



**Amended
Option 'C'**

9-1-1

How do I Call for Help?

- Public dials 1-855-871-1175 or 250-954-4432

Who answers my call?

- Dispatch Centre operated by Northern911 in Sudbury, ON meets applicable dispatch standards.
- Emergency calls are answered 24/7 by a professionally trained dispatcher.
- Fire calls are dispatched directly by Northern911 dispatcher. Ambulance and Police calls are transferred to BCEHS and RCMP dispatch.
- Calls are transferred and dispatched in the order they're received.

Do I need a House Number?

- No, house numbers are not required.
- Dispatch is not required to assist the fire department to find the exact location of the caller.
- Lasqueti response coordinators assist the department in locating the incident.

Does this require new communications infrastructure?

- Maybe. Currently, the Fire Department is alerted via a page on cellular pagers with a numeric message. Firefighter/First Responder then calls in to dispatcher to receive verbal message of incident type and location.
- If cellular pagers become obsolete then a radio repeater may be necessary to support paging LIVFD.
- Potential repeater locations have been reviewed by a communications professional for qRD. Recommended locations are on Vancouver Island or Texada Island.
- Repeater locations are not recommended on Lasqueti Island.

- Public dials 9-1-1

- Dispatch Centre operated by E-Comm 9-1-1 in Vancouver, BC meets applicable dispatch standards.
- Emergency calls are answered 24/7 by a professionally trained dispatcher.
- Fire calls are transferred to North Island 9-1-1 for dispatch. Ambulance and Police calls are transferred to BCEHS and RCMP dispatch.
- E-Comm 9-1-1 dispatchers prioritize most serious emergency medical calls so that those callers get priority answering from BCEHS operators.

- Yes, house numbers are required.
- Dispatch will use the house numbering to assist the fire department to find the exact location of the caller.
- Lasqueti response coordinators may assist in locating the incident.

- Yes, service will require construction of repeater tower to service LIVFD.
- Radio repeater infrastructure is required. The recommended location for installation would be on Texada Island on a ledge below Mt Davies with a view towards Lasqueti Island. Current recommended repeater would be an 8'x8' container with solar panels.
- Fire Department is alerted via a page on radio pagers with voice message indicating type of incident and location.
- Repeater locations are not recommended on Lasqueti Island.

If you have questions, please contact: emergency@qathet.ca | +1 604.485.2260

For more
information visit:



qathet.ca



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What Type of Service Establishment or Contract is Needed?

- qRD currently has a 3-year contract agreement that began on May 1, 2021.
- Either party to the agreement can terminate the agreement with 90-days notice.

- Would require extension of qRD service bylaw to include Electoral Area 'E'.
- If the service is established, then it cannot be rescinded.

Who pays for the service?

- Amended Option C supported by taxpayers within the LIVFD service area (Lasqueti Island only).

- 9-1-1 is a qRD Regional Service with most costs shared among all participants in the region.

What are the Potential Costs?

Emergency Call Answer and Dispatch Service



- \$1,500 setup fee
- \$3,000 annual

- No setup fee
- \$8,000 annual

House Numbering Service



- Optional, not required

- \$20,000 setup fee
- \$4,000 annual

Radio Repeater Initial Capital



- Currently, there is no LIVFD radio repeater. Estimate to construct and licence is \$100,000.

- \$135,000

Radio Repeater Maintenance and annual contribution to capital replacement costs.



- Estimated minimum \$5,000 annual.

- Maintenance and replacement costs included in the \$8,000 annual service fee.

Pagers



- \$12,000 annual fee for cellular pager rental.

- VHF pager costs approx. \$500 each.

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