



# SAANICH FIRE DEPARTMENT

760 Vernon Avenue, Victoria, British Columbia V8X 2W6  
**THE CORPORATION OF THE DISTRICT OF SAANICH**  
Tel: 250-475-5500 | Fax: 250-475-5505

February 28, 2025

Emilie Gorman  
Director of Corporate Services  
District of Central Saanich  
1903 Mount Newton Cross Road  
Saanichton, B.C. V8M 2A9

Dear Emilie Gorman:

It is my pleasure to present to you the Saanich Fire Department's 2024 Annual Report for the Saanich Fire Dispatch Centre.

This report includes an overview of the Saanich Fire Dispatch Centre's activities, performance standards and achievements as well as a summary of dispatch services provided to the Central Saanich Fire Department in 2024.

Please do not hesitate to contact me if you have any questions or comments.

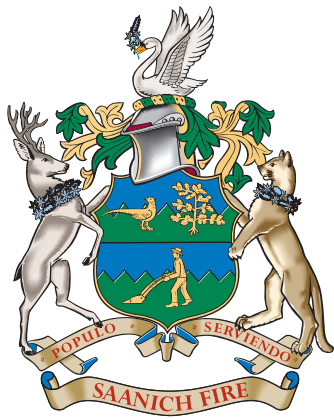
Sincerely,

ORIGINAL SIGNED BY

Brent Reems  
Chief Administrative Officer

Enclosure

c: His Worship, Mayor Ryan Windsor and Council, District of Central Saanich  
Kenn Mount, Fire Chief, Central Saanich Fire Department  
His Worship, Mayor Dean Murdock and Council, District of Saanich  
Michael Kaye, Fire Chief, Saanich Fire Department



# SAANICH FIRE DEPARTMENT

## Fire Dispatch Centre 2024 Annual Report



### FIRE DISPATCH SERVICES

Saanich Fire provides a complete fire call-taking and dispatch service, and is supported by its partnership with E-Comm. The service is provided by highly trained dispatchers from a post-disaster facility with a complete continuity of operations plan that is regularly tested.

The Fire Dispatch Centre is organized and operated to ensure the highest possible performance as well as maximum uptime for critical systems – specifically for receipt of 9-1-1 calls and subsequent dispatch of emergency responders.

Dispatch services are provided using a Tier 1 Hexagon (formerly Intergraph) Computer Aided Dispatch (CAD) system, which includes capabilities such as Global Positioning System (GPS)-based dispatch, support of mobile workstations, multiple agency responses for larger events, as well as individualized response recommendations based on requirements for specific incidents, areas, buildings and risks.

We are committed to delivering high quality dispatch services to our client fire departments, supporting more than 215,000 residents in the Capital Region.



**Oak Bay  
Saanich  
Central Saanich  
Capital Regional District**



## PERFORMANCE STANDARDS

Fire dispatching is a time-impacted, life critical service. Speed and accuracy are essential. A slow dispatch puts both responders and the public at risk. Proper staffing and training are essential, and standards-based service delivery is critical to ensure the best possible outcomes.

To ensure the National Fire Protection Association (NFPA) 1225<sup>1</sup> staffing requirements are adhered to, our Fire Dispatch Centre always maintains a minimum of two Alarm Dispatchers on the dispatch floor. Our dispatch team includes the Assistant Chief of Communications, seven full-time, two job share, three part-time and three casual staff.

Through regular skills maintenance and quality assurance validation, all staff maintain their skills to NFPA 1225 Standard for Public Safety Telecommunications Personnel Professional Qualifications<sup>2</sup>.

In 2024, our Fire Dispatch Centre continued to exceed NFPA 1225 benchmarks for call answering and emergency alarm processing. Two primary metrics call-takers and emergency dispatchers strive to meet are:

- 90 percent of events received on emergency lines shall be answered within 15 seconds, and 95 percent of events shall be answered within 20 seconds.
- Emergency event processing for the highest prioritization level emergency events shall be completed within 60 seconds, 90 percent of the time.

