

Electoral Area 'E' Emergency Dispatch Advisory Committee Terms of Reference

Name

Electoral Area 'E' Emergency Dispatch Advisory Committee

Members

The committee shall consist of

- a) 9 regular voting members who must
 - (i) own property or reside within Electoral Area 'E'; and
 - (ii) be 18 years or older; and must include
 - (iii) the Fire Chief of the Lasqueti Island Volunteer Fire Department (LIVFD)
 - (iv) one current First Responder with the LIVFD
 - (v) one current Dispatcher with the LIVFD
 - (vi) Local Emergency Coordinator

- b) 1 Non-voting member:
 - (i) Regional District Electoral Area 'E' Director

The majority of voting members must reside within Electoral Area 'E'.

Individuals who have an interest in a business that may benefit from this committee's recommendations or who may otherwise be in a conflict of interest are excluded from the committee.

Term of Membership

The PRRD will advertise applications for membership in the local newspaper and through postings on the PRRD and Lasqueti Island websites.

Members will be appointed by the PRRD Board.

The committee's term will end no later than December 2016. The committee may end earlier if all goals are completed.

Purpose

An effective emergency dispatch system is integral to public safety as well as the safety of emergency responders. This committee is being formed to research and advise the Powell River Regional District on the best options to implement and support emergency dispatch within Electoral Area 'E'.

Goals:

1. Recommend to the PRRD Board an emergency dispatch system that effectively supports public and emergency responder safety
2. Research and explain all necessary components
3. Clearly identify all forecasted costs for the recommended system

Deliverables

This committee will recommend an effective emergency dispatch system, detailing all necessary components. Specifically, the committee will research all aspects of the recommended system ensuring that the system is sustainable in regard to financial, technical, and human resources requirements. The committee will submit a business case to the PRRD Board addressing the following:

- Public phone number(s) to reach dispatchers.
- Communications network linking dispatchers and emergency responders.
- Communications system effectiveness/coverage across the service area.
- Communications equipment standards.
- Communications equipment redundancies in case of main system failure.
- Surge capacity for times of major emergencies or disasters.
- Plan for alternative power supply for all necessary components in case of power failure.
- Dispatcher training.
- Dispatcher staffing to ensure 24/7 service and will include a longer term dispatcher succession plan.
- Identify any applicable specific obligations by the PRRD to meet Workers Compensation Act Occupational Health and Safety Regulations regarding dispatcher operations.
- Ensure PRRD obligations per Bill C-45 for effective workplace safety.
- House numbering or other property/location identifier system.
- Ability to implement any “next generation” communications (ie text message option for hearing impaired, or other media usage).
- Appropriate dispatch recording practices including call times and all relevant communications records. All dispatch personnel, training, and operations records must be maintained in a records management system that ensures appropriate storage and retention of records and ensuring privacy concerns are addressed.
- Ensure the recommended dispatch system equipment, structures, and operations comply with all relevant statutes and regulations, particularly but not limited to: Industry Canada, Canadian Radio-television and Telecommunications Commission (CRTC), Freedom of Information and Protection of Privacy Act, Office of the Fire Commissioner, BC Building Code, Workers Compensation Act, and any relevant PRRD bylaws and policies.
- All costs for equipment purchasing, training, ongoing maintenance, licences, contracts, professional fees and any other anticipated necessary expenditures for the system’s first ten years.
- Any major capital items (ie communications towers) must show anticipated lifecycle and replacement costs.

Scope / Jurisdiction / Authority

This scope of this committee is limited to matters related to emergency dispatch within Electoral Area ‘E’. This committee is an advisory committee, reporting to the Board of the PRRD, and as such it has no direct authority over any PRRD services.

Resources and Budget

Committee members will serve without remuneration.

Costs of copying and circulating materials for agendas and miscellaneous expenses will be financed through the Lasqueti Island Fire Protection Service budget.

Governance

The Committee shall conduct meetings in accordance with the Powell River Regional District Board Procedure Bylaw:

The Committee will elect a chair at its first meeting.

The Chair will approve each meeting's agenda. Members are to contact the Chair at least one week in advance of the meeting to advise of items they would like included on the agenda.

The objective will be to make decisions by consensus. If a consensus cannot be reached, a majority vote will prevail.

Members are expected to regularly attend the meetings. Absence from 3 consecutive meetings without notification to the Chair and without reasonable cause will be grounds for a member to be removed from the committee.

A quorum will consist of a majority of members of the Committee.

Frequency of Meetings

The committee will meet at least once per month with dates and location to be determined by committee members. Additional meetings may be scheduled as required to deal with current business.

Record of Meetings

The committee will elect one member to act as the committee recorder for preparing agendas and minute taking.

The committee recorder shall prepare an agenda which shall be circulated to the committee members at least 48 hours in advance. The committee may waive the requirement for advance notice of the agenda in emergency situations requiring a special meeting.

Wherever possible, information will be circulated in advance by e-mail.

The committee recorder shall prepare minutes of committee meetings. Copies of minutes shall be circulated to committee members. Minutes of the prior meeting will be circulated as part of the agenda package and adopted at the following meeting. Meeting minutes will be forwarded to the PRRD one day after adoption.

Reporting Mechanism

The committee will provide at least one written report:

- prior to the March 2016 meeting of the PRRD Board, and
- at the committee's conclusion in December 2016 or before this time if the committee chooses to conclude earlier. This final report will include the business case for the recommended dispatch system.

The committee may provide additional reports during its term to the PRRD Board if it so chooses.

Additional Notes

The committee is recommended to review the following documents for understanding of current standards and discussions on emergency dispatch:

- NFPA Standard 1061 Standard for Professional Qualifications for Public Safety Telecommunications Personnel.
- NFPA Standard 1221 Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems.
- 9-1-1 Services in British Columbia: Background Review in Relation to a Province-Wide Call Answer Levy. Study produced by Dave Mitchell & Associates Ltd, 2013 for UBCM.
- Strategic Vision Summary of Consultation Comments, Ministry of Justice 2015 summary of 9-1-1 PSAP workshop for input for the future of future of emergency communications across the province.
- British Columbia Earthquake Preparedness Consultation Report, Henry Renteria (2014), particularly Recommendation 8.5.