

Next Generation 9-1-1 Agreements

Date: May 19, 2023
To: Executive Committee
From: City Manager
Wards: All Wards

SUMMARY

This report seeks Council's authority to enter into an agreement with Bell Canada as required by the Canadian Radio-Television Telecommunications Commission (CRTC) to enable Next Generation 9-1-1(NG 9-1-1) technology. This report outlines the general specifications of this agreement and requests City Council authorize the City Manager to enter into this agreement.

The technology that enables the delivery of 9-1-1 emergency calls across Canada is changing from analog networks to internet protocol-based services.

In June 2017, the CRTC mandated nation-wide changes to modernize the existing analog 9-1-1 Public Emergency Reporting Service to an internet protocol-based service to create the Emergency Services IP Network (ESInet) that will support 9-1-1 call service while providing for enhanced future capabilities. To support this change to NG 9-1-1, new agreements are required between the City and Bell Canada, and the City and the Toronto Police Service.

Entering into the Agreement with Bell is required to enable the City's transition to the NG 9-1-1 network in accordance with the CRTC-mandated timelines and to ensure the overall continuity of the City's 9-1-1 call answer service. The Agreement is also required to formalize the requirements for the City's Public Safety Answering Point(s) (PSAPs) to operate within the NG 9-1-1 infrastructure and complete the implementation of the required technology upgrades to their respective systems.

RECOMMENDATIONS

The City Manager recommends that:

1. City Council authorize the City Manager to enter into the Next Generation 9-1-1 Authority Service Agreement with Bell Canada in accordance with the terms and

conditions in Attachment 1 and Attachment 2 of this report from the City Manager and in a form acceptable to the City Solicitor.

2. City Council authorize the City Manager to enter into a Memorandum of Understanding, on terms and conditions satisfactory to the City Manager and in a form acceptable to the City Solicitor, for the Delivery of the Next Generation 9-1-1 Call Answer Service with the Toronto Police Service.

FINANCIAL IMPACT

The Next Generation 9-1-1 Authority Service Agreement with Bell Canada, which will support the implementation of the CRTC's mandated NG 9-1-1 improvements, is for a 10-year term with an expected start date in July 2023. There are no additional funding requirements associated with this Agreement in current year 2023 and future years as there are no fees for the NG 9-1-1 service that Bell provides to the City. Any future funding needs and/or financial implications for future instances identified in the Agreement where the City and/or its PSAPs may incur fees such as future system updates, event-based contingency requirements, or requests for additional locations where NG 9-1-1 service is required, will be submitted for Council consideration when the instance occurs.

The Chief Financial Officer has reviewed this report and agrees with the information as presented in the Financial Impact Section.

DECISION HISTORY

On February 13, 2014, the Toronto Police Services Board renewed the 1994 agreement with Bell Canada for 9-1-1 Public Emergency Reporting Service for Toronto between Bell Canada and the Metropolitan Toronto Police Services Board.

On February 10, 1994, the Municipality of Metropolitan Toronto Police Service Board (now the Toronto Police Services Board) entered into a 9-1-1 Public Emergency Reporting Service Agreement with Bell Canada.

COMMENTS

The City and the Toronto Police Service (TPS) have partnered to provide 9-1-1 service to Toronto since pre-amalgamation. Over the years, the Canadian Radio-television and Telecommunications Commission (CRTC), responsible for regulating the telecommunications companies providing 9-1-1 network infrastructure to municipalities, has mandated various improvements to 9-1-1 infrastructure. In June 2017, the CRTC mandated improvements to current 9-1-1 technology across Canada, referred to as Next Generation 9-1-1 (NG 9-1-1).

The implementation of NG 9-1-1 will update current 9-1-1 analog networks to the Emergency Services IP Network (ESInet) that will modernize the connection between callers and the City's 9-1-1 communications call answer system providing secure,

reliable, and robust communications capabilities including the transmission of voice, caller data and eventually multimedia messages during 9-1-1 calls. The City's current 9-1-1 telecommunications service provider, Bell Canada (Bell), and its emergency services will be impacted.

The City, Bell and the Toronto Police Service (TPS) each play a role in the delivery of Toronto's 9-1-1 emergency call answer service:

- Bell is Ontario's CRTC assigned Incumbent Local Exchange Carrier (ILEC), providing the dedicated telecommunications network required to deliver the City's 9-1-1 emergency call answer service¹.
- The City is the 9-1-1 Authority for Toronto with the ability to:
 - establish, manage, and operate a centralized system for emergency call answer and call transfer.
 - designate Toronto's primary and secondary Public Safety Answering Point(s) (PSAPs).
 - provide mapping and call routing information to Bell.
 - provide PSAP oversight and commitment to technical and security compliance for the CRTC-mandated 9-1-1 service requirements.
- TPS is the City's primary PSAP that answers 9-1-1 calls and, depending on the emergency response needed, dispatches police services or transfers the calls to the City's secondary PSAPs (Fire Services and Paramedics Services) or other appropriate agencies. As the City's secondary PSAPs, the City's Fire Services and Paramedic Services both answer the transferred 9-1-1 calls from TPS and dispatch emergency service accordingly.