<sup>1</sup> NFPA 1225: Standard for Emergency Services Communications, 2022 Edition. (Consolidates NFPA 1061, Standard for Public Safety Telecommunications Personnel Professional Qualifications, and NFPA 1221, Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems.)

<sup>2</sup> NFPA 1225: Standard for Emergency Services Communications, 2022 Edition.

**13,734** Incidents dispatched for all client fire departments

**9,947** Incidents dispatched that required an emergency response

**95%** 9-1-1 emergency calls answered within 10 seconds

**99%** 9-1-1 emergency calls answered within 30 seconds

**97%** Call processing of high priority emergency incidents under 60 seconds

*Performance statistics are reported to the 97th percentile.*



## TECHNOLOGY

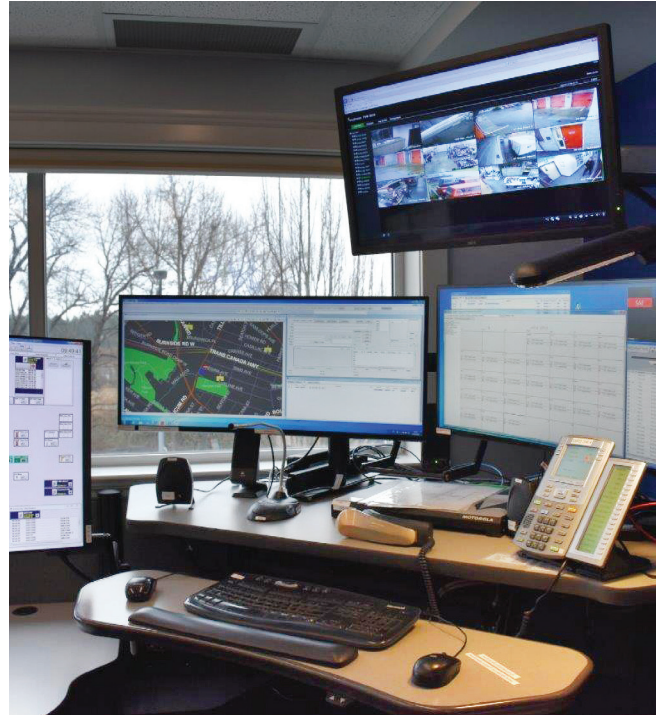
### NEXT GENERATION 9-1-1 (NG9-1-1)

Saanich continues to move toward the implementation of NG9-1-1. With the support of a Saanich IT Project Manager and Business Analyst, Saanich Fire has installed a prototype NG9-1-1 workstation and is planning for a second workstation in anticipation of user acceptance testing. Business validation testing is on-going and has identified challenges that will need to be resolved prior to the next phase of user acceptance testing. Saanich Fire has worked closely with CREST to install and support the technical components required to integrate use of the radio with soft phones.

A Joint Working Group comprised of E-Comm, BCEHS, RCMP and Saanich continues to work together to ensure a coordinated approach to common challenges and implementation.

### MOBILE WORKSTATIONS

The replacement process continues with an evaluation committee comprised of fire departments and E-Comm staff. The Saanich Fire Deputy Chief represents Saanich Fire and our client departments on the E-Comm led committee. Two demo units were installed in Vancouver apparatus and the next steps include a field visit and evaluation of the demo units.



### RECORDS MANAGEMENT SYSTEM

A records management agreement was signed and a kick-off meeting held on May 15. A terms of reference was developed and implementation plan created. Saanich Fire began initial actions to launch a new Records Management System, including participation in joint committees for requirements definition and configuration of the new system. Full implementation is expected to be completed in Q4 2025.





## 2023 ACHIEVEMENTS

### ADMINISTRATION

The documentation of the 48 CAD event types was reviewed and updated to reflect current practices and policies. Consistent language was used to align with the Communications Centre Standard Operating Guidelines, and new event types documented include AFTRI (After Incident Investigation), DEPLOY (Wildfire Deployment), PREV (Prevention), RESM (Mud Rescue) and TENT (Tent Fire). Documentation was also created for seven non-dispatchable event types used by Dispatch.

