
Subject: Primary Public Safety Answering Point Agreement (“PPSAP Agreement”) – Extension

Report to: Public Health and Social Services Committee

Report date: Tuesday, October 8, 2024

Recommendations

1. That the current PPSAP between The Regional Municipality of Niagara (the “**Region**”) and The Regional Municipality of Niagara Police Service Board (“**NRPS**”) pursuant to which the Region contracts the services of NRPS for the operation of 911 emergency telephone services **BE EXTENDED** until such time as the Regional Municipality of Niagara transitions to the Next Generation 9-1-1 (NG911) call answer service; and
2. That the Regional Chair and Regional Clerk **BE AUTHORIZED** to execute the necessary agreement in order to effect the extension of the PPSAP Agreement, provided that the agreement is 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 extend the current PPSAP Agreement in place with NRPS until such time as the Regional Municipality of Niagara transitions from the current 9-1-1 call answer service to NG911 emergency call answer service, anticipated for March 2025.
- The Region contracts the services of NRPS who provides a centralized 911 emergency telephone communication system within the geographic boundary of the Regional Municipality of Niagara. In this way, all 911 calls are routed, by Bell (the incumbent local exchange carrier) to NRPS, who performs the function of the ‘primary public service answering point’ (or PPSAP) for the Niagara Region. When 911 calls are received, the NRPS call taker uses the information given by the caller to determine which secondary public service answering point (SPSAP) has primary responsibility for the emergency and distributes the call accordingly (i.e. Fire, EMS, Police).

- The current agreement between the Region and NRPS was entered into in 2014 and contemplated a 10-year term (a 5-year initial term with a 5-year extension term), which is set to expire on November 12, 2024.
- Region staff have been working with NRPS to modernize the current PPSAP Agreement in order to ensure that it reflects the operational changes flowing from the transition to NG911. Staff anticipate returning to Council for approval to enter into this 'new' agreement once this work is complete.
- Given that a number of the procedural requirements of the current PPSAP Agreement will require updating to reflect the new NG911 service delivery, it is prudent extend the current PPSAP Agreement until Niagara Region transitions to NG911.

Financial Considerations

There are no immediate financial implications to the Niagara Region as a result of this extension.

Analysis

Pursuant to section s.116 of the *Municipal Act*, 2001, S.O. 2001, c. 25 municipalities may establish, maintain and operate a centralized communication system for emergency response purposes. Niagara Region residents currently have access to Enhanced 9-1-1 service through wireline, wireless and voice over Internet Protocol (VoIP) telephone services through a 9-1-1 call centre, also known as a primary public safety answering point or PPSAP, which the Region contracts NRPS to provide. Through the PSAP Agreement the Region funds and provides oversight of the NRPS's operation of the PPSAP.

The current 911 call answer network infrastructure and equipment in Niagara Region is in the final stages of being modernized. In June of 2017, the Canadian Radio-television and Telecommunications Commission ("**CRTC**") released the Telecom Regulatory Policy CRTC 2017-182 which required telecommunications networks used to make 9-1-1 calls to transition to Internet Protocol (IP) technology. The goal was to allow Canadians to access new, enhanced, and innovative 9-1-1 services with IP-based capabilities (dubbed Next Generation 9-1-1 (NG911)) which would allow features such as callers streaming video from an emergency incident, sending photos of accident

damage or a fleeing suspect, sending personal medical information, including accessibility needs, which could greatly aid emergency responders.

The CRTC recognized that this transition would have a major impact on the networks, systems, and arrangements used to provide 9-1-1 services and that it would be a complex and costly undertaking that would occur gradually over a number of years. NG911 is scheduled to go live in the Niagara Region in March 2025 following the implementation of a new mission-critical call handling solution (see Report CSD 47-2023) and a new region-wide, standards based, integrated platform architecture capable of handling PSAPs operating in the Niagara Region.

The current PPSAP Agreement between the Region and NRPS was executed in 2014 and is set to expire on November 12, 2024. Staff recommend extending this current PPSAP Agreement until such time as the Region move over to the new NG911 system. At that time a brand new agreement, reflective of the operational changes flowing from the NG911 system, will be introduced. Region staff have been working collaboratively with NRPS staff in the preparation of this new agreement. Staff will report back to Council for the necessary approvals to enter into this new agreement once it is finalized.

Relationship to Council Strategic Priorities

The provision of PSAP and modernization of the 911 call answer system aligns with continuous improvement objective under Council's strategic priority for an Effective Region.

Other Pertinent Reports

- [CSD 47-2023 Award of 2022-RFP-187 – Next Generation 9-1-1](#)

(<https://pub-niagararegion.escribemeetings.com/Meeting.aspx?Id=f85065e1-617b-45ac-a9e7-385f6ef45a8c&Agenda=Merged&lang=English&Item=12&Tab=attachments>)

- [CSD 45-2024 Bell Canada NG 9-1-1 Authority Service Contract](#)

(<https://pub-niagararegion.escribemeetings.com/Meeting.aspx?Id=e3fc6604-2535-403e-9bf7-4a86812072d8&Agenda=Merged&lang=English>)

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