

LANGFORD FIRE RESCUE COMMUNICATIONS CENTRE ANNUAL REPORT 2009

OPERATIONS 2009:

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	Shirley	North Galiano
Colwood	Port Renfrew	Sooke
Metchosin	Willis Point	East Sooke
View Royal	Saltspring Island	Piers Island
Highlands	Mayne Island	Saturna Island
Jordan River*	Pender Islands	
Otter Point	South Galiano	

During the past year (2009), the Langford Fire Dispatch Centre handled a total of 4734 reportable incidents for all Fire Departments serviced by our Centre. This is a decrease of 2.9% over the 2008 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 47 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	85	81	95.29	85	100	0
Feb	Langford Fire	83	78	93.98	83	100	0
Mar	Langford Fire	96	93	96.88	96	100	0
Apr	Langford Fire	125	120	96.00	124	99.20	1
May	Langford Fire	89	81	91.01	88	98.88	1
Jun	Langford Fire	158	154	97.47	158	100	0
Jul	Langford Fire	235	226	96.17	235	100	0
Aug	Langford Fire	150	145	96.67	150	100	0
Sep	Langford Fire	71	68	95.80	71	100	0
Oct	Langford Fire	130	128	98.50	130	100	0
Nov	Langford Fire	113	109	96.50	113	100	0
Dec	Langford Fire	92	90	97.80	92	100	0
	Totals	1427	1373	96.01	1425	99.84	2

911 Calls	Total Answered calls	Average Offer to Answer Seconds	Call Count Calls Not Transferred	Average Answer to Disconnect Seconds	Call Count Calls Transferred	Average Answer to Disconnect Seconds
Jan	85	6.3	76	45.8	9	56.2
Feb	83	6.5	80	45.3	3	110.7
Mar	96	6.3	87	53	9	77.2
Apr	125	6.6	122	39.7	3	43.3
May	89	7.5	84	44.2	5	45.6
Jun	158	6.4	154	44.7	4	80
Jul	235	6.7	229	48.7	6	50.5
Aug	150	6.1	138	51.5	12	54.3
Sep	71	6.1	68	52.3	3	55.7
Oct	130	5.8	123	50.1	7	61.7
Nov	113	6.2	109	47.5	4	49.3
Dec	92	6.0	86	55.1	6	61.5
TOTALS	1427.00	6.38	1356.00	48.16	71.00	62.17

In a review of the time to dispatch, measuring the time a call is answered to the time the page is initiated, we are often paging while remaining on the phone with the caller on a 911 call. The centre's average time is 47 seconds which is reflective of 911 calls and other agency calls. The 911 calls make up approximately 30% of the total call volume for the center in 2009.

ADMINISTRATION:

FDM:

2009 further expanded and built our basic modules in FDM. Form designs, reports, mapping, and specialty services remained a focus for our operations. We have found a superior reporting service, which changed our focus from FDM to SQL reports which began being built in the fall and should be ready for early 2010.

Work with and through the CRD, as the 911 service provider did manage to make headway with TELUS and an update and correction to the MSAG (Master Street Address Guide). This includes the mapping updates as a result of the corrections. TELUS did create a much more robust Emergency Service Zone (ESZ) for the entire south Island area and has been working on the street list for the individual zones. This is a vast improvement from where we were a year ago. We are still working on making sure all of the service providers and mapping specialists are now using the same data and improving all of our systems.

On a mapping front, the CRD area is now participating in a new mapping service called ICIS and the first implementation should be in February of 2010.

STAFF:

The Dispatch Center struggled in 2009 with two staff members who had difficulty maintaining the standard expected of our center. Unfortunately some mistakes were made and after much retraining and support, we decided to end our professional relationship with the two operators. This left the last quarter of our year short staffed and in a legal and procedural process in ending that relationship and then proceeding with a new hire.

We have a hiring process started to be concluded in early 2010. Much of the first quarter will be spent integrating the new dispatch operator into the centre. 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 soon 2 Relief operators who are able to handle the high call volume in a single operator environment. System of 3 operators may be revisited in the future; however, our focus will be on bringing our minimum staffing back and ensuring we focus clearly on their integration into the center.

There were few large incidents in 2009 so we only occasionally had 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 2010.

CONFERENCES:

To keep abreast of the latest information and equipment used in emergency dispatch we have been attending dispatch conferences. The APCO was skipped because of the agenda and the travel costs associated during the economic downturn. Also because of the downturn, the FDM conference was canceled for 2009. We have found the last years have proven invaluable in keeping up with the ever changing technology integrating it with the help of our IT professionals; however we are conscious of the agenda items and costs associated. We hope for a good slate of conferences in 2010 to continue to further the centers goals.

GOALS FOR 2010:

Jan 27th 2010 1230pm at Langford Station #1 – Operational Meeting

June 9th 2010 10am at CRD Headquarters – Annual Contractual Meeting

September 23rd 2010 1230pm at Langford Station #1 – Operational Meeting

November 25th 2010 1230pm Langford Station #1 – Operational Meeting

Complete the Fire Commissioners Reporting (FDM Contingent)

Resolve or change the IPP solution (Printing) and explore more Mobile Cad Options including services to mobile phones.

Improve Mapping and Street information with the ICIS mapping project and the CRD.

Deploy the Training and Inspections Modules.

Look at replacing the Freedom Dictaphone which is now 10yrs old with a new recording system.

ATTACHMENTS:

Dec 6th 2009 Generator Failure report.