

Service Business Plan



Service Name Fire 911 Communications

Service Lead Name Karen Roche

Service Lead Title Deputy Fire Chief

Service Description

A public service responsible for effective 911 fire call handling and dispatching of the required fire resources in order to mitigate emergencies and monitor emergency responders and the public during an emergency call for assistance.

Strategic Alignment with Vision to Focus Plan

Delivering customer centric services with a focus on efficiency and technology transformation

Service Goals

Short term: 1) Replace the existing records management system (RMS) with a more robust solution. 2) Continue with the implementation of mobile CAD on all front-line apparatus. 3) Alternate fire dispatch location; the center is near completion with testing pending early October/19

Long Term: 1) Next Generation 911 – The Canadian Radio-television and Telecommunications Commission (CRTC) has mandated that all 911 service providers update their 911 networks, including equipment, systems, databases.

Current State

Customers & Their Expectations

This service is delivered to:

- Public (residents and visitors).
- Property Owners, Business owners and their employees.
- Council, supporting priorities and action plans outlined in the City of Burlington Strategic Plan.
- Town of Oakville and Town of Halton Hills by providing fire emergency dispatch services.
- Fire emergency responders, by providing emergency and non-emergency scene communications and coordination of fire resources.
- Bordering municipalities, by providing support emergency services as required through established Mutual and Automatic Aid Agreements.

Their expectations include:

- Compassionate, Knowledgeable and well-trained staff
- Timely alarm handling

Existing Service Delivery

To provide a community public safety answering point (PSAP) to commence and coordinate the response of fire

	<p>protection resources, manage the flow of incident-related information to and from emergency responders and/or community agency resources. Monitor the status of emergency responders, assign additional resources as required; all the while emphasizing the safety of the public and emergency responders.</p> <p>The City of Burlington provides 911 fire call handling and dispatching services for the Community's of the City of Burlington, Town of Oakville and Town of Halton Hills.</p>
Existing Customer Engagement Tools / Methods	Department survey(s), community satisfaction survey, Community Report, social media (Facebook, Twitter, YouTube), annual open house, 311 one call service, 911 emergency call service, email (firedepartment@burlington.ca)
Is this Service Provincially Legislated?	
For this Service are there Approved Service Standards?	Yes A) Establishing and regulating Bylaw (90-2012) B) National Fire Protection Association (NFPA) Standards 1221 and 1061. NFPA were adopted by the Office of Fire Marshall.

Programs

Recent Continuous Improvement Initiatives

Alternate Dispatch Centre: The Burlington Fire Department has secured a location for the alternate dispatch location. The room has been configured to provide back-up communications in the event that the primary dispatch centre becomes disabled. All essential equipment (software, hardware) has been installed.

NG9-1-1 – Next Generation 911 is the modernization of 911 networks to meet the public safety needs of Canadians, this is a transition to Internet Protocol (IP) technology regulated by CRTC (Canadian Radio-television and Telecommunications Commission). This will enable Canadians to access 9-1-1 services with IP-based capabilities.

Environmental Considerations

Emerging Opportunities and Anticipated Risks

Emerging Opportunities	<p>Public Safety Broadband Network (PSBN) – The Burlington Fire Department has undertaken a comprehensive study on the evolving needs of communications for First Responders, and aspects of Broadcasting and Telecommunications legislation, and on new policy suggestions that can help in the establishment of reliable, secure and resilient data communications for First Responders. A network of networks approach will provide a viable long-term approach for PSBN encompassing 4G, 5G and future network technologies in a flexible architecture. The proposed Hybrid Model PSBN would provide the City of Burlington with many advantages, including:</p> <ul style="list-style-type: none"> •Improved reliability, resiliency and cybersecurity for first responder communications to enhance efficiency of operations.
Anticipated Risks	<p>The City has experienced severe weather such as wind/rain storms and ice storms, which can have a negative impact to emergency communications capability. Burlington Fire has been able to leverage the existing network infrastructure versus the former microwave technology for improved radio communications which has proven effective.</p>
Enterprise Risk Considerations	<p>Financial Sustainability - Sustainability, Budget</p>

Service Initiatives

Target Completion

<p>Replace the existing records management system (RMS) with a more robust solution that will accommodate the changing needs of the fire department(s). This will include; however, is not limited to; emergency incident records and performance, building construction and occupancy information available to emergency responders, duty roster, site visit and inspections tracking to list a few. A full gap analysis will be conducted to clearly identify the current and future requirements.</p>	<p>Dec 2020</p>
<p>Second generation installation of mobile CAD software to apparatus tablets. This will support automatic vehicle location systems to determine the geographic location of the nearest fire truck to a call for assistance. This initiative supports improved emergency response times.</p>	<p>Mar 2020</p>
<p>Public Safety Broadband Network (PSBN) – Working with the Halton Regional Police Service; a comprehensive communications platform will provide reliable, secure and resilient data communications for First Responders.</p>	<p>Mar 2020</p>
<p>Install a display wall within the fire public safety communications centre to allow for vital information to be displayed for quick visual reference. This will be used to improve response times and greatly improve shared vital information. The display wall will be fed with a variety of source information, such as vehicle locations, traffic flow, weather, traffic cameras, social media feeds, etc. It will provide the public safety communication centre with a control point for emergency incidents and major events.</p>	<p>Dec 2020</p>

