

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: October 15, 2020
REPORT TO: Chair and Members
Hamilton Police Services Board
FROM: Eric Girt
Chief of Police
SUBJECT: *Upgrade to the Next Generation 9-1-1 (NG 9-1-1) System*

PSB 20-089



Eric Girt
Chief of Police

EXECUTIVE SUMMARY:

On June 1st, 2017, the Canadian Radio-Television and Telecommunications Commission (CRTC) mandated all telephone companies to update their networks to provide Next-Generation 9-1-1 (NG 9-1-1) voice and text messaging services to all Canadians. This change is intended to create a safer environment for Canadians by enabling access to enhanced and innovative 9-1-1 services. The CRTC has provided several deadlines/milestones for the implementation of the NG 9-1-1 system, some of which are detailed in the chart below.

Milestone	Deadline
Telephone service providers ready for Voice NG 9-1-1	March 30, 2021
Telephone service providers ready for Real time text (RTT) NG 9-1-1	March 30, 2022
Existing Enhanced 9-1-1 (E 9-1-1) infrastructure and system to be decommissioned by the CRTC	March 30, 2024
All Police Services to be migrated to the NG 9-1-1 network in order to provide continued services	March 30, 2024

The City will put forward a capital request through the 2021 budget process for this 3-year initiative for both City and Police expenses. We project Police related expenses to be between \$2 million and \$3 million. Final cost estimates will be available as we progress in the project.

Benefits of NG 9-1-1:

The NG 9-1-1 system involves enhancements which allow for multiple forms of communication including real time text (RTT). The current system includes T 9-1-1, which is an emergency texting service available for Deaf, Deafened, hard of hearing and speech impaired (DHHSI) customers. T 9-1-1 services are not currently available to the general public. NG 9-1-1 will ensure a more accessible system to all members of the community through its new communication features. This enhancement not only addresses accessibility issues but also will meet public expectations for advanced technological solutions in public safety.

In addition, with NG 9-1-1 services, Canadians could eventually stream video from an emergency incident, send photos of accident damage or a fleeing suspect, and send personal medical information, including accessibility needs, which could greatly aid emergency responders.

Some additional benefits of NG 9-1-1 include:

- Enable true system interoperability which will allow us to communicate with any PSAP in Canada
- Enable data sharing between Public Safety Answering Points (PSAP) (Emergency Dispatch Offices) and with trusted third party entities
- Enable improved location services through a drastic change in how a 9-1-1 call comes in from a location standpoint, relying on GPS and corresponding GIS models
- Improved redundancy and reliability (virtual PSAPs)
- Improved response times
- Enable enhanced disaster response

BACKGROUND:

The existing 9-1-1 system was launched over an analog network in Canada in 1974, and in Hamilton in 1978.

In 1993, the City of Hamilton entered into an Agreement with Bell Canada for 9-1-1 services. This contract continues to be in effect with a continuous five-year renewal term. City staff will work with Bell Canada to update this contract to reflect the new NG 9-1-1 system. This "Agreement" is referred to as the 'Public Emergency Reporting Service Agreement' (PERS), and provides the municipality with 9-1-1 services including Automatic Location and Number Identification (ALI & ANI). The PERS agreement obligates the municipality to provide a 24-7 communication centre which is the first point of reception of 9-1-1 calls (also known as a PSAP). This agreement also obligates the municipality to validate all geographical data including street names, addresses and border service the 9-1-1 service area.

While the Agreement is with the municipality, the Hamilton Police Service acts as the Primary Public Safety Access Point (PSAP) for all 9-1-1 calls. The HPS PSAP is an emergency 9-1-1 call center that receives and triages all calls regardless of the nature of the emergency. Calls are dispatched to Police, Fire and EMS from this center. In addition, HPS maintains a separate support contract with Bell for maintenance, support and troubleshooting of the 9-1-1 system. The HPS does not charge the City for these services.

The provision of 9-1-1 services throughout Canada is complex and requires coordination between various parties, including telephone and mobile wireless companies, provincial, territorial, and municipal governments, emergency call centers and emergency responders such as fire, police and paramedics. The CRTC is recommending that Public Safety Canada take a leadership role in establishing a national coordination body, including emergency call centers and emergency responders, to assist with the transition to NG 9-1-1. All these organizations have a role to play to ensure the safety of Canadians.

The incumbent telephone companies will be responsible for the construction, operation, and maintenance of the NG 9-1-1 networks, with CRTC oversight. Originally, the networks were to be ready to provide NG 9-1-1 voice services by June 30, 2020 and NG 9-1-1 text messaging services by December 31, 2020. These dates have been extended due to Covid19.

Based on the above, the Hamilton Police Service has been working closely with our partners at the City of Hamilton to ensure an efficient and coordinated transition to NG

9-1-1 services. A Steering Committee and a Working Committee will be established with representation from the Hamilton Police Service, Hamilton Emergency Services, Hamilton Fire Services, HPS and City IT Divisions, and the Finance and Procurement Divisions, of the Corporate Services Department.

The City of Hamilton Information Technology Division will be putting forward a multi-year capital project through the 2021 capital budget process to cover the costs of this initiative over 3 years. These funds will cover hardware and software costs, implementation, training, as well as an external Project Manager with subject matter expertise to support implementation.

Costs for this project will be shared between the City and the Hamilton Police Service. The steering committee will meet to finalize the details of the cost sharing arrangement and report back to the Board as the details become available.

EG/A. Filice

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