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**Subject:** Bell Canada NG 9-1-1 Authority Service Contract

**Report to:** Niagara Regional Council

**Report date:** Thursday, August 29, 2024

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## Recommendations

1. That Report CSD 45-2024 respecting the Next Generation 9-1-1 Authority Service Agreement with Bell Canada **BE RECEIVED** and;
2. That the Regional Clerk and Regional Chair **BE AUTHORIZED** to execute the agreement with Bell Canada in a form satisfactory to the Director of Legal and Court Services.

## Key Facts

- The purpose of this report is to seek Council's approval to execute an agreement with Bell Canada for the Region to deliver NG 9-1-1 services within Niagara region.
- Bell is Ontario's CRTC assigned Incumbent Local Exchange Carrier (ILEC) that provides the dedicated telecommunications network required to deliver the Region's 9-1-1 emergency call answer service.
- Previous 9-1-1 Emergency Call Service agreements between the Region 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.
- There are no fees for the NG 9-1-1 services that Bell provides to Niagara Region.
- The agreement was just recently shared with the Region but is required to be in place prior to advancing the next stage of the project; and consequently, this report is being submitted directly to Council given the time sensitivity in order to avoid any delay to the project.

## Financial Considerations

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 January 2025. There are no additional

funding requirements associated with this Agreement as there are no fees for the NG 9-1-1 service that Bell provides to Niagara Region. Any future funding needs and/or financial implications for future instances identified in the Agreement where Niagara Region and/or its Public Safety Answering Points (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.

## **Analysis**

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 Region 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.

Bell provided the Region with a standard 10-year Next Generation 9-1-1 Authority Agreement developed for all Ontario municipalities. The Agreement establishes the roles and responsibilities of Bell as the Region's ILEC and the Region as the 9-1-1 authority. It also specifies the responsibilities and requirements of the Region's primary and secondary PSAPs regarding the implementation and use of NG 9-1-1 including technical and security compliance obligations.

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

### **Bell Responsibilities**

Bell Canada will provide the following to the Region 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 Region's PSAPs.
- route and enable the transfer of 9-1-1 Calls to the Region'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.

### **Region responsibilities**

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

- designate Primary PSAPs, Secondary PSAPs and Back-Up PSAPs to answer 9-1-1 calls in the Region.
- 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.

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

### **Alternatives Reviewed**

Given that Bell is Ontario's CRTC assigned Incumbent Local Exchange Carrier (ILEC) that provides the dedicated telecommunications network required to deliver the Region's 9-1-1 emergency call answer service, there are no other alternatives to receive this service.

### **Relationship to Council Strategic Priorities**

The NG 9-1-1 initiative and the consolidation of dispatch technologies, supports Council Strategic Priorities of Effective Region by transforming service delivery in a way that is innovative, collaborative and fiscally responsible through the delivery of quality, affordable and accessible emergency services.

## **Other Pertinent Reports**

### [CSD 47-2023 NG911 RFP Award](#)

(<https://pub-niagararegion.escribemeetings.com/Meeting.aspx?Id=f85065e1-617b-45ac-a9e7-385f6ef45a8c&Agenda=Merged&lang=English>)

### [CSD 1-2022 Location of Backup Next Generation 911 Dispatch](#)

(<https://pub-niagararegion.escribemeetings.com/Meeting.aspx?Id=0d3ddee9-e57e-4f6b-aefd-a4417a569ea0&Agenda=Merged&lang=English>)

### [Memorandum CSC-C 7-2022](#)

(<https://pub-niagararegion.escribemeetings.com/Meeting.aspx?Id=0d3ddee9-e57e-4f6b-aefd-a4417a569ea0&Agenda=Merged&lang=English>)

### CSD 3-2021 Next Generation 911 (NG911) Update

(Report available upon request)

### PHD 02-2015 Emergency Services Dispatch Update

(Report available upon request)

### Memorandum C8253 Supplementary to PHD 02-2015

(Report available upon request)

### PHD-08 2015 Consolidated Emergency Services Dispatch

(Report available upon request)

### CSD 07-2014 Public Safety Dispatch Review

(Report available upon request)

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This report was prepared in consultation with Julie Max, Sr. Corporate Project Manager; Brian Wilson, Legal Counsel; and was reviewed by Donna Gibbs, Director, Legal and Court Services.