Department specific requests were captured in the event type documents ensuring a single source of reference for Dispatchers.

### CLIENT DEPARTMENTS

In support of their 18 Dispatch clients, Saanich Fire Dispatch created 240 service desk tickets with 230 that were resolved.



### EMERGENCY SERVICE DISPATCHERS AND 9-1-1 AWARENESS WEEK

During the week of April 14-20, Saanich Fire Department acknowledged the dedicated service and professionalism of our dispatchers. Along with the Legislative Assembly of British Columbia and BC Place, Saanich Municipal Hall was lit up red and blue on April 16.





## LOOKING AHEAD

Saanich Fire continues to stay engaged with the implementation of NG9-1-1 through planning, testing, and participation in working groups and associations. Staff will be engaged at various phases to ensure the end-user experience is considered. Saanich Fire will be adopting the use of softphones in parallel with the launch of the NG9-1-1 platform, enhancing efficiency and the tools available for dispatchers to perform critical work.

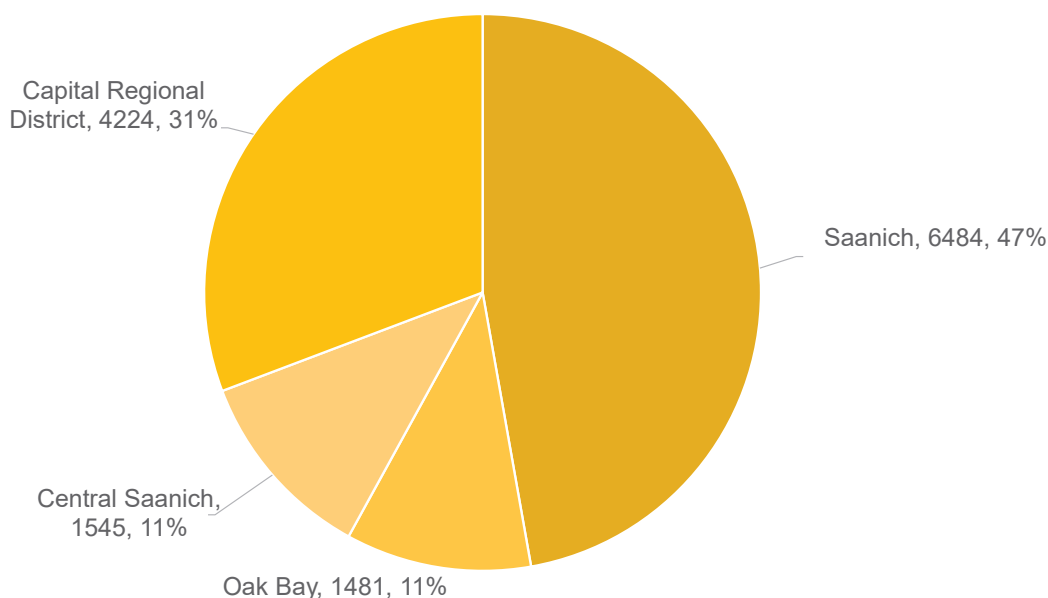
Replacement mobile workstations will be purchased and installed in frontline fire apparatus, enabling seamless access to dispatch and records management system data. The new workstations will be ruggedized and able to serve firefighter requirements for years to come given extreme working conditions.



