Owen Sound Emergency Communications Centre

Owen Sound Police Service

518-376-1234

Chief Craig Ambrose

Fire Dispatch Services

Executive Summary

The Owen Sound Emergency Communications Centre is proposing a complete fire communications/dispatch solution to the Southgate Fire Department. Highly trained communicators backed by the latest technologies and extreme reliability are the cornerstones of our communications offerings.

Under NFPA-1221 7.3.1, 2 communicators must be present in the dispatch centre at all times (with a minimum of 2 consoles at both primary and backup locations). Our dispatch centres have a combined 10 desks fully capable of 911/NG911 and radio communications. Dedicated switchboard staff handle routine inquiries for non-emergencies and callouts for your organization while dispatchers handle 911 and radio communications. This provides up to 4 trained fire communicators and the supervisor in a large incident such as a structure fire. Each desk is fully capable of all phone and radio communications.

Currently our communications centre maintains radio dispatch for areas including most of Grey and Bruce Counties as well as the North Huron Fire Department. The OSECC has the capabilities of coordinating mutual and automatic aid requests in both directions in an expedient manner.

All 911 calls in Grey and Bruce first enter the OSECC, regardless of fire, police or ambulance. Continuing the calls in our communications centre saves approximately 30 seconds per call by preventing duplication of address verifications and elimination of down streaming.

The Southgate Fire Department would gain access to the latest technologies including NextGen 911. The OSECC is one of the first in Canada to successfully purchase, configure and operate these systems in voice trials. Your organization would automatically gain this capability as soon as Bell Canada enables the features nationwide early next year. Many organizations will not be implementing this critical feature until at least 2023.

The communications solution would also include call-outs to other services such as gas, hydro and ambulance/police.

Modern smartphone app and email updates are provided via the communications centre as they are entered into the Computer Aided Dispatch system.

At the end of your incident, a complete output will be sent to compatible systems (such as FirePro) with chronology of the call directly into your electronic records management systems.

Radio communications and paging are accomplished via a radio tower overlooking Southgate Fire Department’s coverage areas. The OSECC maintains a GIS unit responsible for regularly updating dispatch maps to reflect boundary changes, hydrant location/flow rate, road changes and more. This is compatible with county and municipal data (ESRI compliant).

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COMPANY PROFILE & EXPERIENCE

The Owen Sound Emergency Communications Centre/Owen Sound Police Service has reviewed the requirements to provide fire dispatch communication service to the Southgate Fire Department and is well qualified technically and operationally to meet and exceed the needs of your community.

The Owen Sound Emergency Communications Centre (OSECC), as part of the Owen Sound Police Service, has over 100 employees. Within the Communications Branch we currently employ 20 communicators, 2 switchboard operators, 2 IT/radio technicians, and a Director of Corporate Services that oversees the supervision and management of the Centre, and all of these members will be assigned to process Southgate Fire Department call taking and dispatch services. During an active call for service for the Southgate Fire Department there will be a primary Communicator (Telecommunicator), with additional resources assigned for tracking and assisting with secondary communications such as police, ambulance, hydro, gas notifications, etc.

We have been providing professional radio communications to emergency services for over 30 years throughout the Province of Ontario. In 2012, twenty-three (23) fire departments transferred their communications to the OSECC for their fire dispatch communications needs. The OSECC continues to be the Central Emergency Response Bureau (CERB) for Grey and Bruce Counties as well as three other municipalities in the province.

We currently provide communications services to one full-time fire department, Owen Sound Fire and Emergency Services. Owen Sound's population is currently 22,000 with an estimated daily population that exceeds 40,000. In 2019 Owen Sound Fire and Emergency Services responded to in excess of 1,000 calls for service. We provide fire dispatch services to the Inter-Township Fire Department, North Bruce Peninsula Fire Department (2 stations),Chatsworth Fire Department, Meaford Fire Department, Grey Highlands Fire Department (2 stations), West Grey Fire Department (3 stations), Southgate Fire Department, Chippewas of Nawash Fire Department, Arran-Tara Fire Department, South Bruce Fire Department (2 stations), Arran-Elderslie Fire Department (2 stations), Saugeen Shores Fire Department (2 stations), Saugeen First Nations Fire Department, South Bruce Peninsula Fire Department (2 stations) and North Huron Fire Department (2 stations). These fire departments listed above are volunteer fire departments that combined have over 1,300 calls for service.

b) Relevant Examples

2019	Population	Suppression	Rescue	Medical
Owen Sound Fire	22,000	90	97	801
Inter-township Fire	15,000	59	48	143
North Huron Fire	5,000	46	22	108
Bruce County Fire Depts	37,000	88	175	346
Grey County Fire Depts	33,500	117	156	496

Calls are then further broken down to subtypes which are listed here:

Agency	Priority	Call Type
BRUCE	9	VOIP_TRANSFER
BRUCE	1	ALARM_CO
BRUCE	1	ALARM_FIRE
BRUCE	1	ALARM_SMOKE
BRUCE	1	AMB_EXTRACATION
BRUCE	1	EMS_MED_RESPONSE
BRUCE	1	EXPLOSION
BRUCE	1	FIRE_DUMPSTER
BRUCE	1	FIRE_GRASS_BRUSH
BRUCE	1	FIRE_OTHER
BRUCE	1	FIRE_RUBBISH
BRUCE	1	FIRE_STRUCTURAL
BRUCE	1	FIRE_UNKNOWN
BRUCE	1	FIRE_VEHICLE
BRUCE	1	MVA_AMB_ASSIST
BRUCE	1	MVA_FLUID_LEAK
BRUCE	1	MVA_OTHER
BRUCE	1	PUB_HAZ_BOMB
BRUCE	1	PUB_HAZ_GAS
BRUCE	1	PUB_HAZ_OTHER
BRUCE	1	PUB_HAZ_P-LINE
BRUCE	1	PUB_HAZARD_PIPES
BRUCE	1	PUB_HAZARD_SPILL
BRUCE	1	RESCUE_COMMERCIAL_INDUSTRIAL
BRUCE	1	RESCUE_COLLAPSE
BRUCE	1	RESCUE_ELEVATOR
BRUCE	1	RESCUE_OTHER
BRUCE	1	RESCUE_RES
BRUCE	1	RESCUE_WATER_ICE
BRUCE	1	SMOKE_SIGHT_OF
BRUCE	2	ASSIST_OTHER
BRUCE	2	FIRE_BURN_COMPLT
BRUCE	4	ALARM_TEST
BRUCE	4	AUTH_FD_ACTIVITY
BRUCE	4	PUBLIC_SERVICE
BRUCE	4	SMOKE_ALARM_FOLLOW_UP
BRUCE	4	TRAINING
BRUCE	9	AUTH_OPEN_BURN
BRUCE	9	TEST

Overall emergency call answering percentages:

	Emergency Alarms Answered in 15 Seconds	Emergency Alarms Answered in 40 Seconds
2017	96.83%	100%
2018	97.80%	100%
2019	98.75%	100%
	Emergency Call Process in 60 Seconds	**Emergency Call Processing in 90 Seconds**
2017	85.9%	92.4%
2018	86.5%	92.5%
2019	87.7%	92.6%

2) COMPLIANCE OF NFPA STANDARDS

1) Level of Compliance with NFPA 1061

NFPA 1061 standards outline the minimum job performance requirements (JPRs) for service as Public Safety Telecommunications Personnel and positions within a Public Safety Communications Center.

The OSECC currently managed by the Director of Corporate Services who holds the position of Public Safety Communications Manager/Director, Quality Assurance Coordinator and Communications Supervisor. When the Director of Corporate Services is not on duty the Sergeant on Duty provides oversight in the Communications Centre. The OSECC has 2 Public Safety 2 Training Coordinators and 4 Public Safety Training Officers – one assigned to each platoon. All of our Communications would be classed as Telecommunicators 1 and II in accordance with NFPA 1061 definitions. Training for Incident/Tactical Telecommunicator is expected to start this year and it is planned for 2 Telecommunicators to receive their training this year and 2 Telecommunicators to be trained in 2021 to have one identified Incident/Tactical Telecommunicator assigned to each platoon.

All OSECC Communicators are required to complete the APCO Fire Service Communications course within 12 months of hire and must pass the course with an 80% or higher. The course topics include: Fire Service Apparatus and Terminology, Fire Service Communications Overview, Fire Service Call Processing, Fire Dispatch Procedures, Fire Service Incidents, National Incident Management System and Incident Command System, Hazardous Material Incidents, Terrorism Incidents. There are only 2 remaining that require the APCO Fire Communications course and it is expected that they will participate in the next course offer online

The OSECC Communicators are required to complete two separate training components upon hire. The first component of training focuses on basic call taking/processing requirements to ensure ability to receive and process any requests for public safety services using verbal and nonverbal communication, application of listening skills, ability to control the conversation with questioning and active listening skills, basic comprehension and problem solving skills to be

able to interpret and condense information to effectively communicate nature of emergency and response required, ability to map and chart readings given often limited/incorrect information on location of emergency, boundaries and agency jurisdictions and training utilizing our Computer Aided Dispatch (CAD) product to effectively record information such as incident categories, priority levels, identify potential threats, risks and hazards

The second training component consists of skills required to become a Telecommunicator that would be able to disseminate requests for service by relaying instructions, information and directions for service response given policies, procedures, guidelines and protocols with adequate and effective communication utilizing voice control, verbal skills and basic computer skills involving a radio system. Ability to manage information from multiple sources, monitor public safety radio systems, monitoring alarm systems, including maintaining and updating unit status, available resources, specialized equipment and tools, understand procedures for allocation or assignment of resources requesting mutual aid/automatic aid, radio training protocols in accordance with rules and regulations governing wireless communications including codes, incident management system and their roles and gathering supplemental information and accessing other resource material as required (ie/ Emergency Management Plans, Hazardous Materials database, etc). Understand and ability to activate the public safety communication centre emergency action plan, given internal emergency and agency policies, procedures and guidelines and protocols.

