

**NEXT  
GENERATION  
9-1-1**

# Transformation in the making

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**E-Comm 9 1 1**  
Helping to Save Lives and Protect Property



Ministry of  
Public Safety and  
Solicitor General

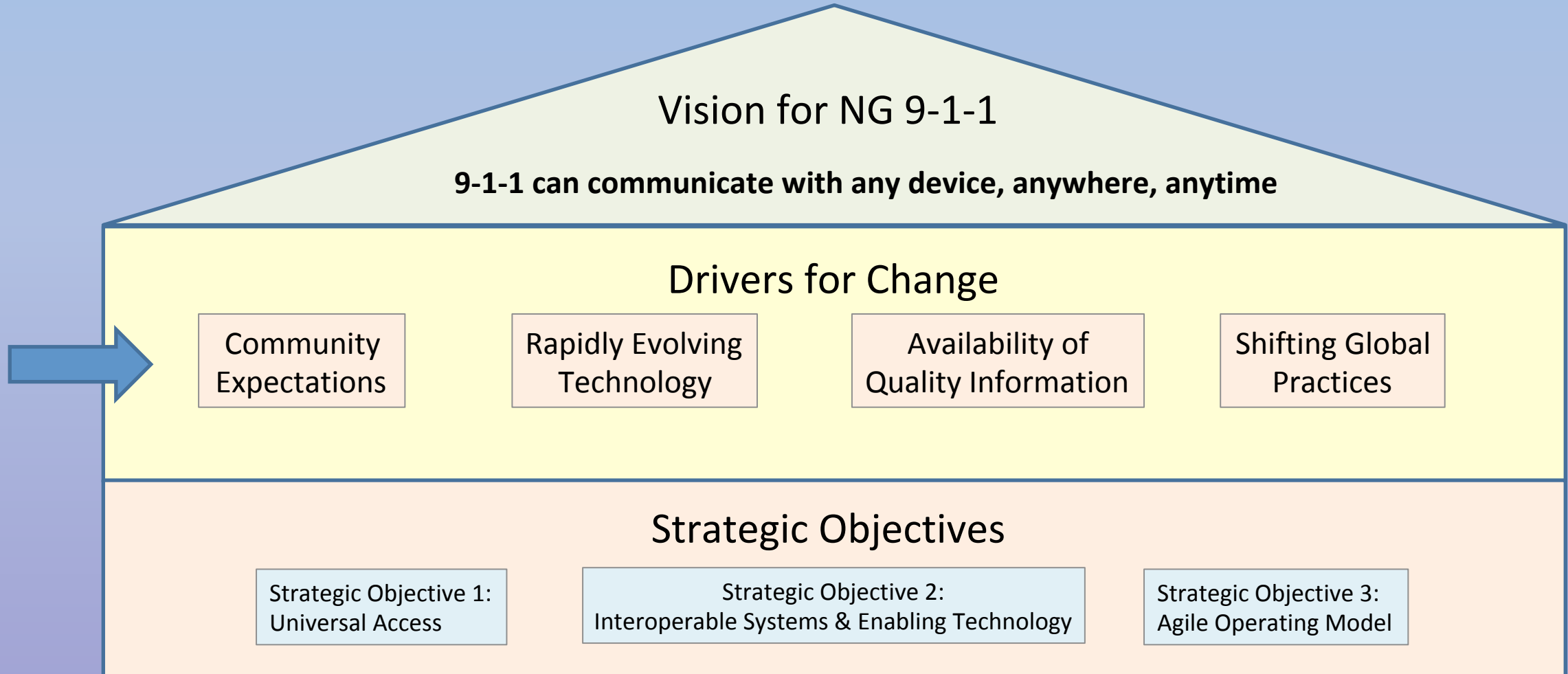
# The What

The biggest change to 9-1-1 since first launched in Vancouver in 1976:

- Major technology overhaul that will enable new ways of contact
- Complex with far-reaching implications
- Many unknowns



# The Why





# The Where

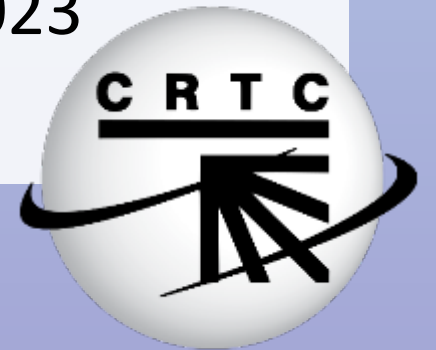




# The When

## ***CRTC: Telephone companies must***

- Provide NG 9-1-1 Voice Capable Networks by June 30<sup>th</sup> 2020
- Provide Real-time Text (RTT) Capability by December 31<sup>st</sup> 2020
- Decommission legacy 9-1-1 networks by December 31<sup>st</sup> 2023