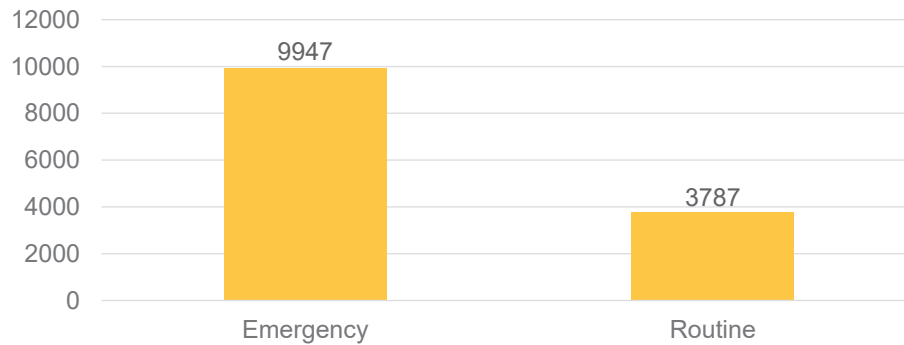
## SAANICH FIRE DISPATCH CENTRE SERVICE DELIVERY

The following charts show the breakdown of the 13,734 events dispatched in 2024

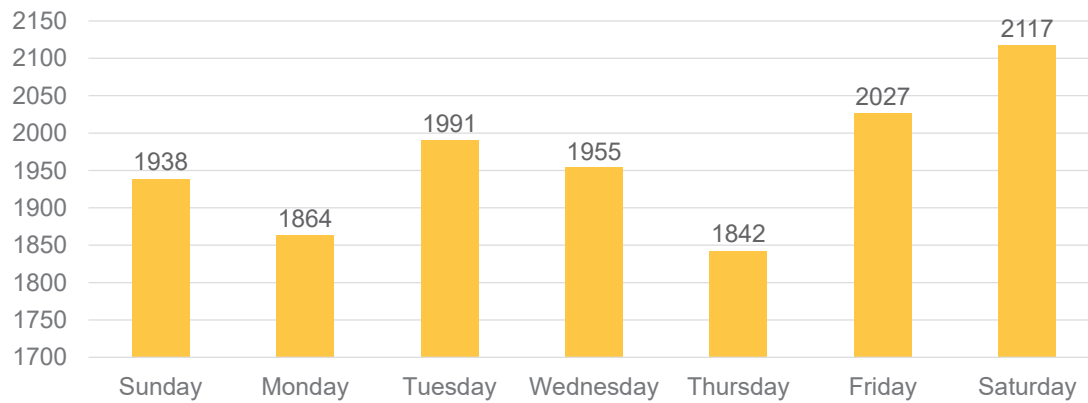
**Saanich Fire Dispatch Centre - 2024  
Events Dispatched by Agency**



