

# **North Island 9-1-1 Corporation**

Since 1995, the North Island 9-1-1 Corporation has managed the provision of 9-1-1 service including, receiving and dispatching calls for fire, police and ambulance for Regional Districts and their member municipalities and electoral areas in the central to north Vancouver Island and portions of the Sunshine Coast.

**Service Overview  
Fall 2020**

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# **NI**9-1-1 COVERAGE MAP

Member  
Regional Districts

Client  
Regional  
District  
**PEACE RIVER**  
62,942 POP (2016)

**MOUNT  
WADDINGTON**  
11,035 POP (2016)

**STRATHCONA**  
44,671 POP (2016)

**COMOX  
VALLEY**  
66,527 POP (2016)

**qathet**  
20,070  
POP (2016)

**ALBERNI-  
CLAYOQUOT**  
30,981 POP (2016)

**NANAIMO**  
City of Parksville, Town of  
Qualicum Beach, and  
Electoral Areas E, F, G, and H  
46,959 POP (2016)

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# NI 9-1-1 Structure

## BOARD

### ELECTED REPRESENTATIVES APPOINTED BY THE RD BOARD

- > Alberni-Clayoquot Regional District (ACRD)
- > Comox Valley Regional District (CVRD)
- > Regional District of Mt. Waddington (RDMW)
- > Regional District of Nanaimo (RDN)
- > qathet Regional District (qRD)
- > Strathcona Regional District (SRD)

## SECRETARY

### APPOINTED BY N911 BOARD

\*CVRD Chief Administrator Officer

## ADMINISTRATIVE COMMITTEE

\*RD Staff representative Fire Dispatch Supervisor

### FIRE DISPATCH COMMUNICATIONS

\*Contracted with the CR Fire Dept.