Training utilizes multimedia training resources, collaborative learning environment, mentorship and on the job training. A new hire is not permitted to work on their own until they demonstrated all the core skillsets outlined in their Daily Observation Reports that align with the APCO Minimum Training Standards for Public Safety Communicators.

In-House training sessions/recurrent training is organized twice a year and fire training officers are utilized to present a session to educate communications personnel about how their fire department or specialized teams work. Some of the topics covered thus far have been mutual aid vs automatic aid, hazardous materials response, how each of their specialized teams respond, etc).

Other APCO Courses that have been taken by OSECC communicators include but not limited to: Public Safety Telecommunicator, Law Enforcement Telecommunicator, Crisis Communications, Communications Supervisor, Active Shooter Incidents for Public Safety Communicator, Crisis Negotiations for Telecommunicators, Surviving Street, Public Safety Staffing and Employee Retention, and Comprehensive Quality.

The Director of Corporate Services, Director of IT, the Chief of Police, and two Inspectors are all trained in the National Incident Management System.

The Communications Centre also participates in multi-jurisdictional Emergency Management training exercises every year

2) Level of Compliance with NFPA 1221

NFPA 1221 outlines the standard for installation, maintenance and use of Emergency Services Communications Systems.

The OSECC maintains a complete alternate communications center as listed in METHODOLOGY, EQUIPMENT, WORKPLAN and SCHEDULE (Section C). This site is linked

to the primary dispatch site and has the additional capabilities of operating as an independent dispatch facility as per NFPA 1221-4.1.5.

The phone and radio systems at both locations were installed in 2020 are NG9-1-1 enabled and in compliance with NFPA 1221-4.1.4. This not only allows for quick changes and reliability, but it is also capable of handling large volumes of calls and new features as they become available.

Owen Sound Emergency Communications Centre (OSECC) has a high level of security, with all operational rooms using swipe-card security access to allow only authorized personnel to enter; the building also has camera monitoring and recording. This protects the location from damage as per NFPA 1221 4.6.1 and 4.6.2.

Liebert air handlers with heating, cooling, humidifying and dehumidifying are available in dispatch and dispatch infrastructure rooms providing optimal environment for mission-critical systems and personnel. Backup units in the building provide a redundant source to allow for maintenance. As per NFPA 1221-4.4.1.7.

A large Cummins diesel generator provides power backup for mission-critical equipment and much of the police station. It has a capacity to run approximately 10 days of constant use without refuelling, and starts within 10 seconds of a power outage as per NFPA 70, Article 701 and NFPA 1221-4.7.3.1.

Building Wide UPS (Backup battery power) powers all dispatch components with constant battery treated power. This prevents any downtime and loss of data. The generated listed above feeds into this system. A similar system is in use at the alternate communications center. These items are tested weekly and serviced quarterly.

Fully trained and qualified telecommunicators, some with over 20 years experience, provide professional fire dispatching services. The Computer Aided Dispatching (CAD) system contains evacuation plans, detailed maps, and contact information for key-holders/fan-outs in the event of an emergency. High risk areas will be flagged via GIS mapping and by CAD comments and flags as per NFPA 1221-7.2.3.

OSECC maintains six desks at the primary dispatch location and four at the alternate. A separate switchboard room functions for administrative calls in the communication centre.

Personnel may be called in to ensure adequate and effective coverage during major events to allow for continued dedicated communicators for an event. There are no subcontractors of this service, all members are trained OSECC staff as per NFPA 1221-7.3.2.

CAD systems at the Owen Sound Emergency Communications Centre run on redundant servers. There are 10 workstations available in the communications centre and are independent of each other.

Systems are monitored constantly for any faults or alerts. Upgrades of servers are completed on a monthly schedule. Support contracts are in place for all dispatch items with 2 on-site technicians as per NFPA 1221-10.8.1.

Recording systems allow for instant playback for telecommunicators on both the radio console and on the computer. Individual dispatch positions and each radio channel are separated allowing for precise replay. Please see Appendix E for call recorder brochure.

The OSECC has recently purchased QA software via the Eventide recorder combined with Standard Operating Procedures being added to Computer Aided Dispatch to streamline call-taking and expediate workflows for fire dispatching.

METHODOLOGY, EQUIPMENT, WORK PLAN AND SCHEDULE:

a) Call handling:

The OSECC is the CERB for Grey and Bruce Counties, the Municipalities of Cobourg, Port Hope and Dryden. The processing of incidents begins with the mechanism by which the incident is received – telephone, in person, radio, text to 9-1-1, automated data (alarms). The primary piece of information to be obtained for all call processing is the exact location of the emergency, including information such as (but not limited to) structure numerical addresses, street names and cross streets, intersections, direction identifiers and highway markers and if that information is not known landmarks, or estimated proximity to landmarks. Through maintaining control of the conversation calmly and professionally the telecommunications determine the nature of the incident/emergency, the incident type, and information about involved parties, others involved/on scene, any hazards or public safety concerns and create an event through Computer-Aided Dispatch (CAD) system. It is imperative that the communication is kept brief and to the point by following the ABC's of dispatching: "A" Accuracy, "B" Brevity, "C" Clarity. Provide professionalism and empathy always: use appropriate tone, and manner of speech, show interest in the conversation, take charge of the conversation, when appropriate, remaining professional always, explain holds, pauses and delays, never leave the caller thinking that their emergency is not being dealt with, explain referrals of a call, never argue with a caller, and end the call politely.

During the call, Computer Aided Dispatch is utilized to combine the geographical location, the details of the incident from the caller and any notations recorded in the CAD system to assign a priority level/alarm level based on call type which can be further refined. Please see appendices for sample CAD alarms and priorities.

When 9-1-1 is utilized information is delivered directly to their event/monitors through Bell AQSPlusP which allows them to receive ANI/ALI data and updated location information while talking to the 9-1-1 caller.

If there is a problem/error with the address/subscriber information that is delivered there is a process in place to notify the subscribers (if cell) or Bell 9-1-1 (landline). All systems in the Communications Centre have an alert email that is delivered to the IT Director, Director of Corporate Services and IT Technician. The Alerts are immediately reviewed, diagnosed and repaired. If the alert is identified to be a problem with the Bell 9-1-1 lines then Bell S-M-C is notified and Contingency Plan activated.

If the 9-1-1 call classification indicates that the caller is deaf, hard of hearing, hearing or speech impaired the telecommunicator will communicate with the caller utilizing a TTY machine or text to 9-1-1 with a registered phone. All information obtained through communication utilizing TTY or Text with 9-1-1 is captured within the CAD event and relayed to the first responders.

Refer to Appendix **A** for a copy of the Training Guideline for Emergency Call Processing – Guiding Questions

The OSECC is committed to being a continual leader in public safety communications. With the introduction of the NG9-1-1 project, OSECC staff have been developing a modernization plan to deliver Next Generation 911 services and features to all residents.

b) Existing equipment and technical advancements

With CRTC decision 2017-182, the OSECC has committed to upgrading its systems to continue being a leader in public safety communications. Some of the recent upgrades include:

- New (10) Dispatch positions including radio, phone and CAD (February 2020)
- Hexagon I/Telecommunicator 9.4 (March 2020)
- Hexagon I/CADLink 9.4 (Fire integration to FirePro, FDM, FireHouse) (March 2020)
- Hexagon I/Tracker 9.4 (GPS integration) (March 2020)
- Hexagon Mobile Public Safety 9.4 (March 2020)
- Telex Radio Console 7.6 (January 2020)
- Eventide Redundant Call Recorders (Audio and Screen Recording) (February 2020)
- Eventide Quality Assurance Module (February 2020)
- Komutel NG9-1-1 platform (January 2020)
- Mitel NG9-1-1 phone system (October 2019)
- Mapping Servers (2019) comprised of ESRI ArcGIS/Hexagon Public Safety mapping tools for creating and updating maps in-house at the OSECC for Dispatch (hydrant locations, new sub-divisions, etc)

These systems are backed by regularly maintained and updated network and server infrastructure comprised of Dell servers (all have redundant power supplies on building wide Uninterrupted Power) and redundant Cisco networking components.

The phone system is redundant in that systems and dispatch consoles are located at both the Primary and Backup communicator locations. These systems are connected. In the event of a disaster they have the capability to become independent systems if required with independent NG9-1-1 feeds and radio functionality.

OSECC is currently investigating the HEXAGON Mobile Responder product that offers the capability of interaction in live CAD environment with compatible smart phones separate from existing Who'sResponding/IAMResponding/E-Dispatches functionality.

Currently, the OSECC is one of only a handful of public safety agencies at time of writing that are have completed NG9-1-1 call transfers. These trials will ensure full compatibility and performance when the system is available early 2021. Compliance to the NG9-1-1 standard is required by 2023, the OSECC will be ready at launch.

