



STAFF REPORT

ELLIOT LAKE NEXT GENERATION 9-1-1 AUTHORITY SERVICE AGREEMENT

OBJECTIVE

To provide the Mayor and Council with information regarding the changes in the agreement with Bell 9-1-1 Service.

RECOMMENDATION

THAT the report of the Director of Emergency Services be received

AND THAT Council approve entering into an agreement with Bell Services 9-1-1

BACKGROUND

The CRTC regulates telecommunications providers. These are the telephone and cell service companies that create the networks that connect 9-1-1 calls to emergency call centres. When a 9-1-1 call is received, these centres dispatch emergency responders, such as police, firefighters, and paramedics. Both emergency responders and 9-1-1 call centres fall under the jurisdiction of provincial, territorial, and municipal governments.

Telecommunications networks have greatly evolved over the years. Today, you can do much more than make a phone call. You can also send texts, videos and photos. CRTC wants to ensure that emergency services benefit from these advancements.

Because most 911 systems were originally built using analog rather than digital technologies, public safety answering points (PSAPs) across the country need to be upgraded to a digital or Internet Protocol (IP)-based 911 system, commonly referred to as Next Generation 911 (NG911).

The success and reliability of 911 will be greatly improved with the implementation of NG911, as it will enhance emergency number services to create a faster, more resilient system that allows voice, photos, videos and text messages to flow seamlessly from the public to the 911 network.

CRTC has set a date of June 2023 for the switch over to NG911

ANALYSIS

Elliot Lake's 911 system is currently an analog system. Our Primary Public Safety Answering Point (PSAP) is North Bay OPP Communication Centre, and Elliot Lake's Secondary PSAP is Central Ambulance Communications Centre (CACC) in Sault Ste. Marie.

When a caller calls 911 for police the communications centre in North Bay takes care of the call and sends officers to the event. If a caller requires Ambulance or Fire department the call is transferred to the CACC in Sault Ste. Marie.

Sault Ste. Marie CACC dispatches the Ambulance to the address requiring medical assistance and will either transfer the 911 call to the Elliot Lake Fire Hall or page out the Firefighters to respond to fire or rescue calls.

There are significant costs associated with upgrading, such as hardware, staffing and training for the NG911 system, since Elliot Lake's 911 system is currently being provided by OPP and CACC, these costs will be borne by those organizations and there will be no additional cost for this upgrade to the City of Elliot Lake.



FINANCIAL IMPACT

None at this time

LINKS TO STRATEGIC PLAN

Strong Municipal Corporate Administration Governance

SUMMARY

This agreement is for a term of five years, and will automatically renew after the 5th year. The City can choose to leave this agreement with 6 month notification to Bell 911. The new NG911 system will help improve all emergency services in responding to emergency events within the City of Elliot Lake.

