

**May 17th E-DAC Committee Meeting Agenda**

**DRAFT**

2016-05-11, Revision 1

**1. APPROVAL OF AGENDA**

**Pages 1 - 3**

Call for changes/additions to agenda:

*Recommended Motion: THAT the agenda be approved (as written/as amended)*

**2. COMMITTEE PROCEDURE**

**2.1 Approval of April 19th Meeting Minutes**

**Pages 4 - 20**

*Recommended Motion: THAT the minutes of the April 19th meeting be approved.*

**2.2 Schedule next meeting**

Next meeting is proposed to be scheduled for Tuesday, June 7th.

Given our work remaining and the need for community outreach during the summer months, the committee should consider a second meeting to be held three weeks subsequent, at the end of June (e.g. June 28th).

**3. COMMITTEE BUSINESS**

**3.1 Sub-Group Update Reports**

Each sub-group shall provide a verbal update on their activities to the committee.

D. Slik to present on the initial results of using the CloudRF propagation mapping service.

D. Slik to present about the Telus Regulated Service Terms, namely:

- a) 105.1(d) and 105.1(e) - It is unlikely that any future expansion of the existing wired telephone network will be undertaken, as most if not all costs of said expansion will have to be paid for by the subscriber, and can run into the \$10,000s to attach a single new dwelling, or even add a new line.
- b) 103.1(c) - Telus has an "escape clause" from being required to provide service, as all they need to do is claim that they "cannot acquire or maintain the equipment, facilities, rights-of-way, rights-of-access, or space in or on buildings that are necessary to provide service". This could be argued, but would be an expensive legal affair.
- c) 104.4(a) - Telus can refuse to "maintain and repair Company facilities and equipment at no charge" if "the maintenance or repair is required for reasons other than normal wear and tear". Several conditions existing on Lasqueti could be argued to be deemed to be other than "normal wear and tear".
- d) There is no time to repair clause in the Regulated Service Terms.
- e) 124.2 - The Company's liability for negligence, including "emergency service from pay telephones and breach of contract, is limited to the greater of \$20 and three times the amount refunded or cancelled in accordance with Item 117.1 and Item 118.1, as applicable."

The conclusion to draw is that Telus has little to no regulatory pressures forcing them to expand, upgrade, maintain, or repair their wireline network on Lasqueti, and phone service is "as is, where is", with limited legal recourse if their investment choices or even outright negligence results in injury or death due to unavailability of communication services for emergency dispatch.

**3.2 Draft Telus Letter**

**Page 21**

A draft letter to Telus to initiate discussions regarding wireless and wireline issues has been circulated to the committee for review. If no objections or edits are received, the .

*Recommended Motion: THAT the committee approve the attached letter addressed to Telus Communications.*

Once a dialogue is established, the priority is to determine Telus's short and medium-term plans for coverage for landline and cellular services.

**3.3 NI911/PRRD Correspondence**

**Pages 22 - 26**

The April 21st Powell River Committee of the Whole agenda included a letter from North Island 911 that answered some questions about their services.

Included in this document are a series of reasons why NI911 is unable to provide universal service, specifically:

*There are a number of obstacles to obtain 911 access, i.e. lack of access to:*

- a) Landline telephone service.*
- b) Cell service, gaps in coverage*
- c) Technical requirements for service*
- d) Political desire to provide service*
- e) Funding to provide the service*

A list of areas where 911 coverage is not available is included (Lasqueti is one such area).

NI911 also recognizes that the value of 911 service depends on what emergency services can be dispatched:

*"The effect of not having 911 services depends on what emergency services they have access to. As an example, having the ability to phone 911 for an ambulance doesn't do the resident any good if there is no ambulance to access."*

Finally attached is a quite old letter from NI911 to Telus raising their concerns about the lack of telephone coverage, and the long distance that people sometimes have to travel from the site of the emergency before they can call 911.

Telus responded with the following:

*"Our organization goes through a rigorous review of all our investment decisions to ensure proper returns and benefits. Expanding coverage to rural areas involves significant infrastructure costs and can be difficult to justify. Unfortunately, TELUS is unable to commit to the coverage expansion requested at this time."*

It should be noted that this letter is six years old, and Telus has recently committed to a limited expansion of highway service, and is being paid by the B.C. Government to do so.

**3.4 PRRD property location / numbering system grant**

**Pages 27- 29**

A. Fall will present a summary of R. Thoms' e-mail about the extension and limitations on a grant awarded to the PRRD to fund the work for a property location/numbering system.

**3.5 Possible LRS/LIAS antenna tower**

**Page 30**

The letter to LIAS has been updated according to the action item in the Apr 19th meeting minutes.

*Recommended Motion: THAT the committee approve the attached letter addressed to the Lasqueti Internet Access Society.*

The LIAS AGM being held on the weekend before the E-DAC meeting. Ideally, someone on the committee will be able to attend the LIAS AGM to formally request our desire for working together.

**3.6 Mapping: steps to develop and evaluate tool**

A. Fall to present on the current status of the mapping investigation, including steps being taken to develop and evaluate mapping tools.

**3.7 Community Interests**

Please bring in your community interests document if you have not already sent it in.

The goal of this session is to rank the interests in preparation for a community meeting.

**3.8 PRRD Interests**

Please bring in your regional district interests document if you have not already sent it in.

The goal of this session is to rank the interests in preparation for a community meeting.

**3.9 Public Forum/Community Meeting**

With the summer approaching, we need to start to plan our community outreach activities. Objectives include:

- Presenting about the work done so far by the committee
- Presenting and receiving feedback on interests
- Engaging in questions and answers with community members
- Encouraging community members to participate in sub-groups
- Others?

D. Slik will present a proposed template for presenting each interest based on work done by the Islands Trust.

Committee members need to determine when the meeting could be held, and what work needs to be done in preparation for this meeting.

**3.10 Open Action Items**

- D. Slik — "Reading UML Sequence Diagrams" document (Item 3.6 from Apr 19 minutes)
- D. Slik — Update to failure documentation (Item 3.7 from Apr 19 minutes)
- D. Slik — Trittech letter (Item 3.13 from Apr 19 minutes)

**4. ADJOURNMENT**

**5. FYI**

- 5.1 E-Mail from Ryan Thoms re. LIVFD Bylaw**
- 5.2 Draft Updated LIVFD Bylaw**

**Pages 31 - 32**  
**Pages 33 - 42**

**Apr 19th E-DAC Committee Meeting Minutes**

**DRAFT**

2016-04-29, Revision 2

The E-DAC Committee meeting was held in the Lasqueti Island North Fire Hall on Tuesday, April 19, 2016, commencing at 6:10 PM.

**Attendance**

Present:

Andrew Fall, chair  
Craig Houston  
David Slik, secretary  
Don Dempster  
Karl Darwin  
Merrick Anderson  
Richard Carlson  
Ross Thompson  
Sue Kristinsson

Absent:

Kristos Seiler

Public:

David Ham

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**1. APPROVAL OF AGENDA**

Call for changes/additions to agenda:

K. Darwin/S. Kristinsson THAT the agenda be approved as written.

MOTION CARRIED UNANIMOUSLY

**2. COMMITTEE PROCEDURE**

**2.1 Approval of Mar 22nd Meeting Minutes**

M. Anderson/S. Kristinsson THAT the minutes of the Mar 22nd meeting be approved.

MOTION CARRIED UNANIMOUSLY.

D. Slik asked about level of detail in minutes to ensure acceptability to the committee.

No objections were raised.

**2.2 Schedule next meeting**

Consensus that the next meeting to be scheduled for May 17th, 6pm at the fire hall.

**3. COMMITTEE BUSINESS**

**3.1 Sub-Group Update Reports**

**Communications Infrastructure Sub-group:**

Discussion of radio propagation mapping tools.

R. Thompson: Not satisfied with the mapping results from the free tool. Likely will need to create more than 5 maps, so this is worth investing in.

# **E-DAC** Emergency Dispatch Advisory Committee Powell River Regional District - Electoral Area "E" (Lasqueti)

K. Darwin: Suggested for us to get a feel for the tool, to determine if it works for us.

M. Anderson/A. Fall THAT the committee approve the expenditure of \$50 of donated funds to purchase credits for radio propagation mapping services.

MOTION CARRIED UNANIMOUSLY.

ACTION ITEM: D. Slik will proceed to set up the account and donate \$50 for initial investigations. Account credentials will be provided to the communication infrastructure sub-group.

No other sub-groups presented.

## **3.2 LIVFD antenna relocation**

R. Thompson gave an overview of the antenna relocation. Antenna and repeater was moved. All installed at new antenna site on Friday, April 15th.

A. Fall: Only makes sense for the E-DAC to present an opinion/comment. If it was a formal recommendation, this would have taken months, as it would have needed to go to the PRRD board.