Upgrades and features include new NG9-1-1 middleware platform, call recorders with screen recording capabilities and a new phone system capable of handling multimedia NG9-1-1 calls

c) Alternative Communications Facility

The Owen Sound Fire & Emergency Services fire hall, geographically located on the opposite side of the City from the OSECC, contains an alternate communication centre capable of performing the emergency functions at exactly the same level as at the primary communications centre should there be a need to evacuate the primary centre.

A dedicated room has secured door access for OSECC personnel only. The site features full radio redundancy and 9-1-1 lines with complete CAD terminals, encrypted workstations, radio consoles and phones (also NG9-1-1 compliant) with an additional phone and terminal for a switchboard operator to handle 9-1-1/administrative lines in an emergency situation. Phone and radio systems are linked to the primary site and have the capability of operating independently in the event of a disaster.

These systems are monitored 24/7 and tested monthly with phone and radio. This location also has a battery backup system and automatic generator. The OSECC maintains spare equipment at the primary site and our current communications provider is available 24/7 should additional equipment be required. We currently keep the following spare equipment (but not limited to): phones and accessories, radio adapters, radios, antennas and other dispatch related equipment including networking components.

The OSECC maintains two full-time IT personnel in addition to on-call assistance from all our communications providers. These personnel are responsible for 24/7 up-time of all dispatch services at both the primary and alternate communications centre.

In the event of an outage or damage to equipment, appropriate qualified personnel would be immediately dispatched to repair/replace the equipment as soon as possible. Equipment to be installed for Southgate would include redundant systems capable of dispatching in a prolonged event such as phone line cut/lightening strike or other failure.

A comprehensive emergency management plan/disaster recovery plan is in place for the purpose of re-establishing the primary communications centre as soon as possible after a failure

d) Record Keeping

Voice systems are logged via new (2020) multi-function recorders (Eventide). These recorders possess the capability to record and archive large amounts of audio and multimedia content to comply with any policies. Audio is kept in a secure encrypted manner both at rest and in transit to a client. This recorder provides an encrypted self-contained player file which contains both the player application (password protected) with all multimedia content associated with the incident (audio, any graphics, annotations, etc).

Data records such as 911 logs and CAD information are made available through a similar method and are retained as per policy requirements with the Southgate Fire Department for duration (7 years).

A request can be submitted by email, by phone or by our secure web portal 24 hours a day. The request will be processed within 1 business day (Monday to Friday), or sooner in the case of an emergency (On-call technician or a Supervisor). Exports can be emailed (encrypted player) or downloaded via secure web portal.

All dispatch screens (5-6 per desk of phone, radio and CAD) are also recorded for quality assurance purposes and accessible by Communications Supervisors, trainers and technical staff.

Unless the information that is being requested is available publicly, a person wishing to make an FOI request would be required to submit a request in writing to the Southgate Fire Department,

Clerks Department and submit a $5.00 processing fee. An institution has 30 calendar days in which to respond to a request unless the institution requests an extension beyond the initial 30 days. An extension can be requested if: request is for large number of records or requires a search through large number of records and the original time limit would unreasonably interfere with operations of an institution; external consultation is necessary and cannot reasonably be expected to be completed within original time limit; or, notice to 3rd party required to advise them that their information is subject to a request.

If an extension is required notification is to be sent to the requestor and a new due date determined based on the type of extension required.

e) Data regarding apparatus running orders

If the Southgate Fire Department provided the OSECC with data regarding apparatus running orders the OSECC would provide the information to the telecommunicators through Standard Operating Procedure. The procedure would been added to their CAD database and would be accessed immediately through their CAD software whenever a call was required to be dispatched to the Southgate Fire Department. The information/procedure would be outlined initially in-house training, followed up by email, sign off by the telecommunicators and development of Standard Operating Procedure.

f) Communications plan – radio, pages, texting, & email capabilities

The OSECC maintains documented resources for a wide variety of functionality to enhance fire communications.

Direct integration to providers such as WhosResponding, IAmResponding and EDispatches allow for Computer Aided Dispatch content to be sent to smartphone apps or text message.

Those using a smartphone app will receive continual updates of all CAD information as it happens including all comments entered in the dispatch system. A simplified version is also generated for those with text only capabilities providing the most essential call data (address, type of call, caller name, cross streets, etc).

Emails of automatic or mutual aid requests can be sent to a co-ordinator group or other parties automatically by our Computer Aided Dispatch system.

After each call, the entire CAD chronology with system comments is able to be downloaded into FirePro, FDM or FireHouse via our data repository. An email summary can also be sent to designated locations at the conclusion of a call.

Hexagon Mobile Public Safety offers the capability of interaction in the live CAD environment with a compatible Windows tablet or laptop. This software allows for viewing of live incidents (parallel to WhosResponding/IAmResponding/EDispatches) but also the ability to see enhanced data such as hydrant locations/categories. Firefighters gain the functionality of instantly updating their dispatch status.

All apparatus capable of GPS protocols and cell connectivity also have their systems tracked by Dispatch and a self administration portal can be access for self-reporting/auditing by Southgate Fire command staff 24 hours a day.

The OSECC will integrate via C-Soft v7.6 consoles to the dispatch tower. The OSECC is also compatible with newer systems such as DMR/TRBO and NXDN if the Town chooses to upgrade in the future to digital technologies.

Some of the features that the OSECC is compatible with include:

- Digital/Analog/Mixed Mode
- Radio Check
- Radio Inhibit
- Radio Un-inhibit
- Status Request
- Call Alert
- Radio Monitor
- Private Call
- Group Call
- Pre-Programmed Text Message
- Emergency Acknowledgement

g) Radio Repair Technician

OSECC employs two full-time radio technicians in-house for installing, maintaining and upgrading radio and related infrastructure. These technicians have training in: Antenna and cable installation, electronics repair, system programming and Radio Frequency theory. These technicians are also responsible for maintaining the NG9-1-1 phone system and related call recorders serving a population of 300, 000 residents.

In December of 2019 the OSECC was selected to be the systems administrator and co-ordinator of the Grey County Public Safety countywide radio system. This system is designed to replace existing infrastructure in the county for all fire services to resolve a number of performance and safety issues.

All OSECC staff have undergone annual enhanced criminal record background checks and have a valid Class G driver's licence

h) Training Proposal

Training development, coordination and implementation will be done based on the Standard Operating Guidelines and Procedures currently in place with the Southgate Fire Department.

Training will consist of a review of the Call Taking and Radio SOG's, along with Mutual Aid and Automatic Aid Agreements. Communicators will be made aware of any response plans, location of public safety service building, all apparatus and equipment, special addresses, GIS information and Emergency Planning documents, benchmarks and timelines, radio channels and/or talk groups, written directives specific to the Southgate Fire Department.

The communicators will be provided with the information regarding the Southgate Fire Departments structure and chain of command, and their role in National Incident Management System (NIMS), and Incident Command System (ICS). Lesson Plans will be developed in coordination with the Southgate Fire Department.

Training will also consist of a review of professional publications that identify regulations, recommendations or mandates with public safety communications industry (APCO standards, National Response Framework, etc).

The communicators currently complete a minimum of 24 hours of continuing education or recurrent training consistently of Fire Specific scenarios through online software licence.

The communicators will be provided training on the radio and network connectivity and be provided a document to assist them in the ability to troubleshoot any problem.

See Appendix B for Template Standard Operating Guideline for Call Handling

i) Quality Assurance Program

The OSECC conducts quality assurance (QA) reviews based on a random sampling of 9-1-1 communication center calls that are reviewed on a recurring basis and all incidents involving a catastrophic loss. QA personnel will listen to audio from a variety of incident types for each communicator to provide a reasonable indication of each Communicator's ability. Audio should be considered from different incidents, time of day, day of week and during different situations.

The program ensures that the Communications Centre's performance is consistent, accurate and of a predictable and measurable nature. The QA process will utilize benchmark standards from NFPA 1061 and the Ontario Fire Communicator Standard, to establish a measurable target. It will also use previous experience, statistical analysis and industry comparisons to establish baseline expected performances.

A minimum of 2% of total 911 calls per week shall be subject to QA review. A minimum of 10 QA reviews are completed per week when there is less than 72 emergency calls/day. A QA review is also completed of radio activity to determine adherence with CRTC standards as well as Standard Operating Procedures.

The intent of the QA review is to:

- Ensure that we consistently meet Customer Service expectations
- Ensure that we are processing requests for service in compliance with established baselines with a focus on achieving benchmark performance targets
- Acknowledge and celebrate service excellence
- Discover, build and implement best practices to better the operation of the communications centre
- Providing coaching point and determine any areas where further training may be helpful in improving performance.

CALL TAKING/TELEPHONE PERFORMANCE audits will consist of the following: answers the telephone quickly and correctly (within 10 seconds, 90% of the time), asks and verifies the location of the incident, obtains call back telephone number, determines problem/complaint and select/assigns t he appropriate nature/response, accomplishes the above tasks quickly and

effectively (within 60 seconds, 90% of the time), obtains all pertinent information and makes updates accordingly, and keeping caller on the line when indicated, controls the conversation, explains actions, employees calming techniques, exhibits a professional demeanor and is courteous and tactful, demonstrates proper documentation of information in CAD, abides by the 9-1-1 Centre Standard Operating Procedures.

DISPATCHING/RADIO PERFORMANCE reviews will consist of the following (but not limited to): dispatches the appropriate police, fire, EMS or emergency management unit(s) within the prescribed timeframes, provides all pertinent information to responding units and relays updates accordingly, answers radio transmissions promptly, speaks clearly and concisely, listens attentively and understands each message, exhibits echoing technique and announces times with transmissions when appropriate, exhibits a timely response to request from field units, maintains professional demeanour, abides by applicable rules and regulations and the 9-1-1 Centre Standard Operating Procedures

See Appendix C for an example of OSECC Communications Centre QA Form.

