Agenda – Executive Policy Committee – May 22, 2024

REPORTS

Item No. 14 Next Generation 9-1-1 Authority Service Agreement for Hosted Call Handling Solution

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

1. That the City enter into, execute and deliver a Next Generation 9-1-1 Authority Service Agreement for Hosted Call Handling Solution with Bell Canada (operating as BellMTS) and such other agreements as determined necessary by the City Solicitor/Director of Legal Services to implement the intent of the foregoing (the "Ancillary Agreements").

2. That authority be delegated to the Chief Administrative Officer to negotiate and approve the terms and conditions of the Next Generation 9-1-1 Authority Service Agreement for Hosted Call Handling Solution with Bell Canada (operating as BellMTS) and the Ancillary Agreements and such other terms and conditions deemed necessary by the City Solicitor/Director of Legal Services to protect the interests of the City.

3. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

ADMINISTRATIVE REPORT

Title: Next Generation 9-1-1 Authority Service Agreement for Hosted Call Handling Solution

Critical Path: Executive Policy Committee

AUTHORIZATION

Author	Department Head	CFO	CAO
G. Spado/C. Walz	A. Stannard, Acting Chief of Police	N/A	M. Jack

EXECUTIVE SUMMARY

In order for the City of Winnipeg to continue to receive 9-1-1 services from the Incumbent Local Exchange Carrier (ILEC), the City must replace the existing Enhanced 9-1-1 agreement with Bell Canada (operating as BellMTS) with a Next Generation 9-1-1 Authority Service Agreement. This agreement must be signed between the municipality and Bell Canada.

This agreement will allow both the Winnipeg Police Service, as the primary public safety answering point (Primary PSAP), and Winnipeg Fire Paramedic Service, as the secondary public safety answering point (Secondary PSAP), to continue providing emergency 9-1-1 services to the citizens of the City of Winnipeg. This agreement must be signed prior to commencing the onboarding process to Next Generation 9-1-1 (NG9-1-1) technology, scheduled to occur in Q3 of 2024.

The new mandatory NG91-1 Authority Service Agreement will be between the City of Winnipeg as the 9-1-1 Authority representing the City's Primary and Secondary PSAPs, and Bell Canada as the 9-1-1 Service Provider / ILEC.

RECOMMENDATIONS

1. That the City enter into, execute and deliver a Next Generation 9-1-1 Authority Service Agreement for Hosted Call Handling Solution with Bell Canada (operating as BellMTS) and such other agreements as determined necessary by the City Solicitor/Director of Legal Services to implement the intent of the foregoing (the "Ancillary Agreements").

2. That authority be delegated to the Chief Administrative Officer to negotiate and approve the terms and conditions of the Next Generation 9-1-1 Authority Service Agreement for Hosted Call Handling Solution with Bell Canada (operating as BellMTS) and the Ancillary Agreements and such other terms and conditions deemed necessary by the City Solicitor/Director of Legal Services to protect the interests of the City.

3. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

REASON FOR THE REPORT

As the proposed Agreement is for an indeterminate period of time, approval of the appropriate Standing Committee, which in this case is Executive Policy Committee, is required.

IMPLICATIONS OF THE RECOMMENDATIONS

The primary PSAP is responsible for answering all 9-1-1 calls for the City of Winnipeg. In order to migrate from the current E9-1-1 network to the NG9-1-1 platform, the agreement must be signed by a delegate from the City of Winnipeg to allow for Bell Canada to be the designated NG9-1-1 network provider for the City. Failure to sign this agreement would result in the inability to receive 9-1-1 calls at the primary PSAP, jeopardizing public safety and emergency response capabilities.

There are no financial implications of this recommendation.

HISTORY/DISCUSSION

In order for 9-1-1 services to be delivered to the City of Winnipeg, a 9-1-1 Authority Service Agreement is required. The last time an agreement was signed was in 1999 when the City of Winnipeg transitioned from Basic 9-1-1 (B9-1-1) to Enhanced 9-1-1 (E9-1-1). At this time, an agreement was signed by the Deputy Mayor and MTS Communications Inc. In 2017, Bell Canada acquired MTS Communications Inc. and took over responsibility of providing 9-1-1 services.

Bell Canada is the Incumbent Local Exchange Carrier (ILEC) for Manitoba, as well as all of the eastern provinces. As such, they are responsible for delivering 9-1-1 services to the municipalities within their service area.

In Canada, the Canadian Radio-television and Telecommunications Commission (CRTC) has directed that all ILECs must update their infrastructure from analog to digital to allow for Next Generation 9-1-1 (NG9-1-1) voice and text messaging services. NG9-1-1 technology will give Canadians improved emergency services using world-class, state of the art telecommunications networks. As a result, legacy technology will be decommissioned in March of 2025 and all Public Safety Answering Point (PSAPs) must move to an NG9-1-1 platform. This target date for decommissioning is set by the CRTC, and subject to change; however, the CRTC has indicated that this is a firm date and they do not intend to modify it.

Bell Canada has created a standardized Next Generation 9-1-1 Authority Service Agreement which has been provided to all PSAPs within their territory. In order to be prepared for this move, the City of Winnipeg must authorize Bell Canada to provide 9-1-1 delivery by signing the agreement by Q2 of 2024.

The execution of this new mandatory agreement between the 9-1-1 Authority and 9-1-1 Service Provider is required for the Primary and Secondary PSAPs' migration from E9-1-1 to NG9-1-1

services. This standardized agreement has been filed and approved by the CRTC, and will enable Bell Canada as the designated NG9-1-1 network provider to deliver NG9-1-1 service to the City of Winnipeg.

The Winnipeg Police Service is involved for the purpose of presenting the document to the City of Winnipeg for signature. There is no associated cost for the signing of this agreement.

On April 9, 2024, the Winnipeg Police Board received this report from the Winnipeg Police Service for review and consideration. On April 11, 2024, through communication from the Secretary, the Winnipeg Police Board advised that it accepted this report for information, and indicated that the Winnipeg Police Service may proceed with the submission of this report.

FINANCIAL IMPACT

Financial Impact Statement **Date:** March 21, 2024

Project Name: **First Year of Program 2024**

Next Generation 9-1-1 Authority Service Agreement for Hosted Call Handling Solution

Additional Comments: There are no financial implications to the agreement.

original signed by Tara Holowka, March 21, 2024
T. Holowka, CPA, CGA
Executive Director of Finance
Winnipeg Police Service

CONSULTATION

This Report has been prepared in consultation with:

- Winnipeg Police Board
- Winnipeg Fire Paramedic Service
- Legal Services (as to legal issues)

OURWINNIPEG POLICY ALIGNMENT

N/A

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

N/A

WINNIPEG POVERTY REDUCTION STRATEGY ALIGNMENT

N/A

SUBMITTED BY

Department: Winnipeg Police Service
Division: Communications Division
Prepared by: Gord Spado, Commander, Communications
Cara Walz, NG9-1-1 Project Coordinator
Date: April 9, 2024
File No: 97-2024