MEASURING SUCCESS

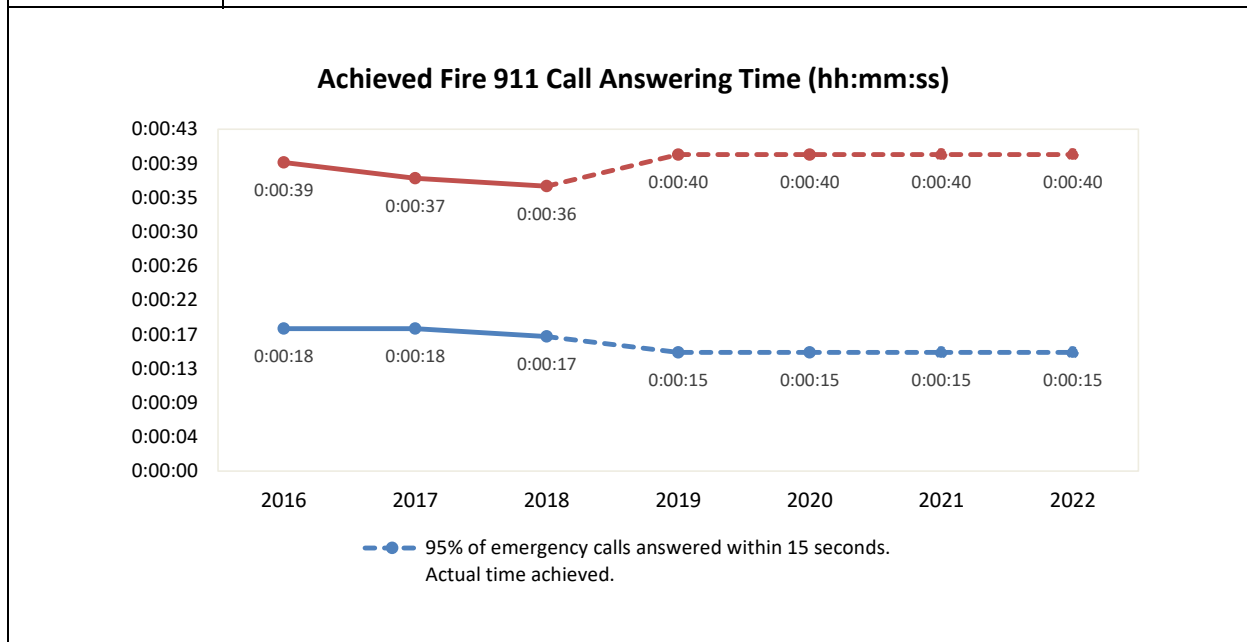
How much did we do?

Performance Measurement	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Forecast	2020 Forecast	2021 Forecast	2022 Forecast
# of fire emergency calls processed	13,637	14,280	14,565	15,724	16,038	16,359	16,686	17,020

**Note: City of Burlington fire public safety communications centre processes emergency calls for the City of Burlington, Town of Oakville and included the Town of Halton Hills starting in 2018*

How well did we do it?

Performance Measurement	Achieved Fire 911 Call Answering Time (hh:mm:ss)
Story behind the data	<p>The National Fire Protection Association (NFPA) industry best practice for fire emergency call answering is as follows:</p> <p>Emergency call answering is measured from the time the call rings on an emergency line to the time the call is answered. Performance target of 95% of emergency calls received on emergency lines shall be answered within 15 seconds and 99% shall be answered within 40 seconds.</p> <p>Emergency call answering times can only be provided starting in 2016 due to improved technology and reporting capabilities.</p>



Is anyone better off?

Performance Measurement	Achieved 911 Call Handling Time (hh:mm:ss)
Story behind the data	<p>The National Fire Protection Association (NFPA) industry best practice for emergency call handling is as follows:</p> <p>Emergency call handling is measured from the time the emergency call is answered to the time fire resources are dispatched. Performance target is 80% of emergency alarm call processing shall be completed within 60 seconds and 95% of alarm call processing shall be completed within 106 seconds</p> <p>Public safety telecommunicators (dispatchers) provide the first critical contact for those in need of emergency services, they are the first of the first responders. They must ascertain the location nature and extent of the emergency. If you do call 911, remember to listen carefully, speak clearly and try to remain calm. Always provide the type and location of the emergency.</p>
Where do we want to go?	To explore opportunities to improve call handling times, either through technology advancements, education or improved processes to achieve or surpass established NFPA performance targets for call handling times.