Once the form is completed, the form will be emailed to the communicator to add any comments and return to Director of Corporate Services. If the audio is to be reviewed, that will be indicated on the form and at any time the communicator can request to hear the audio and review the QA outcomes with the Director of Corporate Services

Annually, upon request, the Director of Corporate Services will provide the Chief with a spreadsheet that includes the following information: category of incident reviewed, communicators name, a grading of: Met Standards or Did Not Meet Standards – Coaching required. The Chief may decide to meet with the call communicator.

The OSECC has multi-configurations of key performance indicators for call taking only, call taking and dispatch or single discipline (fire only/ police only) or multiple disciplines (police/fire), primary answering point and secondary answering point. Key Performance Indicators are analyzed utilizing CAD BI analytics and Microsoft Power BI tools. Internally help desk software tracks analytics and inventory.

Some of the conditional KPIs that are currently tracked include but are not limited to: % of 911 calls answered within X number of seconds, hours of the day, day of the week, busy hour, busy season, discipline, call source, class of service, priority levels, response times and event counts based on call type or priority. These are used to identify concerns relevant to daily operations, high call volume periods and staff analysis internally. Key Performance Indicators specific to the Fire Department will be identified and discussed with the Proponent and a timeline for delivery will be determined.

Review of call provided verbally by the Telecommunicator who is set to be relieved. Communicator who is reporting on duty, will review all CAD events for outstanding calls, benchmarks, apparatus locations/status

End of Shift Responsibilities are as follows:

a) The outgoing telecommunicator must ensure that the incoming telecommunicator has been provided with a full overview of relevant information, which may include unit and incident status, current issues/resolves, equipment failures, and steps taken etc.

b) Ensure that all incidents and related information has been captured in CAD/RMS accurately
c) Ensure all completed incidents in CAD have been moved to RMS
d) Ensure all records in RMS have been closed, as required.
e) All confidential information has been cleared from workstation to ensure it is not accessible. All incident information is considered confidential in nature
f) Log out of the following systems: CAD/RMS, Administrative computer
g) Ensure all housekeeping responsibilities have been completed as required.

j) New Directives

When a new directive is introduced by the Southgate Fire Department for the telecommunicators, the process will be for the Fire Chief and/or designate to discuss/relay this information to the Director of Corporate Services/Training Coordinator and Training Officer. Training requirements and process/operational plan will be developed by the Training Officer with oversight by the Training Coordinator. Training can be handled in a number of different methods depending on the new directive and amount of training required including but not limited to: inhouse classroom training, video training, email and follow-up discussions with Director of Corporate Services or Training Officer, development of Standard Operator Procedures/Guidelines with relevant hot buttons assigned to the CAD program. Internal training database is kept by employee listing all the directives, SOP/SOGs, training, courses, etc taken with information such as (but not limited to) date taken, delivery method, type of training, read receipts and sign offs. Binders with hard copies of all directives, emails, SOP/SOG, policy/procedures, General Orders is kept, as well electronic copies and training resource material updated at all times.

k) SOP/SOG Training

The OSECC will work with the Southgate Fire Department to develop SOG/SOPs. Some of the suggested SOG/SOPs will be Control of Radio Traffic, Call Taking for Emergency and Non-Emergency Incidents, Dispatching for Emergency and Non-Emergency Incidents. An example of generic SOG template has been provided with this RFP.

l) Staffing Levels

The OSECC would assign a fire Telecommunicator to Southgate Fire, with backup radio communications being handled by the other telecommunicators in the Communications Centre. Day to day handling of 9-1-1 calls will be handled by the telecommunicators and the non-emergency call volume will be handled by the switchboard operators, leaving the fire Telecommunicator to dispatch fire department calls for service.

Call volume reviews will be conducted on a monthly basis, along with a review of hourly projections. Staffing levels will be evaluated and adjusted according to the data available through KPI, quality assurance reviews and data based on calls for service by day and time of time.

During multiple simultaneous fire emergency events and/or during severe weather systems (ie/ snowfall, high winds, flooding, etc) there may be times when the call volume within the fire dispatch centre is at a level that can not be managed by the current level of on-duty staffing. During extreme busy shifts the call volume (emergency and non-emergency) may increase substantially and require additional resources to better manage the high call volume.

Decision Criteria for Up-Staffing includes but not limited to:

- multiple major fire emergencies taking place simultaneously and are expected to continue for an extended period of time.
- Severe weather system that is forecast by Environment Canada for the Grey County and surrounding area (a forecasted weather event is planned to take place over an extended period of time and is not a short blast of a severe weather system)
- Severe weather storm system has unexpectantly created a community safety concern/issue and a public outcry for assistance is impacting call volume
- Call volume has reached a level where emergency calls can not be managed by the scheduled on-duty personnel
- The Fire Chief requests additional staffing resources within the communications centre

Non-emergency call volume such as burn permits, alarm company testing and non-emergency inquiries will be handled by the switchboard operators while they are on duty. Burn permits will be tracked in applicable software program and able to be retrieved as required.

FIRE SERVICE DISPATCH AGREEMENT

THIS AGREEMENT made in triplicate this day of , 2020

BETWEEN:

OWEN SOUND POLICE SERVICES BOARD

Hereinafter referred to as the “Board”

-and-

THE CORPORATION OF SOUTHGATE

Hereinafter referred to as the “Municipality”

WHEREAS the Board presently operates a twenty-four hour communications and dispatch centre for the purpose of providing service to emergency agencies.

AND WHEREAS the Board and the Municipality desire to enter into an agreement whereby the Municipality’s fire service (hereinafter referred to as the “Fire Service”) would be serviced by the Board’s dispatch centre for answering and dispatching of the Fire Service for emergency purposes.

NOW THEREFORE THIS AGREEMENT WITNESSES THAT:

1. All calls received by the Board’s Dispatch Centre through 9-1-1 or other telecommunications means will be promptly acknowledged and dispatched and shall meet all legislative requirements.

2. The Board will page/dispatch the Fire Service at a level of service equal to or exceeding the standards of NFPA 1061 Standards, Best Practices and services as listed in Schedule “A” attached hereto.

3. The Board’s dispatchers shall follow agreed upon protocols by the Fire Service when paging fire fighters for emergencies and for training activities.

4. The Police Services Board and the Fire Service will cooperatively develop and implement contingency plans for utilization in the event dispatch is unsuccessful after two attempts.
    a) The Board will be responsible to install and maintain the necessary equipment as required in their contingency plan
    b) The Fire Service will be responsible to install and maintain the necessary equipment as required in their contingency plan

5. The Board’s dispatcher will, in the event of a failure to successfully dispatch firefighters to a reported emergency, initiate the contingency plan.

6. The Fire Service will provide the Board with “current” information regarding the Fire Service’s office phone number, fax, mail address, emergency contact numbers required for staff required in activation of all contingency plans, registered Radio Call Sign and updated County generated 911 maps

7. Equipment related to the system and presently owned or hereafter acquired by the Board or Fire Service and installed in its buildings or vehicles or carried by its staff shall be properly maintained and kept in good working order at the expense of the party owning the equipment.

8. Any defect or condition that may cause a failure in this system shall be reported to the Chief of Police and/or designated alternate of the Owen Sound Police Service immediately.

9. The Municipality agrees to pay for the cost of any telephone lines required, long distance calls made on behalf of the Fire Service, costs incurred to the Board to provide any updated mapping within the service area of the Municipality’s Fire Service during the term of this agreement, including travel and wages and any changes made to the coverage area whereby Bell Canada 9-1-1 or OSPS GIS mapping fees relative to emergency dispatch services. Such costs will become due and payable upon receipt of an invoice. The Municipality shall be notified in advance of any such cost being incurred.

10. If either party wishes to terminate its participation in this agreement, it may do so upon giving a minimum of eighteen (18) months prior written notice, subject to the other provisions in this Agreement. In the event that this Agreement is terminated, the effective date of termination shall be the end of that fiscal year after the year in which notice is given. For example, if either party wishes to terminate this Agreement on

December 31st, 2024, the party providing notice shall provide written notice of termination no later than June 30th, 2023. Subject to the other provisions of the Agreement, until the date when termination becomes effective, the parties shall remain responsible and liable for their obligations hereunder, including any fees determined to be liable pursuant to Section11. Until the effective date of termination, this agreement shall continue in full force and effect.

11. The annual cost to the Municipality for the dispatch service as set out in Schedule "B" hereto attached. The fee for any part of a calendar year will be pro-rated on a monthly basis**.**

12. The Board agrees to provide the service covered by this agreement for the stated fee until December 31st, 2025 after which the parties involved will review the terms of the agreement and negotiate any revisions, additions or deletions in the terms of the agreement deemed appropriate by either party.

13. Billing for this service will be provided quarterly of each year, on March 31st, June 30th, September 30th and December 31st, and payable upon receipt of invoice by the Municipality.

14. In the event of termination of this agreement by either party, the Board shall retain all equipment purchased by it to perform services under the terms of this Agreement and the Municipality shall have no claim or entitlement to reimbursement for any part thereof. Capital equipment paid for by the municipality under paragraph 7 above shall be the property of the Municipality.

