



BOARD REPORT

TO: Chair and Directors

SUBJECT: Fire Dispatch Agreement – City of Surrey

DESCRIPTION: Report From Derek Sutherland, General Manager, Community and Protective Services, October 8, 2024. Fire Services Agreement – City of Surrey.

RECOMMENDATION: THAT: the Board empower the authorized signatories to enter into an agreement with the City of Surrey for the provision of fire dispatch services commencing January 1, 2025 for a five year term, at the following remuneration rates, plus an annual call variable allowance and applicable taxes:

- January 1, 2025 – December 31, 2025 \$112,204.00
- January 1, 2026 – December 31, 2026 \$117,873.00
- January 1, 2027 – December 31, 2027 \$123,828.00
- January 1, 2028 – December 31, 2028 \$130,085.00
- January 1, 2029 – December 31, 2029 \$136,657.00

Corporate Vote Weighted

SUMMARY:

Staff is recommending the Fire Dispatch Service with the City of Surrey be renewed for an additional five year term. CSR D Policy No. F-32 "Procurement of Goods and Services", authorizes that staff may sole source goods or services that have a value of \$10,000 or less. As this service exceeds the \$10,000 sole source limit, Board authorization is required.

The annual dispatch service for the entire CSR D has increased by approximately 22% overall because of increased call volume since the previous agreement was endorsed in 2020. Additionally, the agreement contains an annual cost increase of 3.5% per year over the five year period, which reflects inflation costs for labour and software maintenance to operate the dispatch centre. The new agreement also provides rate bands for call volume, with 10% future call volume increases per band, which is necessary to address escalation in agency call volume increase over the term of the agreement.

The proposal costs have been shared with administration of the member municipalities, who also support the continuation of service with the City of Surrey.

BACKGROUND:

In 2010, the CSR D entered into a five year fire dispatch service agreement with the City of Surrey, on behalf of all recognized structural fire services within its boundaries. In 2014 and 2019 it was renewed for a further five years.

The City of Surrey has been providing fire dispatch services to the CSR D member municipalities since 2010. CSR D staff did complete a simple benchmarking of two other service providers in the area to ascertain the rates being charged to other jurisdictions of similar size to the CSR D's needs. Based on this benchmarking, the City of Surrey still provides the best value and pricing for fire dispatch services.

Over the past 15 years, the CSRD and its member municipal fire services have enjoyed good service and value from the City of Surrey and are in unified support of establishing a new agreement for a further five year term.

POLICY:

CSRD [Policy No. F-32](#), "Procurement of Goods and Services" specifies that procurement above \$10,000 will be processed by a Quotation, Tender, or Request for Proposals.

FINANCIAL:

Funds have and will be adequately allocated to the respective budgets through the development of the five year budget process

KEY ISSUES/CONCEPTS:

The City of Surrey was the lowest cost proposal received in 2010 as a result of a public release of a request for proposals. The City of Surrey has delivered exceptional dispatch service to the CSRD over the past ten years, including the development and implementation of radio over internet protocols in a number of fire halls, which has added efficiency and cost effectiveness to the dispatch program. CSRD staff have worked with the City of Surrey on a Fire Dispatch Records Management System, which will increase the efficiency and accountability with respect to occupational health and safety requirements of the fire departments.

IMPLEMENTATION:

The new service agreement will come into effect on January 1, 2025.

COMMUNICATIONS:

If the Board elects to approve staff's recommendation a notification will be sent to the City of Surrey.

DESIRED OUTCOMES:

The Board will approve the recommendation to endorse the Fire Dispatch Service Agreement with the City of Surrey for a five (5) year term.

BOARD'S OPTIONS:

1. *Endorse the Recommendation(s).*
2. *Deny the Recommendation(s).*
3. *Defer.*
4. *Any other action deemed appropriate by the Board.*

Report Approval Details

Document Title:	2024-10-17_Board_CPS_Fire_Dispatch_Agreement.docx
Attachments:	
Final Approval Date:	Oct 11, 2024

This report and all of its attachments were approved and signed as outlined below:



Jodi Pierce



Jennifer Sham



John MacLean