D. Slik reviewed the letter proposed to be sent regarding the antenna relocation.

M. Anderson/R. Carlson THAT the committee approve the attached letter addressed to LIVFD Fire Chief R. Carlson, Last Resort Society Director R. Lipovsky and PRRD Staff Member R. Thoms indicating support for the antenna relocation.

MOTION CARRIED UNANIMOUSLY.

ACTION ITEM: A. Fall to send letter.

## **3.3 Possible LRS/LIAS antenna tower**

D. Slik provided an overview of the proposed letter.

R. Thompson: Need to make sure that we're not indicating that the LRS site is a preferred site for a repeater.

K. Darwin: Noted that the proposed tower site is not on LRS property.

A. Fall: The letter should be addressed to LIAS. We should make the letter more general than just the tower near the LIVFD north hall, since we need to explore other proposed sites, along with existing sites.

M. Anderson departed at 18:30 to attend a conflicting meeting.

R. Thompson: Letter is too formal. Recommend add "LIVFD and LIAS have cooperated in the past with the repeater on the South Island, and we expect that this partnership will continue.

ACTION ITEM: D. Slik to make the following modifications to the letter, then circulate the updated letter for committee approval:

- Change list of describe topics of interest for discussion.
- Change list to "these are our interests".
- Preface list with, We are open to...

### **3.4 Provide overview of Freedom of Information and Privacy Act**

A. Fall presented on mapping work, as it provides the context in which the FOIPPA investigations were conducted.

As part of the continuing mapping investigations, it was noted that an executable script has been demonstrated that can pre-load the required Google Earth mapping data for Lasqueti, which ensures that the required mapping data, including cached aerial photography base map data will always be accessible when needed. Furthermore, such a script provides consistency for LIVFD operations.

GPS can be used to create base mapping and roads, which can be aligned on to Google Earth map imagery. A demonstration was given showing how this data can be collected, and some preliminary results.

However, when adding names and phone numbers on the map, this would involve FOIPPA.

D. Slik: Raised that there are also issues around procedures, quality control, maintenance of mapping data, etc. These will need to be addressed by the Mapping sub-group.

K. Darwin: Mentioned some possible alternatives to Google Earth, Pocket Earth and Avenza. These have advantages for offline operation.

R. Thompson: If the recommendation is to not get involved in vehicle tracking, one option for identifying responder and caller locations could involve using the locations of phone posts, each of which have a unique number.

A. Fall walked through the FOIPPA report (attached to the minutes)

K. Darwin: Mentioned that if someone doesn't want their name, we could always recommend assigning an arbitrary number, or using something like the "what three words" system.

D. Slik: Suggested that we consider having sheets in the post office with a map, and a place where someone can fill out their name and phone number, along with indicating their address/location on the map.

### **3.5 Staff feedback on Initial Report**

A. Fall gave an overview of the staff feedback.

Considerations of both fire and medical emergency flows were considered by the committee, and can be found in the meeting agenda packages. Medical emergency flow was omitted from the Initial report to reduce report length, since the primary objective of the initial report was to provide an overview of process, not provide results or recommendations.

A. Fall assured R. Thoms as the PRRD representation that the final report will include both areas.

### **3.6 Review of process diagram concurrency**

D. Slik: Gave an overview of the concurrency diagram.

D. Dempster: Corrected by indicating that there is no repeat on pages.

Committee consensus that this style of diagramming is valuable and should be incorporated into the final report of the committee. We will need to include a description of how to read these documents.

# **E-DAC** Emergency Dispatch Advisory Committee Powell River Regional District - Electoral Area "E" (Lasqueti)

ACTION ITEM: D. Slik to write document for a non-technical audience, describing how to read UML sequence diagrams as used to represent process concurrency.

## **3.7 Review of process failure documentation**

D. Slik: Gave an overview of the failure analysis based on the concurrency diagram.

Committee consensus that this style of analysis is valuable and should be incorporated into the final report of the committee.

The following corrections to the failure analysis were noted:

- Add to failures section 3: Caller doesn't know own phone number
- For section 4, indicate that it is dispatch pagers
- For section 5, indicate that it is responder pagers, and 5.2 is increased response time
- Remove repeat pages.
- For section 7, 7.2 should be increased response time.
- For section 8, 9, increased response time.
- Same update to 10.
- For 12.3, potentially unable to locate the event. No response.
- Other than 12.3, delayed response.
- For 12, no number entered.
- Make it clear that these are worst-case scenarios.
- For 19 and 20, change to delayed response
- For 22.1, "no documentation"
- Note that this is only in the context of dispatch.

At the end of the process, we can normalize the failure analysis to ensure that we don't miss any failure modes (and mark N/A when not applicable.)

ACTION ITEM: D. Slik to update initial failure analysis to incorporate above changes.

Committee sub-groups working on each dispatch option will complete a failure analysis according to this methodology.

## **3.8 Updated process diagrams**

A Fall: Reported that the process diagrams were not updated in time for the meeting. Updates will be done in conjunction with creation of concurrency diagrams.

## **3.9 911 documentation sharing**

R. Carlson: Confirmed with NI911 that these are public documents which can be distributed to the committee.

Document 7-2-0 "NI 911 Operational Procedures — Radio Procedures for User Fire Departments" is attached to this minutes.

## **3.10 Review and categorize community interests**

Concerns were raised by members of the committee about how this should be filled out. Specifically, that the instructions were too restrictive, and what to do if you don't know what to put in.

A. Fall: If uncertain, put question marks. The survey should also indicate N/A as option.

A. Fall: We really should write clarifying text for each interest.

# **E-DAC** Emergency Dispatch Advisory Committee Powell River Regional District - Electoral Area "E" (Lasqueti)

D. Slik: Goal is to work towards having a presentation for the community to be able to talk about about each interest. This way the community can see the categorization and prioritization of the interests, discuss our rationale, and update the prioritization/categorization such that we (the committee) can accurately represent the will of the community.

ACTION ITEM: Committee members to complete their survey.

## **3.11 Review areas to be addressed by the committee from Terms of Reference**

A. Fall: Presented regional district interests assessment document. (attached to minutes)  
Document will be distributed to the committee, completed by committee members, and will be consolidated. Then we can send the consolidated PRRD interests to the PRRD as a letter. After this is done, we can proceed to do the LIVFD/Dispatcher/Responder interests.

D. Dempster: Proposing we fill this out on behalf of the PRRD. But why not send it to them blank for them to complete?

A. Fall: We could do both. If we fill it in, we can proceed if we don't receive a response, especially given that the Terms of Reference can be viewed as representing the official PRRD interests.

A. Fall: Let's have two columns, one our understanding, one blank for them to fill in.

## **3.12 Telus Letter**

Due to late hour, discussion deferred to a future meeting or to e-mail.

ACTION ITEM: D. Slik to circulate draft Telus letter to the committee.

## **3.13 TriTech Letter**

Due to late hour, discussion deferred to a future meeting or to e-mail.

ACTION ITEM: D. Slik to circulate draft TriTech letter to the committee.

## **Discussion of FYI**

D. Slik: Presented cellular coverage mapping from Telus. The lack of planned investment and coverage gaps was highlighted.

## **4. ADJOURNMENT**

There being no further business, the meeting adjourned at 8:46.

## Freedom of Information and Protection of Privacy Act and Local Mapping for Emergency Dispatch and Response

2016-04-15, Revision 1

The following was taken primarily from:

- Freedom of Information and Protection of Privacy Act (available at [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/96165\\_00](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00))
- Privacy and Access in BC, presentation by J. Van Den Bulk, Min. Labour, Citizens' Services and Open Government, March 28, 2011 (available at <https://www2.viu.ca/foipop/documents/privacy-and-access-in-bc.pdf>)
- FOIPPA Policy & Procedures Manual (available at <http://www2.gov.bc.ca/gov/content/governments/services-for-government/information-management/privacy/resources/foippa-manual>)
- Privacy Impact Assessments (available at <http://www2.gov.bc.ca/gov/content/governments/services-for-government/information-management/privacy/privacy-impact-assessments>)

### What is the Freedom of Information and Protection of Privacy Act (FIPPA)?

A provincial statute that applies to all records in the custody, or under the control of, a public body.

FIPPA specifies rights of public access to information (freedom of information), rights of individuals to access and request correction of personal information about themselves, and requirements to prevent unauthorized collection, use or disclosure of personal information (protection of privacy).

Local mapping: The most relevant aspects regard requirements for collection, storage, use, disclosure, security and retention of personal information.

### What is personal information?

"Personal information" means recorded information about an identifiable individual other than (business) contact information

Foundation of privacy: an individual's personal information is their own and, to the extent possible, the individual controls how their personal information is collected, used and disclosed.

