



RPT 20-243

TITLE: Lone Worker Program Agreement - Saskatchewan Public Safety Agency

DATE: June 10, 2020

TO: City Council

PUBLIC: X

INCAMERA:

RECOMMENDATIONS:

1. That the Saskatchewan Public Safety Agency Lone Worker Program Agreement between the City of Prince Albert and Saskatchewan Public Safety Agency for the provision of emergency services communications be approved.
2. That the Mayor and City Clerk be authorized to execute the Saskatchewan Public Safety Agency Lone Worker Program Agreement, and any other necessary Agreements, on behalf of the City.
3. That the 2020 annual Service Fee amount of \$24,480, plus goods and services, be charged against the 2020 Fire Services Department Budget of Fire Fighting – Other General Services.
4. That the 2021 Lone Worker Program Agreement Service Fee be included as budget item in the 2021 General Fund Operating Budget.

TOPIC AND PURPOSE:

To approve the Saskatchewan Public Safety Agency Lone Worker Program Agreement between Saskatchewan Public Safety Agency and the City of Prince Albert, whereby the City wishes to acquire from the Agency and the Agency wishes to provide to the Municipality certain services in the provision of emergency services communications.

BACKGROUND:

In 2018, the employment of the Sask 911 Dispatching staff transitioned from the City of Prince Albert to Canadian Public Safety Operations Organization (CanOps), who became their new employer. Those employees were transitioned from the City Hall basement to the Satellite Station.

With the transition of the Sask 911 Dispatching staff to the Satellite Station, the Provincial Emergency Communications Centre (PECC) at that time commenced in-kind duties for the City of Prince Albert Lone Worker Program until the transition to their new Service Provider (CanOps). The PECC indicated that once the transition occurred to CanOps, a contract would be forwarded to the City and the Service Fee of \$2,040 per month would be charged for the program.

The dispatch monitoring services, which commenced on June 1st, 2018 included:

Duty Foreman after hours city emergency

- answer phone line and store call details in CAD system
- dispatch officers via cellular telephone
- track workers activity (log on/off)
- initiate callback if worker goes into overdue status

Water Treatment Plant Workers after hours

- track workers (log on/off) after hours, when lone worker status exists
- initiate callback if worker goes into overdue status

Airport Maintenance Workers after hours, winter weekends/statutory holidays and emergency call backs.

- track workers (log on/off) after hours, when lone worker status exists
- initiate callback if worker goes into overdue status

Arena Maintenance Staff after hours (for emergency call backs)

- track workers (log on/off) after hours, when lone worker status exists
- initiate callback if worker goes into overdue status

Janitorial Event Staff (Art Hauser) after hours

- track workers (log on/off) after hours, when lone worker status exists
- perform status checks
- initiate callback if worker goes into overdue status

The intent of the Lone Worker Program Agreement is protect the safety of employees working alone. To ensure the protection of our staff in emergency situations.

The Provincial Emergency Communications Centre is now under the envelop of the Saskatchewan Public Safety Agency (SPSA).

The Saskatchewan Public Safety Agency (SPSA) is a Treasury Board Crown Agency responsible for:

- provincial emergency management, fire safety and wildfire management in our province; and
- managing Saskatchewan's 911 emergency dispatching services

The SPSA's vision is to enhance, support and integrate public safety in Saskatchewan.

The agency's mission is to safeguard and protect the people property and resources of Saskatchewan through partnerships, coordinated planning, education, prevention, mitigation, response and recovery.

PROPOSED APPROACH AND RATIONALE:

As per attached Agreement, the intention of the Saskatchewan Public Safety Agency Lone Worker Program Agreement will provide the following services:

- Provide monitoring services on a continual basis after business hours, seven (7) days per week, to include log on, log off and overdue tracking services to Lone Workers at the:
 - Municipal Water Treatment Plant
 - Airport Maintenance
 - Arenas
 - Duty foremen

***SPSA reserves the right to cap the number of staff monitored for the rate listed in this Agreement.*

- Provide call processing and dispatching of Duty Foreman for the Municipality's after-hours emergency Public Works telephone line, except when Duty Foremen are unable to be reached by telephone. At the time of the entering into of this Agreement, Duty Foreman is unavailable between the hours of 0730-0800 and 1630-1700.
- To maintain staff emergency contact information.

- To activate procedural activation escalation as outlined by the municipality.
- To track incidents in CAD system, to include pertinent information provided by officer.
- To provide CAD generated reports as per requests.

