



February 7, 2012

TO: ALL MUNICIPAL COUNCILS

FROM: 9-1-1 ONTARIO ADVISORY BOARD

ISSUE: 9-1-1 ADVISORY BOARD SEEKS YOUR ASSISTANCE

a) What is Needed and Why:

The 9-1-1 Ontario Advisory Board (OAB) is seeking financial assistance from each municipal government in order to continue as the technical and information authority respecting the implementation and operation of 9-1-1 Emergency Number systems in Ontario.

In August 2007, an appeal for financial assistance was made to Ontario municipalities resulting in receipts of \$26,000.00 and we are very grateful for that support. Those dollars have assisted the 9-1-1 Ontario Advisory Board greatly in continuing its efforts at maintaining and improving 9-1-1 capabilities across the Province

We need operating support and therefore are making this request for assistance in the form of a small donation from each municipality. ***If each of Ontario's 445 municipalities provided \$100, this would create the funds for the Board to continue its work and represent the interests of municipal governments and their citizens on 9-1-1 issues.***

Technology advancements and the expansion of the telecommunications market have increased the work of the 9-1-1 Advisory Board. We make submissions to hearings of the Canadian Radio-Television and Telecommunications Commission (CRTC) and provide input on implementation issues related to wireless 9-1-1 service and Voice over Internet Protocol (VoIP) 9-1-1 service. The costs to attend these cross Canada meetings alone are significant. We also maintain the OAB 9-1-1 website, <http://oab911.ca>, develop public awareness, liaise with all levels of government (municipal, provincial and federal) and with the Canadian Wireless Telecommunications Association. Much work remains to be done and we require funds to support these ongoing activities.

b) Activities of the OAB during 2009/2011:

- Wireless 9-1-1 - Telecom Decision 2009-40 ¹ Members of the OAB were actively involved in the discussions and proceedings that led to the Industry mandates in this Decision. As a result of our participation, the CRTC directed all Canadian Wireless Carriers to deploy location technologies that will deliver x/y coordinates on all 9-1-1 calls from cellular phones to your local 9-1-1 Public Safety Answering Point (PSAP). Further, we successfully argued that this work should be completed by the Industry at their own cost, not placing the financial burden on local taxpayers. In 2010 we have continued to actively participate in discussions to ensure Industry compliance, effective deployment practices across Ontario as well as working on ways to further improve the service.
- Voice over Internet Protocol (VoIP) 9-1-1 - Telecom Decision 2010-387 ² Disappointingly, on June 17, 2010, the CRTC issued this Decision that has allowed for the continuation of basic 9-1-1 service for consumers using nomadic internet phone service. Industry won their argument that any technical solutions to make these services safer at this point in time would be too costly. The OAB will continue to monitor the situation as well as search for technical solutions to improve 9-1-1 VoIP Service.
- Text Messaging for Hearing Impaired - Telecom Decision 2010-224 ³ - Improving access to emergency services for people with hearing and speech disabilities. As a member of the CRTC Emergency Services Working Group, we are assisting Industry towards establishing a technical trial in Ontario that will allow members of the Deaf, Hard of Hearing and Speech Impaired (DHHSI) communities to access their local emergency services via Text Messaging.

The 9-1-1 Advisory Board is made up of volunteers from a number of non-profit organizations and agencies whose parent organizations allow the volunteers time and cover some expenses. Board members include representatives from:

- National Emergency Number Association (NENA)
- Association of Public Safety Communications Officials, Canada (APCO)
- Ontario Association of Chiefs of Police (OACP)
- Ontario Association of Fire Chiefs (O AFC)
- Ontario Ministry of Health and Long-Term Care (MOHLTC)
- Members of various Municipal Caucuses
- City of Toronto
- Bell Canada (non-voting)
- OPP (non-voting)
- Municipal Affairs and Housing (MMAH) (non-voting)
- Ministry of natural Resources (MNR), (non-voting) and
- Ministry of Community Safety and Correctional Services (MCSCS) (non-voting).

¹ <http://www.crtc.gc.ca/eng/archive/2009/2009-40.htm>

² <http://www.crtc.gc.ca/eng/archive/2010/2010-387.htm>

³ <http://www.crtc.gc.ca/eng/archive/2010/2010-224.htm>

c) Why are funds being requested now?

The optimal operating budget for the OAB is about \$40,000 per year and we do not have those funds. The one-time funding received from the province in 1998 ended. If we are to continue and to undertake the work to make 9-1-1 an effective emergency communication system, your help is required.

d) How is 9-1-1 operated?

- Other provinces operate 9-1-1 systems themselves. In Ontario, local municipal authorities operate the 9-1-1 systems.
- 9-1-1 systems are provided only within municipalities electing to provide the service (now greater than 95%) with subscriber billing for network services and maintenance.
- The cost associated with staffing and equipment is provided by municipalities.
- 9-1-1 systems are designed around a central answering point (Primary Public Safety Answering Point [PPSAP]) which has dedicated lines. Incoming calls for 9-1-1 are conferenced with the associated police, fire and ambulance dispatch centre for a given municipality. Networks are designed, installed and maintained by Bell Canada.

e) A Sample Resolution:

Whereas The Ontario 9-1-1 Advisory Board was formed at the request of Ontario Municipalities; and

Whereas lack of ongoing Provincial funding for the Ontario 9-1-1 Advisory Board has resulted in the need of financial assistance from other sources in order to continue to represent our ratepayers in the face of ever-increasing technological advancement; and

Whereas technological advancement and deregulation of the local telephone market makes it necessary to represent municipalities and ratepayers at the Canadian Radio Telecommunication Commission (CRTC) and the CRTC Interconnection Steering Committee (CISC) on a regular basis;

Therefore be it resolved that the municipality of _____ contributes \$_____ to the Ontario 9-1-1 Advisory Board in order to allow it to continue to advance a safe delivery of 9-1-1 system for police, fire and ambulance emergency services in our municipalities and throughout the Province.

f) Thank you: Thank you for your consideration of this issue and for more information please visit our website at <http://oab911.ca>

Please make cheques payable to "**Ontario 9-1-1 Advisory Board**" and send to Tom Voisey, c/o the Peel Regional Police Telecommunications, 7750 Hurontario Street, Brampton, ON L6V 3W6.