

# LANGFORD FIRE RESCUE COMMUNICATIONS CENTRE ANNUAL REPORT 2008

## OPERATIONS 2008:

Langford Fire Rescue's Communication Centre, under contract with the Capital Regional District, provides 9-1-1 Fire Dispatch Service for the following 18 Fire Departments:

Langford  
Colwood  
Metchosin  
View Royal  
Highlands  
Jordan River  
Otter Point

Shirley  
Port Renfrew  
Willis Point  
Saltspring Island  
Mayne Island  
Pender Islands  
South Galiano

North Galiano  
Sooke  
East Sooke  
Piers Island  
Saturna Island

During the past year (2008), the Langford Fire Dispatch Centre handled a total of 4879 reportable incidents for all Fire Departments serviced by our Centre. This is an increase of 6.1% over the 2007 year.

In a review of the elapsed time to dispatch, measuring the time a call is answered to the time the page is initiated, the centre's average time is 48.27 seconds.

The following statistics reflect the consistency in our centers' ability to handle the call volumes within the NFPA 1221 standard that governs call taking.

	Call Answer Centre	Total 911 Calls Answered	Answered within 15 seconds	% of calls withing 15 seconds	Answered within 40 seconds	% of calls within 40 seconds	Calls answered after 40 seconds
Jan	Langford Fire	90	88	97.78	90	100	0
Feb	Langford Fire	67	67	100	67	100	0
Mar	Langford Fire	82	81	98.78	82	100	0
Apr	Langford Fire	80	77	96.25	80	100	0
May	Langford Fire	100	100	100	100	100	0
Jun	Langford Fire	110	108	98.18	110	100	0
Jul	Langford Fire	153	149	97.39	153	100	0
Aug	Langford Fire	172	158	92.86	172	100	0
Sep	Langford Fire	103	99	96.12	103	100	0
Oct	Langford Fire	121	120	99.17	121	100	0
Nov	Langford Fire	71	68	95.77	71	100	0
Dec	Langford Fire	154	151	98.05	154	100	0
	<b>Totals</b>	<b>1303</b>	<b>1266</b>	<b>97.53</b>	<b>1303</b>	<b>100</b>	<b>0</b>

## **ADMINISTRATION:**

### **FDM:**

Far from being an out of the box product, FDM has much power and therefore set up requirements. We have been continually building and training on our Fire Department Manager (FDM) software which aids in our Dispatch (CAD) and Records Management (RMS) function. Our form designs, reports, mapping, and specialty services remain a focus for our operations.

In this implementation we have requested information from the users to keep them as involved in the process as possible to ensure the needs are being met at each stage. I encourage every Fire Chief to check in with us when they have questions and to return any specification requests as soon as possible.

### **(FDM) CONTRACT OBLIGATIONS**

ANI ALI	Feed is connected but CAD is not fully operational because the feed is incorrect TELUS MSAG. This is being addressed by the CRD/TELUS as it is their responsibility.
Fire Commissioner reporting	Not functioning in FDM – FDM is still working on this.
Data Sharing to FDM (Colwood)	Tied to the MSAG issue; however, plans are now in the works to skip ahead of the MSAGE issue to not further delay this data transfer. It looks like the MSAG issue will take some time still to resolve.

## **STAFF:**

The Dispatch Center added one new dispatch operators in 2008 to cover the departure of Brooke Hanford. Much of the Fall and Winter was spent integrating the new dispatch operator into the centre and all operators on the FDM systems. To keep with NFPA dispatching standards, each new dispatch operator receives over 175 hrs of individual training plus ongoing training to keep them at the very high level we expect of our dispatch staff.

We now have 3 full time dispatch operators and 3 Relief operators who are able to handle the high call volume in a single operator environment. The center was able to handle everything from first responder incidents to providing support on large incidents only occasionally having to staff with two operators.

Training for the dispatch centre covers the diversity of incidents dispatch operators are facing. Dispatch operators are involved in fire and life safety, emergency operations centers', car seat inspections, Critical Incident Stress Management, and specialty communications

issues. This reflects the quality of service we are providing and is something we will continue to develop for 2009.

Along with training new operators, our Centre also assisted Malaspina University College and Kwantlan College with their 911 dispatch programs by providing placements for their students during their practicums.

### **CONFERENCES:**

To keep abreast of the latest information and equipment used in emergency dispatch we have been attending dispatch conferences. The APCO and FDM conferences in the last years have proven invaluable in keeping up with the ever changing technology integrating it with the help of our IT professionals.

### **GOALS FOR 2009:**

April 28th 2009 2pm at Langford Station #1 – Operational Meeting

June 10th 2009 10am at CRD Headquarters – Annual Contractual Meeting

September 23<sup>rd</sup> 2009 10am at Langford Station #1 – Operational Meeting

November 25<sup>th</sup> 2009 10am Langford Station #1 – Operational Meeting

Continue to work with CRD as the 911 service provider to have TELUS update and correct their MSAG (Master Street Address Guide). This includes the mapping updates as a result of the corrections.

Complete Data Sharing with the FDM to FDM interface. (FDM Contingent)

Complete the Fire Commissioners Reporting (FDM and Regional Access Contingent)

Continue department access to FDM via Regional Access Model.