# Universal Access

## Communicate with 9-1-1 call-takers using modern means...



# ...That are secure, reliable and instant...

*Real Time Text (RTT) is different from SMS text messaging*





# Interoperable systems

## Improved situational awareness, information sharing...

The Emergency Communications Centre



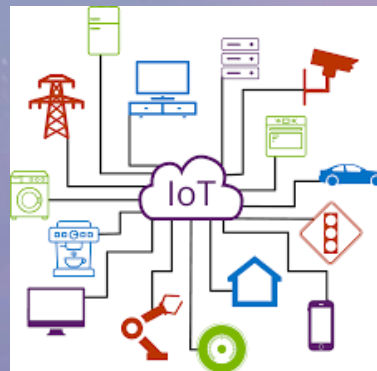
Real Time Situational Awareness



Responders



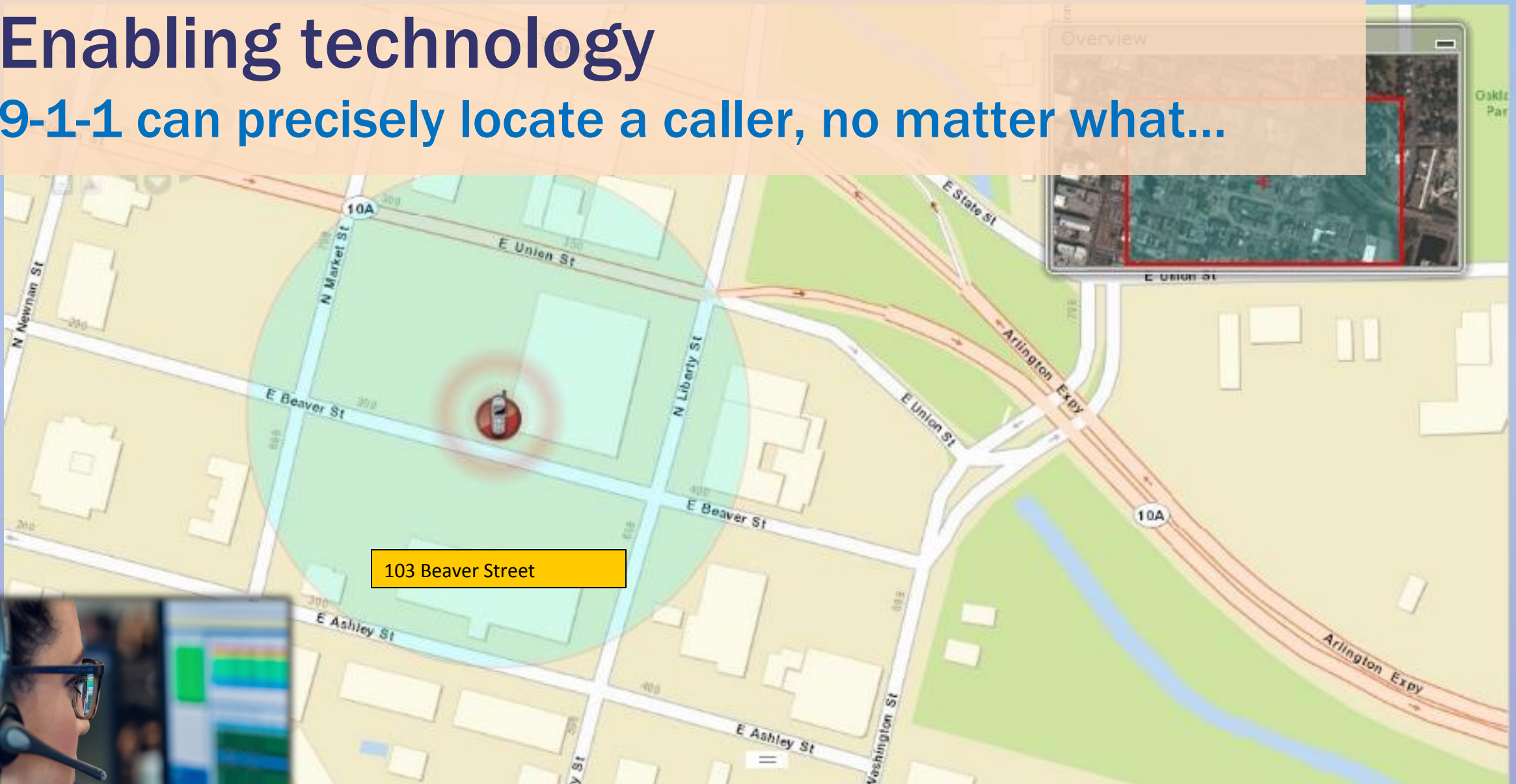
Sensors and Internet of Things



Smart Devices

# Enabling technology

9-1-1 can precisely locate a caller, no matter what...





