

# REPORT

## *Fire and Rescue Services*

**To:** Mayor Johnstone and Members of Council  
**Date:** February 24, 2025

**From:** Erin Williams, Fire Chief  
**File:**

**Item #:** 2025-69

**Subject:** **Next Generation 911 Implementation and Operation Contract**

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### **RECOMMENDATION**

*THAT the Chief Administrative Officer be authorized to execute and deliver the Next Generation 9-1-1 Implementation and Operation Contract with the Metro Vancouver Regional District.*

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### **PURPOSE**

To recommend that the City execute and deliver the Next Generation 911 Implementation and Operation Contract with the Metro Vancouver Regional District.

### **SUMMARY**

The Canadian Radio-television Telecommunications Commission (CRTC) has mandated that Canadian telecommunications networks update their Internet Protocol technology which will provide new and enhanced 911 services. As the approved service provider for Next Generation 911 services, Telus Communications Inc. (Telus) will enter into an agreement with the Metro Vancouver Regional District (MVRD). This will require the City i) to enter into the Next Generation 9-1-1 Implementation and Operation Contract with MVRD and ii) to provide Telus with the required Geographic Information System (GIS) data to facilitate the implementation and operation of Next Generation 911 (NG9-1-1).

### **BACKGROUND**

Telecommunications networks across Canada, as mandated by the Canadian Radio-television and Telecommunications Commission (CRTC), are transitioning to NG9-1-1,

which use a modern Internet Protocol (IP) technology. NG9-1-1 will provide increased abilities such as new and enhanced 911 services that can better facilitate the flow of digital information, such as, photos, texts and eventually video calling. The new system can also provide improved location information for emergency incidents to first responders before they arrive on scene.

The implementation and operation of NG9-1-1 will require collaboration and information sharing between MVRD as the Local Government Authority and Telus, as the approved service provider. They will enter into an agreement (Attachment A) which requires all public safety answering points (PSAP) to be technologically compliant and to provide the information and services required for NG9-1-1. To ensure that MVRD can meet its commitment it requires the City to ensure its Geographic Information Systems (GIS) are compliant and to share GIS data with Telus. As a result, MVRD requires the City to execute and deliver the Next Generation 9-1-1 Implementation and Operation Contract (Attachment B). Staff recommend that the City execute and deliver this agreement to MVRD.

### **FINANCIAL IMPLICATIONS**

The final additional costs related to the mandatory transition of local PSAPs to NG9-1-1 is not clearly defined at this point. An assessment of our systems is currently being conducted by ESRI (*Environmental Systems Research Institute Inc.*) and this will dictate the scope and cost of the upgrades required. In order to assist the city with the associated costs, UBCM has provided the city with an initial \$45k in grant funding. In addition, there is a competitive bid for a further \$100k grant that we must apply for. (Attachment C)

### **INTERDEPARTMENTAL LIAISON**

This report was prepared in collaboration with Legislative Services, Fire and Rescue Services, and the Information Technology Department.

### **OPTIONS**

There are two options for Council's consideration.

Option 1 - THAT the Chief Administrative Officer be authorized to execute and deliver the Next Generation 9-1-1 Implementation and Operation Contract with the Metro Vancouver Regional District.

Option 2 – Provide staff with further direction.

*Staff recommend Option 1*

## **ATTACHMENTS**

Attachment A – Next Generation 9-1-1 Local Government Service Agreement  
Attachment B – Next Generation 9-1-1 Implementation and Operation Contract  
Attachment C – Next Generation 9-1-1 2025 UBCM Grant Program Guide

## **APPROVALS**

This report was prepared by:  
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This report was reviewed by:  
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Erin Williams, Fire Chief  
Craig MacFarlane, Manager of Legal Services

This report was approved by:  
Erin Williams, Fire Chief  
Lisa Spitale, Chief Administrative Officer