

## Report to Council

<b>Report Title:</b>	Dispatch Contract		
<b>Prepared By:</b>	Chris Wells, Director of Fire and Emergency Services		
<b>Department:</b>	Fire		
<b>Date:</b>	February 25, 2025		
<b>Report Number:</b>	FIRE2025-03	<b>File Number:</b>	C11FIRE
<b>Attachments:</b>	Quotes through Bruce County Chiefs Association		

### **Recommendation:**

That the Council of the Municipality of Brockton hereby receives Report Number FIRE2025-03 – Dispatch Contract, prepared by Chris Wells, Director of Fire and Emergency Services and in doing so authorizes an exemption to the Purchasing and Procurement Policy as a result of group buying for a specific technical service as it relates to the dispatch services for the Walkerton and Elmwood Fire Departments, and further authorizes a by-law coming forward to authorize an agreement with St. Catharines at a future meeting.

### **Report:**

#### **Background:**

In 2016 the Municipality of Brockton entered into a Fire Dispatch Agreement with The Town of Tillsonburg for 5 years with an annual 2% increase. At the end of the 5-year term the contract stated that unless either party made any further statement in writing then the contract would automatically renew for an indefinite duration until one of the parties provided written notice of termination. In October of 2021 the Town of Tillsonburg gave Brockton written notice that the current contract between the two parties was not sustainable and proposed an amendment to the contract resulting in a substantial increase of 60% in order to “realign actual costs for Fire Communication Services. At the time of this proposal a per capita comparison was made with Owen Sound dispatch pricing, and the costing increase fell in line with what others in this area were paying for dispatch services. The decision was made to stay with Tillsonburg regardless of the increase as it was comparable to Owen Sound pricewise but still offered the fire specific services that Owen Sound did not offer, being a police dispatch.

#### **Analysis:**

Since the significant price increase, I have been looking for alternative options for dispatching that would be more cost effective but still offer the quality fire services Brockton requires. In early 2024 I entered into discussions with Bruce County Chiefs Association regarding dispatch services. Many Bruce County

Departments were coming due on their dispatch contracts. As a group we agreed that for safety and continuity of operations it would be best if we could get all the Bruce County Fire Departments onto one dispatch. After several communications and meetings, the Association Chiefs travelled as a group to 3 different dispatch centres and were presented to on capabilities, pricing, transfer costs and maintenance. Dispatch Centres visited included Owen Sound, Tillsonburg and St. Catharines. While visiting as a group we indicated to all three centres that we would be looking for pricing to bring all Bruce County Fire Departments on to their system together. The outcomes are as follows:

**Owen Sound:** does not have the ability to provide the Bruce County Fire Departments with the fire specific dispatching that other dispatches do. Departments working with Owen Sound all indicated they were not interested in renewing with Owen Sound based on service currently provided. Further, Owen Sound does not provide fire priority dispatching as it is a police dispatch first and foremost.

**Tillsonburg:** stated that they could accommodate the onboarding of all Bruce County Departments and provide them with fire specific dispatch however, they would not provide a price based on quantity/group purchasing. The head of the Tillsonburg communication division stated that “the price was the price” and we would have to each look at our individual departments and decide if we were willing to pay that price. Tillsonburg Pricing for Brockton for 2024 was \$36,607 (Walkerton and Elmwood).

**St Catharines:** stated that they could accommodate the onboarding of all Bruce County Departments and provide them with fire specific dispatch. St. Catharines has provided the below quote:

**Elmwood Proposed CAD Partner Allocation 15-Year (2024-2038)**

Year Number	Year	Annual Increase	Contract Amount
1	2024	N/A	N/A
2	2025	4.00%	\$8,536
3	2026	4.00%	\$8,878
4	2027	3.50%	\$9,188
5	2028	3.50%	\$9,510
6	2029	3.00%	\$9,795
7	2030	3.00%	\$10,089
8	2031	2.50%	\$10,341
9	2032	2.50%	\$10,600
10	2033	2.50%	\$11,865
11	2034	2.50%	\$11,136
12	2035	2.50%	\$11,415
13	2036	2.50%	\$11,700
14	2037	2.50%	\$11,993
15	2038	2.50%	\$12,293

**Total Elmwood Year Contract (2024-2038)                    \$146,339**

**Walkerton Proposed CAD Partner Allocation 15-Year (2024-2038)**

Year Number	Year	Annual Increase	Contract Amount
1	2024	N/A	N/A
2	2025	4.00%	\$18,945
3	2026	4.00%	\$19,703
4	2027	3.50%	\$20,393
5	2028	3.50%	\$21,106
6	2029	3.00%	\$21,740
7	2030	3.00%	\$22,392
8	2031	2.50%	\$22,952
9	2032	2.50%	\$23,525
10	2033	2.50%	\$24,113
11	2034	2.50%	\$24,716
12	2035	2.50%	\$25,334
13	2036	2.50%	\$25,968
14	2037	2.50%	\$26,617
15	2038	2.50%	\$27,282

**Total Walkerton Year Contract (2024-2037)      \$324,786**

Based on the above responses I am requesting that council consider authorizing an exemption to the purchasing and procurement policy and approve entering into an agreement with the City of St. Catharines based on concepts outlined in section 22. Cooperative Purchasing, to allow Brockton to realize large ongoing savings that were established by working together with 8 other Municipalities, each with varying procurement policies. The Bruce County Fire Chiefs Association obtained proposals from as many viable service providers as possible noting the technical nature of the services proposed. As such it is my recommendation that Council authorize approval for the Director of Fire and Emergency Services to give notice to the Town of Tillsonburg and move forward with transferring dispatch services over to the City of St. Catharines.

**Strategic Action Plan Checklist:**

What aspect of the Brockton Strategic Action Plan does the content/recommendations in this report help advance?

- Recommendations help move the Municipality closer to its Vision Yes
- Recommendations contribute to achieving Heritage, Culture, and Community Yes
- Recommendations contribute to achieving Quality of Life Yes
- Recommendations contribute to achieving Land Use Planning and the Natural Environment N/A
- Recommendations contribute to achieving Economic Development N/A
- Recommendations contribute to achieving Municipal Governance Yes

**Financial Impacts/Source of Funding:**

- Do the recommendations represent a sound financial investment from a sustainability perspective? Yes

Acceptance of the contract from St. Catharines locks in pricing based on 2021 per capita (2021 consensus), from a tried and proven fire dispatch service for the next 15-years.

**Tillsonburg** - 2% annual increase over a 15-year term in our current contract – Total Brockton cost \$596,453.11

**St. Catharines** - Total Brockton (both Brockton and Elmwood) contract cost over 15-year term \$471,125.00

Savings of \$125,328.11 over the 15-year term based on our current contract.

**Reviewed By:**



Trish Serratore, Chief Financial Officer

---

**Respectfully Submitted by:**



Chris Wells, Director of Fire and Emergency Services

**Reviewed By:**



Sonya Watson, Chief Administrative Officer