



CITY OF HAMILTON
PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
Growth Management Division

TO:	Chair and Members Planning Committee
COMMITTEE DATE:	October 20, 2020
SUBJECT/REPORT NO:	New Generation 9-1-1 Requirements - Duplicate Street Names and Municipal Addressing Issues (PED20175) (Wards 1, 2, 12, 13 and 15)
WARD(S) AFFECTED:	Ward 1, 2, 12, 13 and 15
PREPARED BY:	Alvin Chan (905) 546-2424 x 2978
SUBMITTED BY:	Tony Sergi Senior Director, Growth Management Planning and Economic Development Department
SIGNATURE:	

RECOMMENDATION(S)

- (a) That Planning staff be directed to develop and implement a program to address Duplicate Street Names and Municipal Address Issues as outlined in Report PED20175; and,
- (b) That Report PED20175, be forwarded to Bell Canada for their information.

EXECUTIVE SUMMARY

Considering new technologies, the Canadian Radio-Television and Tele-communication Commission (CRTC), has begun a transition to what is called the “New Generation 9-1-1 or NG 9-1-1”. On June 1, 2017, the CRTC directed all telephone companies to update their networks in order to be ready to provide next-generation (NG 9-1-1) voice and text messaging services in the near future.

The video link below from the CRTC provides an overview of the proposed NG 9-1-1 program:

<https://www.youtube.com/watch?v=7jrKpiSqENU>

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In particular, under the Public Emergency Response Service (PERS) agreement between Bell Canada and the former Region, the City (as successor) has an obligation to provide Bell Canada with accurate addressing information if Bell is to provide the City with reliable response and effectiveness of the NG 9-1-1 system.

As part of the review by Bell Canada, they have identified a number of duplicate street names and municipal addressing issues that must be resolved, in order to facilitate the required network updates for the NG 9-1-1 program.

In accordance with recommendations (a) and (b) of Report PED20175, staff seek direction to undertake the required resolutions to satisfy and advise Bell Canada; and, by virtue the CRTC, that requirements for the provision of NG 9-1-1 services have been met.

Of note, there are associated private landowner costs that will be incurred as result of the recommended solutions. These costs and impacts are of a private nature and are not considered in Staff's analysis and recommendations. However, Council may choose to direct staff to cover any associated costs related to impacts as result of the required resolutions. A detailed review of these costs is provided in the "Analysis and Rationale for Recommendation" Section below.

Lastly, it should be noted that not resolving the identified issues would result in Bell Canada refusing to re-execute the PERS agreement with the City of Hamilton; and, would therefore leave the City without a Public Emergency Response Service which would impact all Emergency Services across the City.

Alternatives for Consideration – See Page 6

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Associated costs include staff time, mailing cost to notify residents, and related costs for the insertion of newspaper notices. With this in mind, the project will be completed within the existing divisional workplan and budget.

As noted, there are associated private landowner costs that will be incurred as result of the recommended solutions. These costs and impacts are of a private nature and are not considered in Staff's analysis and recommendations. However, Council may choose to direct staff to cover any associated costs related to impacts as result of the required resolutions.

Staff will monitor this additional cost, which may trigger additional operating costs / budget impacts, that may not be able to be absorbed within the current operating budget.

Staffing: There are no associated staffing implications, as the project will be managed by the existing staff compliment.

Legal: Legal staff are available to provide support including the review and negotiation of required agreements and to draft applicable By-law(s).

HISTORICAL BACKGROUND

On June 1, 2017, the CRTC directed all telephone companies to update their networks in order to be ready to provide next-generation (NG 9-1-1) voice and text messaging services in the near future.

The City of Hamilton's provider is Bell Canada. Under PERS agreement between Bell Canada and the former Region, the City (as successor) has an obligation to provide Bell Canada with accurate addressing information if Bell is to provide the City with reliable response and effectiveness of the NG 9-1-1 system.

As part of the review by Bell Canada, they have identified a number of duplicate street names and municipal addressing issues that require the City to address in order to facilitate the required network updates for NG 9-1-1 service.

In particular, three categories of issues were identified by Bell Canada:

- i) **Overlap:** Where several segments of the same street within the same (former) municipality have municipal address ranges that are overlapping;
- ii) **Duplicate:** Two different streets within the same (former) municipality sharing the same name, suffix, direction, and part of ranges; and,
- iii) **Mixed Parity:** A street segment with a mix of odd or even numbering on one or both sides of the address range.

A detailed review of the above issues is provided in the "Analysis and Rationale for Recommendation" Section below.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Policy B.3.5 of Volume 1 of the Urban and Rural Hamilton Official Plan identifies emergency medical services, fire services, and police services as a community facility/service.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Accordingly, “The City recognizes that the planning and provision of community facilities / services requires partnership, consultation, coordination, and cooperation among all levels of government, public agencies, the non-profit service delivery and voluntary sector, and citizens. It is the role of the City to facilitate and support a process of integrated planning and cooperation.”