# Agile Operating Model

## Increased flexibility and resilience...



Interior helps the Coast  
( or Alberta helps B.C.)



The Coast helps the Interior  
(or B.C. helps Alberta)



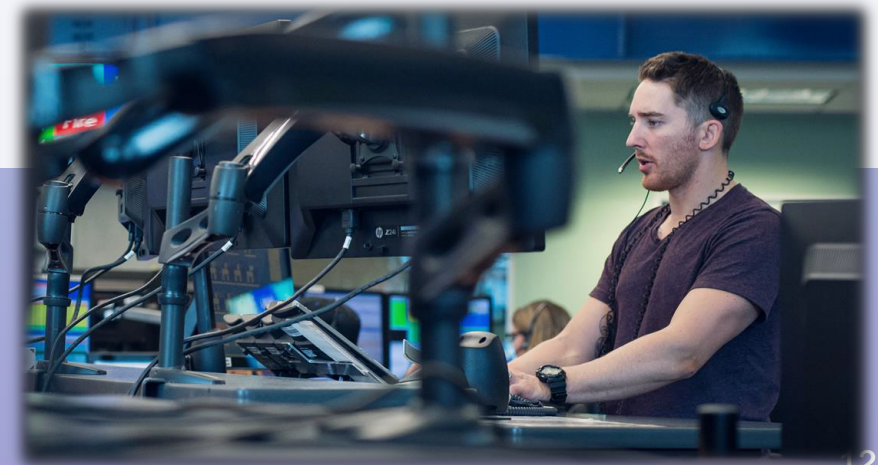
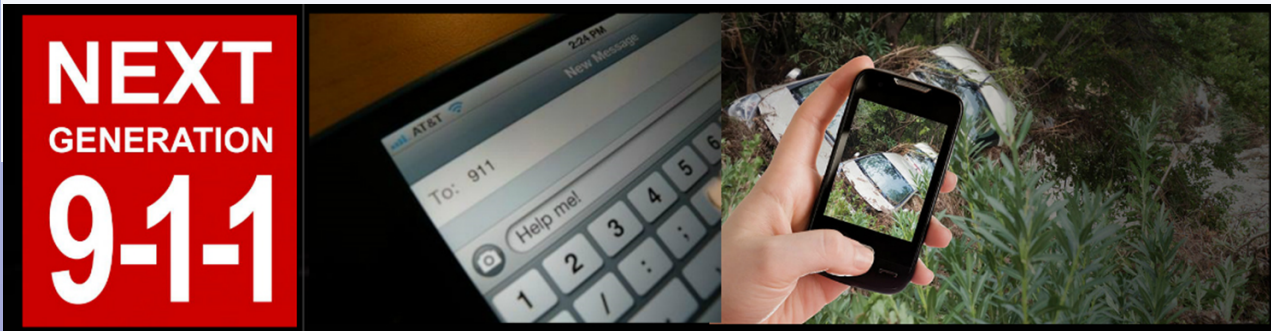


# Complexities and Impacts

- Funding and resources to support transition
  - Technology purchase and implementation
  - Additional staffing and operating costs
- Security, evidentiary and privacy concerns
- New operating procedures and policies
- Emotional toll on staff
- Public awareness and use

# Public Safety Answer Point Preparedness

- Plan for new capital and operating expenditures
- Operational training, Q/A and policies for handling real-time text
- Plan for significant change management



# E-Comm's NG9-1-1 Proof of Concept

- Q3 2019 – Q1 2020
- Maximize use of existing systems and applications:
  - Upgrade of call-handling platform
  - Enable NG-911 and non-emergency test calls (voice and RTT)
- Inform plan for full provincial platform and service rollout for police, fire and ambulance agencies





