



NEWS RELEASE

November 18, 2020

Central Island 911 transitioning to new Fire Dispatch Service Provider

The City of Nanaimo and the Regional District of Nanaimo (RDN), are transitioning fire dispatch services from Nanaimo FireComm to the City of Surrey. Nanaimo FireComm is operated by the City of Nanaimo and the decision to transition to a new service provider was made due to the technology upgrades that would be required for the Next Generation 911 platform and rising operational costs. The move is estimated to save \$3.5 million in avoided technology upgrades and operating expenses over a 5-year period.

After exploring alternative service providers, the City of Nanaimo and the RDN accepted a proposal from the City of Surrey based on their ability to deliver full dispatch services, capacity to handle increases in service demand during major incidents, post-disaster facilities and a competitive cost structure.

The Central Island 911 partnership was established in 1994 and provides a 911 Public Safety Answering Point service administered through an agreement with ECOMM and a fire dispatch service currently administered by the City of Nanaimo through Nanaimo FireComm. Retaining the Central Island 911 partnership with the City of Nanaimo and the RDN under a new fire dispatch service provider will ensure this service continues to be delivered in an efficient and cost effective manner. The City of Surrey will have the ability to dispatch multiple agencies and support multi-jurisdictional incidents that occur within the City of Nanaimo and RDN Electoral Areas A, B and C (South Wellington, Cassidy, Cedar, Gabriola and surrounding islands, Extension, East Wellington and Pleasant Valley) and the District of Lantzville.

“We are pleased to maintain our long-established Central Island 911 partnership with the City of Nanaimo” said Tyler Brown, RDN Chair. “Together, we are continuing to provide a resilient and effective 911 service to our communities.”

“Technological advancements have positive impacts that we enjoy each and everyday; however, sometimes the advancements require updates that organizations, certainly local governments, are unable to manage due to the costs and complexities associated with them” said Leonard Krog, Mayor of the City of Nanaimo and RDN Director. “As we transition to a new service provider, I want to take this opportunity to thank all the staff who have worked in our Fire Dispatch Centre.”

The City of Surrey currently provides fire dispatch services to 41 agencies across British Columbia, handling over 80,000 calls annually. Their extensive operations ensure the level of service our communities expect

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on a day to day basis will be maintained while having the resources on-hand to respond to large increases in call volume and fire dispatch support services.

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