

FUNDING 9-1-1 SERVICES IN BRITISH COLUMBIA

Regional District of Bulkley-Nechako

Chair Bill Miller, CAO Melany de Weerd





BACKGROUND

- The CRTC estimates that 96% of Canada's population currently has access to either Basic 9-1-1 or Enhanced 9-1-1 service through wireline, wireless, and voice over Internet Protocol (VoIP) telephone services wherever a 9-1-1 call centre, also known as a public safety answering point (PSAP), has been established. Citizens in areas where a PSAP has not yet been established typically dial seven- or ten-digit telephone numbers to seek emergency assistance directly from emergency responders, such as police, fire, or ambulance.
- In British Columbia, 9-1-1 is a responsibility downloaded to local government, principally the Regional Districts (although some municipalities also provide a 9-1-1 service).



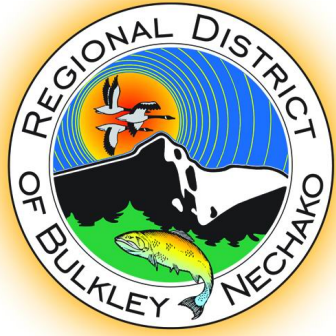
HISTORY

- In the 1980s physical landlines served as primary means of telephone communication
- At the time of the 2009 UBCM resolution roughly one half had migrated to mobile technology
- As of the Province's 2015 report "Emergency Communications Service Delivery in BC" 67% of 9-1-1 calls were from cell phones
- The trend is a continued migration to wireless communication; VOIP also plays a role; many people no longer maintain landlines.



HISTORY

- A number of UBCM resolutions address the 9-1-1 emergency services and the costs associated
- UBCM commissioned a paper, “9-1-1 Services A in British Columbia: Background Review in Relation to a Province-Wide Call Answer Levy (CAL), July 2013” to bring this topic before the Province
- UBCM then withdrew the proposal in 2014 stating that there was insufficient support for CAL among local governments;
- The Province issued a discussion paper, “Emergency Services Communications in BC, March 2015”



LOCAL GOVERNMENT REVENUE FOR 9-1-1

- Two sources of revenue:
 1. Call answer Levy (CAL) on wireline telephone services (*not on wireless*)
 2. Levy charged on residential property taxes
- Saskatchewan, Quebec, New Brunswick PEI and Nova Scotia have CAL's that apply to any device which can connect to 9-1-1; Alberta has a CAL limited to wireless devices.



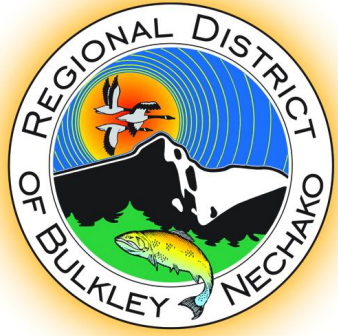
NEXT GENERATION 9-1-1

- NG911 (Next Generation 9-1-1) will have an impact on both service offerings/levels and costs of the 9-1-1 service.
 - New initiatives including texting, video and audio at scene, to PSAP and SSAP, live feed, “In Call Location Update” (ICLU) provided geographic information ‘real time’
 - Infrastructure and operating costs to offer NG911
 - Public expectations as technology is integrated into everyday lives



FOR DISCUSSION

1. Should all 9-1-1 users pay a CAL?
 - The Province supports this, “the Minister is of the view that it would be reasonable for cell phone users to contribute to funding the emergency communications system.”
 - If yes, how much should levy be? (consistency across province)
2. Scope of services for CAL
 1. What do we collect it on? (ie, everything, landlines, and/or cell phones, etc.)
 2. What do we collect it for? Basic 9-1-1, enhanced 9-1-1, or NG911?
3. Allocate based on fair formula
 1. What should the formula be?
 2. Minimal transaction costs - lower than current, most should flow to 9-1-1



THANK-YOU!