



Making a difference...together

Executive Services

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September 11, 2024

File: 0400-50

Municipal Chief Administrative Officers
Via email

Dear Municipal Chief Administrative Officers:

RE: NEXT GENERATION 9-1-1

In 1988, the Capital Regional District (CRD) established a bylaw (No. 2468) to administer 9-1-1 Call Answer. TELUS is the network provider for most of the existing legacy Basic 9-1-1 and Enhanced 9-1-1 (E9-1-1) service in British Columbia. In February 2017, the CRD entered into a contract with E-Comm to deliver E9-1-1 services for the region.

As many of you are aware, the Government of Canada has mandated a move, through the Canadian Radio-Television and Telecommunications Commission (CRTC), from the existing analog telephone systems to digital (internet protocol-based) communication networks for 9-1-1 calls across the country in 2025. The new system, called Next Generation 9-1-1 or NG9-1-1, will improve emergency communications and response for the public and emergency responders. In order to meet this deadline, the Capital Regional District (CRD) needs to establish bilateral agreements with municipalities in the region, no later than December 2024, to allow the Public Safety Answer Points (PSAP) centres to complete their necessary technical and operational preparations to be compliant in time for the transition.

With the introduction of NG9-1-1, TELUS requires regional districts to sign new agreements to meet certain requirements of NG9-1-1. These agreements, called Local Governing Authority (LGA) Agreements set out the responsibilities of TELUS and the regional districts regarding NG9-1-1. These agreements require that the CRD, as the responsible regional district, guarantee that all the PSAPs that provide service to the region are compliant with the CRTC NG9-1-1 technical requirements. The challenge is that there are a number of PSAPs named in the TELUS agreement, such as Surrey Fire and Campbell River Fire Dispatch centres, that are contracted individually by the local authorities and with which the CRD, as the responsible LGA, legally does not have any contractual agreements and therefore no oversight ability to ensure compliance. In order to address this issue, it has been recommended that the responsible regional districts establish bilateral agreements with all local authorities that provide emergency services in their geographic areas, that would empower the regional districts to sign definitive agreements with TELUS for NG9-1-1 while addressing the responsibilities and accountabilities related to the inter-dependencies. This would ensure that any future agreements that any municipality may enter into with other PSAP providers will meet compliance requirements with TELUS as required by the CRTC.

This issue was brought to the CRD Board on April 10, 2024 (enclosed) and the Board then directed staff to develop and enter into bilateral agreements with local authorities to allow the CRD to sign the LGA Agreement with TELUS for Next Generation 9-1-1 implementation.

The timelines have been extended beyond those identified in the staff report and staff have been working diligently with TELUS, Metro Vancouver, and several provincial ministries to get the draft agreements ready for sharing with our municipal partners. We are expecting to receive those draft agreements and be ready for sharing with our municipal partners shortly.

To that end, we are requesting that each municipality identify their contact person that will work with CRD staff to facilitate these bilateral agreements between the CRD and your organization. As this is a time sensitive matter, we are hoping to have the contacts identified by Friday September 20, 2024, and CRD staff will follow-up shortly after. Please forward your contact person or any questions to Kevin Lorette by email at klorette@crd.bc.ca or by telephone at 250.360.3285.

Sincerely



Ted Robbins
Chief Administrative Officer

cc: Kevin Lorette, General Manager, Planning & Protective Services, CRD

Enclosure: April 10, 2024, CRD Board Staff Report and Appendices