 2,400 | 13% | 2,626 | 14% |

* Not all fire response calls go through the 9-1-1 Call Centre, eg. auto-dialer fire alarm systems, old community dialup service.

** 911 system was implemented June 2001

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2012 PSAP Call Answer Time Per MOU

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| Northern BC OCC* | Total Calls* | Average | % Answered in < | | | | | | | | | | |
|------------------|--------------|-------------|-----------------|--------|--------|--------|--------|--------|--------|-------|------------|-----------|----------|
| | | Answer Time | < 1 sec | 2 secs | 3 secs | 4 secs | 5 secs | 6 secs | 7 secs | secs | < 8 9 secs | < 10 secs | >20 secs |
| Jan-12 | 6499 | 5.3 | 0.1% | 9.8% | 34.1% | 50.9% | 63.2% | 72.5% | 79.3% | 86.2% | 91.9% | 94.5% | 0.2% |
| Feb-12 | 6000 | 5.3 | 0.1% | 9.4% | 33.5% | 50.7% | 63.4% | 72.3% | 79.5% | 86.7% | 91.8% | 94.4% | 0.3% |
| Mar-12 | 6690 | 5.6 | 0.0% | 8.1% | 31.9% | 48.0% | 60.1% | 69.7% | 77.0% | 84.9% | 90.7% | 93.5% | 0.4% |
| Apr-12 | 6941 | 6 | 0.0% | 7.4% | 30.3% | 45.6% | 57.1% | 66.3% | 73.9% | 82.5% | 88.7% | 91.8% | 0.9% |
| May-12 | 7622 | 5.8 | 0.0% | 8.9% | 31.0% | 45.7% | 58.0% | 67.7% | 75.3% | 83.0% | 88.7% | 91.7% | 0.6% |
| Jun-12 | 7753 | 6.1 | 0.0% | 7.8% | 28.7% | 42.6% | 54.3% | 63.6% | 71.5% | 80.0% | 86.7% | 90.1% | 1.0% |
| Jul-12 | 8322 | 6.5 | 0.0% | 6.5% | 24.5% | 38.4% | 49.4% | 59.2% | 68.0% | 76.5% | 83.8% | 88.1% | 1.0% |
| Aug-12 | 7873 | 6.4 | 0.0% | 5.4% | 23.5% | 37.8% | 49.3% | 60.3% | 68.8% | 78.0% | 85.3% | 89.3% | 0.9% |
| Sep-12 | 7202 | 5.8 | 0.0% | 7.6% | 28.3% | 43.8% | 56.4% | 67.1% | 75.2% | 83.5% | 89.6% | 92.4% | 0.5% |
| Oct-12 | 7594 | 5.9 | 0.0% | 7.7% | 28.5% | 44.0% | 57.2% | 66.9% | 74.5% | 82.2% | 88.8% | 92.0% | 0.6% |
| Nov-12 | 6121 | 5.6 | 0.1% | 7.8% | 30.0% | 45.9% | 59.3% | 68.5% | 77.3% | 85.5% | 90.9% | 93.9% | 0.6% |
| Dec-12 | 6496 | 5.9 | 0.0% | 6.0% | 26.4% | 42.1% | 54.1% | 64.1% | 72.7% | 81.7% | 88.3% | 91.8% | 0.3% |

* note that the Northern BC OCC provides primary call answer service to the Peace River Regional District, the Regional District of Fraser-Fort George, the Regional District of Bulkley-Nechako, Cariboo Regional District and Kitimat Stikine Regional District and as such these statistics represent all calls taken through the centre

2012 Benchmark to NFPA Standard 1221

| Dawson Creek | Total Calls Answered | % Answered | % Answered | % Answered | Fort St John | Total Calls Answered | % Answered | % Answered | % Answered |
|--------------|----------------------|----------------|----------------|---------------|--------------|----------------------|----------------|----------------|---------------|
| | | within 15 secs | within 40 secs | after 40 secs | | | within 15 secs | within 40 secs | after 40 secs |
| Jan-12 | 35 | 97.1% | 100.0% | 0.0% | Jan-12 | 23 | 100.0% | 100.0% | 0.0% |
| Feb-12 | 29 | 100.0% | 100.0% | 0.0% | Feb-12 | 22 | 90.9% | 100.0% | 0.0% |
| Mar-12 | 21 | 95.2% | 100.0% | 0.0% | Mar-12 | 32 | 90.6% | 100.0% | 0.0% |
| Apr-12 | 73 | 98.6% | 100.0% | 0.0% | Apr-12 | 59 | 96.6% | 100.0% | 0.0% |
| May-12 | 98 | 99.0% | 100.0% | 0.0% | May-12 | 65 | 84.6% | 98.5% | 0.0% |
| Jun-12 | 25 | 100.0% | 100.0% | 0.0% | Jun-12 | 14 | 92.9% | 100.0% | 0.0% |
| Jul-12 | 47 | 100.0% | 100.0% | 0.0% | Jul-12 | 44 | 95.5% | 100.0% | 0.0% |
| Aug-12 | 57 | 98.2% | 100.0% | 0.0% | Aug-12 | 50 | 94.0% | 100.0% | 0.0% |
| Sep-12 | 69 | 97.1% | 100.0% | 0.0% | Sep-12 | 78 | 96.2% | 100.0% | 0.0% |
| Oct-12 | 31 | 96.8% | 100.0% | 0.0% | Oct-12 | 42 | 100.0% | 100.0% | 0.0% |
| Nov-12 | 20 | 100.0% | 100.0% | 0.0% | Nov-12 | 24 | 91.7% | 100.0% | 0.0% |
| Dec-12 | 15 | 100.0% | 100.0% | 0.0% | Dec-12 | 30 | 100.0% | 100.0% | 0.0% |

* NFPA Standard 1221 recommends that 95% of the calls should be answered within 15 sec or less and 99% of the calls should be answered within 40 seconds or less

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