15. Copies of all records including voice records pertaining to the business of the Municipality and its Fire Service including but not limited to emergency response and training shall be provided to the Municipality upon termination of this agreement. With written agreement from the Municipality, the original records maintained on file by the Board shall be deemed to satisfy provision of copies. Currently Board by-law includes retention of audio for 6 months minimum (being updated to 2 years). Computer Aided Dispatch information shall be retained for 2 years minimum.

16. The Board will, during the term of this agreement, exercise due diligence in providing the agreed upon level of service and operation of the service.

17. The Board will ensure that designated members will obtain training in fire communications via Fire Services and through other approved training providers to provide in-service dispatcher training to all dispatchers. This will include the APCO Fire Service Communications Course. All new dispatcher hires will complete this training within 1 calendar year. The Board shall ensure that a minimum of 1 APCO Fire Service Communications Course be on staff at all times. Failure by the Board of 1 member per platoon to be trained in APCO Fire Services Communications will negate the yearly increase of that calendar year.

(NFPA 1061 certification is not directly available however the APCO Fire Service Communications Course brings the dispatcher to the NFPA level of standard and is internationally recognized)

18. While a number of agencies provide training for dispatchers, fire service dispatchers will also be trained to the standard of OFM - PFSG-04-65-03 & NFPA 1061 current edition to:
    a) Support the incident management system used by the Fire Service and NFPA 1561 Standard on Emergency Services Incident Management System
    b) Support the accountability and entry control systems used by the Fire Service
    c) Support the functions of the safety officer at an emergency incident
    d) Support personnel working in a potentially violent situation

    This will be accomplished as per #17 that all dispatchers will obtain the training via APCO Fire Services Communication necessary to complete #18.

19. The Municipality agrees no action or other proceeding for damages shall be instituted on behalf of the Municipality against the Board or a person acting under Board authority, for any act done in good faith in the execution or intended execution of his or her power or duty or for any alleged neglect or default in the execution in good faith of his or her power or duty, gross negligence and willful neglect specifically excepted.

20. The Municipality agrees to indemnify and hold harmless the Board, its employees, agents and servants and the Chief of Police for reasonable legal costs incurred by the Board,
    a) in the defence of a civil action, if the person is not found to be liable:
    b) in the defence of a criminal prosecution, if the person is found not guilty:
    c) in respect of any other proceeding in which the person's execution of his or her duties is an issue, if the person is found to have acted in good faith;

    in respect only to such actions, prosecutions or other proceedings as arise in respect to services provided by the Board relative to and in respect of and within the service area of the Municipality's Fire Service.

21. The Municipality shall provide liability insurance minimally in the amount of five million dollars to insure the indemnity contained in paragraph 20 of this agreement and shall ensure that the Board is stated in the contract of insurance as a co-insured.

22. In the event of a major incident (i.e. a tornado, forest fire, etc) requiring additional resources, cost recovery rate will be charged for the dedicated dispatcher and communication oversight.

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

24. This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof and supersedes all prior representations, understandings and agreements, whether verbal or written.

25. This Agreement shall ensure to the benefit of and are binding upon the parties hereto and their respective successors and permitted assigns.

IN WITNESS WHEREOF the parties hereto have hereunto set their hand and seal.

Dated this day of , 2020 at the City of Owen Sound

_____	_____
Mr. John Thomson	Mr. Craig Ambrose
Chair, Owen Sound Police Services Board	Owen Sound Chief of Police

Dated this day of , 2020 at the _____

_____

Clerk, Municipality of Southgate

_____

Fire Chief, Southgate Fire Department

Dated this day of , 2020 at the _____

_____

Witness

SCHEDULE "A"

OFM – PUBLIC FIRE SAFETY GUIDELINE

PFSG – 04-64A-12

A key factor in determining the effectiveness of the delivery of fire protection is measuring the performance of the fire service in relation to the time the original call was received in relation to functions implemented on the fire ground or emergency scene.

It is recommended that, when advised, as a minimum the following times and information is recorded mechanically or electronically by every communications centre:

- Date and time call originated
- Date and time call originally answered (911 or local)
- Date and time call conference (911)
- Date and time call answered by downstream agency (911)
- Date and time alarm dispatched
- Date and time Alarm acknowledged
- Date and time each apparatus mobile
- Date and time each apparatus on scene
- Number of personnel on each apparatus
- Date, time and name of command announced
- Date and time of agent was applied

- Date, time, and name if command is transferred
- Date and time “All Clear” if applicable
- Date and time “Under Control” if applicable
- Date and time “Loss Stopped” if applicable
- Date and time “Primary Search Completed”
- Date and time “Secondary Search Completed”
- Date, time, and name of any supporting service/agency requested

SCHEDULE "B"

OWEN SOUND POLICE SERVICE

DISPATCH CENTRE

Each incremental increase shall take effect on January 1, of each of the identified years. Costs include all access to Next Generation 911 once available from CRTC in 2021 (first year). The OSECC will be providing consultation for the Grey County Radio System as part of your contract to your department for the initial setup (ongoing maintenance and financial accounting is done separately by the County once system is running).

This tariff increase shall take effect January 1, 2020 and conclude on December 31, 2025.

Year	Dispatch Rate	NG911 Recovery Rate (5 year Phase In)	Total Rate
2021	2.65	0.05	2.70
2022	2.73	0.32	3.05
2023	2.82	0.48	3.30
2024	2.90	0.80	3.70
2025	2.99	0.93	3.92

- Per Capita is based on most recently published census data available through the Government of Canada. Modifications will be applied with 2021 Census information.

APPENDIX A

TRAINING GUIDELINES
EMERGENCY CALL PROCESSING – GUIDING QUESTIONS

The paramount question to ask for all emergency incidents is the location of the incident, the location within the location, and a building name (as applicable). The second question is to get the call-back number from the caller.

The list of questions below is provided as guiding questions and should not be considered a comprehensive list. The Communicator should always ask the questions they feel are necessary to get the information they require.

Always verify location and call-back number.

Is the caller safe? Is everyone else safe?

FIRE ALARMS:

Fire alarms are designed to detect heat, light, flame, smoke and water flow. Fire alarm reports are received in one of two ways: from a caller reporting an audible alarm at a structure or from an alarm monitoring office.

- What type of alarm (thermal, smoke, water flow, medical, etc)
- Exact location of the alarm sounding? (business name?)
- Are there any other types of alarms activated? (If so, what?)

STRUCTURE FIRES

Time is a critical factor in structure fires. The communicators' first responsibility is to determine the presence of an actual fire and determine if the caller is threatened. If the caller is in the structure, they should be instructed to get out, if it is safe to do so, and call back from a safe location or remain on the line, and then identify themselves to response units.

- Exact location (closest intersection?)
- Structure type? (single detached, semi detached, town house, low/high rise)
- Is fire or smoke present? If yes:
  - What section of the building is showing signs of smoke/fire?
  - Size of flames (is there any heat)?
  - Colour of smoke (thin or dense, very thick)?
- Is anyone inside the building?
  Yes
  - Advise the caller to leave the building and to get everyone out if it is safe to do so
  - Close all doors and windows behind them if it is safe to do so
  - Is the caller in jeopardy?

- Exact location(s) of anyone inside the structure? (kitchen, basement, bedroom, etc)
- Age(s)?
- Any known injuries?
- Any physical or mental disabilities?

NOTE: if there is a suspected gas leak, advise the caller to leave the door open when exiting the structure. Advise response units immediately.

NO

- Advise them to get to a safe location away from the fire and smoke, close all doors and windows, if it is safe to do so
- Advise them to remain outside of the building
- Advise them to flag down response units as they arrive

GARAGE Additional questions to be asked…

- Is the garage attached to another structure?
  - Are there any vehicles?
  - Are there any explosive hazards that they are aware of? (ie/ propane, gas, etc)
- Are there any building (exposures) close to the fire location?
- Was there an explosion?

HIGH RISE additional questions to be asked…

- What section of the building?
- How many floors is the building? The height of the building?
- Do you know what floor?
- Do you know the office/suite/room number?
- Has everyone evacuated the building?
  - Is there anyone with physical/mental disabilities?

VEHICLE FIRES:

Vehicle fire have the potential to escalate into very dangerous situations quickly due to the construction and content of today's vehicles. The longer a vehicle burns, the greater the danger to response units and bystanders. Certain products used in the typical automobile's construction will bury very rapidly, and in some cases, explode when exposed to flame.

Exact vehicle location? Landmarks: Attempt to get specific location information using geographic features

- Is the vehicle inside of a garage? If yes,
- Is the vehicle attached to another building?
- Are there other exposures close by? Other vehicles, building, etc...
- Anyone trapped in the vehicle?
- Any known injuries? Type and extent?
- What part of the vehicle is involved?

TRUCK FIRES: additional questions to be asked…

- What type of truck?
- Is the cargo known?
- Any hazardous materials?
- Is there a place card or any other identification visible?
- Was there an explosion?
- Direction of travel?

MISCELLANEOUS FIRES (Dumpsters, trash fires, fires that do not fall into classification)
Sometimes a fire does not fall into a typical classification; however, requires a response. It is the responsibility of the Communicator to be thorough in their questioning to determine the actual type of incident they are dealing with, and to determine scene safety for responders and the public

- Is everyone safe? Injuries? Extent of injuries?
- Exact location of the fire? Landmarks?
- Are there any known hazards? (propane, gas leak, fuel tank, etc…)
- What is the approximate size of the area involved?
- Is there access to the area? If so, from where?
- Are there any other properties that are in jeopardy? (vehicle or building)
- Are there any other exposures? (fuel tank, construction materials, etc…)
- Do you know the name of the property owner?