Fire Dispatch Supervisor

Fire Dispatch Operators

### INFORMATION TECHNOLOGY COMMUNICATIONS Deputy Secretary

Senior Manager of Information System & GIS

Technology Manager

Mapping & Database Coordinator

RD Mapping Technicians  
Tellus Fire Dept's

### 9-1-1 INITIAL EMERGENCY CALL DISPATCH COMMUNICATIONS

\*Contracted with E-Comm

9-1-1 Dispatchers

### TREASURER Appointed by the NI911 Board

\*CVRD Corporate Financial Officer

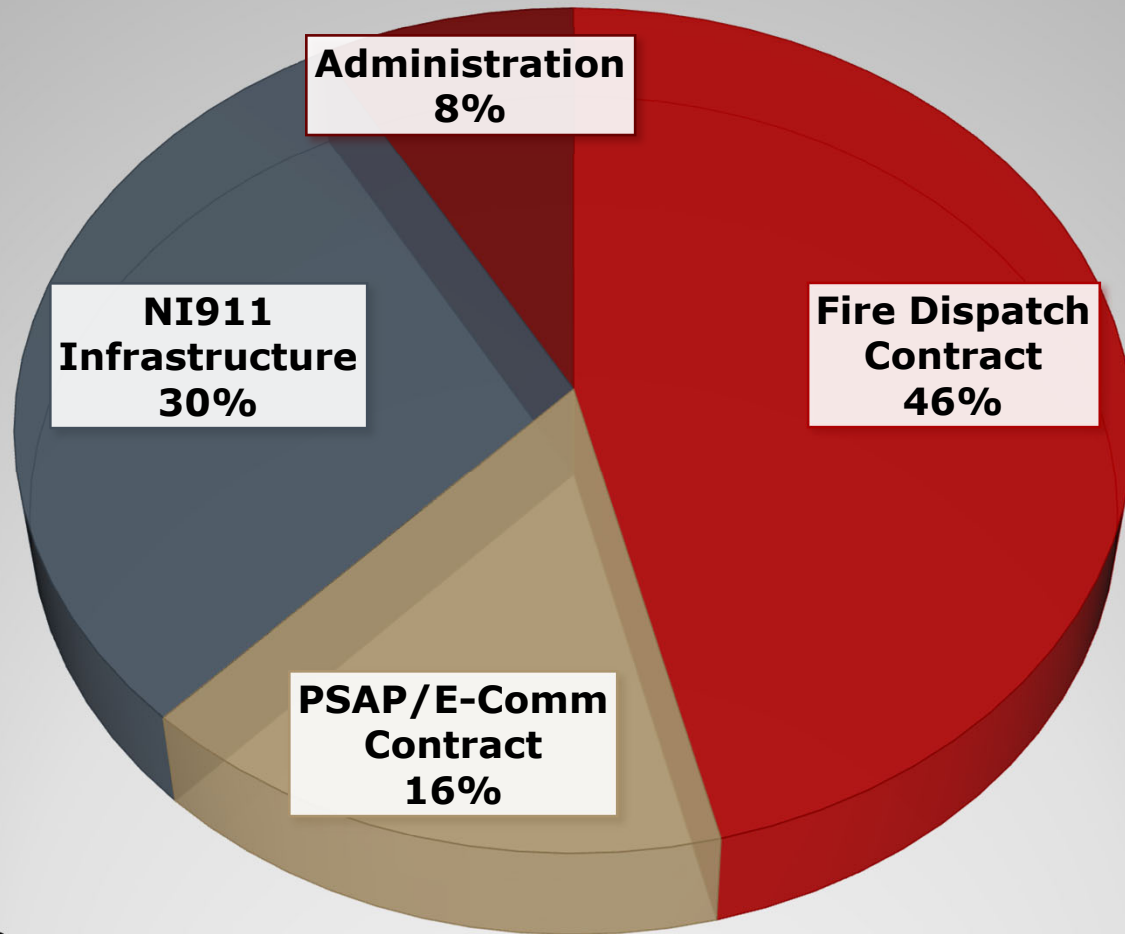
Accounting Services  
\*CVRD Staff

REPORTING RESPONSIBILITY

CO-ORDINATES WITH



## Where Is the Money Allocated



# NI 9-1-1 PSAP (E-Comm) – Service Levels



E-Comm



RCMP

Ambulance

Fire

## **NI 9-1-1 PSAP (E-Comm) – Call Volume**

<b>PSAP (Ecomm) Calls</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>Average</b>	<b>% PSAP Calls</b>
Mount Waddington RD	6,226	5,819	6,016	<b>6,047</b>	<b>9%</b>
Strathcona RD	14,769	13,367	13,313	<b>13,490</b>	<b>19%</b>
Comox Valley RD	19,493	18,480	18,527	<b>17,853</b>	<b>25%</b>
qathet RD	6,954	6,375	5,908	<b>5,784</b>	<b>8%</b>
Alberni-Clayoquot	14,100	13,697	12,203	<b>13,258</b>	<b>19%</b>
Regional District of Nanaimo	16,078	15,167	14,182	<b>14,434</b>	<b>20%</b>
Other ESN	473	53	50	<b>148</b>	<b>0%</b>
	<b>78,093</b>	<b>72,958</b>	<b>70,199</b>	<b>71,015</b>	<b>100%</b>

