



**SUBJECT: Dispatch Agreement – Extension**

**TO: Environment, Infrastructure & Community Services Cttee.**

**FROM: Fire Department**

Report Number: BFD-10-23

Wards Affected: All

Date to Committee: November 2, 2023

Date to Council: November 2, 2023

---

**Recommendation:**

Direct the Burlington Fire Chief and Deputy Fire Chief to negotiate and authorize the Mayor and the City Clerk to execute an extension of the Dispatch Agreement for a term of up to one year upon approval of the Fire Chief and Executive Director of Legal Services and Corporation Counsel.

**PURPOSE:**

**Vision to Focus Alignment:**

- Deliver customer centric services with a focus on efficiency and technology transformation

---

**Executive Summary:**

This report requests the authority to extend the Dispatch Agreement to continue to deliver Fire Dispatching Services to the City of Burlington, the Town of Oakville and the Town of Halton Hills.

This extension will provide needed time to negotiate a new Fire Dispatch Agreement that will support service delivery today and for the migration to NG911 for the City of Burlington, the Town of Oakville and the Town of Halton Hills and Town of Milton.

---

## **Background and Discussion:**

In 2002, all four of the Halton Region Fire Departments (Burlington, Oakville, Halton Hills and Milton) explored the possibility of amalgamating their respective Fire Dispatch Centres into one centre to achieve resource and cost efficiencies. Following the conclusion of this study, the City of Burlington and the Town of Oakville amalgamated their Fire Dispatch Centres into a single centre, through a formalized service agreement (BFD-05-02).

In May 2017, the Town of Halton Hills Fire Department approached the City of Burlington Fire Department to explore the possibility of the Burlington Fire Department providing fire dispatch services for the Town of Halton Hills.

In November 2018 the Town of Halton Hills, the Town of Oakville and City of Burlington signed a Dispatch Agreement, for the City of Burlington to provide fire dispatch services to each of the City of Burlington, Town of Halton Hills, and the Town of Oakville (BFD-02-18). The City of Burlington has provided fire dispatch services in accordance with that agreement since that time.

The parties are currently in discussions regarding the potential parameters of a new Dispatch Agreement. The current Dispatch Agreement expires on November 12, 2023. It is recommended that Burlington seek to extend the Dispatch Agreement beyond November 12, 2023 on its current terms until agreement on the terms a new Agreement, can be finalized.

---

## **Financial Matters:**

Not applicable

There will be no financial change or impact, the Dispatch Agreement extension will be continuing on the same terms.

---

## **Climate Implications:**

CFCC provides mission critical communications to support the resourcing for call for service 24/7/365. As we continue to see the increase in frequency of severe weather events in our community, it is important that we take the appropriate steps necessary to

Page 3 of Report Number:

ensure that the impact of severe weather events is minimized specific to the operation fire dispatch center.

---

### **Engagement Matters:**

The City of Burlington Deputy Fire Chief discussed extending the Dispatch Agreement with the Fire Chief Oakville Fire Department and the Fire Chief Halton Hills Fire Department and sent a follow-up email to formally advise.

---

### **Conclusion:**

Staff recommends an extension for a term of up to one year.

This extension will provide needed time to negotiate a new Fire Dispatch Agreement.

---

Respectfully submitted,

Philip Thorburn

Deputy Fire Chief

905-637-8207 ext. 6218

### **Report Approval:**

All reports are reviewed and/or approved by Department Director, the Chief Financial Officer and the Executive Director of Legal Services & Corporation Counsel.