EXPLOSIVE INCIDENTS:
Explosive incidents can present unusual circumstances for responders. They can be anything from a transformer to a gas storage facility, or anything in between. Due to various number of situations that can be involved in an explosive incident, the call taker must be thorough in their questioning to determine the actual type of incident they are dealing with, and to determine scene safety for responders and the public.

- Do you know the cause? (bomb, hazardous material, gas leak, etc…)
- Are you or anyone trapped? If so, where?
- Are there any injuries? If so, what is the extent of the injuries?
- Is the area evacuated and secure?
- Approximately how many people are affected?
- Have other agencies been contacted? (Nature Gas, Hydro, etc…)
- Are there any signs of progression? (further explosions, increased smoke, etc…)

VEHICLE MOTOR ACCIDENT/COLLISIONS:
Water rescue operations can be dangerous for responders. The two most common types of water rescue operations are swift water and still/ice water rescues.

SWIFT WATER

Swift water rescue is complex field requiring specialized training and equipment. A swift water rescue is typically defined as any incident that involves the removal of victim(s) from water moving at a rate faster than one knot (1.15 mph/1.82 km). This includes rivers, creeks, washers, and storm drains.

STILL/ICE WATER

A still water rescue is typically defined as any incident that involves the removal of victim(s) from a body of water that is essentially stationary, such as lakes, ponds, pools, etc…

- Exact location? Attempt to get specific information using geographic features
- Type of water? (river, creek, wash basin, lake, pond, flooded area?)
- Do you know what happened?
- How long have they been in the water?
- Can you see them?
- Child or adult? (do you have an approximate age?)

WATERCRAFT INVOLVED

- Is the watercraft anchored or drifting? If drifting, what speed and direction?
- Do you know if there is anyone onboard? If so, how many? Age?
- Did they have lifejacket on

BRUSH/WILD-LAND FIRES

Brush and wild-land fires have three (3) primary considerations. The first involves pinpointing the exact location. The second involves access to the area and availability of water to combat the blaze. The third involves potential exposures.

- Exact location of the fire? Any exposures?
- Landmarks? Attempt to get specific information using geographic features
- Estimated size of the area involved?
- Access to the area?
- Possibility of a controlled burn? (burn permit issued?)
- Is the property owner known? If so, collect name and number if possible
- Is there any water source on the property?
- Were there any people or vehicles seen in the area? Any suspicious activity? Description?
- Has the caller left the area? Are they in a safe location?

APPENDIX B

OWEN SOUND EMERGENCY COMMUNICATIONS CENTRE

STANDARD OPERATING GUIDELINE

DEPARTMENT:	Communications Centre
PROGRAM:	Dispatching
SUBJECT:	**Dispatching for Emergency & Non-Emergency Incidents**

POLICY

RESOURCES

Training Manual

NFPA 1221 – 7.4.2 Ninety percent (90%) of emergency call processing shall be completed within 60 seconds and ninety-five percent (95%) of call processing shall be completed within 90 seconds.

PROCEDURE

1.01 The Dispatcher shall utilize the Computer Aided Dispatch (CAD) effectively, with speed and accuracy, while dispatching all incidents.

1.02 The Dispatcher shall initiate the deployment of response apparatus and personnel by activating the appropriate alerting tones in compliance with departmental procedures, including non-acknowledged tones

1.03 In the initial broadcast for response, the Dispatcher shall relay the following incident information only:

Departmental prefix, type and number of apparatus required

- The location and type of incident
- The tactical radio assignment
- The Dispatcher shall ensure that the initial broadcast is clear, concise, and accurate.

Information PERTINENT to the incident will be broadcast to the first responding apparatus.

1.04 In the event that Mobile Data Terminal (MDT) is not operating on any given apparatus, once enroute, the Dispatcher shall broadcast secondary information such as: cross streets, grid references, hydrant locations, hazards, entry and access codes, key holder information, Records Management Information (RMS) etc., as required by support personnel.

1.05 The Dispatch shall ensure that the benchmarks of the incident are documented and that information is accurate, complete and legible.

1.06 The Dispatcher shall confirm and document the action of the responding apparatus in the appropriate field, including information transmitted and received, so that service levels are measurable and records are accurate, complete and retrievable. The Dispatcher shall ensure that all documentation reflects the true nature of the incident.

1.07 The Dispatcher or Call Taker shall initiate Mutual Aid/Automatic Aid as requested, ensuring that the appropriate departments and Mutual Aid Coordinators, or their alternate, are notified of the location, nature and type of request of incident.

1.08 The Dispatcher shall perform other related duties as required by the on-duty Supervisor.

1.09 Every attempt shall be made by all Communication personnel performing the role of Dispatcher to achieve NFPA 1221 Operating Procedures for call processing.

1.10 Every attempt shall be made by the Director of Corporate Services to ensure that all Communication personnel performing the role of Dispatcher achieve standards in NFPA 1221

1.11 The Communications personnel performing the role of Dispatcher and the Director of Corporate Services shall understand and adhere to this guideline.

Owen Sound Emergency Communications Centre

Appendix C – Quality Assurance Form

COMMUNICATOR			
REVIEWED BY:			
Date of Review			
Incident #		Call Type	
Location:			

EMERGENCY CALL-TAKING	Yes	No	NA
Asked correct questions specific to nature of the call			
Controlled call so that Caller answered specific questions			
Chose correct Incident Type			
Used "ACCEPT" so that the Partner could dispatch when more information had to be gathered			
Processed call promptly (within 1 minute)			
Listed any reasons for delay in call processing in the incident notes			
Obtained EMS Run #/OP #			
DISPATCHING			
Followed proper dispatch format including correct tone(s)			
Dispatched info accurately and concisely			
Notified crews of scene safety issues, hydrant issues, road closures & other details			
Mirrored pertinent information effective			
Followed through on requests made by Officer			
Included all related benchmarks (including staged, second page, no vol. crew, etc)			
Notified all appropriate agencies and documented notification in call			
Notified Communications Coordinator/CAD Admin required corrections			
Proofed incident before Transfer & Explained any error in notes			
RADIO PROTOCOL/SKILL			
Paid attention, listened and comprehended messages			
Articulated messages effectively and concisely in calm, even tone			
Acknowledged transmissions promptly – did not ignore transmissions due to call volume			
Easily adapted to escalating incidents/increased radio transmissions			
Consistently addressed Units professionally on the air as per SOG			
Anticipated on-scene needs and prompted officer when needed			
ADMINISTRATION CALL-TAKING			

Pleasant, welcoming tone			
Listened effectively to the Caller, and demonstrated interest in assisting			
Demonstrated professionalism throughout the conversation			
Provided information within realm of expertise or referred caller to appropriate person			
SUPERVISORS OVERVIEW			
Overall call handled properly			
Please arrange to meet with the Director of Corporate Services			
If mistakes were made, is there a history of similar mistakes?			
If so, list details			

Signature of Communicator: _____

Signature of QA Personnel: _____

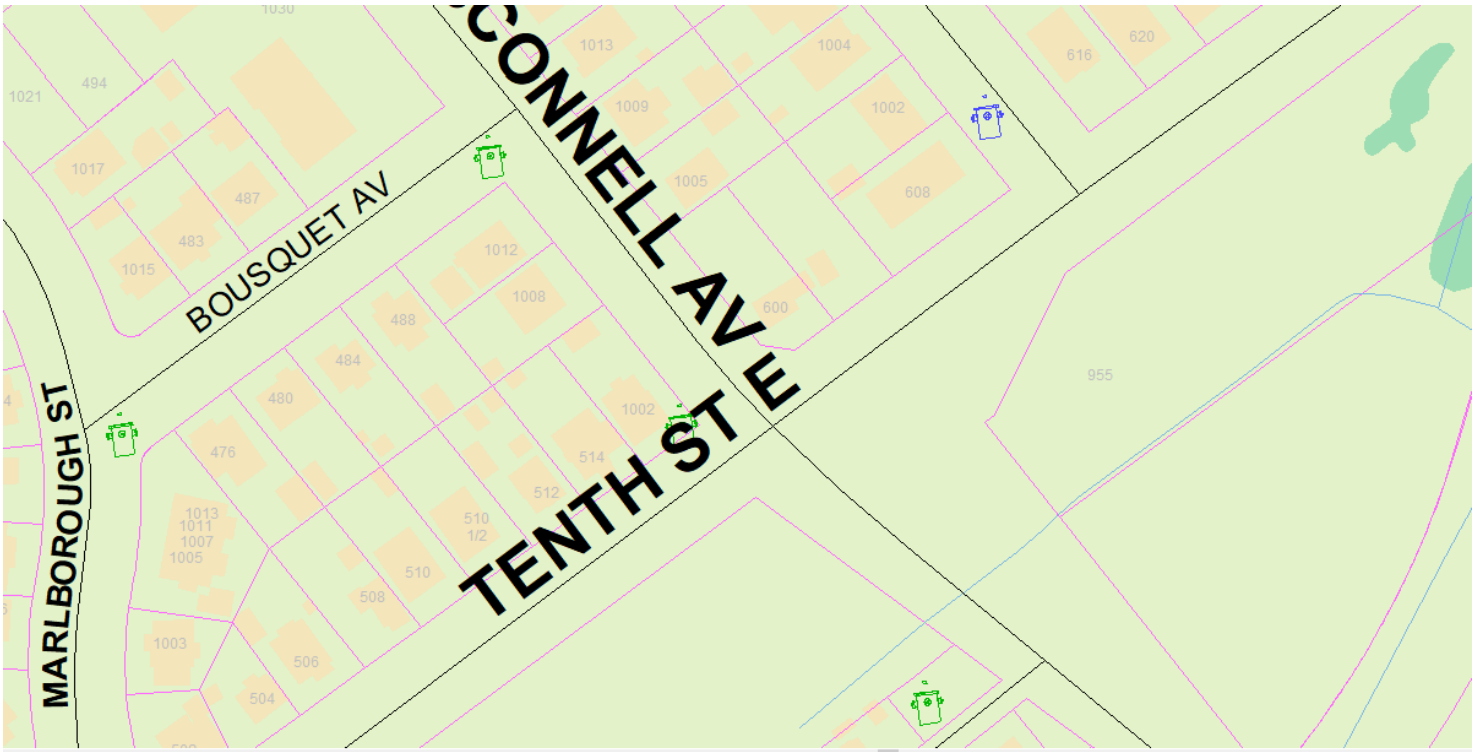
Owen Sound
Emergency Communications Centre

Fire Dispatching—What do we offer?