# NI 9-1-1 Fire Dispatch – Service Levels



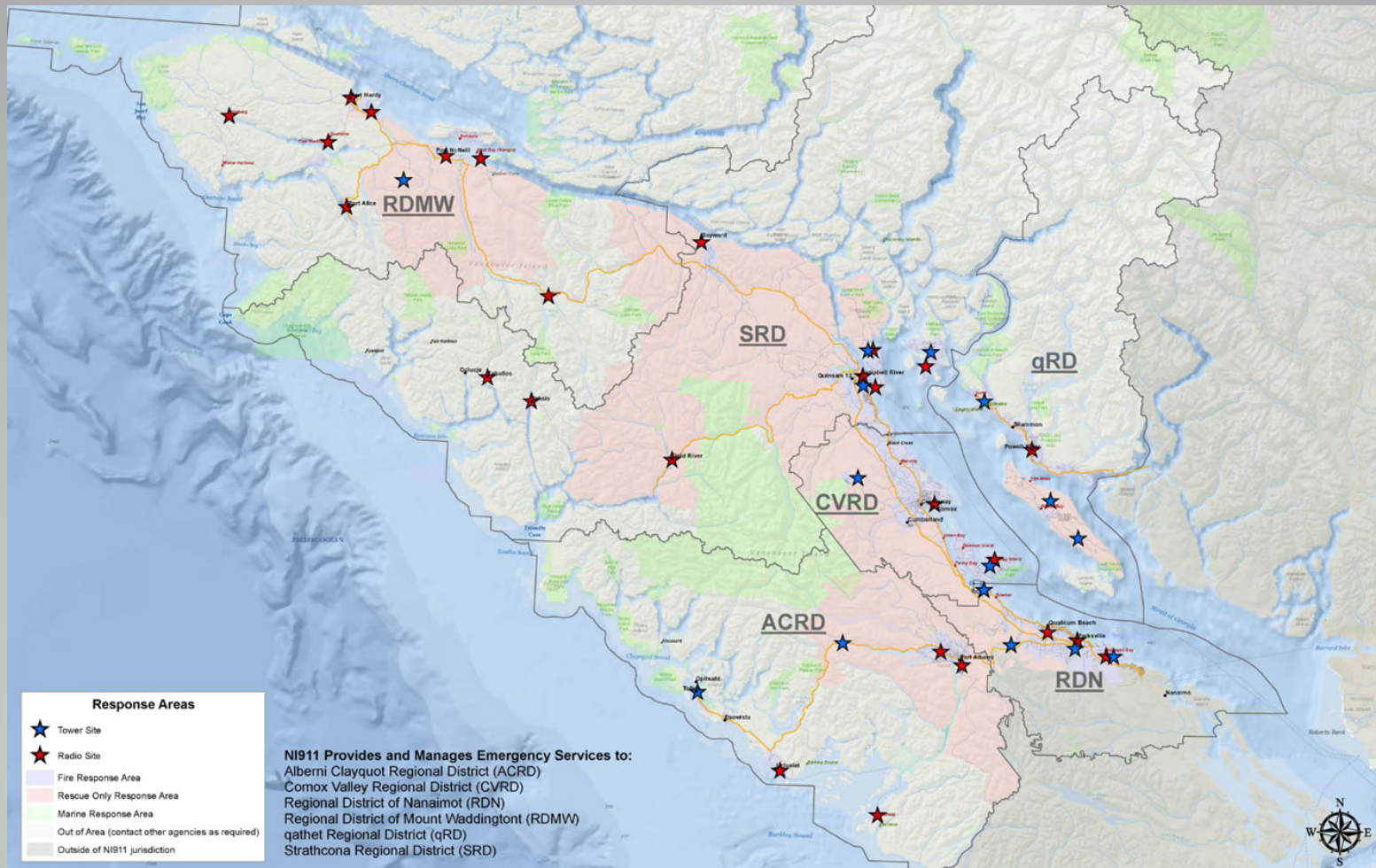


## **NI 9-1-1 Fire Dispatch – Call Volume**

<b>Fire Calls</b>	<b>2019</b>	<b>2018</b>	<b>2017</b>	<b>Average</b>	<b>% PSAP Calls</b>
Mount Waddington RD	366	337	341	<b>338</b>	<b>3%</b>
Strathcona RD	3,015	3,131	3,778	<b>3,344</b>	<b>30%</b>
Comox Valley RD	2,404	2,337	2,731	<b>2,366</b>	<b>21%</b>
qathet RD	1,298	1,295	1,463	<b>1,341</b>	<b>12%</b>
Alberni-Clayoquot	2,238	2,282	2,255	<b>2,095</b>	<b>19%</b>
Regional District of Nanaimo	1,819	1,868	1,932	<b>1,716</b>	<b>15%</b>
	<b>11,140</b>	<b>11,250</b>	<b>12,500</b>	<b>11,200</b>	<b>100%</b>



# NI911 Infrastructure Assets



## NI 9-1-1 Infrastructure



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## **NI 9-1-1 Fire Dispatch** **Value Added Service**

- Provides beginning to end service support.
- Provides complete incident information to responding fire departments.
- Provides all radio dispatch equipment and redundancies to ensure effective service delivery.
- Maintains all radio towers and equipment.
- Provides IT support and fire apparatus software.
- Provides community context mapping.

## Summary

*We continue to enhance our service delivery of the 9-1-1 and Fire dispatch response service to the six shareholders of the North Island 9-1-1 Corporation.*

*We are proud of our island-based solution to serve over 50 local fire departments in the central to north island region and portions of the coast.*