By the Code of Fair information practices, an individual

- (i) Understands the purpose for which the information was collected
- (ii) Knows who to contact for queries re: collection, use and disclosure
- (iii) Directly provides personal information, or authorizes indirect collection of personal information
- (iv) Is protected from un-authorized access or disclosure of personal information
- (v) Only provides information that is necessary for program
- (vi) Information is only retained for as long as necessary
- (vii) Understands and consents to record linkages
- (viii) Has access to own personal information
- (ix) Can request corrections and updates to own information

The Code of Fair Information practices places limits on collection, use and disclosure of personal information, and requires accuracy and completeness, access, correction, reasonable security and retention of records.

Local mapping: GPS and map data of roads, structures, ponds, waypoints, etc. are not by themselves personal information. People names and phone numbers are personal information. Joining names to map locations is personal information.

### Define purpose of program or activity that needs personal information

It is important to define the purpose for collecting and using personal information, and limit collection and use of personal information to the minimum needed. A public body may only collect, use or disclose personal information for authorized purposes.

Local mapping: Purpose: to identify locations of structures for fire and medical emergencies. Need map and GPS data on structures, roads, ponds. Need to identify structure associated with a resident's name (and possibly telephone number).

### **Collection (s.26, 27)**

Personal information can only be collected if authorized under an act, for law enforcement or it is related directly to and necessary for a program or activity that is operating or being planned and evaluated.

Information must be collected directly from the individual except in limited circumstances (e.g. the individual consents to another method of collection).

The individual must be notified of the purpose, legal authority and who to contact with questions, except in limited circumstances (e.g. if the information is not collected directly from the individual the information is about).

Local mapping: Collecting GPS and mapping information is related directly to emergency response, and necessary for effective operation. Names in the mapping database (KML file) must be collected either directly from the residents, or indirectly with consent. Collecting names requires notification.

### **Accuracy, completeness and correction (s.28, 29)**

Every reasonable effort must be made to ensure that personal information is accurate and complete.

People have the right to request correction of personal information.

Local mapping: GPS data will be used to identify structure, pond, road and waypoint locations. These will be adjusted (reconciled) to match Google Earth imagery. The goal is to be as accurate and complete as possible, and so corrections would be welcomed.

### **Storage and security (s.30, 30.1)**

Reasonable security arrangements must be made to protect personal information against risk of unauthorized access, collection, use, disclosure or disposal. These should be appropriate and proportional to the sensitivity of the personal information

Strict policies should be set for security, retention and destruction of personal information

Storage and access must be in Canada.

Safeguards should include physical measures, technological (e.g. passwords) and policies for keeping records secure.

Limit access to "need to know".

Local mapping: Storage on devices used by dispatchers, responders and mapping volunteers. Devices, whether owned by LIVFD or not, should be password protected. An item could be added to the non-disclosure agreement signed by LIVFD members stating that the mapping location information will be used only for emergency response, and will not be disclosed except as required by law. Decisions about disclosure would be done by the Fire Chief.

### **Retention (s.31)**

At least 1 year if used to make a decision that directly affects the individual.

Local mapping: If use is terminated, keep for 1 year afterwards.

### **Use (s.32)**

Personal information may only be used

- (i) for the purpose for which it was obtained or compiled or for a consistent purpose (reasonable connection to the original purpose and is necessary to perform the duties of, or for operating a legally authorized program)
- (ii) if the individual has consented to its use, or
- (iii) for a purpose for which the personal information has been disclosed to it under the Act.

Local mapping: For use only by LIVFD members for locating incidents.

### **Disclosure (s.33, 33.1, 33.2)**

Personal information may be disclosed only in limited circumstances (e.g. in accordance with FOI, consent, for the purpose for which it was obtained or compiled, if an enactment authorizes disclosure, to comply with a subpoena, warrant or order). Based on need to know.

Local mapping: Disclosure outside LIVFD only if required by law. Disclosure to LIVFD members as part of use, as the information would be necessary for the service.

### **Access (Freedom of Information, FOI; Part 2)**

The public has a right to request any record in the custody or control of a public body, including the right to seek access to personal information about themselves.

Disclosure should be the rule, not the exception, but right of access is limited by exceptions to disclosure (e.g. if disclosure would be harmful to personal privacy).

Local mapping: Non-personal information includes documents describing the mapping system and its use and management. Requests for personal information by third parties would be denied unless required by law.

### **Information Incidences**

Information incidences are all unauthorized events that threaten the privacy or security of information, including accidental or deliberate collection, use, disclosure, disposal, storage, or access to personal information not authorized by FIPPA.

No proceeding may be brought against a public body, the head of a public body, an elected official of a public body or any person acting on behalf of or under the direction of the head of a public body for damages resulting from

- (i) the disclosure, or failure to disclose, in good faith of all or part of a record, or any consequences of that disclosure or failure to disclose, or
- (ii) the failure to give any notice required if reasonable care is taken to give the required notice.

Local mapping: Establish reasonable policy, procedures and training that aim to prevent information incidents.

### **Privacy Impact Assessment (s. 69(5.3))**

A Privacy Impact Assessment (PIA) needs to be done for new projects or if there are significant changes to a project.

A PIA is a process used to evaluate and manage privacy impacts and to ensure compliance

with privacy protection rules and responsibilities.

A PIA can make the difference between an initiative that invades privacy and one that enhances it.

Local mapping: The mapping sub-group will work in a draft PIA, which will clarify

- purpose of mapping data collection and use
- data storage, security and disposal
- if and how information would be disclosed
- prevention of unauthorized collection, use or disclosure of personal information

### Steps forward

1. Continue with GPS data collection, and reconciliation with Google Earth imagery. Collecting GPS data without resident names does not constitute personal information.
2. Ask whether or not residents wish to have their names included in the mapping data:
  - via email list postings and newsletter articles
  - via personal contact (e.g. while collecting GPS data, phone, email)
  - maintain a list of people from whom personal data has been collected (resident name)
3. Create a Privacy Impact Assessment, which will include
  - purpose and description of mapping initiative
  - specific information to be collected and used
  - personal information flow between different entities (resident, EDAC, LIVFD, etc.)
  - risk of breaches of personal information, mitigation strategies and potential impacts
  - details on notification of data collection
  - data security measures (storage, password protection, policies, access control)
  - how people can access their own personal information, and update or correct it
  - goals for data accuracy and completeness
4. Develop some LIVFD policies, procedures and training on collection, storage, use, disclosure, security and retention of personal information.
5. Update the confidentiality agreement signed by LIVFD members regarding collection, storage, use, disclosure, security and retention of mapping data.

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## Operational Guideline

FIRE DISPATCH – NI 9-1-1 CORPORATION	O.G. NO. 7-2-0
TITLE: RADIO PROCEDURES FOR USER FIRE DEPARTMENTS	PAGE 1 of 4

**PURPOSE:** This is intended to promote professional and efficient use of E-911 North Island Fire Dispatch Radio Systems

**SCOPE:** Fire Dispatch and North Island 911 Fire Departments

**POLICY:** Industry Canada has rules that must be observed for all transmissions

### General

- Users may not deliberately interfere with transmissions from another station.
- Users may not transmit unnecessary or false distress signals or messages (conversations) containing profane or obscene words.
- Users are prohibited from discussing policy or personnel matters over the radio.
- Users shall transmit information using plain English in a clear and concise manner.

### Initial Dispatch Cycle

1. Dispatchers will activate pre-alert and paging tones followed by a voice announcement. The voice announcement will be as follows:
  - a. Department name
  - b. Dispatch Code (problem type) as per the attached table "Appendix A"
  - c. Location of reported incident
  - d. Repeat steps a,b,c
  - e. Announce time of day
2. Upon receipt of a page, one designated member of a fire department shall voice announce that the page out was successful, as soon as is practical. For example, "**Sayward Fire, page received**".
3. Upon acknowledgement of receipt of page, Dispatch to announce Map Page and Cross Street information (if available)
4. Dispatch will track vehicle movements. Additional incident details will be broadcast upon the first announcement of a vehicle responding. For example, "**Fire Dispatch - Courtenay Chief 19 responding**", dispatch reply, "**Roger Courtenay Chief 19, the caller reports that the problem is the in the rear bedroom and it's getting worse**".
5. All responding vehicles shall voice announce vehicle unit number when they are responding and when they arrive at scene. For example, "**Nanoose Rescue 1 responding**" or "**Parksville Ladder 1 on scene**".
6. Once command has been established all communications with dispatch should include the jurisdiction name and the applicable benchmark being announced. For example, "**Fire dispatch – Comox Command – fire loss stopped**" or "**Fire dispatch - Mcneill Command – RCMP & BCAS on scene**".

