



CITY OF HAMILTON
PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
Growth Management Division

TO:	Chair and Members Planning Committee
COMMITTEE DATE:	December 8, 2020
SUBJECT/REPORT NO:	New Generation 9-1-1 Requirements - Duplicate Street Names and Municipal Addressing Issues (PED20175(a)) (Wards 5, 13 and 15)
WARD(S) AFFECTED:	Ward 5, 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

That in addition to recommendations approved under Report PED20175; that Growth Management staff be directed to address the additional Duplicate Street Names and Municipal Address Issues as outlined in this Report PED20175(a) as part of the previous direction under Report PED20175, to develop and implement a program to address the New Generation 9-1-1 requirements and issues.

EXECUTIVE SUMMARY

As per Report PED20175, 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”.

As part of the review by Bell Canada on September 11, 2020, a number of duplicate street names and municipal addressing issues were identified to be resolved. However, since this confirmation by Bell Canada; and, the authoring of the original report PED20175, Bell Canada advised of additional issues on September 29, 2020.

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In particular, three properties will require a Change of Municipal Address; and, a Change in Municipal Street Name is required for a portion of Sleepy Hollow Drive.

As previously identified, associated private landowner costs 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.

Lastly, it should be noted that not resolving the identified issues would result in Bell Canada refusing to re-execute the Public Emergency Response Service (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 5

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

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

As noted, there are associated private landowner costs, which 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. 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

As per Report PED20175, 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.

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As part of the review by Bell Canada on September 11, 2020, a number of duplicate street names and municipal addressing issues were identified to be resolved. However, since this confirmation by Bell Canada; and, the authoring of the original report PED20175, Bell Canada advised of additional issues on September 29, 2020.

In particular, three properties will require a Change of Municipal Address; and, a change in Municipal Street Name for a portion of Sleepy Hollow Drive.

A detailed review of the above issues and recommended course of action 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.

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

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.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

As mentioned above, the additional requirements identified by Bell Canada on October 29, 2020. In review of the issues, staff note that only two items cannot be addressed through IT resolutions, being:

- 349 and 375 Nash Road North, Hamilton (Ward 5); and,
- 17 to 21, inclusive, Sleepy Hollow Drive, Dundas (Ward 13).

In particular, the following is required to ensure compliance with Bell Canada and CRTC requirements.

- A Street Name Change By-law will be required to resolve a portion of Sleepy Hollow Drive, Dundas (Ward 13), impacting three properties;
- A change to the Municipal Address affecting two Ministry of Transportation (Ontario) properties on Nash Road North, Hamilton (Ward 5); and,
- A change to the Municipal Address of a property with a multiple dwelling and subsequent tenants at 1 Hamilton Street South, Flamborough (Ward 15).

As noted, there are associated private landowner costs that will be incurred as result of the recommended solutions. However, Canada Post has advised there will be no cost to those affected, given the nature of the changes.

Thus, 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.

Upon approval of the Recommendation to Report PED20175(a), staff will prepare a future report to 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.

Of note, Change of Municipal Address is not subject to By-laws and will be undertaken by staff upon confirmation with the Ward Councillor.

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/sd