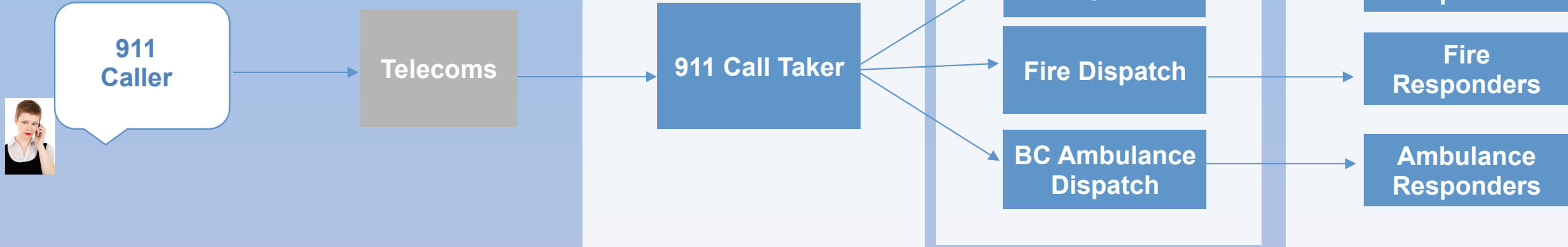



# Ministry of Public Safety and Solicitor General

## 911 Services in British Columbia

Rachel Holmes  
Executive Lead  
Strategic Public Safety Initiatives  
Office of the Deputy Solicitor  
General

# BC EMERGENCY COMMUNICATIONS SYSTEM



SERVICE DELIVERY AGENT	TELUS	E-Comm Nelson PD Prince Rupert Fire	RCMP, E-Comm Police, Fire, BCEHS	Police Fire BCEHS RCMP
FUNDING	TELUS (specified by CRTC tariff, a regulated service)	Local Gov't	Local Gov't Province	
REGULATORY BODY	CRTC	Self Regulate Local Gov't	Self Regulate Local Gov't Province	Local Gov't Province



# CRTC & UBCM - Calls to Action

- CRTC Direction and Decision from June 2017:

“...the lack of provincial legislation and leadership in Ontario and British Columbia, two very populous provinces, ...[is] of significant concern. [The] variations in NG911 deployment across the country could not only create an inconsistent user experience but could also be dangerous for Canadians.”

“(CRTC) recommends that provinces and territories that do not currently have 911 legislation...enact...legislation to address issues [of]...coordination, funding, PSAP standards, ...public education, [and]... to assist their PSAPs in preparing for NG911.”
- CRTC mandates networks to be ready for NG911 by Dec 31, 2020 and 911 services decommissioned by June 30, 2023.
- UBCM sent a letter in July 2016 in support of provincial intervention: CAL with third party administration of funds



# NG911- Window of Opportunity

- Province re-looking at provincial role for 911 services:
  - Wireless Call Answer Levy
    - create supplemental revenue stream
  - Standards for service
    - ensure interoperability
  - Address gaps in system
    - backups and unserved areas
  - Strategic governance body
    - with local government input

# National Context

- Most other provinces have a financial framework and public safety answering point guidelines to ensure 911 service delivery is consistent:

Province	Phone # Levy
Alberta	\$0.44
Saskatchewan	\$0.94
Quebec	\$0.46
New Brunswick	\$0.53
PEI	\$0.70
Nova Scotia	\$0.43
Newfoundland & Labrador	\$0.75

# Current State in BC

*Current state may stall NG9-1-1 implementation creating a dangerous scenario for citizens and visitors expecting the same service throughout BC.*

- No mandatory standards.
- No singular mechanism to assess adherence or oversight of application of standards.
- Inconsistent and voluntary adherence to standards:
  - *National Fire Prevention Association*
  - *National Emergency Number Association*
  - *Association of Public Safety Communications Officials*
- No geographic data for mapping.



# Stakeholder Engagement - Timeline

- 2015 – Consultation and Discussion Paper *“Emergency Communications Service Delivery in British Columbia: Police Communication Centres and 911 Public Safety Answering Point”*
- 2018 – Dave Guscott Report with recommendations to Province
- 2019 – 911 Steering Committee established

- Local Governments
- Indigenous organizations
- RCMP
- Fire
- Ambulance

- TELUS
- E-Comm 911
- National/Provincial 911 Working Groups
- Provincial Government

## Questions?

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*Ministry of Public Safety and Solicitor General*

# Thank you!

## For further information:

### CRTC NG 9-1-1

<https://crtc.gc.ca/eng/phone/911/gen.htm>

### CRTC Emergency Services Working Group (ESWG)

<https://crtc.gc.ca/cisc/eng/cisf3e4.htm>

### NG 9-1-1 Transition Roadmap

[http://cata.ca/files/PDF/Media\\_Events/Canadian-PSAP-NG911-Roadmap-March2018.pdf](http://cata.ca/files/PDF/Media_Events/Canadian-PSAP-NG911-Roadmap-March2018.pdf)