- Computer Aided Dispatch with regularly updated maps to maximize accuracy
- Hydrant and property parcel layers on the map for greater accuracy. Provides dispatch with shapes of buildings on each property
- Commonplace names/addresses for rapid locating and GPS support for fire apparatus
- Automatic and mutual aid alerts to dispatchers as well as any firefighter via CAD, email, text or smartphone app (Whosresponding/IAmResponding/EDispatches)
- Continual live updates to smartphone app of Computer Aided Dispatch comments and critical information (Whosresponding/IAmResponding/EDispatches)
- Automated exports of CAD data to FirePro/FireHouse/FDM by way of document standards
- Dedicated Emergency Communications Centre technical staff for 911/dispatch monitoring and radio communications
- Page out and radio dispatch throughout your fire call
- Recording of all audio for page out and dispatch communications
- Recording of all computer aided dispatch and radio screens 24/7 of dispatcher activity for quality assurance and liability
- Scheduled pager tests
- Dispatchers are thoroughly and continually trained through APCO and Fire College courses, NFPA compliances and on-going deliverables including mental health and wellness
- The Owen Sound Emergency Communications Centre maintains dispatch for over 20 fire stations and 911 for a population of approximately 300,000
- Completely redundant dispatch facilities at the Owen Sound Police Service and Owen Sound Fire Department with 10 dispatch stations

Sample Dispatch Map by OSECC Staff

An OSECC created dispatch map showing hydrants of different flow rates and parcels of land with civic addressing along with property boundaries



Owen Sound
Emergency Communications Centre
NG911 Readiness

	CRTC Mandate	OSPS Schedule
Voice Trials	Not Required	Completed
Voice Required	June 30 2023	Completed
RTT Plan In Place	June 30 2023	Available once CRTC Allows 2021
NG911 Middleware In Place	June 30 2023	Completed
Adopt Emerging Technologies	June 30 2023	On-Going continual process

The Owen Sound Emergency Communications Centre has completed the vast undertaking of being one of the first Public Safety Answering Points using Next Generation 9-1-1 (from the existing and soon to be defunct Enhanced 911). Our communications centre has been testing this system during 2019 and 2020 and has completed the call answering and transferring tests.

Beginning in 2021 (2020 prior to Covid-19), PSAPs must be ready to transition upon request from Bell Canada to NG9-1-1. Our centre is committed to being a leader in public safety for 911, fire, police and county dispatching.

The Owen Sound Emergency Communications Centre has already completed some NG911 upgrades and stands ready to begin voice trials in just one months time, maintaining being at the forefront of public safety and communications

The Owen Sound Emergency Communications Centre maintains dispatch for over 20 fire stations and 911 for a population of approximately 300,000

Eventide®

NexLog

COMMUNICATIONS RECORDERS

Advanced Recording Solutions for Mission-Critical Communications

NG9-1-1 • P25 Radio • DMR • IP Dispatch • ATC/ATM

Incident Reconstruction • Instant Recall • Mobile

Quality Assessment • Screen Recording • Reporting

VoIP • SIP • Digital • Analog • T1/E1 • ISDN • ED137

NexLog COMMUNICATIONS RECORDERS

Public safety, government, institutional and industrial customers at thousands of locations worldwide trust Eventide's mission-critical recording systems to securely and reliably record, protect and reconstruct their most important interactions and related data.

► NexLog Communications Recorders

NexLog systems are Linux-hardened recording platforms with multiple levels of redundancy, an embedded SQL database and up to 12 TeraBytes of internal storage. Archiving options include Blu-ray, DVD-RAM, RDX, USB, network attached storage, and auto-replication between recorders.

NexLog recorders feature multi-tier security, comprehensive user auditing and a web-based configuration management tool. NexLog systems offer support for password policies, Active Directory authentication and SNMP notifications.

Next Generation 9-1-1 recording and logging options include support for the i3 SIPREC interface.

NexLog 740

Channel capacity:
Up to 120 Analog or Digital, 240 T1 or E1, 560 VoIP, 240+ P25/DMR

Rack-mountable (3U)

NexLog 840

Channel capacity:
Up to 240 Analog or Digital, 240 T1 or E1, 560 VoIP, 240+ P25/DMR

Rack-mountable (4U)

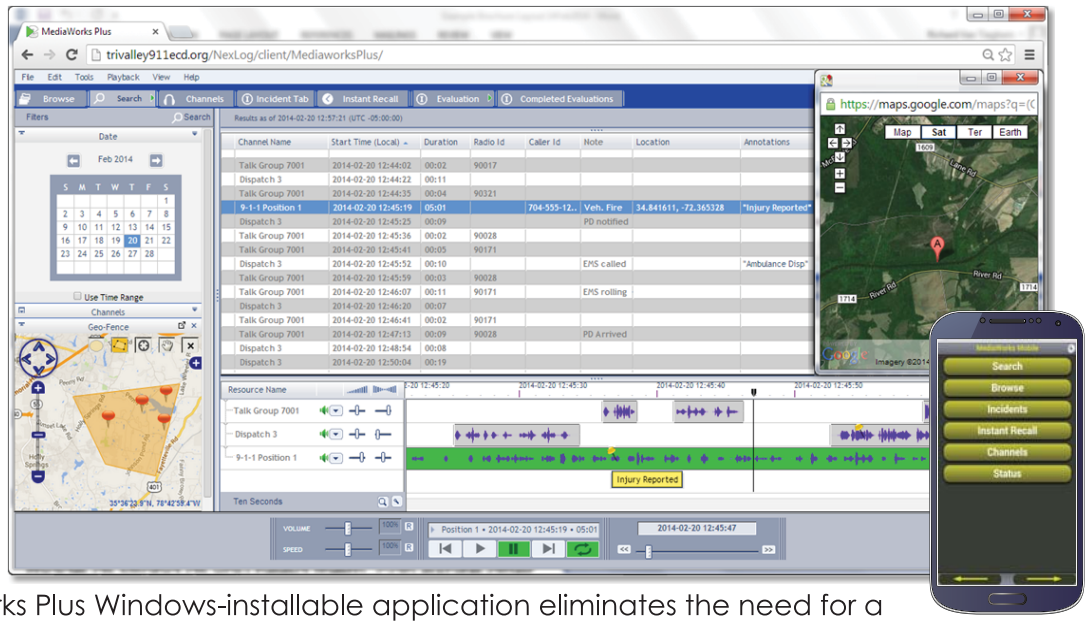
The innovative **NexLog Access Bridge** feature lets you link multiple NexLog communications recorders together for a unified search, replay and incident management experience.

► MediaWorks PLUS Software: Incident Reconstruction, Instant Recall and More!

MediaWorks PLUS software provides a complete set of tools for search, replay, instant recall, incident reconstruction, export and much more. The MediaWorks Plus web-browser interface allows secure SSL access from Windows & Mac computers as well as Android & Apple iOS tablets & phones, using Chrome, Firefox, IE or Edge. Eventide also offers a MediaWorks Plus Windows-installable application, which provides the same capabilities. Features of both include multi-parameter search, live monitor, graphical time-line, geo-fence, pitch-corrected variable speed, waveform displays, notes, loop play-back, skip forward/back, playback AGC, screen and multimedia replay, text and TDD replay, MP3 option, and the ability to show call locations on a map*.

