



The Corporation of the District of Central Saanich

REGULAR COUNCIL REPORT

For the Regular Council meeting on Monday, January 27, 2025

Re: Bilateral Agreements with Muni's in the CRD to Facilitate Implementation of NG9-1-1

RECOMMENDATION(S):

That staff be directed to enter into a bilateral agreement with the Capital Regional District (CRD) to allow the signing of the Local Governing Authority Agreement with TELUS for Next Generation 9-1-1 implementation.

PURPOSE:

The Government of Canada has mandated the transition of analog emergency telecommunications across the country to the digital Next Generation 9-1-1 system by March 2025. In order to meet this deadline, the Capital Regional District (CRD) needs to establish bilateral agreements with municipalities in the region by May 31, 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.

BACKGROUND:

In 1988, the CRD was the first place in North America to implement Enhanced 9-1-1. The service established at the time provided for the regional district to administer 9-1-1 Call Answer under Bylaw No. 2468. This Bylaw created the function of financing, installation, operation and maintenance of a 9-1-1 emergency response telephone service. TELUS is the network provider for most of the existing legacy Basic 9-1-1 (B9-1-1) and Enhanced 9-1-1 (E9-1-1) service in British Columbia (BC). In February 2017, the CRD entered into a contract with E-Comm to deliver E9-1-1 services for the region. 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. 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. NG9-1-1 will improve the public's access to emergency response services by allowing 9-1-1 (PSAP) centres to exchange additional data and information with responders beyond voice communications, improve call processing times, enhance situational awareness, and increase responder safety.

The current 9-1-1 system is scheduled to be decommissioned in March 2025. In BC, TELUS is the Emergency Services IP Network (ESInet) provider, the network architecture upon which NG9-1-1 will operate. The CRD has an executed agreement with TELUS for access to these systems but 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 (Appendix A), set out the responsibilities of TELUS and the regional districts regarding NG9-1-1. E-Comm

has stated that without these agreements in place by May 31, 2024, the PSAPs including E-Comm will be unable to undertake necessary preparatory actions to meet the March 2025 deadline (Appendix B).

DISCUSSION:

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. This agreement identifies that the CRD has the capacity to implement a regional 9-1-1 emergency telephone system, and the District of Central Saanich acknowledges that TELUS will provide NG9-1-1 Service to the District of Central Saanich service area.

The District of Central Saanich and the CRD both acknowledge that the implementation of NG9-1-1 Service in the Serving Area will require that the CRD, the Municipality, TELUS, and the PSAPs each work in collaboration, within the limits of their respective obligations, resources and authority, to implement NG9-1-1.

IMPLICATIONS:

Legislative/Policy

The District is required by the *Fire Services Act* to provide fire suppression services, and to participate in the CRD dispatch service based on the Letters Patent and Service Establishment Bylaws.

Financial/ Resource

While the final additional costs related to the mandatory transition of local PSAPs to NG9-1-1 is not clearly defined at this point, all PSAPs have been aware of and planning for the transition for many years.

First Nations

The current and upcoming Fire Service Agreements include dispatch in the covered services.

Legal/HR

There are no implications for current resources, and the document has been prepared and reviewed by CRD legal counsel.

Communications

The District will participate in any regional/group announcements related to the changes in service delivery models.

Service Delivery Implications

The implementation of NG9-1-1 services to the region will significantly enhance the ability for PSAPs to serve the emergency needs of the region while improving responder safety. If the signing of the LGA Agreement with TELUS is delayed past May 31, 2024 then it will likely mean that E-Comm and other PSAPs serving the region will be unable to meet the CRTC mandated March 2025 deadline for NG9-1-1 implementation.

Social Implications

The upgrading of the emergency call answer services in the region to meet NG9-1-1 is an expectation of the public and failure to meet mandated deadlines for implementation will likely lead to reputational damage.

OPTIONS:

Option 1 (recommended):

That staff be directed to enter into a bilateral agreement with the CRD to sign the Local Governing Authority Agreement with TELUS for Next Generation 9-1-1 implementation.

Option 2:

That this report be referred back to staff for additional information based on Council direction.

CONCLUSION:

It is necessary for the CRD to develop and enter into bilateral agreements with all local authorities that provide emergency services in the region to allow the CRD to sign the LGA Agreement with TELUS. This will ensure that the PSAPs serving the emergency call answer and dispatch needs of the region are able to undertake necessary preparations to the mandatory transition deadlines for NG9-1-1 implementation.

That staff be directed to enter into a bilateral agreement with the CRD to sign the Local Governing Authority Agreement with TELUS for Next Generation 9-1-1 implementation.

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| Report written and submitted by: | Kenn Mount, Fire Chief |
| Concurrence by: | Emilie Gorman, Director of Corporate Services |
| Concurrence by: | Christine Culham, Chief Administrative Officer |

ATTACHMENTS:

Appendix A: TELUS Local Governing Authority Agreement

Appendix B: CRD Letter from CAO Robbins