

### **Details of Service Change**

The Fire & Emergency Services Communications Centre is facing increasing volume and complexity of incidents, newly mandated training & certification requirements and vastly changing technological requirements related to the implementation of Next Generation 911. The additional Communications Operators will allow the Fire & Emergency Services Communications Centre to maintain five personnel assigned to each of the four shifts.

### **Service Impact**

If appropriate staffing levels are not maintained, there will be a direct impact to service levels as firefighters could be removed from front line service to serve as call takers. Both the public and firefighters rely on communications operators for their safety and a reduction in service could have a detrimental impact on front line service levels.