

Committee of the Whole (2) Report

DATE: Wednesday, October 11, 2023

WARD(S): ALL

TITLE: NEXT GENERATION 9-1-1

FROM:

Nick Spensieri, City Manager

ACTION: DECISION

Purpose

Provide an update to Council on the transition to Next Generation 9-1-1 and to seek Council approval for City Staff to sign necessary agreements to implement the project for this transition.

Report Highlights

- The Canadian Radio-television and Telecommunications Commission (CRTC) has mandated that emergency telecommunications networks across Canada must transition to a new digital 9-1-1 platform, referred to as Next Generation 9-1-1 (NG9-1-1).
- Vaughan Fire & Rescue Services must transition to NG9-1-1 before March 4, 2025 as per the mandate by CRTC, and is currently working closely with regional parties to implement the transition.
- With the number of parties involved, the CRTC mandated nature of NG9-1-1 and the deadline associated with said mandate, it is advantageous for all parties to execute agreements in a timely manner.

Recommendations

1. That City Staff be authorized to take any steps necessary to implement the project to transition to Next Generation 9-1-1, including executing any necessary agreements that are in a form satisfactory to Legal Services.

Background

The current 9-1-1 system has been in place for more than 30 years and has reached end of life. The Canadian Radio-television and Telecommunications Commission (CRTC) has mandated that emergency telecommunications networks must transition to a new digital 9-1-1 platform, referred to as Next Generation 9-1-1 (NG9-1-1). NG9-1-1 provides enhanced situational awareness capabilities and new opportunities for collaboration and transformational change in 9-1-1 service delivery and emergency services operations. These new capabilities will include multimedia (photo, video), RTT (real-time text) and enhanced location accuracy features.

Public Safety Answering Points (PSAPs) are call centres responsible for answering calls to 9-1-1 for police, firefighting, and ambulance services. The PSAP has trained 9-1-1 operators that are responsible for dispatching the appropriate emergency services or transferring calls to the appropriate emergency response agency for the dispatch of services. PSAPs across Canada are required to migrate to the NG9-1-1 system before March 4, 2025 as mandated by CRTC. Serving as the primary PSAP, York Regional Police intakes all 911 calls and as needed, transfers applicable calls to secondary PSAPs, specifically Vaughan Fire & Rescue Service or Richmond Hill Fire and Emergency Services.

Previous Reports/Authority

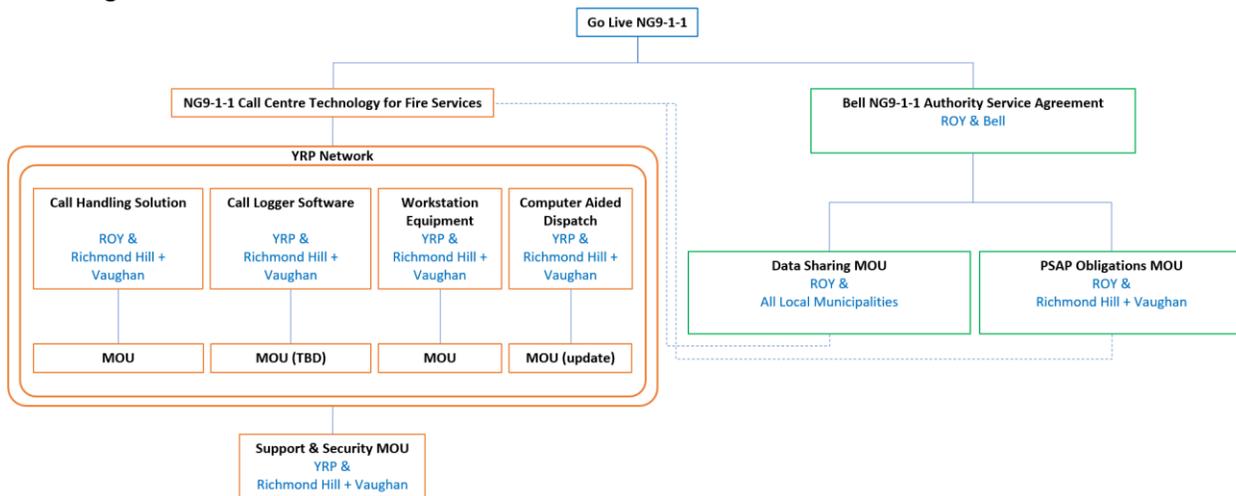
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Analysis and Options

The mandated transition for Vaughan Fire & Rescue Services (VFRS) as a Public Safety Answering Point (PSAP) to Next Generation 9-1-1 (NG9-1-1) involves multiple organizations working closely together. These organizations and relationships include the Regional Municipality of York as the 9-1-1 Authority for the Region, York Regional Police (YRP) as the primary PSAP, Richmond Hill Fire and Emergency Services (RHFES) as a secondary PSAP and backup PSAP for VFRS, VFRS as a secondary PSAP and backup PSAP for RHFES, Bell Canada as the 9-1-1 telecommunications service provider and the vendors awarded contracts to provide hardware, software and professional services to implement NG9-1-1 at YRP, RHFES and VFRS.

