



City of Richmond

Report to Committee

To: General Purposes Committee **Date:** September 18, 2024
From: Anthony Capuccinello Iraci **File:** 03-1000-13-025
 General Manager, Law & Community Safety
 Jerry Chong
 General Manager, Finance & Corporate Services
Re: **Next Generation 9-1-1**

Staff Recommendation

That the Chief Administrative Officer and the General Manager, Finance & Corporate Services be authorized to execute and deliver the Next Generation 9-1-1 Implementation and Operation Contract, between the City and Metro Vancouver Regional District, on substantially the terms described in the report titled "Next Generation 9-1-1", from the General Manager, Law & Community Safety and the General Manager, Finance & Corporate Services, dated September 18, 2024.

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 General Manager, Law & Community Safety
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Jerry Chong
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Att. 1

| REPORT CONCURRENCE | | |
|-----------------------------------|-------------------------------------|----------------------------|
| ROUTED TO: | CONCURRENCE | |
| Fire Rescue | <input checked="" type="checkbox"/> | |
| RCMP | <input checked="" type="checkbox"/> | |
| SENIOR STAFF REPORT REVIEW | INITIALS: | APPROVED BY CAO |

Staff Report

Origin

Historically, 911 dispatch centres and systems have been based on traditional analogue technology which only supports voice calls. The current 911 systems utilize a civic address based methodology to provide geographic information to identify the location of the caller. In the coming years, telecommunications networks across Canada, including the networks used to make 9-1-1 calls, will transition to modern Internet Protocol (IP) technology. This will enable Canadians to access new, enhanced, and innovative 9-1-1 services with IP-based capabilities, referred to as next-generation 9-1-1 (NG9-1-1) services which will support voice, data, text messages and video. For example, Canadians could stream video from an emergency incident, send photos of accident damage or a fleeing suspect, or send personal medical information, including accessibility needs, which could greatly aid emergency responders.

In order to facilitate the transition to NG9-1-1 services, the City is required to provide certain Geographic Information Systems (GIS) data to TELUS Communications Inc. (TELUS), as the designated NG9-1-1 service provider for British Columbia. This report recommends that the City enter into a Next Generation 9-1-1 Implementation and Operation Contract to facilitate the transition to NG9-1-1 services within the City.

This report supports Council's Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community:

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

3.2 Leverage strategic partnerships and community-based approaches for comprehensive safety services.

3.3 Ensure the community is collectively prepared for emergencies and potential disasters.

Findings of Fact

The Canadian Radio-television and Telecommunications Commission (CRTC) regulates telecommunications providers. These are the telephone and cell service companies that create the networks that connect 9-1-1 calls to emergency call centres. When a 9-1-1 call is received, these call centres then dispatch emergency responders, such as police, firefighters, and paramedics.

In Telecom Regulatory Policy 2017-182 and Telecom Decision 2019-353, the CRTC has mandated the telecommunications industry to transition to NG9-1-1, pursuant to a prescribed timeline. As part of this process, the CRTC designated TELUS as the sole provider of NG9-1-1 services in British Columbia, for routing calls, sessions or events from BC residents to the appropriate emergency call centre, known as the Public Safety Answering Point (PSAP). As approved by the CRTC, TELUS will recover costs associated with delivering the NG9-1-1 service through a fee levied against each end-user of telephone services in the province.

The existing 9-1-1 system was designed in an era of landline telephones and assumes that calls are coming from a known address. Today, most calls originate from mobile devices without fixed addresses. GIS takes a central role in the NG9-1-1 system, as GIS data will allow the caller and the call-taker to better communicate and quickly identify the location of a 9-1-1 incident. As there is currently no provincial body that acts as a GIS data aggregator, in order to provide the NG9-1-1 services TELUS is required to receive and aggregate GIS data into a dataset for the entire province. Local Government Authorities (LGAs), which include Regional Districts, are required to provide certain GIS data to TELUS as part of the implementation of the NG9-1-1 system.

Analysis

As part of the transition to the NG9-1-1 system, the CRTC approved a template NG9-1-1 Local Government Services Agreement for use between TELUS and local government authorities (LGA) responsible for the provision of emergency services in BC. The template agreement sets out TELUS' and the LGA's obligations in the provision of NG9-1-1 services. Specifically, the agreement requires the LGAs to: (i) ensure all PSAPs operating within their jurisdiction are NG9-1-1 compliant; and (ii) ensure all their member jurisdictions provide required GIS data to TELUS.

