

# Dispatch Consolidation

## Update

**PHD 08-2021**

July 8, 2021



# Objective

- Provide recommendations to advance the consolidation of Niagara's emergency communications services
- Review the factors involved in a decision to support consolidation
- Ensure coordination of requisite activities

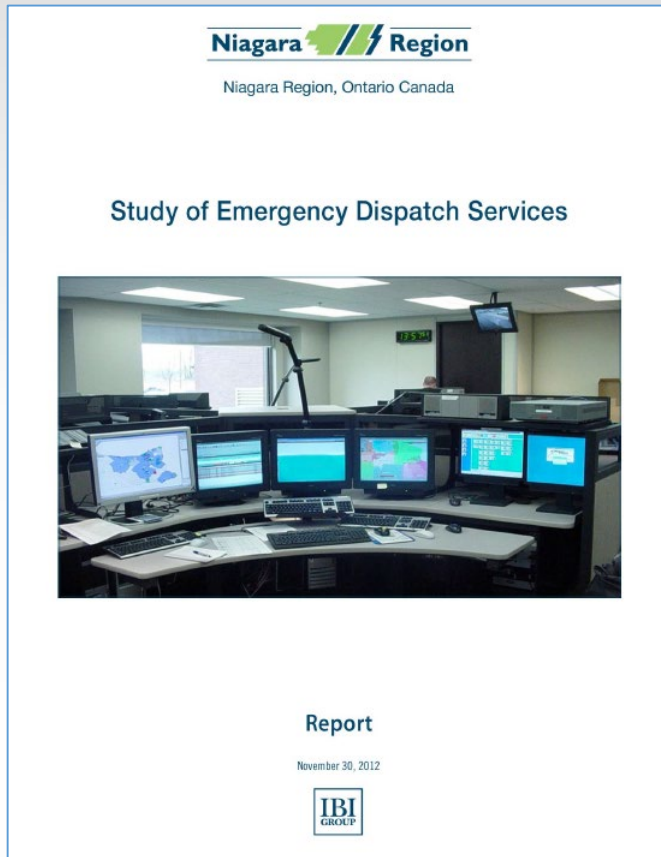


# Recommendations Summary

- Receive report
- Direct staff to complete comprehensive review
- Complete the review no later than end of 2021
- Work with City of St. Catharines to continue provision of services



# Opportunity for Consolidation?



*“An operationally integrated ‘Public Safety Communications’ model is the one that IBI Group favours as the optimal emergency dispatch delivery system for Niagara”*

*“...it may take a number of years to transition to this model.”*



# Opportunity for Consolidation?

- **March 6, 2020**
  - Meeting with CAO's re Next Gen 911 (NG911)
  - Opportunity to develop single system
- **June 5, 2020**
  - CAO's consensus on the concept of consolidated dispatch
- **January 21, 2020**
  - Direction to develop a recommended model of a consolidated emergency dispatch service for Niagara – report back July 8, 2021