MediaWorks PLUS software provides a comprehensive set of **Incident Management Tools** including:

- Create an incident
- Add incident name
- Add notes
- Attach other media
- Word/Phrase search
- Redact audio
- Split audio clips
- Merge audio clips
- Obfuscate audio
- Audio annotations
- Text annotations
- Protect calls
- Talking time & date
- Incident permissions
- Save the incident
- Export the incident
- Email the incident



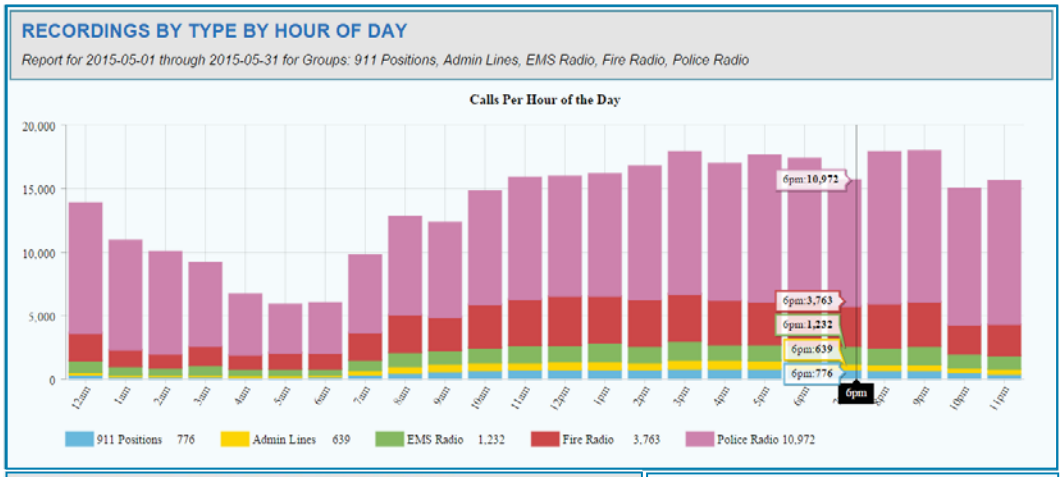
The available MediaWorks Plus Windows-installable application eliminates the need for a desktop browser, and also serves as the **Off-Line Player** for validation & replay of exported incidents.

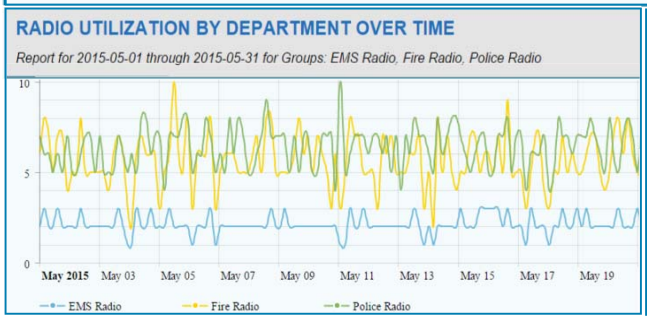
► Enhanced Reports Package

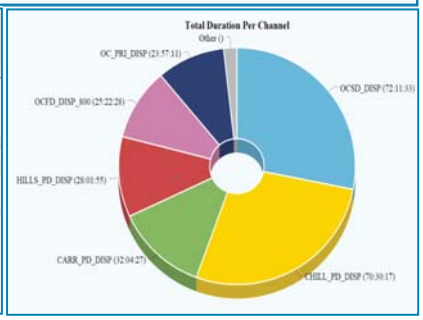
The highly-flexible Enhanced Reporting option is pre-loaded with standard reports, or you can easily build custom reports.

Reports are delivered automatically to users at designated times, days and intervals.

Enhanced Reports get actionable information to supervisors and directors when they need it, increasing awareness and potentially changing the outcomes of critical situations.





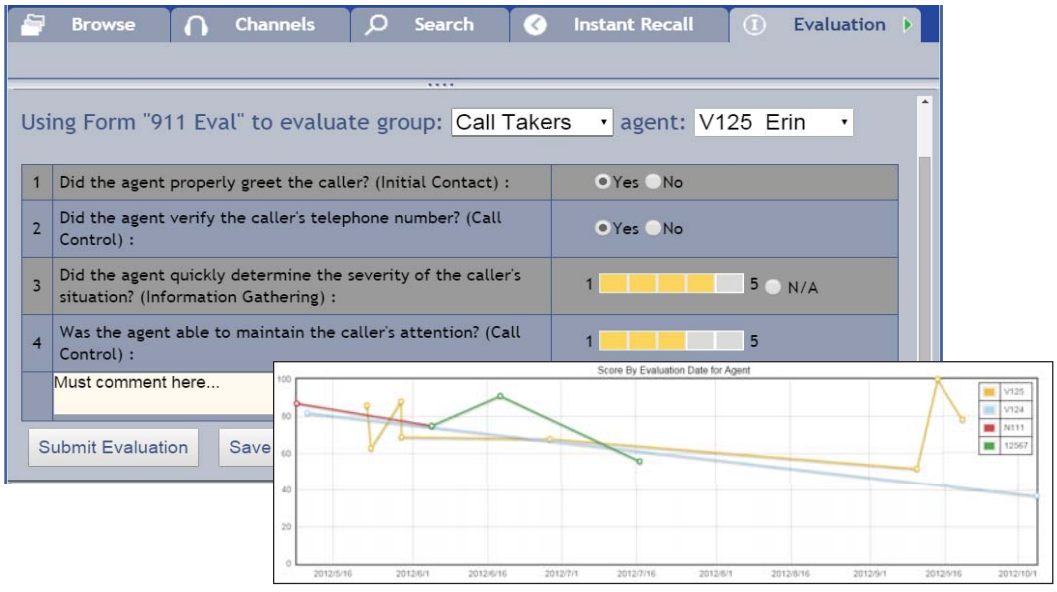


► Quality Factor Software: Quality Assessment and Reporting

Quality Factor software enables your QA team to efficiently measure performance trends and identify skills that need improvement.

The integrated form builder lets you easily create evaluation forms and questions that are optimized for your center's specific needs.

Quality Factor reports let you view quality improvement trends by agent and group.



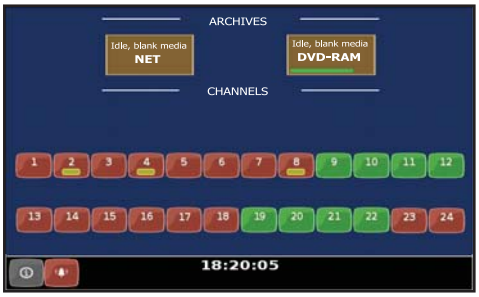
► Screen Recording: Enhance Your Quality Assessment Process

NexLog PC screen recording helps document the important activities (including multi-media interactions) that occur during call handling and dispatch, and allows supervisors to visually evaluate the accuracy each team member's usage of critical software applications such as CAD and EMD.

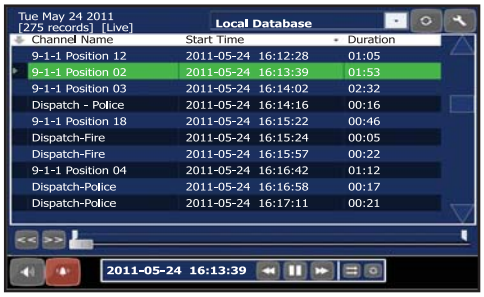
NexLog COMMUNICATIONS RECORDERS

► LCD Touch Screen

The front panel touch screen option lets you conveniently search and replay calls, protect calls, create incidents, export, burn to CD/DVD, live monitor, view alerts, view archive status and configure the system.



Info mode: Channels, Archives, Alerts, Live Monitor



Replay mode: Search, Replay, Build Incidents, Export

► NexLog Recording Interfaces

RADIO SYSTEMS:
Motorola ASTRO 25
Motorola SmartNet
Motorola SmartZone
Motorola MotoTrbo
Motorola Dimetra IP
Motorola MDC1200
Harris VIDA P25 SR10A+
ISSI for P25 Trunked
EF Johnson ATLAS P25
Tait P25 Trunked
Tait/Harris DMR Tier III
Tait/Harris DMR Tier II
Tait MPT-IP
Sepura/Flyde DMR III
Sepura/Fylde MPT1327
ICOM iDAS Conv.
Kenwood NexEdge

9-1-1 SYSTEMS:
NG 9-1-1 (i3 SIPREC)
West (Intrado) VIPER
AirBus VESTA 4
Zetron MAX Call Taking
Zetron Series 3200
Solacom Guardian
Emergitech IP9-1-1
Emergency Call Works
TCS (microDATA)
Contact closure option
and more!

DISPATCH SYSTEMS:
Zetron MAX Dispatch
Zetron ACOM
Zetron DCS-5020
AVTEC Scout
Motorola MCC7500
Harris Symphony
Telex Radio Dispatch
Telex IP-223 and IP-224
Omnitronics
Catalyst IP | Console
Harris C4i SwitchPlus IP
PENTA cPCx
CTI RadioPro Dispatch
Cisco IPICS
CSS Mindshare
and more!

TELEPHONE SYSTEMS:
VoIP and SIP phones
Digital telephones
Analog telephones
2 or 4-wire analog lines
Analog & CAMA trunks
T1, E1, and ISDN trunks
SIP trunks

ATM/ATC SYSTEMS:
ED137B/C-Part 4 (VoIP)
2 or 4-wire analog
T1 and E1 circuits

Visit www.eventidecommunications.com for full product details and the latest news.

► Air Traffic Management and ED-137

NexLog systems can record from all types of ATC/ATM audio sources, including controller working positions (CWP), VCCS, GRS, ambient audio, and telephones. NexLog systems support the ED-137B/C-Part 4 (VoIP) recording interface. Eventide is a particpant in EUROCAE WG-67 and the EUROCONTROL VOTE group.

► Synchronized Replay for ATC/ATM

NexLog recorders can interface with Thales' airspace navigation systems for synchronized replay of audio and CWP scenarios. NexLog systems can directly record CWP screens and provide synchronized replay of recorded CWP screens and recorded audio. NexLog API options are also available for third-party replay synchronization projects.

► Redundancy

NexLog systems offer redundant power supplies, redundant disk drives and redundant archive drives, as well as redundant geo-diverse network archiving.

NexLog recorders are available in sets of multi-ple units for Active+Active redundant recording or for automatic replication between recorders.

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