
HALDIMAND COUNTY

Report EMS-05-2024 Renewal of 911 Central Emergency Reporting Bureau Agreement



For Consideration by Council in Committee on November 19, 2024

OBJECTIVE:

To renew the agreement with the Ontario Provincial Police for the provision of a 911 Central Emergency Reporting Bureau.

RECOMMENDATIONS:

1. THAT Report EMS-05-2025 Renewal of 911 Central Emergency Reporting Bureau Agreement be received;
2. AND THAT the agreement, as attached to Report EMS-05-2025 to provide management and operation of a 911 Central Emergency Reporting Bureau be entered into with the Ontario Provincial Police for a term of five years, ending December 31, 2029, with an option to renew for a further five years under the same terms and conditions be approved;
3. AND THAT the Mayor and Clerk be authorized to execute all the necessary documents relating to an agreement;
4. AND THAT the by-law attached to Report EMS-05-2025 be approved at a future Council meeting.

Prepared by: Jason Gallagher, Manager, Emergency Services/Fire Chief

Respectfully submitted: Mike Evers, MCIP, RPP, BES, General Manager, Community & Development Services

Approved: Cathy Case, Chief Administrative Officer

EXECUTIVE SUMMARY:

Staff are recommending that the agreement with the Ontario Provincial Police for the provision of 911 Central Emergency Reporting Bureau services be entered into for a five-year term. This five-year term would commence January 1, 2025 and expire December 31, 2029. The recommendation represents a renewal of the current agreement with the OPP which extends back to 2001.

BACKGROUND:

The Central Emergency Reporting Bureau (CERB) is a facility designed to receive the original 911 emergency calls from a pre-determined 911 service area. In our case, the service area is Haldimand County, although Paramedics do respond into other areas due to the provincial mandated seamless services response for ambulance services. The call takers process the calls and transfer them to the appropriate emergency service based on the information obtained from the caller.

The Ontario Provincial Police (OPP) have been providing the CERB services through the Provincial Operations Centre under contract to Haldimand County since November 12, 2001. The current agreement with the OPP for the provision of 911 CERB services expires on December 31, 2024.

ANALYSIS:

As the OPP have provided CERB services to Haldimand County satisfactorily since 2001, staff recommends that the new agreement be entered into for a period of five (5) years, with an option to renew for an additional five (5) years under the same terms and conditions, to allow for the continued purchase of this service from the OPP. This service is outside the overall policing contract between the OPP and Haldimand County.

The agreement contains the basic protection clauses that the County typically requires such as insurance, termination, etc.

FINANCIAL/LEGAL IMPLICATIONS:

The cost for the provision of the CERB services is based on a fixed rate of \$0.561 per resident annually, which is a standard rate across the Province. The costs for this agreement renewal are based on the 2021 Census population of 49,216 at a total cost of \$27,610.18 annually for the next 5 years. The 2025 Tax-Supported operating budget will reflect the new cost which is an increase of approximately \$2,100 annually from the current contract that is soon to expire. The current annual cost was based on the previous census data available at the time of agreement execution.

STAKEHOLDER IMPACTS:

Clerk's, Legal & Support Services and Finance Divisions have reviewed this report and the proposed agreement. All requirements for the County have been satisfactorily addressed in the proposed agreement, which includes the requirement of a By-law in order to participate in the agreement with the government agency.

REPORT IMPACTS:

Agreement: Yes

By-law: Yes

Budget Amendment: Yes

Policy: No

ATTACHMENTS:

1. Draft agreement for the Provision of 911 Primary Public Safety Answering Points Services & By-Law Authorizing the Mayor and Clerk to execute an agreement for the provision of 911 Central Emergency Reporting Bureau services with the Ontario Provincial Police.
2. Information Package for the provision of 911 Central Emergency Reporting Bureau services with The Ontario Provincial Police.
3. Draft Authorizing By-Law.