



Staff Report

Report To: Dan Best, Chief Administrative Officer

From: **Jeremy Becker, General Manager of Community and Emergency Services**

Date: September 20 2022

Report: Fire 06-2022

Subject: Next Generation 911 Service Agreement with Huron County

Recommendations:

That Council receives the report of Jeremy Becker, General Manager of Community & Emergency Services regarding a Next Generation 911 Service Agreement; and

That the necessary by-law be drafted and presented to Council for the required three readings.

Purpose:

For Approval.

Background and Analysis:

The Canadian Radio-television & Telecommunications Commission (CRTC) is a federal body that regulate telecommunication providers.

Telecommunication providers are companies that create the networks that connect 911 calls to emergency call centers. When a 911 call is received, these centers dispatch emergency responders (police, fire & ambulance).

Telecommunications networks have greatly evolved since 911 services were first developed. In addition to phone calls, those reporting an emergency will also be able to send text messages, videos & photos. The CRTC is going to be making changes over the coming years to ensure that emergency services can benefit from these advancements. These expanded services are

called Next Generation 911 (NG911) services. To benefit from the advancements, the CRTC has directed all phone and cell service companies to update their networks from analog to digital. This direction will ensure telecommunication providers are ready to provide NG911 voice and text messaging services. The 911 system that services South Huron is administered by Huron County with support from the lower tier municipalities. An agreement is required with Huron County to allow the transition to the new service.

As noted above, the 911 system that services South Huron is administered by Huron County and effective March 2025, the current 911 system will be replaced with the Next Generation 911 system. While the transition date is a few years away, significant work is required by County staff to ensure that addressing data is compliant with the new requirements. The County has been strongly encouraged to go through the process of standardizing and synchronizing their existing GIS data with the MSAG (municipal street addressing guide). MSAG is managed by a provincial 911 service provider and in Ontario the provider is Bell Canada. The goal is the MSAG and GIS data reach a 98% or greater match rate prior to March 2025. Huron County match rate is currently at 53%.

Additionally, the County is required to ensure that current Primary Public Safety Answering Points (P-PSAP) and Secondary Public Safety Answering Points (S-PSAP) are compliant with specifications and guidelines outlined in their agreement with Bell. When a person calls 911, it goes to the P-PSAP and then the P-PSAP transfers the call to the appropriate S-PSAP, which in turn dispatches the required emergency service provider. The County manages the contract for the P-PSAP with currently is Northern Communications in Sudbury and lower tiers manage the S-PSAP with respect to our local fire dispatch agency – currently Tillsonburg Fire Department

To ensure the County can demonstrate accountability in meeting their obligations with Bell Canada, they are asking all lower tiers enter into this agreement, and ensure our Fire Dispatch agencies will be meeting the NG911 requirements. South Huron's dispatch agency (Tillsonburg Fire Department) has committed to meet all NG911 requirements.

In consultation with Tillsonburg Fire Communications, they have started the process in order to be ready for NG911. They are currently in the second phase of upgrades to equipment. The third phase will be complete prior to the March 2025 deadline with the acquisition of servers, software & hardware to accept and process/dispatch the 911 calls for service. South Huron is currently in year 4 of a 5 year agreement with Tillsonburg Fire Department for dispatching services and will be negotiating a new contract within the next year which will then see financial implications for equipment

required. These costs will be split by all parties dispatched by Tillsonburg Fire Department.

Operational Considerations:

None.

South Huron's Strategic Plan:

Section 6.2.2 of the Municipality of South Huron 2015-2019 Strategic Plan identifies key objectives that are reflective of the collective perspectives of the strategic planning process. The recommendations and actions outlined in this report are reflective of the following strategic objectives:

- Administrative Efficiency and Fiscal Responsibility
- Increased Communications and Municipal Leadership
- Transparent, Accountable and Collaborative Governance
- Dedicated Economic Development Effort

Financial Impact:

None.

Legal Impact:

None.

Staffing Impact:

None.

Communication Actions:

None.

Policies/Legislation:

None.

Consultation:

Dan Best – CAO

Rebekah Msuya-Collison – General Manager of Legislative Services/Clerk

Nicole Bean – 911 Coordinator – County of Huron

Vanessa Devolin – Assistant Chief – Fire Communications and Administration
– Tillsonburg Fire and Rescue Services

Related Documents:

Respectfully submitted,

**Jeremy Becker, General Manager of Community and Emergency
Services**