**NOTE:** Dispatchers will use the term "**Standby**" during radio communications with fire departments as an indicator that they are momentarily not available due to processing a new incident(s) or gathering information for an existing incident. Fire Departments are kindly requested to hold off broadcasting new information until dispatch acknowledges they're ready.

<b>FIRE DISPATCH – NI 9-1-1 CORPORATION</b>	O.G. NO. 7-2-0
<b>TITLE: RADIO PROCEDURES FOR USER FIRE DEPARTMENTS</b>	PAGE 2 of 4

**Paging 2<sup>nd</sup> calls** - Fire Dispatchers will use the terminology “department name” + “duty officer” when alerting a fire department, by voice only, that a second call for service has come in. This will provide the most appropriate on-duty officer, as opposed to the incident commander, the opportunity to answer the radio call and advise dispatch whether the department is a) able to respond and b) which vehicle(s) are to be assigned to the second incident.

**Fire Department use of Dispatch Channels**

In many cases, multiple fire departments share a common dispatch frequency.

- Priority radio channel use will be granted to the fire department involved in the most serious incident. New calls on the channel will be paged and the dispatcher may advise the affected fire department to switch to a tactical frequency.
- In all cases of multi-call situations, every effort shall be made to give priority to the fire department responding to the most urgent emergency.
- In all cases, every effort shall be made to minimize radio traffic on a common dispatch frequency by switching to a tactical frequency once on scene for operations.
- At no time shall a department use a common dispatch frequency for the purpose of directing traffic, conducting training operations or notifying other members of non-emergency functions.

**Benchmarks**

The BCFTOA and the FCABC have completed work on an “Essential Benchmarks” document for the fire service in British Columbia. The purpose of this project was to identify those communications that must be captured on an incident, as well as to ensure a consistent definition of these terms. These benchmarks are not intended to be a complete list of radio communications. These are merely those communications that are critical to document, and in some cases are the current NFPA standard. See Attached Appendix “B” Essential benchmarks.

**Service Levels during an Evacuation of Fire Dispatch**

In the event that the primary fire dispatch center is compromised or requires evacuation, **and at the discretion of the Fire Dispatch Manager, service levels may be reduced from Full Service Dispatch with Monitoring to Basic Service with Call Drop.** In the event Call Drop services are invoked dispatchers will notify the fire department of the incident type and location, once the involved fire department acknowledges receipt of the page, the dispatcher will disconnect the radio link. Vehicle movements and benchmarking **will not** be tracked. Mobile CAD and electronic paging will also not be available.

Responding fire departments may obtain additional information by dialing 1-800-918-9168 or by calling Nanaimo Fire Dispatch at (250)755-4569 however it is imperative that fire departments refrain from calling either of these numbers unless absolutely necessary.

**REFERENCE: O.G. 7.2.0 Appendix “A”; O.G. 7.2.0 Appendix “B”; O.G. 7.4.2**

<b>Chris Vrabel</b>	This O. G. Replaces:
Issued by:	
<i>Chris Vrabel</i>	
Signature of Fire Dispatch Manager	
<b>27 May 2009</b>	Issued:
Original date of Issue:	Amended: 27 October 2014

<b>FIRE DISPATCH – NI 9-1-1 CORPORATION</b>	<b>O.G. NO. 7-2-0</b>
<b>TITLE: RADIO PROCEDURES FOR USER FIRE DEPARTMENTS</b>	<b>PAGE 3 of 4</b>

Appendix "A"

Suggested Terminology for Dispatching Calls

Dispatch Code:	Calls relating to:	Page:
ABANDONED 911	Hang up, lost contact calls before full info received	"General Response Required"
ALARMS	Alarm activation: emergency	"Alarm Activation"
ALARMS NON-EMERGENCY	Alarm activation: non-emergency	"Alarm Activation Routine Response"
AVIATION INCIDENT	Aircraft incident (crash, fire,	"Aircraft Incident" "Aircraft Fire"
BEACH/BRUSH/MISC OUTDOOR	Brush, forest, grass fires, emergency	"Brush Fire" "Stump Fire" "Grass Fire"
BEACH/BRUSH/MISC OUTDOOR – NON-EMER	Burning complaint, beach fire, smoldering bark mulch	"Burning Complaint" "Beach Fire" "Bark Mulch"
BOMB THREAT	Bomb threat	"Report to Station" followed by "Duty Officer Contact on Landline"
CARBON MONOXIDE	Possible victims	"CO Detector Activation Emergency"
CARBON MONOXIDE : NON-EMERGENCY	Investigation, no victims	"CO Detector Activation Routine"
CHIMNEY	Fires contained within chimney or firebox	"Chimney Fire"
DUTY OFFICER INVESTIGATION	Public concern or request: General inquiry	"Duty Officer Contact on Landline"
FIRST RESPONDER	BCAS Responder calls A-E, Assist, Delay B/C, Delay D/E	"First Responder" "First Responder Assist"
FUEL LEAK/SPILL/ OTHER	Fuel leak or spill, large quantities, emergency	"Fuel Spill Emergency"
FUEL LEAK/SPILL/ OTHER: NON-EMERG	Small fuel leak or spill, non emergency	"Small Fuel Spill"
GARBAGE CONTAINER	Dumpster or garbage bin fires	"Dumpster Fire"
HAZMAT	Chemical substance spill or release	"Duty Officer Contact on Landline"
HYDRO TROUBLE	Power lines, hydro pole fire, arcing/sparking	"Hydro Trouble"
MARINE INCIDENT	Boat, Dock, or Aircraft fire or sinking in water	"Boat Fire" "Boat Sinking" "Floatplane Fire" "Dock"
MV FIRE	Motor vehicle incident involving fire or possible fire	"Motor Vehicle Fire"
MVI	Motor vehicle incident	"MVI"
MVI/EXTRICATION	Motor vehicle accident with extrication in area	"MVI, Extrication Required"
MVI PED STRUCK	Motor vehicle incident involving pedestrian	"MVI Ped Struck"
NATURAL GAS LINE BREAK	Natural gas line rupture	"Natural Gas Line Break"
NATURAL GAS/PROPANE	Problem involving natural gas or propane inside or outside of structure	"Natural Gas/Propane Leak"
NATURAL GAS/PROPANE – NON-EMERG	Investigation of non emergency natural gas, propane issue	"Natural Gas/Propane, Non Emergency"
PUBLIC SERVICE	Request or inquiry; refer to D/O investigation	"Public Service"
RESCUE-ROAD	Any MVI that involves entrapment, out of area	"Road Rescue"
RESCUE-CONFINED	Confined space rescue	"Confined Space Rescue"
RESCUE-HIGH ANGLE	High Angle or steep embankment rescue	"High Angle Rescue"
RESCUE-LOW ANGLE/BCAS ASSIST	Assisting BCAS with a trapped patient/other rescue	"Low Angle Rescue", "BCAS Assist"
RESCUE MARINE	Marine rescue	"Marine Rescue"
RESCUE-SWIFT WATER	River rescue	"River Rescue"
STRUCTURE - FIRE	Heavy smoke or visible flames inside or extending from a residence or building, fires involving all or part of a room	"Structure Fire", "Kitchen Fire", "Garage Fires"
STRUCTURE-ELECTRICAL TROUBLE	Electrical trouble inside residence	"Electrical Trouble Inside Structure"
STRUCTURE-SMOKE	Smoke inside structure or light smoke showing from	"Smoke in Structure", "Smoke Showing From Structu

<b>FIRE DISPATCH – NI 9-1-1 CORPORATION</b>	O.G. NO. 7-2-0
<b>TITLE: RADIO PROCEDURES FOR USER FIRE DEPARTMENTS</b>	PAGE 4 of 4

Appendix "B"

<b>ESSENTIAL BENCHMARKS</b>		
<b>Term Used</b>	<b>Definition of Term</b>	<b>Comments</b>
Acknowledge Page	Incident confirmed	Unit designation to be added
On Route (responding)	Attending to the incident	Unit designation to be added
On Scene	Arrived at the incident	Unit designation to be added
Command Established	I/C identified at incident	Geographical confirmation. i.e. Smith Road Command
Nothing Showing	No visible emergency evident at the location	
Working Fire	Working Fire	State Attack Type: Offensive, Defensive or Transitional
Smoke Showing	Smoke Showing	Fire Response Only
Investigating	Looking to gather information on incident	
Primary Search – All Clear	Primary search completed	
Secondary Search -- All Clear	Secondary search completed	
Under Control	Situation has been stabilized	Should be used for all type of incident
Mayday	Firefighter in distress	
Abandon	Firefighters to leave the building immediately, leaving all equipment	
Evacuate	Firefighters to assist Citizens/Public to leave the building	
Withdraw	Firefighters to leave the building, bringing all equipment with them in a rapid manner	
Fire Struck	Fire is out	Fire Response Only
RIT Established	Rapid Intervention Team has been established	Requirement of WorkSafe BC for confined space and structure fires
Loss Stop	Property conservation is complete, Salvage and overhaul is complete	All incident types, structure, MVI, etc.
PAR (commenced or completed)	Personal Accountability Report is being conducted/completed	
Clear of Scene	Apparatus is leaving the incident	State apparatus designation
Command Terminated	I/C is no longer in charge of incident	
Code 2	Routine response	
Code 3	Emergency Response	
Code 4	Possible death or fatality	
Code 5	Police	

