

THE REGIONAL MUNICIPALITY OF YORK
POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

28 MAY 2008

**Proposal to Share the Computer Aided Dispatch
System with Fire Departments Update**

RECOMMENDATIONS

1. That the Board approve an amendment to the 2008 Capital Budget for the Fire CAD project totaling \$878,000 to be fully externally funded and cost recovered by municipal fire services; and
2. That the Board forward the 2008 Capital Budget amendment to Regional Council through the Finance and Administration Committee.

SYNOPSIS

Agreements have been reached to share the York Regional Police hosted Computer Aided Dispatch System with the Town of Richmond Hill Fire Department and the City of Vaughan Fire and Rescue Services. A 2008 Capital Budget amendment is required by the Police Services Board and Regional Council to approve spending required to implement the Fire CAD project totaling \$878,000, which will be externally funded by the municipal fire services.

FINANCIAL IMPLICATIONS

The total implementation cost of the Fire CAD project including hardware, software, professional services and staffing is \$878,000. This is to be fully externally funded and cost recovered from the Town of Richmond Hill Fire Department in the amount of \$439,800 and the City of Vaughan Fire and Rescue Services in the amount of \$438,200. The Fire CAD Capital project will be completed in 2008 and there will be no further expenditures in the ten year capital forecast.

Proposal to Share the Computer Aided Dispatch System with Fire Departments Project Details

Items	Amount
Project Costs:	
Versaterm Implementation	\$416,700
Hardware and Software Licenses	\$166,600
Staff Wages	\$172,000
Other Costs including Contingencies	\$122,700
Total Project Costs	<u>\$878,000</u>
Funding Sources:	
Town of Richmond Hill Fire Services	\$439,800
City of Vaughan Fire Services	\$438,200
Total Funding Sources	<u>\$878,000</u>

In addition, commencing in 2009, there will be an ongoing Operating Budget annual support fee of approximately \$238,000, based on annual Versaterm software maintenance fees, hardware ever-greening and wage costs of one-and-a-half York Regional Police Information Technology staff members. The cost will be updated annually for wage and price inflation to ensure a full cost recovery basis from the municipal fire services.

BACKGROUND

Computer Aided Dispatching (CAD) in the Public Safety realm is a computer based system used to receive an emergency 9-1-1 call, look up and reference the location, dispatch an emergency response vehicle to the location, track and monitor the responding vehicles and deliver any relevant historical or hazardous site data to the responder. The format of this information is common to police, fire and emergency medical services and includes the exact location of the call along with any potential hazards or alerts at the site, the nature of the emergency and the history of calls to the premise. Specific details will vary according to the agency, but much of the information such as the location and hazards are common to all.

York Regional Police operates a police Computer Aided Dispatch (CAD) system, manufactured by Versaterm, which is used to dispatch officers to calls and to provide them with essential related information. Similar Computer Aided Dispatch systems are in use currently in the Vaughan and Markham fire departments and the York Region Emergency Medical Services (EMS) is dispatched by the Province's CAD. The York Regional Police CAD system is capable of being upgraded for use as both a fire department and emergency medical services CAD.

The Richmond Hill Fire Department has indicated a desire to implement a CAD system and has proposed that York Regional Police upgrade its version of CAD to one which is capable of providing both police and fire CAD capabilities. When approached, Vaughan Fire and Rescue Services also expressed an interest in a joint venture to upgrade its CAD application. Such an upgrade is considerably less expensive than purchasing a separate fire CAD. It is estimated that the fire services saved over \$200,000 in Versaterm software and server hardware implementation costs by using the York Regional Police CAD system. There will be ongoing annual savings in software and hardware maintenance costs.

York Regional Police have a close working relationship with the other regional public safety partners, Fire and EMS, currently on a non-cost recovery basis. York Regional Police and the municipal fire services and the Region's Emergency Medical Services currently share the York Regional Police voice radio system providing both interoperability and cost sharing. It is a

natural extension to include this same level of interoperability and cost sharing through a common CAD system. It would permit the exchange of geographic and certain hazard data between York Regional Police and any fire service using it without jeopardizing the security of police information. Site data regarding potential hazards is maximized through input by multiple contributing agencies, improving the safety of emergency personnel attending the location in response to a call. A similar arrangement is already in place between the Ottawa Police Service and the Ottawa Fire Services Branch.

In the future, when the fire departments deploy mobile workstation computers in the fire vehicles, the opportunity for interoperability increases dramatically. The Global Positioning System (GPS) software will enable Automatic Vehicle Location (AVL) of all the emergency response units assigned to an emergency call, creating an integrated display in the dispatch communications centre. This will enable enhanced coordination of the operational situation and allow the first emergency response vehicles on scene to know the location and proximity of other responding vehicles. Additional opportunities will be explored for joint initiatives improving interoperability between the public safety agencies.

The implementation of a common Computer Aided Dispatching system between York Regional Police and the municipal fire departments represents a significant advancement in interoperability and enhances the ability of the public safety agencies to provide service to our residents in a cost effective manner. It is envisioned that the fire departments will co-exist on the York Regional Police data radio infrastructure system to communicate with their vehicle mobile workstations realizing additional cost savings.

At its August 29, 2007 meeting, the Police Services Board approved, in principle, the sharing of Computer Aided Dispatch resources with municipal fire services on a full cost recovery basis. The Board authorized the commencement of negotiations with interested parties and authorized the Chairman as signatory to any such agreements. Subsequently, the Town of Richmond Hill Fire Department and the City of Vaughan Fire and Rescue Services agreed to inclusion in the Fire CAD project that will cover dispatch services for seven of York Region's nine municipalities. The exception was the Town of Markham Fire Services servicing Markham and Whitchurch-Stouffville who declined the initiative, but could be included at a future date. The Memorandum of Understanding documentation between the parties is undergoing final review by Regional Legal Services.

During the preparation for the 2008 Capital Budget, the Fire CAD project was excluded as there was uncertainty as to which, if any, municipal fire services would participate in the joint venture. With the partnership and costs now defined, as a next step the project requires Regional Council approval under the process outlined in the *Police Services Act* section 39 (3), "Upon reviewing the estimates, the council shall establish an overall budget for the board...". Lloyd Russell, the Region's Commissioner of Finance and Treasurer, has recommended as next steps correspondence from the Board to the June 5, 2008 Finance and Administration Committee to amend the 2008 Capital Budget for inclusion of the Fire CAD project.

APL:jc

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