



# City of Richmond

## Report to Committee

**To:** Community Safety Committee  
**From:** John McGowan  
Fire Chief, Richmond Fire-Rescue

**Date:** December 2, 2010  
**File:**

**Re:** Combined Events Dispatch Protocols - Update

### Staff Recommendation

That the report dated December 2, 2010, from the Fire Chief, entitled Combined Events Dispatch Protocols be received for information.

John McGowan *FOL*  
Fire Chief, Richmond Fire-Rescue  
(604-303-2734)

<b>FOR ORIGINATING DEPARTMENT USE ONLY</b>		
<b>CONCURRENCE OF GENERAL MANAGER</b>		
<b>REVIEWED BY TAG</b>	YES	NO
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>REVIEWED BY CAO</b>	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

## Staff Report

### Origin

Council at their May 25, 2009 meeting received and endorsed a staff report from the Fire Chief containing a number of proposed actions relating to desired changes in the 9-1-1 combined events dispatch protocols for motor vehicle incidents. Subsequent to the report's adoption, staff have pursued actions and are providing Council with a progress report.

### Findings Of Fact

Richmond City Council's support for the change to the motor vehicle incident dispatch protocols was communicated in writing to the CEO of E-Comm, the Chair of the Emergency and Health Services Commission, and the Minister of Health.

Representatives from BC Ambulance (BCAS), the Greater Vancouver Fire Chiefs Association (GVFCA) and E-Comm met to review the business case recommendation from the GVFCA to redirect motor vehicle incident 9-1-1 calls to Fire dispatch rather than Ambulance dispatch. The discussions included a review of the current time taken on average for BCAS to handle the incoming 9-1-1 call before routing it to Fire Dispatch for a combined event, as well as the typical dispatch time.

A report from the Greater Vancouver Fire Chiefs Association was received at the September 2, 2010 E-Comm Fire Services Committee. Discussions occurred regarding the requested motor vehicle incident changes, as well as dispatch protocol matters for airplane crash and hazmat incidents. The following conclusions and recommendations resulted from the September 2, 2010 E-Comm Fire Services Committee meeting:

***Motor Vehicle Incidents** – It was agreed that the current 9-1-1 call flow process of Ambulance for motor vehicle incidents first then to Fire, with a focus on continued improvements, remains the preferred method.*

***Airplane Crashes** – Calls will be directed to Fire Dispatch and the 9-1-1 policy manual will be updated.*

***Hazmat Incidents** – Calls will be directed to Fire Dispatch and the 9-1-1 policy manual will be updated.*

The request to change the motor vehicle incident dispatch protocol has been withdrawn by the GVFCA however, regional Fire Departments will continue to monitor their motor vehicle incident combined events dispatch call statistics.

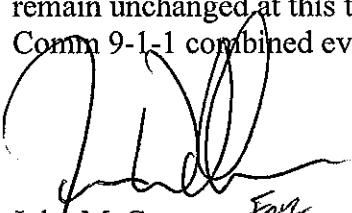
### Financial Impact

None.

**Conclusion**

The Fire Services are waiting to see how the April, 2011 integration of BCAS into the Health Sector will unfold and if there is any resulting impact on the delivery of First Responder services by BC Fire Departments.

Although the proposed changes to the combined events 9-1-1 motor vehicle incident protocols remain unchanged at this time, the Fire Services have seen two positive changes made to the E-Comm 9-1-1 combined events dispatch protocols for airplane crash and hazmat incidents.



John McGowan *For*  
Fire Chief, Richmond Fire-Rescue  
(604-303-2734)

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