



CITY OF HAMILTON
CORPORATE SERVICES DEPARTMENT
Information Technology Division
and
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Hamilton Fire Department

TO:	Chair and Members General Issues Committee
COMMITTEE DATE:	October 16, 2024
SUBJECT/REPORT NO:	Next Generation 9-1-1 Service Delivery - Authority Agreements (FCS20082(f) / HSC20045(f)) (City Wide)
WARD(S) AFFECTED:	City Wide
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SUBMITTED BY:	Mike Zegarac General Manager, Finance and Corporate Services Corporate Services Department
SIGNATURE:	
SUBMITTED BY:	Angela Burden General Manager, Healthy and Safe Communities Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION

That the General Manager, Finance and Corporate Services, the Fire Chief, the Chief Information Officer or designates thereof be authorized to negotiate, enter into and execute on behalf of the City of Hamilton, contracts, renewals, extensions, amendments, any ancillary documents, and any new agreement(s) presently or subsequently required to establish and maintain Next Generation 9-1-1 services for the City of Hamilton, in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

This report builds on two previous reports: March 22, 2023, Next Generation 9-1-1 Service Delivery (FCS20082(b)/HSC20045(b)), and September 19, 2024, Hamilton Fire Department Next Generation 9-1-1 Public Safety Answering Point Contingency Routing

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.

Agreement (HSC24034) (City Wide). These reports granted authority to the General Manager, Finance and Corporate Services to sign documents and accept funding to support the transition to NG9-1-1, and to the Fire Chief to negotiate, enter into and execute contracts or any new agreements required to establish and maintain NG9-1-1 partner agency contingency service for the Hamilton Fire Department, respectively.

In August of 2022, the General Manager, Finance and Corporate Services signed a Next Generation 9-1-1 Authority Service Agreement with Bell Canada. To complete the transition to NG9-1-1, the Bell agreement stipulates criteria that must be met in order for the City of Hamilton to qualify to receive Next Generation 9-1-1 service. Some of these criteria necessitate additional agreements. A current example includes the “Bell Ng9-1-1 PSAP Credentialing Agency Public Key Infrastructure Local Registration Authority Agreement”, which is required to digitally protect the City of Hamilton Next Generation 9-1-1 connections and infrastructure that will be used by the Hamilton Fire Department and the Hamilton Police Service.

The purpose of this report is to seek Council authorization for the General Manager, Finance and Corporate Services, the Fire Chief of the Hamilton Fire Department, the Chief Information Officer or their designates to negotiate, enter into and execute on behalf of the City of Hamilton any contracts and agreement(s) that are required or that subsequently become required to establish, enable, transition to, and maintain Next Generation 9-1-1 services.

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Not Applicable

Staffing: Not applicable

Legal: Legal Services assisted in the review of the existing Bell agreement and the content of this report. They will be consulted on any additional criteria or agreements necessary to satisfy mandatory requirements specified by the Bell Canada Authority Service Agreement.

HISTORICAL BACKGROUND

On June 1, 2017, the Canadian Radio-television and Telecommunications Commission (CRTC) mandated that all telephone companies update their networks to provide Next Generation 9-1-1 service capability (NG9-1-1). The deadline for transition to Next Generation 9-1-1 is March 4, 2025. At that point, the existing Enhanced 911 (E911) is expected to be decommissioned. The City of Hamilton’s Next Generation 9-1-1 project was initiated in 2020 by the Hamilton Fire Department and Hamilton Police Service.

In August of 2022, the General Manager, Finance and Corporate Services signed a Next Generation 9-1-1 Authority Service Agreement with Bell Canada. The Agreement included a list of mandatory requirements that the City would need to meet before being allowed to connect to the Next Generation 9-1-1 network.

To satisfy these mandatory requirements, and to ensure Next Generation 9-1-1 service functionality for the Hamilton Fire Department and the Hamilton Police Service, the City of Hamilton must comply with all requirements set out in the Bell Authority Service Agreement, including executing and entering into contracts and agreements as required. For any agreements or contracts requiring new or unbudgeted financial commitments, staff will notify Council and seek funding approval per applicable City policies.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

The migration to Next Generation 9-1-1 is mandated and legislated by the Canadian Radio-television and Telecommunications Commission (CRTC) Telecom Regulatory Policy: CRTC 2017-182.

Failure to meet the Canadian Radio-television and Telecommunications Commission platform migration to NG9-1-1 by March 4, 2025, will result in disruption (failure) of 9-1-1 services provided by the City of Hamilton.

RELEVANT CONSULTATION

Consultation for this report took place as follows:

- Chief Information Officer
- General Manager, Corporate Services
- General Manager, Community Services
- Information Technology Services
- Hamilton Fire Department
- Hamilton Police Service

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The transition to Next Generation 9-1-1 is a multiyear endeavour. The City has already committed significant resources and budget expenditures to the Next Generation 9-1-1 Project including the acquisition of hardware and software technologies, modifications and additions to infrastructure, and renovations to facilities. The change over to new technologies to enable critical Next Generation 9-1-1 service requires that supporting contracts and agreements are executed commensurately.

As of August 30, 2024, the overall project was over 85% complete. The Next Generation 9-1-1 cutover or “go-live” date is projected for October 2024 – well ahead of the Canadian Radio-television and Telecommunications Commission deadline of March 4, 2025. However, Bell Canada will not authorize the City of Hamilton to access Bell’s Next Generation 9-1-1 Service until it has complied with the mandatory requirements contained in the Bell Authority Service Agreement.

ALTERNATIVES FOR CONSIDERATION

None