
REPORT TITLE: Next Generation 9-1-1 Authority Service Agreement with Bell Canada

FROM: Gary Kent, CPA, CGA, ICD.D, Chief Financial Officer and Commissioner of Corporate Services

RECOMMENDATION

That the Chief Financial Officer and Commissioner of Corporate Services be authorized to execute the Next Generation 9-1-1 Authority Service Agreement with Bell Canada as part of the Next Generation 9-1-1 service introduction, together with any related amendments, or further agreements or ancillary documents as may be necessary as part of the implementation and use of the Next Generation 9-1-1 services, provided such agreements and documents are on business terms satisfactory to the Chief Financial Officer and Commissioner of Corporate Services and on legal terms satisfactory to the Regional Solicitor.

REPORT HIGHLIGHTS

- The Canadian Radio-television and Telecommunications Commission requires that telecommunication companies upgrade their existing networks Enhanced 9-1-1 (E9-1-1) to Next Generation 9-1-1 (NG9-1-1) by March 2022.
- All 9-1-1 agencies currently providing 9-1-1 service must migrate onto the NG9-1-1 network between March 2022 and March 2025.
- NG9-1-1 will enable residents to access new, enhanced, and innovative 9-1-1 service with Internet Protocol technology.
- The financial impacts to the Region resulting from transitioning to NG9-1-1 are not yet known by Peel Police. Staff are working with Peel Police and will advise Council as financial implications become known.
- The NG9-1-1 Authority Service Agreement is a new mandatory agreement that will replace the present E9-1-1. This agreement is between the Region of Peel as the authority representing the three Public Safety Answering Points (Peel Regional Police, Fire: Mississauga/Brampton, Town of Caledon, and Mississauga Central Ambulance Communications Centre) and Bell Canada.

DISCUSSION

1. Background

Peel Regional 9-1-1 service was implemented in 1988, and in 1994, Peel signed an agreement with Bell to fulfill obligations to provide 9-1-1 emergency calling service (Appendix I). For 36 years, Peel Police has been operating and providing 9-1-1 service on behalf of the Region of Peel under this agreement. In June 2017, the Canadian Radio-television and Telecommunications Commission (CRTC) directed telephone companies to

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upgrade their networks to be ready to provide NG9-1-1 voice and messaging services with Internet Protocol (IP) capabilities.

NG9-1-1 services will provide Canadians with access to new and innovative emergency services and capabilities. These services are enabled by the prevalence of mobile devices and the evolution of telecommunications networks with IP capabilities.

All 9-1-1 agencies currently providing E9-1-1 services must migrate onto the NG9-1-1 network between March 2022 and March 2025 according to the Telecom Regulatory Policy CRTC 2017-182. The current E9-1-1 network will be decommissioned after March 2025. This proposed date is subject to change depending on agencies migration progress.

As a Public Safety Answering Point within the Region of Peel, Peel Regional Police must have the capabilities required to receive, transfer and process NG9-1-1 calls as well as maintain the ability to receive and process all non-emergency calls. Peel Regional Police will be commencing a project to implement an NG9-1-1 Call Handling Solution, which will involve internal infrastructure changes to allow for onboarding to the Bell Emergency Services IP Network. This NG9-1-1 project at Peel Regional Police will also include a review of applicable changes to Public Safety Answering Points business processes.

The NG9-1-1 Authority Service Agreement is a new mandatory agreement replacing the current E9-1-1. This agreement is between the Region of Peel as the authority representing the three Public Safety Answering Points (Peel Regional Police, Brampton Fire, and Mississauga Central Ambulance Communications Centre) and Bell Canada. The NG9-1-1 is based on IP technologies and supports 9-1-1 calls over IP-based networks and devices, providing better emergency services to Canadians through world-class telecommunications networks.

FINANCIAL IMPLICATIONS

Peel Police manages the operating costs for the current E9-1-1 system and allocates a portion of these costs to the Region. For the 2022 Budget, the Region's share is \$2.9 million, which represents 25 Communicators and 25 per cent of the Co-ordinator (Sergeant) position.

The financial impacts to the Region resulting from transitioning to NG9-1-1 are not yet known by Peel Police. Staff are working with Peel Police and will advise Council as financial implications become known.

CONCLUSION

Through this report, staff is seeking delegated authority for the Chief Financial Officer and Commissioner of Corporate Services to execute the Next Generation 9-1-1 Authority Service Agreement with Bell Canada. This will permit the Region of Peel's Public Safety Answering Points (Fire: Mississauga/Brampton, Town of Caledon and Mississauga Central Ambulance Communications Centre), to begin migration to the new NG9-1-1 network according to the Telecom Regulatory Policy CRTC 2017-182, within the timelines identified above.

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APPENDICES

Appendix I - Telecom Regulatory Policy CRTC 2017-182

Authored By: Michelle Orth, Acting Director Community Connections