Metro Vancouver Regional District (Metro Vancouver) is responsible for 9-1-1 call answer services within the region, and it provides this service through its business partner and service provider, E-Comm 9-1-1. Metro Vancouver is preparing to enter into an agreement with TELUS, based on the CRTC approved template as modified for the local context, by the end of October 2024 (the TELUS NG9-1-1 Agreement), in order to meet the prescribed timelines established by the CRTC.

To ensure it can meet its obligations under the TELUS NG9-1-1 Agreement, Metro Vancouver is requiring each of its members to enter into a form of Next Generation 9-1-1 Implementation and Operation Contract (the Member NG9-1-1 Agreement) by October 14, 2024. Pursuant to the terms of the Member NG9-1-1 Agreement, each member municipality, including the City of Richmond, will agree to maintain certain GIS data and provide it to TELUS.

The key terms of the Member NG9-1-1 Agreement are set out in Attachment 1.

Financial Impact

No impact to the City. TELUS will recover costs associated to this initiative through direct fees levied to each end-user that is provided telecommunications services.

Conclusion

The legacy 9-1-1 service in Canada is due to be decommissioned by order of the CRTC. In order to provide residents with access to NG9-1-1 services, through calls, sessions and events sent to 9-1-1 call centres, it is recommended that the City enter into the Member NG9-1-1 Agreement, on the terms set out in Attachment 1.



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GF:bb

Att. 1: Key Terms of Next Generation 9-1-1 Implementation and Operation Contract

**Key Terms for the
Next Generation 9-1-1 Implementation and Operation Contract**

| | |
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| Term | |
| | From the date signed by the City and Metro Vancouver, until the date the TELUS NG9-1-1 Agreement, between TELUS and Metro Vancouver (the TELUS Agreement), expires or is terminated. The TELUS NG9-1-1 Agreement has an initial term of five years, which will be automatically renewed for successive five year terms. Either Metro Vancouver or TELUS can terminate the TELUS NG9-1-1 Agreement by giving the other party at least 6 month's written notice before the end of the applicable term. |
| PSAP | |
| | The City will not operate a PSAP, or retain any entity to provide PSAP services, unless certain notice conditions are met, and the new PSAP is a designated PSAP under the TELUS NG9-1-1 Agreement. |
| City GIS Obligations | |
| | In respect of the geographic area of the City of Richmond, the City will: <ol style="list-style-type: none"> 1. maintain civic location GIS data; 2. provide civic location GIS data directly to TELUS; 3. when required by TELUS, associate civic location GIS data with emergency service zones; 4. inform TELUS of changes in civic location GIS data as soon as possible; 5. correct discrepancies and errors with submitted civic location GIS data maintained by the City, as soon as possible after receiving notice from TELUS; and 6. provide TELUS access to the City's data file of street names and house number ranges (Master Service Addressing Guide) until the legacy 9-1-1 system is decommissioned. |
| GIS Data Exceptions | |
| | The City is not required to maintain or provide GIS data for provincial highways, federal highways, or other types of federal lands (including airport lands and port lands). The City will use reasonable commercial efforts to collaborate with Metro Vancouver, the Province, and the Government of Canada to facilitate the submission to TELUS of civic location GIS data for provincial highways and federal lands. |
| Confidential Information Consent Form | |
| | The City will deliver to TELUS a Confidential Information Consent Form, detailing who TELUS can disclose the City's information to. |

Indemnity

The City will indemnify Metro Vancouver against all reasonable claims and expenses that Metro Vancouver incurs as a result of a breach by the City of its obligations relating to the protection of privacy and confidential information, and compliance with applicable laws, set out in the agreement, except to the extent resulting from wrongful acts or gross negligence of Metro Vancouver.

TELUS' Rights

The City acknowledges that TELUS has the right to suspend the entirety or a portion of the NG9-1-1 service if TELUS has reasonable cause to believe that Metro Vancouver's NG9-1-1 traffic is compromised or otherwise poses a risk to the NG9-1-1 service or the TELUS NG9-1-1 network.