

# Report to Municipal Council



<b>Meeting Date:</b> October 4, 2023	<b>Report Date:</b> September 22, 2023
<b>Decision Requested:</b> Yes	<b>Priority:</b> High
<b>Direction Only:</b> No	<b>Type of Meeting:</b> COW

**Report Title:** Dispatching Agreement with Town of Smiths Falls

## **Recommendation:**

That Council review and accept the Fire Dispatch Communications Centre Services Agreement attached.

## **Background & Analysis:**

In 2016 the St.-Charles Fire Department along with our neighbors from Markstay-Warren and French River sought out new dispatching services as the existing service provider was not providing adequate service to meet our needs.

Through an RFQ process the departments landed on the Smiths Falls Fire Department - Dispatching Division as the new service provider. They have provided excellent service since onboarding in the Spring of 2017 and continue to invest in their ability to provide this service to small and medium sized communities across Ontario.

They are actively engaged in upgrading their systems to meet the requirements under the incoming NG911 system being launched by the province. This includes hardware, software, and personnel.

At the completion of this five (5) year extension the contract will be renegotiated based on the most current census population data.

## **Attachments:**

- Fire Dispatch Communications Centre Services Agreement

**Prepared by:** James D. Bertoia, Fire Chief