## Dispatch Codes

911 Transfer  
Abandoned 911  
Alarms  
Alarms Non-Emergency  
Aviation Incident  
Beach/Brush/Misc. Outdoor Emergency  
Beach/Brush/Misc. Outdoor Non-Emergency  
Bomb Threat  
Carbon Monoxide  
Carbon Monoxide Non-Emergency  
Chimney Fire  
Duty Investigation  
First Resp A  
First Resp B  
First Resp C  
First Resp D, E deleted  
First Resp D  
First Resp E  
First Resp Assist Emergency  
First Resp Assist Routine  
First Resp Delay B,C 15min  
First Resp Delay D,E 15 min  
Fuel – Leak/Spill/Other Emergency  
Fuel – Leak/Spill/Other Non-Emergency  
Garbage Container  
Hazmat  
Hydro Trouble  
Late Entry  
Marine Incident  
Mutual Aid  
MV Fire  
MVI  
MVI/Extrication  
MVI Ped Struck  
Natural Gas Line Break  
Natural Gas/Propane Emergency  
Natural Gas/Propane Non-Emergency  
Out of Area deleted  
Public Service  
Rescue-Extrication deleted  
Rescue - Road  
Rescue - Confined  
Rescue - High Angle  
Rescue - Low Angle/BCAS Assist  
Rescue - Marine

## Disposition Codes

911 Transfer  
Alarms  
Automatic Mutual Aid  
Aviation Incident  
Beach/Brush/Misc. Outdoor  
Bomb Threat  
Carbon Monoxide  
Chimney Fire  
Dispatch Action  
Dispatch Action - Inquiry  
Dispatch Action - MVI No Response  
Duplicate  
First Responder  
First Responder - No Response  
Fuel Incident  
Garbage Container  
Hazmat  
Hydro Trouble  
Investigation - Nothing Found deleted  
Marine Incident  
Mutual Aid  
Mutual Aid - Automatic deleted  
MV Fire  
MVI  
MVI - Ped Struck  
Natural Gas Incident  
Out of Area deleted  
Propane Incident  
Public Service  
Reassign  
Rescue/Extrication  
Structure Fire  
Structure – Smoke/Odour/Electrical  
Test  
Tsunami Warning

Rescue - Swift Water

Structure - Fire

Structure -Electrical Trouble

Structure -Smoke

Structure -Smoke Odour

Test Only

Tsunami Warning

## Regional District Interests Assessment

2016-04-16, Revision 1

### Instructions

Please fill in the below tables.

**Priority:** For each interest, select "H" for High, "M" for Medium, or "L" for Low in the priority column based on your relative assessment of the priority of the interest.

Select High for interests where if they are not met, we will be unable to fulfil the core objectives of the Emergency Dispatch service, and will not be able to meet the PRRD terms of reference.

Select Medium for interests where if they are not met, the majority of the community will not be willing to accept the conclusions of the advisory committee.

Select Low for all other interests.

**Category:** Indicate which category/categories you feel this interest falls into. Categories include:

1. Call in
2. Communication
3. Mapping
4. Legal
5. Out of our control
6. Other

### Regional District Interests

Interest	Priority (H/M/L)	Category
Effective support for public and emergency responder safety		
Dispatch system description includes <ul style="list-style-type: none"> <li>• public phone number(s) to reach dispatchers</li> <li>• all costs for equipment purchasing, training, ongoing maintenance, licences, contracts, professional fees and any other anticipated necessary expenditures for the system's first ten years</li> <li>• any major capital items (ie communications towers), including anticipated lifecycle and replacement costs</li> </ul>		
Effective communications network linking dispatchers and emergency responders		
Communications system effectiveness/coverage across the service area		
Meets communications equipment standards		
Communications equipment redundancies in case of main system failure		
Surge capacity for times of major emergencies or disasters		
Plan for alternative power supply for all necessary components in case of power failure		

Interest	Priority (H/M/L)	Category
Dispatcher training		
Dispatcher staffing to ensure 24/7 service		
Longer term dispatcher succession plan		
Ensure applicable PRRD obligations to meet Workers Compensation Act Occupational Health and Safety Regulations regarding dispatcher operations		
Ensure PRRD obligations are met per Bill C-45 for effective workplace safety		
House numbering or other property/location identifier system		
Ability to implement any "next generation" communications (ie text message option for hearing impaired, or other media usage)		
Appropriate dispatch recording practices and records management system, including maintenance of dispatch personnel, training, and operations (with call times) records, appropriate storage and retention of records, and ensuring privacy concerns are addressed.		
Ensure compliance with all relevant statutes and regulations, including: <ul style="list-style-type: none"> <li>• Industry Canada</li> <li>• Canadian Radio-television and Telecommunications Commission (CRTC)</li> <li>• Freedom of Information and Protection of Privacy Act</li> <li>• Office of the Fire Commissioner</li> <li>• BC Building Code</li> <li>• Workers Compensation Act</li> <li>• any relevant PRRD bylaws and policies.</li> </ul>		

**E-DAC** Emergency Dispatch Advisory Committee  
Powell River Regional District - Electoral Area "E" (Lasqueti)

**Lifeline Communication Services For Emergency Dispatch**

2016-05-11, Revision 1

To: Mr. Stephen Schmidt  
Vice-President – Telecom Policy & Chief Regulatory Legal Counsel  
Telecom Policy & Regulatory Affairs  
TELUS Communications Company  
Floor 8, 215 Slater St.  
Ottawa, ON K1P 0A6  
[stephen.schmidt@telus.com](mailto:stephen.schmidt@telus.com)

Dear Mr. Schmidt,

The Emergency Dispatch Advisory Committee (E-DAC) has been formed by the Powell River Regional District (PRRD) to research and advise on options for the continued operation of emergency dispatch services within Electoral Area 'E', Lasqueti Island.

Telus is the sole provider of wireline services, and a major provider of wireless services on Lasqueti Island. In late 2014, the discontinuation of Telus pager services triggered the need for the PRRD to investigate alternate methods for emergency dispatch, which has been tasked to our committee.

Specifically, we are mandated to:

*Recommend an effective emergency dispatch system, detailing all necessary components. Specifically, the committee will research all aspects of the recommended system ensuring that the system is sustainable in regard to financial, technical, and human resources requirements.*

Details of our mandate and terms of reference can be accessed from our website at <http://www.e-dac.ca/>

As communication technologies and services are a critical part of an emergency dispatch system, we are reaching out to Telus to engage in a mutually respectful process of collaborative problem solving to help support our emergency services and ensure that lives are not lost.

As an initial step, we are looking for your help to find the right person within Telus to engage with, that can work with us on both the regulatory and technical aspects of assessing present and future communication service coverage, dependability, and affordability for all parties involved.

Sincerely,

Andrew Fall  
Chair, Emergency Dispatch Advisory Committee



File: 9-G

April 13, 2016

Sent via email only: corrie.campbell@gov.bc.ca

Corrie Campbell  
Ministry of Public Safety & Solicitor General  
Director, Legislative Initiatives and Police Accountability  
Policing and Security Branch  
PO Box 9285 Stn Prov Govt  
Victoria, BC V8W 9J7

Dear Ms. Campbell:

**Re: 911 information request for regional districts**

We are pleased to participate in the Ministry's analysis regarding the proposed provincial call answer levy (CAL). We enclose for your information responses to questions regarding the provision of 9-1-1 PSAP service to regional districts (Appendix A). Please note that the enclosed responses are provided on behalf of the North Island 9-1-1 Corporation (NI911) and its shareholder regional districts.

The NI911 was established on January 5, 1995 to provide and manage emergency 911 services to the Comox Valley Regional District, the Strathcona Regional District and the Regional Districts of Mt. Waddington and Alberni-Clayoquot and a portion (School District No. 69) of the Nanaimo Regional District. The Powell River Regional District (excluding Lasqueti Island) joined the service in 1999.

The NI911 recognizes a large number of the First Nation communities within its geographic boundary. We are working to understand what emergency services are currently provided and what services are not provided to these First Nations communities in our area (Appendix B).

