



County Council

Meeting Date: March 14, 2023

Submitted by: Chris Traini, P.Eng., Deputy CAO/County Engineer

Subject: 911 Central Emergency Reporting Bureau (CERB) Contract
Renewal with London Police Department

BACKGROUND:

Since the inception of our 9-1-1 system in 1997 the London Police Services Board has been contracted to be the Central Emergency Reporting Bureau (CERB) for Middlesex County. This service entails taking all 9-1-1 calls and then forwarding them to the appropriate Police, Fire or Ambulance dispatch centres.

ANALYSIS:

The renewal of this agreement was negotiated in principal with the London Police Services Board staff and subsequently approved by their Legal Services Department. The operational and service delivery terms of the agreement remain exactly the same as the previous agreement.

As was the case with the previous agreement, the proposed fee structure is based on the previous year's fee plus an increase equal to the Statistics Canada inflation rate for the previous year. The proposed fee will be based on the 2022 fee of \$20,356.06 plus inflation.

London Police Services Board have notified the County of Middlesex that after this renewal they can no longer provide this service at the previously approved costing. The increase in the volume of calls and other operational constraints and changes will require a renegotiation of this agreement prior to the renewal in spring of 2024.

If approved, the agreement and all terms contained therein would be from to March 20, 2023 to March 19, 2024.

RECOMMENDATION:

THAT a by-law be introduced at the March 14, 2023 meeting to:

- a. Authorize and approve the Central Emergency Reporting Bureau (CERB) (Neutral Answering) Agreement between The Corporation of the County of Middlesex and the London Police Services Board effective March 20, 2023; and
- b. Authorize the Warden and the County Clerk to execute the Agreement.

Attachment