



# Committee Report

<b>To:</b>	Warden Hicks and Members of Grey County Council
<b>Committee Date:</b>	November 25, 2021
<b>Subject / Report No:</b>	Addendum to PDR-CW-04-21
<b>Title:</b>	Updated Primary Public Safety Answering Point Agreement – Owen Sound Police Services
<b>Prepared by:</b>	Randy Scherzer
<b>Reviewed by:</b>	Kim Wingrove
<b>Lower Tier(s) Affected:</b>	All Municipalities
<b>Status:</b>	

## Recommendation

1. **That the Addendum to Report PDR-CW-04-21 be received; and**
2. **That a by-law be brought forward for Council’s consideration to authorize the Warden and Clerk to execute the contract renewal agreement with Owen Sound Police Services to continue operation of the Primary Public Safety Answering Point for Grey County.**

## Executive Summary

Owen Sound Police Services (OSPS) is the current Primary Public Safety Answering Point (PPSAP) operator for Grey County and provides 9-1-1 call centre services for all emergency calls made throughout the County. OSPS has provided excellent service to Grey County. All PPSAPs are required by the federal government to upgrade their systems to meet Next Generation 911 capabilities and decommission existing services. OSPS has been a leader in this regard, meeting or exceeding all the original deadlines set by CRTC. 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. Council directed staff to negotiate with the OSPS and to bring back a contract renewal agreement for Council’s consideration. The new agreement includes some language to address the new NG 911 requirements and includes a phased-in cost increase per year to address the increased costs associated with the new NG 911 technology. It is recommended the Council approve the execution of the contract renewal agreement.

## Background and Discussion

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. 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 which commenced in the late 90's.

All PPSAPs are required by the federal government to upgrade their systems to meet Next Generation 911 capabilities and decommission existing services. OSPS has been a leader in this regard, meeting or exceeding all the original deadlines set by CRTC to address the new NG911 requirements. The original deadlines set by CRTC were extended as result of the pandemic. It is anticipated that the NG 911 system will be fully implemented in March 2022. OSPS has been actively working on upgrades to the call centre infrastructure, software, licensing and training for staff and are ready to implement the full 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.

The current annual fee that is paid to OSPS for the operation of the PPSAP is calculated at a rate of fifty-six cents (\$0.56) per person per year based on the number of permanent residents within the 9-1-1 serving area. In 2020, the total annual rate paid to OSPS was \$52,545 (based on 2016 Census Population – 93,830). The current agreement expired in 2020; however, there are provisions in the current contract for automatic renewal. There are also provisions in the current contract which allows the current per person rate to be renegotiated in the 4<sup>th</sup> and 5<sup>th</sup> years of the contract. OSPS had not requested an increase to the per resident rate in either 2019 or in 2020 being the 4<sup>th</sup> and 5<sup>th</sup> years of the current contract. The existing contract does not include wording with respect to service expectations regarding NG911.

Based on the above, Council directed staff to enter into negotiations with OSPS for a contract renewal agreement for them to continue to operate the PPSAP. Through discussions, an updated PPSAP contract agreement was provided to OSPS earlier this year and OSPS completed their review of the agreement and provided a revised draft last month. Agreement staff have reviewed the updated agreement and suggested some minor edits which OSPS staff have accepted. The updated PPSAP agreement can be found linked in the Appendices and Attachments section below.

The table below outlines the updated costs per capita to continue the operation of the PPSAP with OSPS. The below calculated costs are based on the 2016 population. Once the 2021 Census results have been released it is anticipated that the population for Grey County will be just over 100,000 people and therefore the costs shown in the column on the right will increase as a result. It is anticipated that the results of the 2021 Census population will be released in late 2022. If the population is 100,000 then the 2022 will be approximately \$69,000 for 2022 based on the \$0.69 per capita rate. The cost for 2021 is just under \$63,000 (\$0.67 per capita) which is less than the amount budgeted.

<b>Year</b>	<b>Per Capita Rate (based on 2016 population)</b>	<b>Cost</b>
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2021	\$0.67	62,866.10
2022	\$0.69	64,742.70
2023	\$0.71	66,619.30
2024	\$0.73	68,495.90
2025	\$0.75	70,372.50

The cost increase per capita is to recuperate a small amount of NG911 costs at the PPSAP level. OSPS notes that most of the recuperation of costs will be done through the Secondary PSAP's that they provide services for as they will utilize the new NG911 services the most.

Based on the excellent service that OSPS has provided since the inception of 9-1-1 services in Grey County, and based on the estimated cost increases as a result of NG911 preparedness, staff are recommending that the contract renewal agreement with OSPS be approved and that a by-law authorizing the Warden and Clerk to execute the agreement be brought forward for Council's consideration.

## Legal and Legislated Requirements

Agreement staff have been involved in the preparation of the contract agreement.

## Financial and Resource Implications

The 2021 Budget included the estimated increase for the Primary Public Safety Answering Point service which was projected to cost \$67,000. The 2021 Census results have not been released yet and therefore the 2016 population has been used this year to calculate the PPSAP cost at a per capita rate of \$0.67 which equals just under \$63,000 which is less than the budgeted amount. It is anticipated that the 2021 Census population will increase which will result in an increase to the PPSAP costs. The projected cost for 2022 is estimated to be approximately \$70,000 based on the population estimates and therefore the proposed 2022 budget will reflect this amount. This will increase slightly each year to the year 2025.

## Relevant Consultation

- Internal: Planning, Clerks
- External: Owen Sound Police Services

## Appendices and Attachments

[Updated Contract Renewal PPSAP Agreement](#)