With multiple organizations working closely together, the project will require several agreements to establish NG9-1-1 service at VFRS such as the PSAP Obligations Memorandum of Understanding (MOU) and the Data Sharing MOU that currently need to be executed with York Region as part of the NG9-1-1 Authority Service Agreement

that will be signed between York Region and Bell Canada as illustrated in green under the diagram below.



There are also another set of agreements, illustrated in orange under the diagram above, that will be needed to be executed later this year pertaining to the 9-1-1 network that is owned, operated and maintained by YRP as the primary PSAP. VFRS and RHFES, as secondary PSAPs, are tenants on this YRP network. Other agreements have already been executed under a Cooperative Governmental Arrangement with York Region that has allowed VFRS to obtain vendor services under a contract awarded through a competitive process managed by York Region enabling efficiencies for the same vendor to implement NG9-1-1 at YRP, VFRS and RHFES.

With the number of organizations involved, the CRTC mandated nature of NG9-1-1 and the deadline associated with said mandate, it is advantageous for all organizations to execute agreements in a timely manner for the successful implementation of NG9-1-1 and to meet the associated timelines of the other cooperating organizations.

Financial Impact

Vaughan Fire & Rescue Services already has a project underway with capital funding approved from the City of Vaughan totaling \$838,502.00. The project is also receiving grant funding from the Province of Ontario intended to provide support for the mandated transition to Next Generation 9-1-1. The City has received \$73,459.81 from Year 1 of the Provincial grant program. City Staff are currently applying for Year 2 of the Provincial program with a request of \$803,249.66 to obtain additional grant funds. Grant funds received from the Province offset costs to the City for the NG9-1-1 transition.

Operational Impact

City Staff from several departments have been working on the mandated transition of

Vaughan Fire & Rescue Services (VFRS) to Next Generation 9-1-1 (NG9-1-1). In addition to VFRS, City Staff from Legal Services, Procurement Services and the Office of the Chief Information Officer have been dedicated to implementing NG9-1-1 given the legal agreements required with multiple regional organizations, the contracts with vendors to provide hardware, software and professional services and the technology required to support NG9-1-1 systems.

Broader Regional Impacts/Considerations

The mandated transition for Vaughan Fire & Rescue Services (VFRS) as a Public Safety Answering Point (PSAP) to Next Generation 9-1-1 (NG9-1-1) involves multiple regional organizations working closely together. These organizations and relationships include the Regional Municipality of York as the 9-1-1 Authority for the Region, York Regional Police (YRP) as the primary PSAP, Richmond Hill Fire and Emergency Services (RHFES) as a secondary PSAP and backup PSAP for VFRS and VFRS itself as a secondary PSAP and backup PSAP for RHFES. Specifically, NG9-1-1 will be implemented at YRP, RHFES and VFRS as PSAPs.

Conclusion

As a Public Safety Answering Point (PSAP), Vaughan Fire & Rescue Services (VFRS) is required to transition its current 9-1-1 call system to Next Generation 9-1-1 (NG9-1-1) before March 4, 2025 as mandated by the Canadian Radio-television and Telecommunications Commission (CRTC). VFRS already has a project underway with capital funding approved from the City of Vaughan and grant program funding from the Province of Ontario to implement this transition.

With multiple organizations working closely together, the project will require several agreements to establish NG9-1-1 service at VFRS such as the PSAP Obligations Memorandum of Understanding and the Data Sharing Memorandum of Understanding that currently need to be executed. Furthermore, with the number of organizations involved, the CRTC mandated nature of the project and the deadline associated with said mandate, it is advantageous for all organizations to execute agreements in a timely manner for the successful implementation of NG9-1-1. The recommended approach is that City Staff be authorized to execute, in a form satisfactory to Legal Services, necessary agreements to implement the transition to NG9-1-1.

For more information, please contact: Mike Doyle, Deputy Fire Chief, Vaughan Fire & Rescue Services, Ext. 6320.

Attachments

N/A

Prepared by

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Approved by

A handwritten signature in black ink, appearing to read 'Nick Spensieri', with a long horizontal line extending to the right.

Nick Spensieri, City Manager