

Memorandum

CSC-C 11-2025

Subject: Supporting Information for NG911 Stand Alone Backup Facility

Date: Wednesday, May 7, 2025

To: Corporate Service Committee

From: Brad Ray, Associate Director

This memo is provided as a follow-up to Report CSD 11-2025 and Council direction to provide additional information on the following:

- 1) The IBI Report dated November 30, 2012.
- 2) Financial information for the associated Niagara Regional Police Services (NRPS) managed project accounts.
- 3) Clarification regarding who will have access to the new backup NG911 facility.

1) The IBI Report dated November 30, 2012

The 2012 IBI Group report, Study of Emergency Dispatch Services, recommended that the communications functions of the four agencies (Niagara Emergency Services, NRPS, St. Catharines Fire, and Niagara Falls Fire) be consolidated into one operationally integrated “Public Safety Communications” model with one physical location. At that time, the NRPS primary 911 Dispatch was operating from 68 Church Street, St. Catharines (former NRPS headquarters and 1 District facility) and the IBI Report indicated that the NRPS communications center’s needs had outgrown the space available, further supporting the recommendation to co-locate dispatch facilities.

In September 2016, construction was completed on the new NRPS HQ facility at 5700 Valley Way in Niagara Falls. This facility includes a state-of-the-art Primary 911 Dispatch Centre as well as a 911 Dispatch Training Centre, addressing IBI’s facility-related concerns. Additionally, the Training Centre currently serves as the backup location for Niagara Parks Police, and St. Catharines and Niagara Falls Fire Dispatch. Although not ideal for NRPS, Parks Police, or Fire operations, use of the Training Centre as a backup location is a constructive effort toward facility integration.

Over the past several years, the NRPS, Niagara Emergency Medical Services (NEMS), St. Catharines Fire, and Niagara Falls Fire have engaged in extensive consultation regarding opportunities for a fully integrated communications centre as indicated below.

NRPS:

The NRPS has been open to exploring opportunities for shared services and co-locating with community partners such as Niagara EMS and local Fire services. This approach was most recently examined in 2021/ 2022 and after considerable consultation with CAO's, Fire Chiefs and EMS, consensus could not be reached on an operationally integrated dispatch model.

With concerns around meeting the CRTC deadline for the implementation of NG911, the NRPS recommended the construction of a Stand-Alone Backup 911 facility at Welland 3 District. This was further supported by a report to the Police Service Board (March 1, 2022) detailing the use of the backup site. The project was approved to proceed as part of the 2022 capital budget and staff have been diligently working towards it.

The NRPS continues to support the pursuit of shared services, and notes that the proposed Stand-Alone Backup 911 facility is a meaningful progression of this initiative as it will provide Next Generation backup flexibility to Niagara Parks Police, and Niagara Falls and St. Catharines Fire dispatch.

NEMS:

The Province owns and funds 100% of all capital and operating costs associated with the delivery of ambulance communications throughout Ontario with oversight of the Niagara Ambulance Communications Service (ACS) through the Ministry of Health (MOH). NEMS operates the dispatch service within a detailed Performance Agreement with the Province and funds provided for the operation of the Communications Service are not to be used for any other purpose. Regarding a consolidated Niagara dispatch model, NEMS leadership has been advised verbally that the MOH is not supportive of integrated arrangements for Provincial ambulance dispatch centers. As the MOH provides the necessary infrastructure for ambulance communications, including a newly implemented provincial voice radio system (P25 as the standard) and pending provincial NG911 system, the scope of local consolidation for NEMS would be limited at this time to the integration of provincial systems with local solutions.

2) Financial information for the associated NRPS-managed project account

The full project costs can be found in the attached appendix to this memo. It differentiates between NG911-specific technology costs, facility technology costs, and the construction costs of the 911 backup facility that were presented in Report CSD 11-2025.

NRPS have confirmed that adequate funds are available in project accounts 20001462 and 20000999 to deliver the full scope of NG911 backup technology, including all associated equipment replacements.

3) Clarification regarding who will have access to the new backup NG911 facility

As the Primary Public Safety Answering Point (Primary PSAP), the NRPS requires a reliable backup dispatch facility to ensure service continuity during technical or environmental emergencies. The existing temporary facility is actively used multiple times per year for planned training exercises and unforeseen emergencies. Unfortunately, the current backup facility is undersized and poorly equipped, and does not serve as an adequate backup dispatch center for Niagara Parks Police, and Niagara Falls and St. Catharines Fire.

The new permanent NG911 Backup facility not only represents a significant improvement to NRPS dispatch redundancy, but it also enables backup flexibility for Niagara Parks Police, and Niagara Falls and St. Catharines Fire.

Respectfully submitted and signed by

Brad Ray

Associate Director, Construction, Energy & Facilities Management

Appendices

Appendix 1

911 Backup Rationalization - Additional Information

Total Estimated Project Cost
911 Backup Rationalization

	Project Element	Project Description/Purpose	Year Council Approved Budget	Council Approved Budget (A)	Transfers between Projects (B)	Additional External Funding (C)	Revised Budget (D) = (A) + (B) + (C)	Proposed Budget Adjustment CSD 11-2025 (E)	Revised Council Approved Budget (F) = (D) + (E)	Expended & Committed as of 04/10/24 (G)	Contract Award/ Forecast (H)	Budget Remaining (I) = (F) - (G) - (H)
Notes:												
1	20001271 - 911 Backup Rationalization	Construction of the Facility	2020/2021	8,760,000	3,024,000	-	11,784,000	1,363,017	13,147,017	10,434,714	2,712,303	-
	20001462 - 21-NRPS Communications Back-Up	Back-up Facility Technology	2021	4,600,000	(3,024,000)	-	1,576,000	-	1,576,000	-	1,576,000	-
	Subtotal 911 Back-up Facility			13,360,000	-	-	13,360,000	1,363,017	14,723,017	10,434,714	4,288,303	-
2	20000999 - 19 - NRPS NG 911	NG911 Specific Technology	2019	400,000	700,000	1,036,976	2,136,976	-	2,136,976	2,129,972	7,004	-
2	20001259 - 20- NRPS NG 9-1-1		2020	700,000	(700,000)	-	-	-	-	-	-	-
	Subtotal NG911 Specific Technology			1,100,000	-	1,036,976	2,136,976	-	2,136,976	2,129,972	7,004	-
	Total Estimated Project Cost			14,460,000	-	1,036,976	15,496,976	1,363,017	16,859,993	12,564,686	4,295,307	-

Notes:

Police original furniture and specialized equipment request was \$4,600,000; \$3,024,000 was transferred to facility backup project #20001271 per approved Police Services Board Report on April 27, 2023 and approved CL-C 75-2024 by
 1 Regional Council.
 2 These projects were repurposed for the awarding of the NG911 specific technology solution per approved CSD 47-2023.