Also enclosed is a board resolution from one of the shareholder regional districts, the Comox Valley Regional District, supporting a provincial call answer levy. (Appendix C)

Sincerely,

*D. Oakman*

Debra Oakman, CPA, CMA  
Secretary

Enclosures: Appendix A – Responses to questions  
Appendix B – First Nations within NI 9-1-1 Corp boundary  
Appendix C – CVRD board resolution

cc: Alberni-Clayoquot Regional District / Comox Valley Regional District  
Regional Districts of Mt. Waddington / Nanaimo Regional District  
Powell River Regional District / Strathcona Regional District

600 Comox Road, Courtenay, B.C. V9N 3P6  
Telephone (250) 334-6000 • Fax No. (250) 334-4358  
TOLL FREE: 1-800-331-6007



**North Island 9-1-1 Corporation**  
*serving the regional districts of Alberni-Clayoquot, Comox Valley,  
 Mt. Waddington, Nanaimo (School District #69),  
 Powell River, and Strathcona*

### 911 INFORMATION REQUEST FOR REGIONAL DISTRICTS

- 1) What are the costs related to the provision of 911 PSAP services for your regional district?
  - For the NI911 Corporation, the annual costs of providing PSAP is approximately \$513,000. This charge is allocated amongst 6 Regional Districts. Each regional district would then include their allocation in their service budget.
  
- 2) What are the sources of funding for PSAP services in your regional District? Please provide the annual dollar amount raised, the rate if applicable and the source (landline or wireless CAL, property taxes and other revenues to fund PSAP services)
  - The funding for PSAP is by taxation. For PSAP, the NI911 Corporation collects approximately \$513,000 from the shareholder regional districts. The tax rate based on total assessed values for NI911 corporation six shareholders is approximately six cents per \$1000.00 assessed property value however the tax rate levied by each regional district varies dependent on their service area's financial plan.
  
- 3) Where is the PSAP dedicated funding being allocated? Please indicate if there are supporting programs or services being funded.
  - The PSAP funding is predominantly used towards the contract payment for E-Comm for the PSAP service in the NI911 catchment area. The remaining amounts identified for PSAP are for overhead costs associated with the provision of PSAP in the NI911 area.
  
- 4) Please identify your regional district's top current or future priorities for the provision of PSAP emergency communications services and include an associated order of magnitude of costing.
  - A. Provision of 911 service to rural, remote and First Nation's areas that do not have access to 911 service.
    - a. With regard to First Nation communities, we are in the processing of identifying all the communities and confirming what if any access they have to PSAP and SSAP emergency call answer services. We have attached our working spreadsheet for your interest.
  
  - B. The North Island 911 Corporation has identified long standing gaps in cell phone coverage for northern Vancouver Island through a letter from the Board Chair to all of the cellular service providers in March 2010.

600 Comox Road, Courtenay, B.C. V9N 3P6  
 Telephone (250) 334-6000 • Fax No. (250) 334-4358  
 TOLL FREE: 1-800-331-6007

5) Partial 911 access?

- There are a number of obstacles to obtain 911 access, i.e. lack of access to:
  - a) Landline telephone service.
  - b) Cell service, gaps in coverage
  - c) Technical requirements for service
  - d) Political desire to provide service
  - e) Funding to provide the service
- The implications of alternate communications services that remote areas have adopted to obtain emergency services.
- There are some remote areas that do not have, access to 911 coverage:
  - a) Alberni Clayoquot Regional District (ACRD)
    - Sections of Hwy 4 and remote west coast areas
  - b) Nanaimo Regional District (RDN)
  - c) Powell River Regional District (PRRD) - Lasqueti Island
    - Lasqueti Island
  - d) Regional District of Mount Waddington (RDMW)
    - No access on long stretches of Hwy 19
  - e) Strathcona Regional District (SRD)
    - Areas of Cortes Island and other islands in the Discovery Islands area
  - f) Comox Valley Regional District (CVRD)
- Reasons for the lack of service include:
  - a) Lack of connectivity
  - b) Lack of emergency services in those area i.e. no ambulance located in area
- Residents in these areas create their own methods of dealing with emergency such as radio, phone trees, pagers, et
- The effect of not having 911 services depends on what emergency services they have access to. As an example, having the ability to phone 911 for an ambulance doesn't do the resident any good if there is no ambulance to access.
- To implement 911 in some of these areas would require:
  - a) community approval
  - b) connectivity infrastructure
  - c) emergency services available in area i.e. fire protection, ambulance service, police service

*North Island 9-1-1*

**NORTH ISLAND 9-1-1 CORPORATION**  
- serving the Regional Districts of Alberni-Clayoquot, Comox Valley,  
Mt. Waddington, Nanaimo (School District #69), Powell River, and Strathcona -

Appendix A

File: 9-CORP/2010-03-05\_T

March 5, 2010

TELUS Mobility  
555 Robson Street  
Vancouver, B.C. V6B 3K9

COPY

Attention: Darren Entwistle, President and Chief Executive Officer

Dear Sir:

**Re: Cellular Phone Service on Highways for Public Safety**

At the November 27, 2009 meeting of the North Island 9-1-1 Corporation, the board of directors discussed the problems that citizens encounter requesting emergency assistance while travelling on highways with no cellular service within the North Island 9-1-1 Corporation service area.

The North Island 9-1-1 Corporation provides emergency 911 dispatch services to a large portion of central to northern Vancouver Island and the Powell River Regional District. The Corporation's dispatch centres have experienced in the past, and continue to experience, numerous calls where callers have traveled some distance to find an area with land-line or cellular service to report emergency situations.

Therefore, on behalf of the board of directors for the North Island 9-1-1 Corporation, I would like to request your company to provide us with information regarding its plans to enhance and/or implement wireless coverage on rural highways located on Vancouver Island (including Highways 4, 19, 28 and 30) and the Powell River area (Highway 101) in the interest of providing improved 911 services to its customers.

Yours truly,



Roy Grant  
President

Cc: Debra Oakman, Secretary  
Randy Zaleschuk, Technology Manager

600 Comox Road, Courtenay, B.C. V9N 3P6  
Telephone (250) 334-9653 • Fax No. (250) 334-9637  
TOLL FREE: 1-800-331-6007

Page 29 of 75



TELUS Business Solutions  
826 Yates St.  
Victoria, BC  
Canada V8W 2H9  
telus.com

Comox Valley Regional District

RECEIVED

205-208-4524 Telephone  
marshall.berkin@telus.com

File: 9-CORP

JUL 08 2010

To: R. GRANT, D. OAKMAN,  
cc: B. PEARSON, R. ZALOSCHUK

July 5th, 2010

Roy Grant  
President, North Island 9-1-1 Corporation  
600 Comox Road  
Courtenay, BC  
V9N-3P6

**RE: Cellular Phone Service on Highways for Public Safety**

Dear Mr. Grant:

This letter is in response to your request to TELUS on March 5<sup>th</sup>, 2010 to provide cellular service to the communities in Northern Vancouver Island, along Highway 19. Following your request, a detailed assessment was completed.

TELUS recognizes your concern for coverage and the value it brings for reporting emergency situations. Our organization goes through a rigorous review of all our investment decisions to ensure proper returns and benefits. Expanding coverage to rural areas involves significant infrastructure costs and can be difficult to justify. Unfortunately, TELUS is unable to commit to the coverage expansion requested at this time.

Nevertheless, with the increased demand for service, technological advancements that continue to reduce the costs of equipment and the government's interest to see wireless coverage expanded, new rural highway coverage in the Northern part of Vancouver Island is becoming more likely. TELUS will identify this area as having the potential for future expansion, and prioritize accordingly as our coverage build plan is expanded.

Thank you for bringing this to our attention for assessment. Feel free to give me a call if you have any questions.

Sincerely,

Marshall Berkin  
General Manager, Vancouver Island  
TELUS Communications Inc.  
tel: 250.208.4524



David & Laura <davidandlaura@lambertlake.ca>

---

## Fwd: grant

1 message

---

**Andrew Fall** <andrew@gowlland.ca>

Wed, Apr 13, 2016 at 9:06 PM

To: David & Laura <davidandlaura@lambertlake.ca>

Hi David,

I received this from Ryan today. I told him that we can add it as a late item to the agenda (no need to change the agenda currently in place).

Later in the process, we can perhaps ask if this grant might be directed towards costs of other types of mapping (such as being considered by the mapping sub-group).

Cheers,  
Andrew

----- Forwarded Message -----

**Subject:**grant

**Date:**Wed, 13 Apr 2016 23:33:38 +0000

**From:**Ryan Thoms <emergcoord@powellriverrd.bc.ca>

**To:**Andrew Fall <andrew@gowlland.ca>

Hello again Andrew

I am emailing you once again in your role as the Chair of the Electoral Area 'E' Emergency Dispatch Advisory Committee.