ILECs, such as Bell, were mandated to have NG 9-1-1 infrastructure ready by March 2022 and existing 9-1-1 networks decommissioned by March 2025. As a result, municipalities currently operating PSAPs, including the City, are now preparing to migrate to NG 9-1-1. New agreements between the City and Bell, and the City and TPS, are required to support the implementation of the NG 9-1-1 and delivery of the City's 9-1-1 call answer service.

Agreement Between the City and Bell Canada

The CRTC directed all ILECs providing 9-1-1 telecommunications services to transition to NG 9-1-1 service. Bell has implemented the mandatory improvements to its 9-1-1 telecommunications network and is prepared to support the municipal delivery of NG 9-1-1 call answer service.

Previous 9-1-1 Emergency Call Service agreements between the City and Bell (1994 and 2014) were successively renewed in accordance with the terms and conditions based on the agreements. The technical complexities of NG 9-1-1 necessitate a new legal agreement between Bell and the Ontario municipalities to whom it provides 9-1-1 telecommunications services, including the City of Toronto.

¹ [Bell Canada National Service Tariff, CRTC 7400-E, Item 601](#)

Bell provided the City with a standard 10-year Next Generation 9-1-1 Authority Agreement (the Agreement) developed for all Ontario municipalities (see Attachment 1). The Agreement establishes the roles and responsibilities of Bell as the City's ILEC and the City of Toronto as the 9-1-1 authority. It also specifies the responsibilities and requirements of the City's primary and secondary PSAPs regarding the implementation and use of NG 9-1-1 including technical and security compliance obligations. A high-level summary of the contents of each section of the Agreement is found in the Agreement Term Summary (see Attachment 2).

The key provisions in the Agreement, which are of primary interest to the City, are:

NG 9-1-1 Service

Bell Canada will provide the following to the City in accordance with CRTC 7400, Bell Canada National Services Tariff (Item 601 Next Generation 9-1-1 (NG 9 1-1) Service):

- NG 9-1-1 network connection (ESInet IP) to the City's PSAPs.
- route and enable the transfer of 9-1-1 Calls to the City's PSAPs.
- transmit, manage, and enable data delivery in a secure manner and as necessary according to provisions in the Agreement.
- maintain a dedicated 24 hours per day, 7 days per week 9-1-1 Control Centre to support the NG 9-1-1 Service.

As the 9-1-1 Authority, the City will:

- designate Primary PSAPs, Secondary PSAPs and Back-Up PSAPs to answer 9-1-1 calls in Toronto.
- provide and maintain GIS data and routing information required to deliver emergency call answer.
- ensure that all designated PSAPs are compliant with the specifications and guidelines outlined in the Agreement.

There are no fees for the NG 9-1-1 service Bell will provide to the City. The Agreement does identify future instances where the City and/or its PSAPs may incur fees such as updates to the PSAPs technology or requesting additional locations where a NG 9-1-1 network connection is required. The City's Fire Services, Paramedic Services, Financial Planning and Legal Services divisions have reviewed this report for operational, liability and financial implications. Any future funding needs and/or financial implications will be brought to Council through the appropriate process.

Entering into the Agreement with Bell is required to enable the City's transition to the NG 9-1-1 network in accordance with the CRTC-mandated timelines and to ensure the overall continuity of the City's 9-1-1 call answer service. The Agreement is also required to formalize the requirements for the City's PSAPs to operate within the NG 9-1-1 infrastructure and complete the implementation of the required technology upgrades to their respective systems.

Memorandum of Understanding for the Delivery of NG 9-1-1 Call Answer Service

The TPS is the City's primary PSAP responsible for answering 9-1-1 calls and transferring the calls to the appropriate secondary PSAP as required.

TPS, Fire Services and Paramedic Services are working collaboratively to develop a Memorandum of Understanding (MOU) between the City and TPS to support the implementation of NG 9-1-1 and the delivery of 9-1-1 call answer service. The MOU will:

- recognize the City's and TPS's mutual commitment to ensure all City PSAPs comply with the obligations set out in the Agreement between Bell and the City.
- clarify the roles and services provided by the City's primary and secondary PSAPs.
- allow for continuous and open communication on matters regarding future updates to NG 9-1-1 and the delivery of 9-1-1 call answer service.

The City and TPS will continue to work together on finalizing the MOU and staff will report back to Council as required.

CONTACT

Andrea Austen
Director, Strategic Policy & Programs
Office of the Deputy City Manager
Community and Social Services
416-392-5140
aausten@toronto.ca

Meg Shields
Director, Governance and Corporate Strategy
City Manager's Office
416-392-0523
mshields@toronto.ca

SIGNATURE

Paul Johnson
City Manager

ATTACHMENTS

Attachment 1: Next Generation 9-1-1 Authority Service Agreement
Attachment 2: Next Generation 9-1-1 Authority Service Agreement- Agreement Term Summary