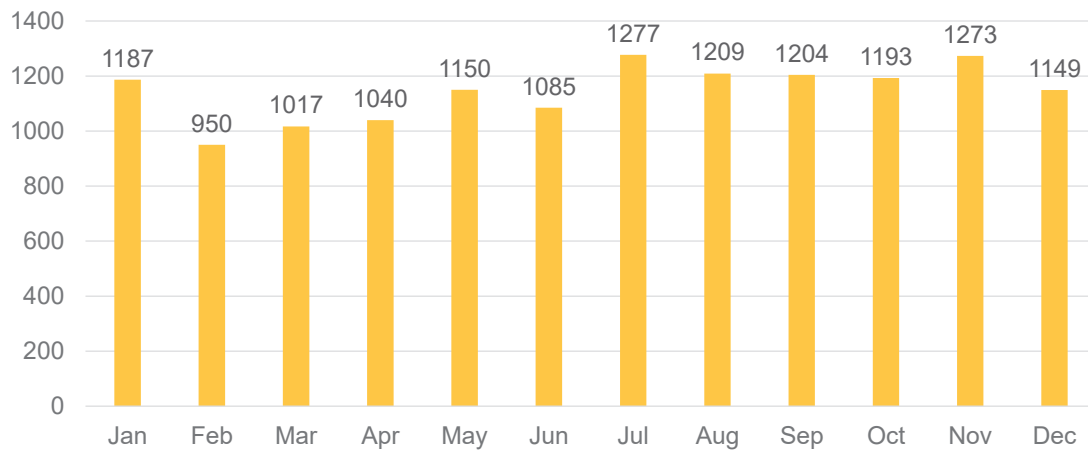
### Events Dispatched by Priority



### Event Volume by Day of the Week



### Event Volume by Month

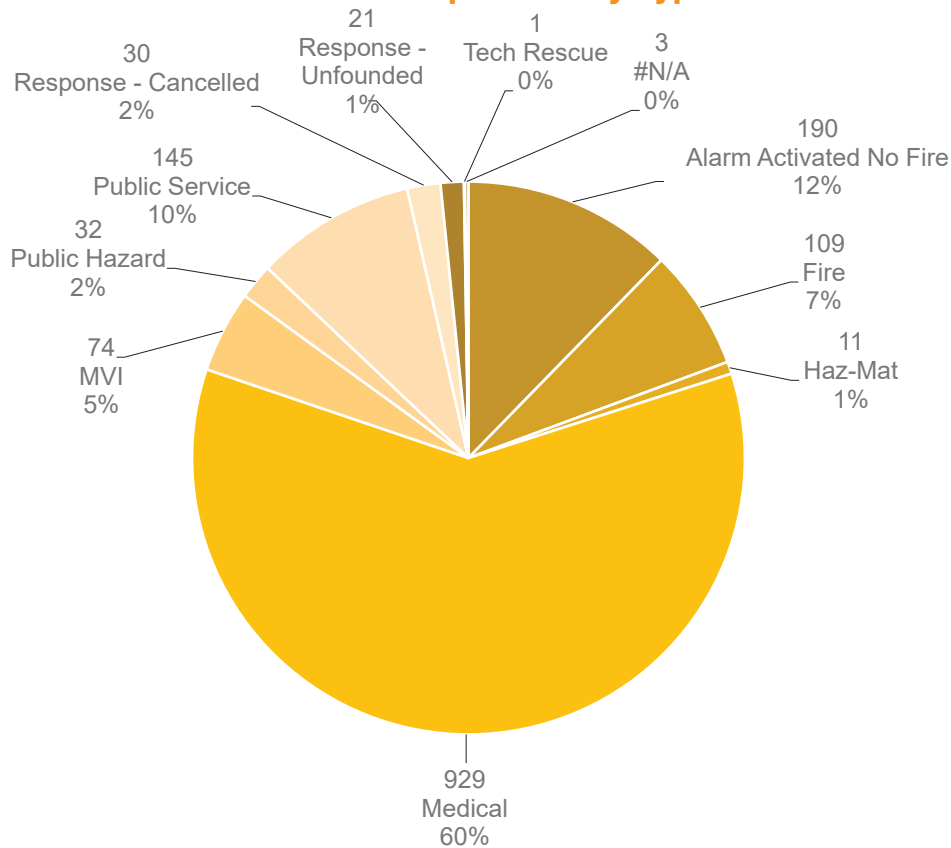




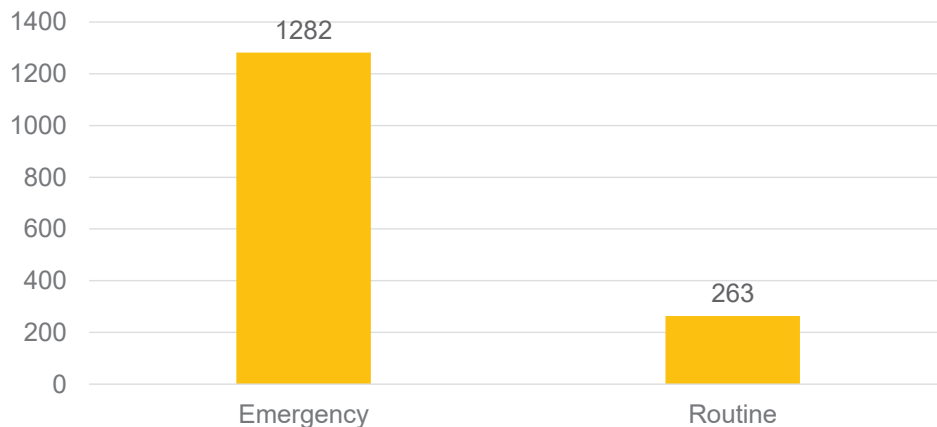
## CENTRAL SAANICH FIRE DEPARTMENT SUMMARY

The following chart shows the breakdown of incident types for the 1545 incidents dispatched to the Central Saanich Fire Department by type, event priority, event volume by day of the week and by month in 2024. (Event priority is based on pre-established criteria set in the CAD software.)