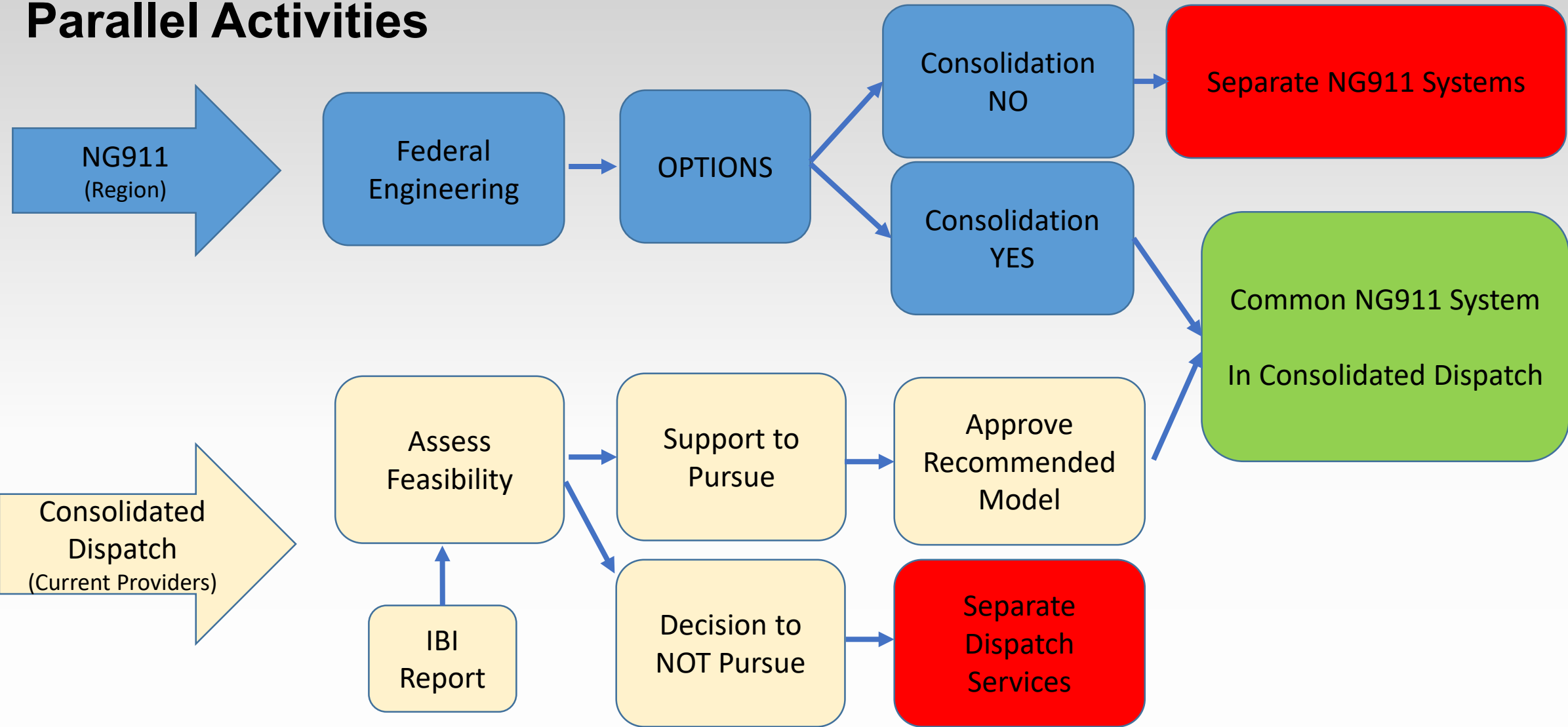
# Pathway to Consolidation

## Requisite activities

- Technology
  - NG911



# Parallel Activities



# Pathway to Consolidation

## Requisite activities

- Technology
  - NG911
  - Voice Radio Network





# Voice Radio Network

- Digital P25 system owned/operated by NRPS & used by 6 municipal fire services and other local agencies (NPP, CBSA)
- Digital converted to analogue for 6 other municipal fire services
- NEMS transitioning to provincial P25 (PSRN) with local integration
- Decision required on common voice radio system for Niagara



# Pathway to Consolidation

## Requisite activities

- Technology
  - NG911
  - Voice Radio Network
- Facilities
  - NRPS Back-up
  - EMS Hub



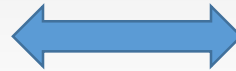
# Facilities

## CURRENT STATE

Fire  
Communications  
co-locates with  
NRPS



Primary  
&  
Back-up



NRPS Back-up Site



NEMS  
Remains @  
Current Site



## FUTURE STATE

Public Safety  
Communications  
Centre



Co-location of all  
emergency  
communications services



# Pathway to Consolidation

## Requisite activities

- Technology
  - NG911
  - Voice Radio Network
- Facilities
  - NRPS Back-up
  - EMS Hub
- Governance – Service Delivery Structure



# Governance – Service Delivery Structure Options



**Regional Service** – operated & funded by Niagara Region as a service provided to LAM's



**Shared Service** – Regional system responsible to send communications & LAM's responsible to receive



**Fee for Service** – Regional operated service & funded by LAM's



# Consolidation Approach



# Thank you

