City of
Burnaby

FINANCE AND CIVIC DEVELOPMENT COMMITTEE

HIS WORSHIP, THE MAYOR
AND COUNCILLORS

SUBJECT: FIRE DISPATCH INTEGRATION WITH BC AMBULANCE SERVICES

RECOMMENDATION:

1.   THAT Council bring down a Capital Reserves Expenditure Bylaw in the amount of $140,000 including 12% HST for the purchase of computer hardware, software and consulting services for integration of Fire Dispatch System with BC Ambulance Services.

REPORT

The Finance and Civic Development Committee, at its meeting held on 2012 April 26, received and adopted the *attached* report seeking Council's approval for capital funding for the integration of the Fire Dispatch System with BC Ambulance Services.

Respectfully submitted,

Councillor D. Johnston
Chair

Councillor C. Jordan
Vice Chair

Councillor P. McDonell
Member

Copy: City Manager
             Director Finance
             Fire Chief
             Chief Information Officer

TO:	CHAIR AND MEMBERS FINANCE AND CIVIC DEVELOPMENT COMMITTEE	**DATE:**	2012 April 19
FROM:	DIRECTOR FINANCE	**FILE:** *Reference:*	5220-20 *Fire BCAS*

SUBJECT: **FIRE DISPATCH INTEGRATION WITH BC AMBULANCE SERVICES**

PURPOSE: To request capital funding for the integration of the Fire Dispatch System with BC Ambulance Services.

RECOMMENDATION:

> **1.**   **THAT** Finance and Civic Development Committee request Council bring down a Capital Reserves Expenditure bylaw in the amount of $140,000 including 12% HST for the purchase of computer hardware, software and consulting services for integrating of Fire Dispatch System with BC Ambulance Services.

REPORT

In 2006, the pre-incident planning system has captured information for most life risk buildings including hospitals, care homes, schools, City buildings, malls, etc. In 2007, E-Comm and the BC Ambulance Service (BCAS) have moved to the same Intergraph Computer Aided Dispatch (CAD) platform as the City. The latest CAD software and equipment have being upgraded to correspond to the E-Comm CAD system version providing for seamless interoperability in the event of a major event requiring multi jurisdictional emergency responses. In 2009, the communications network to send the dispatch information over wireless technology was chosen, Telus' cellular network. Also, the conversion of the Records management system to the Flexible Data Management (FDM) system that most other lower mainland fire departments are currently using was begun. In 2011 upgrades to software, allowed mobile computers in the fire vehicles to receive information from the CAD dispatch system while underway to an incident. At the same time, the use of GPS identify the closest vehicle to an incident while still on the road for dispatch, has also been realized.

To date, BCAS incidents are obtained through a website where BCAS dispatch transcribe incidents from their Intergraph CAD system. Burnaby Fire CAD dispatchers respond to an audible alarm on a personal computer browser at Burnaby Fire dispatch, to the BCAS website and transcribe incidents to the Burnaby Fire CAD system for dispatch to Burnaby Fire vehicles. Delays and errors in transcription are possible at both ends. If the internet connection is lost for any reason, Burnaby dispatch must phone BCAS for updates.

The requested upgrade is to implement a connection between the Burnaby Fire Intergraph system and BCAS Intergraph system to automatically transfer data between the two systems without operator intervention at either end.

The updated 2007-2012 task list is as follows:

Year	Task Description
2007	Purchase mobile PCs for the fire vehicles. Automated upload of Pre-incident planning and other data onto the mobile PCs.
2009	Create communications network to send the dispatch information over a wireless access technology.
2010	Purchase Intergraph mobile software for the dispatching information to be displayed on the mobile PCs in the fire vehicles.
2011	Purchase Intergraph Global Positioning System (GPS) to track vehicle locations and provide for "closest to" dispatching when apparatus are out of station and available for a response.
2012	Request purchase of BC Ambulance interface to allow for automatic transfer of incidents to Burnaby's Computer Aided Dispatch system, to be consistent with Lower Mainland fire dispatch common practices

The 2012 component of the Fire applications projects will include the following benefits:

- Upgrade to the BCAS Intergraph integration module will ensure that Burnaby Fire has the same information and timeliness as other fire agencies in the Lower Mainland. This provides interoperability in the event of a major incident requiring multi-agency/ jurisdictional responses. Current CAD information can be sent over the cellular network to fire vehicle PCs;
- To provide real time data access of BCAS incidents dispatch to Burnaby Fire;
- To provide more accurate and timely information for Burnaby Fire dispatch staff;
- To improve dispatch information to the fire suppression staff.

The operating budget impact for the Intergraph CAD BCAS software maintenance cost is approximately $13,500 per year.

FINANCING

This project is included within the 2012 Application Implementation component of the 2012-2017. It is recommended that Council be requested to bring down a bylaw to appropriate $140,000 (inclusive of 12% HST) from Capital Reserves to fund the integration of the Fire Dispatch System with BC Ambulance Services.

Denise Jorgenson   Chief Shaun Redmond
DIRECTOR FINANCE   FIRE CHIEF

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Copied to: City Manager
                     Chief Information Officer