Some time ago the Powell River Regional District applied for a grant to fund the work for a property location / numbering system. The grant was awarded but, as you're aware, all work on this initiative was postponed in order to respect the community engagement process and then to allow for the formation of the advisory committee that is now underway. The grant had an original deadline of March 31, 2016 so staff informed the provincial grant officials of the delay to the project to allow for community engagement.

Provincial officials have now informed us that they have endorsed the extension but the grant now has an absolute full stop deadline of March 31, 2017. We've been informed this is the last chance for this grant, no more changes or extensions. I would like this brought to the Committee's attention so that members can be fully informed and bear this opportunity in mind as work continues toward recommendations. PRRD staff will not progress with any action on this grant pending the dispatch committee's report to the Board at the end of this year.

For your full understanding here is a description of the grant as approved:

*The project title is: House Numbering Lasqueti Island*

***Project Description:***

*Emergency Services on Lasqueti Island relies on pagers and volunteers to respond to emergencies. Telus is discontinuing its pager service March 31, 2015. Bringing Lasqueti Island into the North Island 911 system requires a house numbering system as well as ensuring the road linework is accurate for NI 911 operators to dispatch emergency services. This project will provide an accurate mapping and house numbering system for the residents of Lasqueti Island.*

***Provincial Contribution:***

*In accordance with the Act, grant payments shall not exceed the lesser of the amount of the grant, \$10,000, or the amount as calculated in accordance with the following formula:*

*Grant Amount = (A + B), where*

*A = 100% of the first \$5,000 of the costs to the Powell River Regional District of the project; and*

*B = 50% of the next \$10,000 of the costs to the Powell River Regional District of the project.*

*Eligible costs do not include administration or administrative overhead, interest or carrying charges.*

Once again I'd like to wish you and the committee members good luck with your efforts toward the committee's final report.

sincerely

**Ryan Thoms**  
Manager of Emergency Services



Call **US** We ARE **YOUR** Local Government

Powell River Regional District  
#202 – 4675 Marine Avenue  
Powell River, BC V8A 2L2  
T. [604.485.2260](tel:604.485.2260)

C. [604.414.4553](tel:604.414.4553)  
F. [604.485.2216](tel:604.485.2216)  
[www.powellriverrd.bc.ca](http://www.powellriverrd.bc.ca)

**Save a tree. Do not print this e-mail unless it is really necessary.**

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*If you believe this message was not intended for you, please notify the sender and delete or destroy all digital and printed copies.*

**Correspondence Re. Future Lasqueti Internet Access Society Tower**  
2016-05-11, Revision 2

To: Willy Clark  
President/Chair, Lasqueti Internet Access Society (LIAS)  
Lasqueti Island,  
B.C. VOR2J0  
E-mail: info@lias.ca

Dear Mr. Clark,

Having received correspondence from the PRRD regarding the relocation of the current Lasqueti Island Volunteer Fire Department (LIVFD) repeater antenna, we understand that the Lasqueti Internet Access Society (LIAS) is considering installing a new antenna tower as part of your work plan for 2016/2017.

The Emergency Dispatch Advisory Committee (E-DAC) has been formed to research and advise the Powell River Regional District on the best options to implement and support emergency dispatch within Electoral Area 'E'. Included in our mandate is researching options for emergency dispatch, including required system components and associated financial costs.

We have identified several options for emergency dispatch that would require the use of radio-telecommunication equipment. Thus, the possibility of facilities sharing is of interest to the committee. We understand that LIVFD and LIAS have cooperated in the past with the repeater on the South Island, and we expect that this partnership will continue.

We would like to invite the appropriate representatives from LIAS to work together with the E-DAC committee at their earliest convenience. Our next meetings are scheduled for May 17th, at 6 P.M. at the North Fire Hall.

Some topics of discussion could include:

1. Current and proposed tower locations
2. Type and height of current and proposed towers
3. Timeframe for new tower installation, including any known uncertainties
4. Details on tower foundations. This would help us assess the resiliency to seismic events
5. If LIAS would be open to a facilities sharing agreement with the LIVFD for the purposes of emergency dispatch communication
6. Restrictions on frequencies, transmit power, and antenna placement, weight or type
7. Independent maintenance access to the tower
8. Issues around independent power systems (given that emergency dispatch best practices require the use of an independent and redundant power system)
9. Setbacks and wildfire risks
10. Protective fencing
11. Cost sharing

We look forward to hearing from you, and believe that collaborative shared infrastructure may provide mutual benefits to our respective groups and to the community as a whole.

Sincerely,

Andrew Fall  
Chair, Emergency Dispatch Advisory Committee



David & Laura <davidandlaura@lambertlake.ca>

---

## Fwd: LIVFD draft operations bylaw

2 messages

---

**Andrew Fall** <andrew@gowlland.ca>

Sat, May 7, 2016 at 9:24 AM

To: David & Laura <davidandlaura@lambertlake.ca>

FYI

----- Forwarded Message -----

**Subject:**LIVFD draft operations bylaw

**Date:**Thu, 5 May 2016 22:18:59 +0000

**From:**Ryan Thoms <emergcoord@powellriverrd.bc.ca>

**To:**Andrew Fall <andrew@gowlland.ca>

Hello Andrew

I am once again emailing you as the Chair of the Electoral Area 'E' Emergency Dispatch Advisory Committee. As you may be aware, the Office of the Fire Commissioner made changes in the past year to some local fire service regulatory requirements especially regarding declaration of levels of service and related training standards. One result of this has been that Authorities Having Jurisdiction (in this case the PRRD) must update our operating bylaws and policies that establish the levels of service, and therefore the training programs that support our fire departments. The Fire Commissioner has required this change by June 2016. The PRRD Board adopted new operations bylaws and service level policies for its other 3 fire departments back in November 2015. We now must amend the LIVFD bylaw and supporting policy to maintain compliance. These items mandated by the OFC are not within the committee's Terms of Reference so I don't believe this issue will not have much direct effect on the ongoing work of the dispatch committee, with one notable exception: the former LIVFD bylaw, as with all other PRRD FD bylaws, included in Schedule "B" (under Communications) the requirement for the fire department to maintain communications equipment compatible with N.I. 9-1-1 service. You'll see in the draft attached that this clause has been removed as I will recommend the Board not include that clause in the new LIVFD bylaw. I hope this removal allows the Electoral Area 'E' Emergency Dispatch Advisory Committee to continue with its work toward a dispatch system recommendation to the Board later this year without any concern for conflict with the LIVFD Operations bylaw.

sincerely

**Ryan Thoms**  
Manager of Emergency Services



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**DRAFT AMENDED - Lasqueti Volunteer Fire Dept Operations.pdf**

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**POWELL RIVER REGIONAL DISTRICT**

**DRAFT BYLAW NO. xxx**

\*\*\*\*\*  
Being a bylaw to provide for the operation of the Lasqueti Island Volunteer Fire Department.  
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**WHEREAS** the Powell River Regional District Board has by bylaw established a local service area within part of Electoral Area "E" of the Powell River Regional District;

The Board of the Powell River Regional District in open meeting assembled enacts as follows:

1. In this bylaw:

**"Apparatus"** means any vehicle provided with machinery, devices, equipment, or materials for fire fighting, rescue, or other incidents as well as vehicles used to transport firefighters or supplies;

**"Board"** means the Board of the Powell River Regional District;

**"Equipment"** means any tools, contrivances, devices, or materials used by the Fire Department to combat an incident or other emergency;

**"Fire Chief"** means the person appointed by the Chief Administrative Officer as head of the Fire Department;

**"Fire Protection"** means all aspects of fire safety including but not limited to fire prevention, fire fighting or suppression, pre-fire planning, fire investigation, public education and information, training or other staff development and advising;

**"Incident"** means a fire or a situation where a fire or explosion is imminent and includes assistance response circumstances described in Section 6 of this bylaw;

**"Fire Protection Area"** means the Lasqueti Fire Protection Area as outlined in heavy black in Schedule "A" to this bylaw;

**"Member"** means any person appointed by the Fire Chief, in accordance with Fire Department Policy, as a Member of the Fire Department and includes volunteer firefighters;

**"Peace Officer"** has the same meaning as peace officer under the Interpretation Act, but

does not include bylaw enforcement officers of any municipality or regional district.

### **FIRE DEPARTMENT ESTABLISHED**

2. The Fire Department known as the Lasqueti Island Volunteer Fire Department [LIVFD] is established and shall operate in accordance with the provisions of this bylaw.

### **APPOINTMENT OF FIRE CHIEF**

3. The Fire Chief shall be appointed by the Chief Administrative Officer of the PRRD.

### **APPOINTMENT OF MEMBERS**

4.
  - a) The Fire Chief may appoint Members, in accordance with Fire Department Policy, and when appointed, the Member shall be a fire fighter of the Lasqueti Island Volunteer Fire Department.
  - b) The Fire Chief may appoint other Members to act as Officers of the Fire Department and shall assign responsibilities and duties to be carried out by each Officer position.
  - c) The Fire Chief may appoint other Officers of the Fire Department to act as Fire Chief on his/her behalf.

