



## Operational Guideline

<b>FIRE DISPATCH – NI 9-1-1 CORPORATION</b>	O.G. NO. 7.2.4
<b>TITLE: Fire Dispatch – Contact Information</b>	Page 1 of 2

**PURPOSE:** To provide fire departments in the North Island 9-1-1 Corporation service area with the contact information for issues related to the Fire Dispatch Network.

**SCOPE:** North Island 9-1-1 Fire Departments

### PROCEDURE:

- 1.0** Fire departments have been provided with a toll free 800 number that will connect them directly with fire dispatchers. The use of this number should be limited to inquiries during active incidents or for immediate follow up after an incident.

All other inquiries about fire dispatch administration, operations or technical support should be directed to the appropriate representative below:

#### **1.1 Fire Dispatch Operations and Network Technical Support**

- a) Contact the Fire Dispatch Manager or Technology Manager at 250-286-6266 or email us at [firedispatch@ni911.ca](mailto:firedispatch@ni911.ca) for all inquiries related to
- Incident follow up – more than 12 hours after the incident was terminated
  - Property and Response plan changes
  - Access to CAD Browser Enterprise and Mobile Enterprise issues
  - Contractual agreements (End User and Co-location)
  - Paging and Radio systems


#### **1.2 Fire Dispatch Advisory Committee**

- a) Contact the appropriate Regional District Representative for your service area or visit [www.ni911.ca](http://www.ni911.ca) for issues related to:
- North Island 9-1-1 Corporation Administration, governance, policy and service level change requests

<b>FIRE DEPARTMENT</b>	O.G. NO. 7.2.4
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<b>2021 Fire Dispatch Advisory Committee</b>		
<b>Regional District</b>	<b>First Contact</b>	<b>Second Contact</b>
Alberni Clayoquot	Rick Geddes, Ucluelet FD	Wes Patterson, Port Alberni FD
Comox Valley	Gord Schreiner, Comox FD	Terry Hoffart, Ship's Point FD
Nanaimo	Nick Acciavatti, Dashwood FD	Marc Norris, Parksville FD
Mt. Waddington	Patrick Donaghy, MWRD	Glen Watson, Sointula FD
Peace River	Edward Albury, Charlie Lake FD	Darrel Blades, Fort St. John FD
Powell River	Dave Keiver, Malaspina FD	Jim Brown, Northside FD
Strathcona	Thomas Doherty, Campbell River FD	Bruce Green, Oyster River FD

**REFERENCE:**

Stephanie Bremer Manager of Fire Administration	March 22, 2013
Issued/Amended by	Created
	
Signature	Mar. 11, 2016, Feb. 24, 2021 Date(s) Amended