As such, per the existing agreement between Bell Canada and the former Region, the City (as successor) has an obligation to provide Bell Canada with accurate addressing information if Bell is to provide the City with reliable response and effectiveness of the NG 9-1-1 system.

It should be noted that the required upgrades to the Bell Network are a direct result of the CRTC and the NG 9-1-1 program. Not resolving the identified issues would result in Bell Canada refusing to re-execute the PERS agreement with the City of Hamilton; and, would therefore leave the City without a Public Emergency Response Service which would impact all Emergency Services across the City.

RELEVANT CONSULTATION

- Infrastructure & Operations, Corporate Services;
- Business Applications, Corporate Services;
- Geomatics and Corridor Management Section of the Public Works Department; and,
- Legal Services, Corporate Services Department.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Bell Canada have identified three categories of issues related to Duplicate Street Names and Municipal Address Issues, that must be resolved in order for the execution of the PERS agreement with the City of Hamilton, and in preparation of the CRTC’s NG 9-1-1 system.

The first category deals with “Overlap”, whereby several segments of the same street within the same municipality have municipal address ranges that are overlapping.

In review, there is only one instance of this issue within the City of Hamilton, being:

- Woodworth Drive in Ancaster (Ward 12)

The second category deals with “Duplicates”, whereby two different streets within the same (former) municipality share the same name, suffix, direction, and part of ranges.

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In review, there are four instances of this issue within the City of Hamilton, being:

- Bayview Avenue in Flamborough (Wards 13 and 15);
- Margaret Street in Flamborough (Wards 12 and 15);
- William Street in Flamborough (Wards 13 and 15); and,
- Union Street in Flamborough (Ward 12 and 15).

Lastly, the final category of “Mixed Parity”, whereby a street segment has odd or even address ranges on both sides.

In review, there are four instances of this issue within the City of Hamilton, being:

- Buchan Court in Flamborough (Ward 15);
- East Street South in Dundas (Ward 13);
- Valley Inn Rd in Hamilton (Ward 1); and,
- Ferguson Avenue North in Hamilton (Ward 2).

In addition, to avoid future issues staff will be running a query for quality control and assurance purposes, in order to determine if there are any additional “Mixed Parity” issues within the City of Hamilton. Any such issues will be reviewed and discussed with the Ward Councillor before action, should they appear.

In review of the above issues, it is noted that Street Name Change By-laws will be required to resolve the first two categories of issues, “Overlap” and “Duplicates”, which will impact individual land owners associated with these streets and/or addresses.

These costs and impacts are of a private nature and are not considered in staff’s analysis and recommendations. However, Council may choose to direct staff to cover any associated costs related to impacts as result of the required resolutions.

In particular, it is anticipated that at a minimum, dependent on how the building has identified their address, the Changes to Physical Address on the building(s) may incur a range of cost, where municipal numbers are to be changed. Changes to personal information with banks, etc... typically do not incur costs, or can await renewals for updating of information. Lastly, Canada Post has advised there will be no cost to those affected, given the nature of the changes.

Upon approval of direction to staff per Recommendation (b) of Report PED20175, each Ward Councillor will be informed when staff are prepared to start work on any street name issue in their respective Ward.

Staff must calculate dedicated time, resources, and availability required to ensure public consultation and engagement, along with costs and deadlines associated with legislated notice requirements of the respective individual By-law(s).

A future report will be brought forward to Planning Committee with the respective By-law(s) to resolve these issues, along with notice provided in the Hamilton Spectator 20 days prior to the public meeting.

ALTERNATIVES FOR CONSIDERATION

It should be noted that the required upgrades to the Bell Network are a direct result of the CRTC and the NG 9-1-1 program. Not resolving the identified issues would result in Bell Canada refusing to re-execute the PERS agreement with the City of Hamilton; and, would therefore leave the City without a Public Emergency Response Service which would impact all Emergency Services across the City.

Accordingly, dealing with the street name issues is seen as being in the long-term interest of public safety and is legislated through the CRTC's NG 9-1-1 program. In the future, valuable time may be lost and a real threat to public safety may be at risk if there is confusion in locating the caller's location.

Lastly, there are associated private landowner costs that will be incurred as result of the recommended solutions. These costs and impacts are of a private nature and are not considered in Staff's analysis and recommendations. However, Council may choose to direct staff to cover any associated costs related to impacts as result of the required resolutions.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Community Engagement and Participation

Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.

Healthy and Safe Communities

Hamilton is a safe and supportive City where people are active, healthy, and have a high quality of life.

Our People and Performance

Hamiltonians have a high level of trust and confidence in their City government.

APPENDICES AND SCHEDULES ATTACHED

N/A

AC/as