



Staff Report for Committee of the Whole

Date of Meeting: January 17, 2024

Report Number: SRCS.24.01

Department: Community Services
Division: Fire and Emergency Services

Subject: Next Generation 9-1-1 (NG 9-1-1) Project
Execution Delegation

Purpose:

To provide an update to Council on the transition to Next Generation 9-1-1 and to obtain authority to execute necessary agreements to implement the transition.

Recommendation(s):

- a) That SRCS.24.01 regarding the Next Generation 9-1-1 (NG 911) Project be received.
- b) That the Commissioner of Community Services and the Fire Chief be delegated authority to jointly execute necessary agreements to facilitate implementation of the Next Generation 9-1-1 digital platform for the Richmond Hill Public Safety Answering Point (911 call centre).

Contact Person:

Bryan Burbidge, Fire Chief, Extension 2897

Report Approval:

Submitted by: Tracey Steele, Commissioner of Community Services

Approved by: Darlene Joslin, City Manager

Page 2

Background:

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 centers responsible for answering calls to 9-1-1 for police, fire services, 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, such as the one operated by Richmond Hill Fire and Emergency Services (RHFES).

The mandated transition for RHFES as a Public Safety Answering Point (PSAP) to Next Generation 9-1-1 (NG9-1-1) involves multiple organizations working closely together to provide the following roles:

- The Regional Municipality of York as the 9-1-1 Authority for York Region,
- York Regional Police (YRP) as the primary PSAP,
- Vaughan Fire & Rescue Services (VFRS) as a secondary PSAP and backup PSAP for RHFES,
- RHFES as a secondary PSAP and backup PSAP for VFRS.
- 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 the multiple organizations identified above working closely together, the project will require several agreements and memorandums of understanding as outlined in Appendix 1 to this report. All involved organizations are required 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 agreements have already been executed pursuant to authorities delegated in the Financial Control By-law. For example, we have entered into an agreement with York Region that allowed RHFES 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, RHFES and VFRS.

Page 3

Financial/Staffing/Other Implications:

A Richmond Hill NG 9-1-1 transition project is currently underway with approved City capital funding for the project totaling \$950,000. Additionally, applications have been made to the Province of Ontario for NG911 grant funding and the City of Richmond Hill has been successful in securing grant funding of \$249,902.26 for 2022 and \$1,034,718 for 2023.

Relationship to Council’s Strategic Priorities 2020-2022:

The NG 9-1-1 project aligns with the Council priority of “Strong Sense of Belonging” as upgrades to the 9-1-1 capabilities will benefit all segments of our community. It also aligns with Council’s priority of “Financial Responsibility” as staff are leveraging grant funding opportunities through the Province of Ontario.

Climate Change Considerations:

Climate change considerations are not applicable to this report.

Conclusion:

Richmond Hill is required to complete the transition of its current Public Safety Answering Point (PSAP) 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). A project is underway with approved capital funding and grant program funding from the Province of Ontario to implement this transition. With multiple organizations working closely together, this project will require the execution of several agreements and this report seeks delegation of authority to staff to execute the necessary agreements.

Attachments:

Appendix 1 – NG911 Contract Activities – Richmond Hill and Vaughan

Page 4

Report Approval Details

Document Title:	Next Generation 9-1-1 (NG 911) Project Execution Delegation.docx
Attachments:	- CSSR 24.01 Appenix 1 NG911 Contract Activities Richmond Hill Vaughan.pdf
Final Approval Date:	Jan 10, 2024

This report and all of its attachments were approved and signed as outlined below:

Tracey Steele - Jan 10, 2024 - 9:41 AM

Darlene Joslin - Jan 10, 2024 - 10:39 AM