### Central Saanich Fire - 2024 Events Dispatched by Type

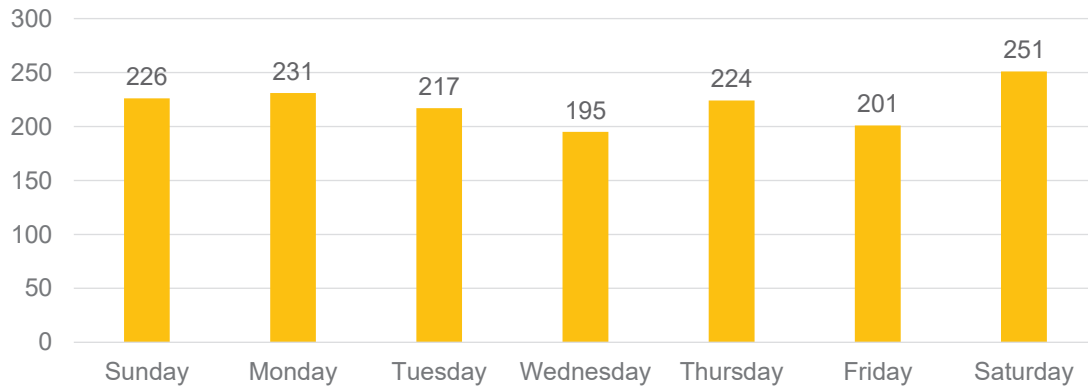


### Central Saanich Fire Events Dispatched by Priority

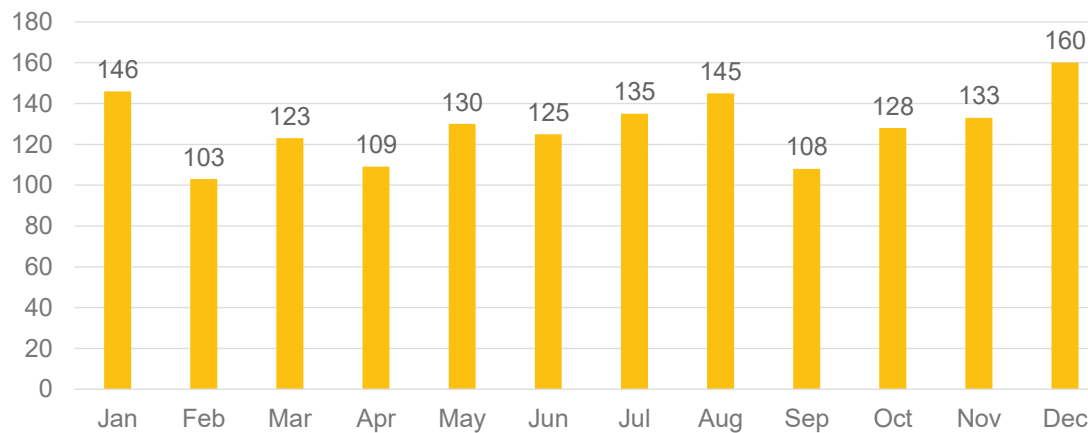




### Central Saanich Fire Events Dispatched by Day of Week



### Central Saanich Fire Events Dispatched by Month



This report reflects all incidents processed by Saanich Fire Dispatch having a priority of 1, 2 or 3 (emergency response) and where dispatching occurred more than 4 seconds after the call was created and in under 4 minutes.

