

# 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 1

**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 911 Fire Departments

**PROCEDURE:**

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:

**Fire Dispatch Operations and Network Technical Support** – 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 VisiNet Browser and Mobile CAD issues
- Contractual agreements (End User and Co-location)
- Paging and Radio systems

**Fire Dispatch Advisory Committee** – Contact the appropriate Regional District representative for your service area or visit [www.ni911.ca](http://www.ni911.ca) for issues related to:

- NI 911 Corp administration, governance, policy & service level change requests

<b>Alberni Clayoquot RD</b>	<b>Ted MacZulat (Beaver Creek FD)</b>	<b>Wes Patterson (Port Alberni FD)</b>
<b>Comox Valley RD</b>	<b>Gord Schreiner (Comox FD)</b>	<b>Mike Williamson (Cumberland FD)</b>
<b>Nanaimo RD</b>	<b>Nick Acciavatti (Dashwood FD)</b>	<b>Marc Norris (Parksville FD)</b>
<b>Mt. Waddington RD</b>	<b>Tasos Baroutis (Port McNeill)</b>	<b>Schell Nickerson (Port Hardy FD)</b>
<b>Powell River RD</b>	<b>Dave Keiver (Malaspina FD)</b>	<b>Jim Brown (Northside FD)</b>
<b>Strathcona RD</b>	<b>Sharon Clandening (Quadra FD)</b>	<b>Mike Atchison (Zeballos FD)</b>

<b>Chris Vrabel</b>	This O. G. Replaces:  Issued:  Amended: 11 March 2016
Issued by: 	
Signature of Fire Dispatch Manager	
<b>22 March 2013</b>	
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