



Staff Report

Council Meeting Date: March 24, 2025

Subject: FIRE-2025 04-Fire Dispatch Service Change of Provider

Report from: Steve Tiernan, Fire Chief

Attachments: None

Recommendation

Be It Resolved that

1. Council hereby approves the Report FIRE-2025 04-Fire Dispatch Service Change of Provider; and that
2. Council approves entering into a 15-year Fire Service Dispatch agreement with St. Catherines Fire Dispatch Services.

Background

On December 31st, 2025, the Fire Service Dispatch contract expires with Owen Sound Emergency Communications. Arran-Elderslie Fire & Emergency Services is looking to move to St. Catherines Fire Dispatch Services, which is a Fire Centric dispatch Service with a projected savings of approximately \$78,000 over 15 years.

Analysis

In 2024, the Bruce County Fire Chiefs started discussion about having a singular dispatch service for Bruce County fire departments. Much of the conversation was around having a singular dispatch server, to enhance the level of safety and consistency while operating at fire emergencies.

Throughout 2024, the Bruce County Fire Chief's Association visited Owen Sound, Tillsonburg and St. Catherines Dispatch Centres, since five of the eight Municipalities in Bruce County also have terminating contracts.

Dispatching fees for Arran-Elderslie Fire & Emergency Services for 2025 are expected to be approximately \$27,000 based on a \$2.99 dispatch rate per capita plus \$0.93 per capita for NexGen 911 fees.

At this time, and through careful consideration, looking at factors such as fire centric dispatch, cost efficiency, and a standardized approach to dispatching services, St. Catherines Fire Dispatch has been chosen by Arran-Elderslie Fire & Emergency Services to be the recommended dispatch center, with a first-year cost of \$23,917.00.

Services will be supplied at no additional cost to the municipality for hardware, software or initial integration as the move to St. Catherines Fire Dispatch takes place in 2026.

Link to Strategic/Master Plan

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6.6 Modernizing Services

14.1 Fire Apparatus and Equipment

Fire Master Plan (2020)

Financial Impacts/Source of Funding/Link to Procurement Policy

This change in dispatch services supplier will save the municipality approximately \$4,000 in 2026 and \$78,000 over 15 years.

Approved by: Emily Dance, Chief Administrative Officer