



Committee Report

To:	Warden Milne and Members of Grey County Council
Committee Date:	March 23, 2023
Subject / Report No:	CAOR-CW-04-23
Title:	Bell Next Generation 9-1-1 Authority Service Agreement
Prepared by:	Randy Scherzer
Reviewed by:	Kim Wingrove
Lower Tier(s) Affected:	All Municipalities
Status:	Recommendation adopted by Committee as presented per Resolution CW50-23; Endorsed by County Council April 13, 2023, per Resolution CC29-23.

Recommendation

1. **That report CAOR-CW-04-23 be received which provides an overview of the Next Generation 9-1-1 Authority Service Agreement received from Bell Canada;**
2. **That a by-law be brought forward for Council's consideration to authorize the Warden and Clerk to execute the Next Generation 9-1-1 Authority Service Agreement with Bell Canada; and**
3. **That staff be authorized to approve the County's entry into agreements necessary to implement the Next Generation 9-1-1 service with municipalities, local boards, and other stakeholders provided that the agreements are satisfactory to the Chief Administrative Officer or their delegate.**

Executive Summary

In June 2017, the CRTC mandated that all telecommunication providers update their networks in order to be ready to provide Next Generation 9-1-1 (NG911) voice, video and text messaging services throughout Canada. All PPSAPs are required by the federal government to upgrade their systems to meet Next Generation 911 capabilities and decommission existing services. The County of Grey is responsible for the provision and operation of the Primary Public Safety Answering Point (PPSAP) for the 9-1-1 serving area (all of Grey County) under the current 9-1-1 Public Emergency Reporting Service (PERS) Agreement with Bell Canada. The Owen Sound Police Services (OSPS) dispatch has operated the PPSAP for the County of Grey under contract since the inception of 9-1-1 in Grey County since the late 90's. Grey County renewed the PPSAP contract agreement with OSPS in January 2022 which includes provisions to address the new NG 911 requirements. OSPS has implemented upgrades to the call centre infrastructure, software, licensing and training for staff over the past couple of years and are

ready to implement the NG 911 system. Staff recommend that the Warden and Clerk be authorized to execute the Next Generation 9-1-1 Authority Service Agreement with Bell Canada.

Background and Discussion

The CRTC is responsible for regulating the telecommunications service providers who provide the telecommunication networks across Canada to direct and connect 9-1-1 emergency calls to emergency call centres. In June 2017, the CRTC mandated that all telecommunication providers update their networks in order to be ready to provide Next Generation 9-1-1 (NG911) voice, video and text messaging services throughout Canada.

The current 9-1-1 system was primarily designed for a landline system associated with a fixed address. Improvements to the system have been adapted to accommodate mobile technologies; however, the current system is not able to accommodate the digital information required to improve the ability to locate callers. There has also been a steady increase in the use of mobile devices in calling 9-1-1 and therefore a steady decrease in the use of landlines. The current 9-1-1 system is limited in determining a mobile caller's location accurately. Therefore, CRTC has mandated that networks and systems be updated to accommodate NG911 and to decommission the current 9-1-1 system.

NG911 automatically provides the 9-1-1 operator with the phone number and address or location of the caller. NG911 will also allow 9-1-1 callers to interact with 9-1-1 call centres using new and innovative services such as real time chat, texting to 9-1-1 services, and transmitting photos, videos, and medical records. For residents who have communication disabilities, or who are deaf or hard of hearing, will be able to text to 9-1-1 call centres using the new NG911 system. NG911 services will result in safer, faster and more informed emergency responses. The original deadlines set by CRTC were extended due to the pandemic, however the existing 9-1-1 system will need to be decommissioned by March 30, 2024. Further information about NG911 can be found on the CRTC website at [this link](#). CRTC also has prepared a video regarding NG911 which can be accessed at [this link](#).

The County of Grey is responsible for the provision and operation of the Primary Public Safety Answering Point (PPSAP) for the 9-1-1 serving area under the current 9-1-1 Public Emergency Reporting Service (PERS) Agreement with Bell Canada and has done so on behalf of all the local municipalities since the late 90's. The Owen Sound Police Services (OSPS) dispatch has operated the PPSAP for the County under contract since the inception of 9-1-1 in Grey County. Grey County entered into a renewed contract with OSPS in January 2022 to continue to provide and operate the PPSAP for all of Grey. The renewed contract with OSPS included provisions to address the new NG 911 requirements.

OSPS has been actively working on upgrades to the call centre infrastructure, software, licensing and training for staff over the past couple of years and are ready to implement the NG 911 system once CRTC provides the go ahead. The OSPS upfront investment in NG911 technology is planned to be recouped through contract price increases at the time of renewal with the municipalities they provide PPSAP services for. Grey County's share of the NG 911 costs were incorporated into the renewed contract with OSPS. A link to the current PPSAP contract agreement with OSPS can be found in the 'Appendices and Attachment' section.

Bell Canada has provided a Next Generation 9-1-1 Authority Service Agreement to Grey County, and these are the agreements that Bell Canada will be executing with all PPSAP's across Canada. This agreement will replace the previous Public Emergency Reporting Service (PERS) Agreement which the County of Grey had previously executed with Bell Canada. Enhanced GIS data is required to provide the improved 911 services and capabilities that will be available through the new NG 911 system. In speaking with OSPS, the City of Guelph has been chosen to compile all GIS maps for public safety dispatching (at least for Ontario) and they will release them to PPSAPs for making dispatch maps.

County Agreement and Legal staff have reviewed the Next Generation 9-1-1 Authority Service Agreement, along with OSPS staff, and are satisfied with the content of the agreement. Given the OSPS is ready to provide NG 911 services, County staff recommend that the Warden and Clerk be authorized to execute the Next Generation 9-1-1 Authority Service Agreement with Bell Canada.

The County has been responsible for coordinating the provision of PPSAP service for all of Grey County, including on behalf of the local municipalities, since the inception of 9-1-1 services which started in the late 1990's. Although the County has been doing so, it does not appear that a formal agreement or memorandum of understanding was entered into between the County and the local municipalities regarding the provision of the 9-1-1 services within Grey County. The County has the authority under sections 11 and 116 of the Municipal Act, 2001 to enter into this Next Generation 9-1-1 Authority Service Agreement, and it is recommended however that the County work with each of the local municipalities and other stakeholders to prepare an agreement/MoU to formalize the existing arrangement between the County and the local municipalities and other stakeholder entities to confirm operational responsibilities for the NG911 system, such as the creation and provision of the necessary enhanced GIS data.

Legal and Legislated Requirements

None.

Financial and Resource Implications

OSPS has made some investments over the past couple of years in order to be ready for the Next Generation 9-1-1 requirements. OSPS plans to recoup the NG 911 technology and service upgrades through contract price increases at the time of renewal with municipalities that they provide PPSAP services for. Grey County's share of the NG 911 costs were incorporated into the renewed contract with OSPS back in January 2022. The costs are based on a per capita basis as reported in the most recent Census and because Grey County's population increased to just over 100,000 residents in the 2021 Census, the total annual cost for the PPSAP contract increased slightly. Grey County paid OSPS just under \$70,000 in 2022 to provide and operate the PPSAP for all of Grey County. This will increase slightly each year to at least 2025.

Relevant Consultation

Internal: Clerks, Legal, Agreement staff

☒ External: Owen Sound Police Services

Appendices and Attachments

[Primary Public Service Answering Point Agreement with Owen Sound Police Services](#)

[Current Public Emergency Reporting Service Agreement with Bell Canada](#)

[Next Generation 9-1-1 Authority Service Agreement](#)