Term of Agreement

As identified in the attached Agreement, the Agreement commenced on January 1, 2020 and shall remain in full force until December 31, 2020.

The Term shall be automatically extended for additional one-year terms thereafter, unless sooner terminated under any provision herein provided. The Agreement may be terminated by either party without cause by giving at least 180-day written notice of termination

If a party defaults in the performance or observance of any of its obligations under this Agreement and does not remedy the default within 30 days after the other party gives the defaulting party written notice of the default, then this Agreement may be immediately terminated by the other party giving written notice of termination to the defaulting party.

Attached are the 2019 and 2018 Total Call Time Statistics per Month Data provided by Sask 911.

CONSULTATIONS:

The attached Agreement had been provided to the City Manager from the Deputy Commissioner/Director, Saskatchewan Public Safety Agency. Attached is the negotiated Agreement between the parties.

The City Solicitor has also reviewed the attached Agreement for legality.

COMMUNICATION AND/OR ANNOUNCEMENT PLAN:

If the Saskatchewan Public Safety Agency Lone Worker Program Agreement is approved, execution of the Agreement will proceed.

FINANCIAL IMPLICATIONS:

The attached Saskatchewan Public Safety Agency Lone Worker Program Agreement states the following Service Fee:

3.1 The Municipality shall pay the Agency for the provision of Dispatch and Monitoring Services **the amount of \$24,480.00, plus GST, per year, (the "Service Fee"), to be paid yearly upon receipt of invoice.** And within the Service Area for the duration of the agreement subject to the following terms and conditions:

- a) The Service Fee is due and payable, yearly upon receipt of invoice.
- b) The Agency shall issue an invoice to the Municipality on or before each year for the LWP services that are to be provided.
- c) The Agency may adjust the Service Fee not more than once per calendar year by providing notice of the increase in writing at least 120 days prior to the effective date of the Service Fee increase.
- d) In the event the Municipality requests and amendment to the scope of the Dispatch and Monitoring Services, then at the time of the amendment the parties will negotiate the corresponding increase to the Service Fee.

The annual amount of \$24,480 equates to a monthly charge of \$2,040 monthly.

In-kind services commenced for the City on June 1, 2018. The City was able to receive a savings in the Service Fee Charge for the term of June 1, 2018 to December 31, 2019. **That equates to a savings to the City in the amount of \$38,760 (19 months x \$2,040 monthly). That is significant savings to the City.**

Attached is the December 19, 2018 Letter of Agreement regarding the support services to be provided by the City of Prince Albert as it pertains to the Prince Albert Public Safety Answering Point also known as Provincial Emergency Communication Centre (PECC). This Agreement is related to the Fire Dispatching Services Agreement, whereby the City is receiving an annual fire dispatching fee credit of \$43,877.50 per year for a period of 10 years starting July 22, 2018.

The Fire Dispatch Services Agreement is a separate Agreement from the attached Lone Worker Program Agreement.

Funding for Lone Worker Program Agreement – Year 2020

The amount of \$44,400 was budgeted in the 2020 Fire Services Department Budget of Fire Fighting – Other General Services. It was budgeted that the City would have to pay that amount for Fire Dispatching Services. It was inadvertently budgeted in error as the City has the attached Agreement regarding the ten year credit for Fire Dispatching Services. As such, the \$44,400 will be unspent for Year 2020.

As such, that budgeted amount of \$44,400 can be used to fund the Lone Worker Program Agreement annual Service Fee cost of \$24,480.

For Year 2021, the Service Fee for the Lone Worker Program Agreement will need to be budgeted in the General Fund Operating Budget.

OTHER CONSIDERATIONS/IMPLICATIONS:

There are no privacy or policy implications at this time or options to recommendation.

STRATEGIC PLAN:

Active & Caring Community – A more proactive approach to the reduction of emergencies within City of Prince Albert.

PUBLIC NOTICE

Public Notice pursuant to the Public Notice Bylaw No. 24 of 2015 is not required.

ATTACHMENTS:

1. Lone Worker Program Agreement - Saskatchewan Public Safety Agency.
2. Final Service Agreement - Sask 911.
3. 2019 Total Call Time Statistics per Month Data provided by Sask 911.
3. 2018 Total Call Time Statistics per Month Data provided by Sask 911.

Written by: Jim Toye , City Manager

Approved by: City Manager