### **AUTHORITY OF FIRE CHIEF**

5. The Fire Chief has complete responsibility and authority over the Fire Department, subject to the direction and guidance of Board policy, and in particular he/she may carry out, or direct Members to carry out, all fire protection activities, assistance response and such other activities as Board policy directs including, but not limited to:
  - a) first response to medical emergencies;
  - b) rescue operations;
  - c) basic response to hazardous material incidents with the intent to stabilize the scene and keep the public safe;
  - d) mutual aid and automatic aid to fire services including Ministry of Forests;
  - e) other public services as authorized by the Fire Chief.

The above mentioned services will be performed to within the limits of the fire department's training and equipment as established by Fire Department Policy and within

the scope and extent of the most current Fire Department Operational Guidelines

## **JURISDICTION**

6. The limits of the jurisdiction of the Fire Chief, and the Officers and Members of the Fire Department will extend to the boundary of the Fire Protection Area, and no Member nor part of the fire apparatus shall operate beyond the limits of the Fire Protection Area without:
  - a) the express authorization of a written contract or agreement entered into by the Regional Board providing for the supply of firefighting, rescue, or first responder services outside the Fire Protection Area boundary; or
  - b) in addition to any agreement to provide services beyond the boundary of the Fire Protection Area, at the discretion of the Fire Chief or Member in charge, the Fire Department may respond to requests for assistance beyond the boundary of the Fire Protection Area that are reasonably accessible and when the incident is considered to be a threat to persons or property within the Fire Protection Area. These responses shall be limited to:
    1. Fire suppression services
    2. Rescue services within the limits of the Fire Department's training and equipment
    3. Medical emergencies where BC Ambulance Service is unavailable, unduly delayed or unable to access the patient(s).

The above mentioned services will be performed to within the limits of the Fire Department's training and equipment and within the scope and extent of the most current Fire Department Policies and Operational Guidelines.

7. Subject to the approval of the Board, the Fire Chief, in consultation with Members and the Manager of Emergency Services, and the CAO, may establish rules, regulations, policies and committees necessary for the proper organization and administration of the Fire Department including but not limited to:
  - a) use, care and protection of Fire Department property;
  - b) the conduct and discipline of members of the Fire Department; and
  - c) efficient operation of the Fire Department.
8. The Fire Chief has the responsibility for ensuring that the items listed in Schedule "B" to this bylaw are included as regular administrative functions for the Fire Department.
9. The Fire Chief, or in his/her absence, the senior ranking Member present, shall have control, direction and management of all Fire Department Apparatus, Equipment and firefighters assigned to an Incident and, where a Member is in charge, they shall continue

to act until relieved by a senior Member or Officer.

10. The Fire Chief shall take responsibility for all Fire Protection matters including the enforcement of the "Fire Services Act" and regulations thereunder and shall assume the responsibilities of the Local Assistant to the Fire Commissioner.
11. Members of the Fire Department shall carry out the duties and responsibilities assigned by the Fire Chief and the Fire Chief shall report to the PRRD Manager of Emergency Services on the operations of the Fire Department or on any other matter in the manner designated by the CAO.
12. The Fire Chief may obtain assistance from other officials as he deems necessary in order to discharge his/her duties and responsibilities under this bylaw.
13. The Fire Chief or the Member in charge of an Incident may request persons who are not Members to assist in whatever manner he considers necessary to deal with the Incident including removing furniture, goods and merchandise from any building on fire or in danger thereof and in guarding and securing same and in demolishing a building or structure at or near the fire or other Incident.
14. The Fire Chief or the Member in charge of an Incident is authorized to commandeer privately owned equipment which they consider necessary to deal with an Incident.
15. The Fire Chief or the Member in charge of an Incident may connect or order the connection of any Apparatus to any fire hydrant or other water source in the vicinity of the Incident and may operate any fire hydrant in the manner they consider necessary to deal with the Incident.

## **INSPECTIONS**

16. The Fire Chief or any Member of the Fire Department authorized by the Fire Chief, may at any reasonable time enter any premises for the purposes of fire prevention inspections and it is an offence under this bylaw to obstruct such an inspection.

## **DESTRUCTION OF BUILDINGS**

17. The Fire Chief, or any other member in charge at a fire is authorized to cause a building, structure, or thing to be pulled down, demolished, or otherwise removed if they deem it necessary to prevent the spread of fire to other buildings, structures or things.

## **AUTHORITY TO ENTER**

18. The Fire Chief or any other member in charge at an Incident is authorized to enter premises or property where the Incident occurred and to cause any Member, apparatus, or equipment of the Fire Department to enter as they deem necessary, in order to combat, control, or deal with the Incident. The Fire Chief, or the member in charge at an Incident

is authorized to enter, pass through or over, buildings or property adjacent to an Incident and to cause members, apparatus, or equipment of the Fire Department to enter or pass through or over, buildings or property where they deem it necessary to gain access to the Incident or to protect any person or property.

## **FIRE BOUNDARIES**

19. The Fire Chief, or the Member in charge at an Incident may at their discretion establish boundaries or limits to keep persons from entering the area within the prescribed boundaries or limits unless authorized to enter by the Fire Chief or member.
20. No person shall enter the boundaries or the limits of an area prescribed in accordance with section 19 unless they have been authorized to enter by the Fire Chief or the Member in charge.
21. The Fire Chief, or the Member in charge at an Incident may request peace officers to enforce restrictions on persons entering within the boundaries or limits outlined in section 19.
22. No person at an Incident shall impede, obstruct, or hinder a member of the Fire Department or other person assisting or acting under the direction of the Fire Chief or the member in charge.
23. No person shall damage or destroy, or obstruct, impede or hinder the operation of any Fire Department Apparatus or Equipment.
24. No person at an Incident shall drive a vehicle over any Equipment without permission of the Fire Chief or the member in charge.
25. No person shall falsely represent themselves as a Fire Department Member.
26. No person shall obstruct or otherwise interfere with access roads or streets or other approaches to any emergency, incident, fire hydrant, cistern or body of water designated for fire fighting purposes.

## **PENALTIES**

27. Every person who violates any of the provisions of this bylaw, or who suffers or permits any act or thing to be done in contravention or in violation of any of the provisions of this bylaw, or who neglects to do or refrains from doing anything required to be done by any of the provisions of this bylaw, or who does any act or thing or omits an act or thing thus violating any or the provisions in this bylaw shall be deemed to have committed an offence, and upon a summary conviction is liable to a penalty in accordance with the *Offence Act*.

## **REMUNERATION**

28. The Board shall determine the remuneration of all Members of the Fire Department, by policy set from time to time.

## **SCHEDULE "A"**

### **Map of Lasqueti Fire Protection Area**

The map of the Lasqueti Island Fire Protection Area is the same as that for Bylaw No. 341 - Lasqueti Island Fire Protection Local Service Area Establishment

## **SCHEDULE "B"**

### **FIRE DEPARTMENT ADMINISTRATIVE RESPONSIBILITIES**

#### **Administration**

- Preparation of the general administrative duties of the Department.
- Preparation of the annual budget and 5-year financial plan of the Department for Board review.
- Development and maintenance of a long term capital expenditure program which addresses requirements for vehicles, equipment, apparatus and buildings.
- Purchase of goods and services authorized in the annual budget in accordance with Regional District purchasing policy.
- Appointment of members. Maintenance of current membership roster.
- Maintenance of personnel and attendance records.
- Maintenance of fire-loss records and maintenance of other records required by the Regional District.
- Preparation of the annual report of the Department.
- Investigations of fires to determine cause, origin and circumstances, and where appropriate, notify the authority having jurisdiction to conduct an investigation.
- Liaison with water system operators to ensure adequate maintenance of water works for the use of the Department.
- Development and maintenance of Operational Guidelines consistent with WorkSafeBC regulations.

#### **Communications**

- Maintenance of alarms and dispatch apparatus in proper working order.
- Maintenance of the communication systems of the Department.

## **Equipment and Apparatus**

- Preparation of specifications for the purchase of apparatus and equipment as provided for in the annual budget.
- Maintenance of all buildings and fire-fighting, and rescue apparatus of the Department.
- Responsibility for recharging fire-fighting extinguishers and cylinders and for testing and repairing hose on regular basis.
- Provision to members of personal protective clothing and equipment to meet WorkSafeBC standards.

## **Training**

- Training for all Department personnel in fire administration, fire prevention and fire fighting.
- Examinations of members as required by the Chief.