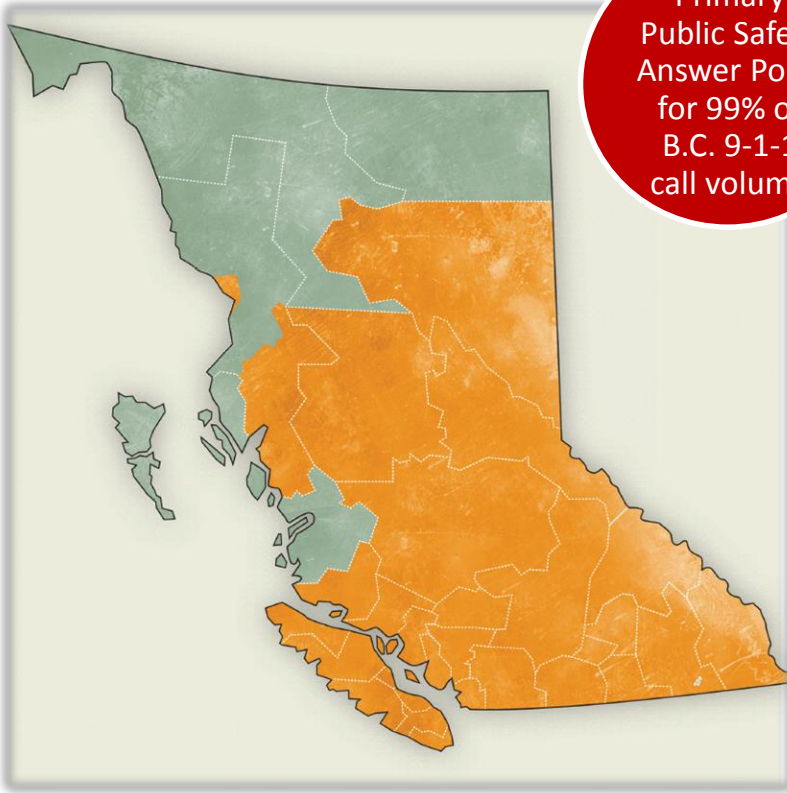
A night-time photograph of emergency vehicles. In the foreground, a dark-colored vehicle with red and blue flashing lights on its roof is visible. Behind it, a white ambulance with the number 62750 and the word 'AMBULANCE' on its side is parked. Other vehicles with flashing lights are visible in the background, creating a scene of an emergency response at night.

**Electoral Area Directors' Forum**  
**Next Generation 9-1-1 Update**  
**April 6, 2022**

**Oliver Grüter-Andrew, President & CEO**  
**Stephen Thatcher, Vice President Operations**

# 9-1-1 Public Safety Answer Point (PSAP) Service

Primary  
Public Safety  
Answer Point  
for 99% of  
B.C. 9-1-1  
call volume



## Services Performed:

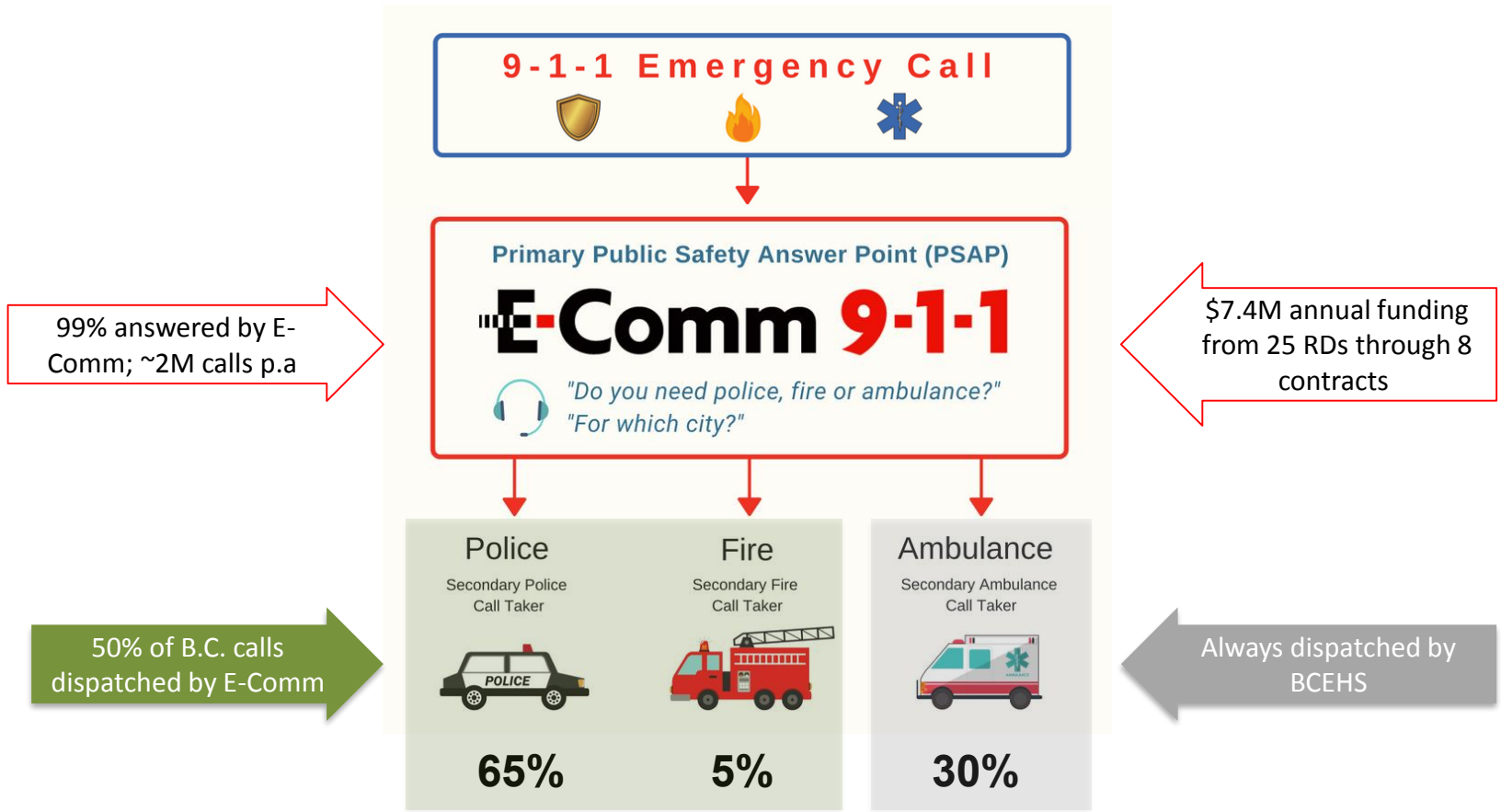
- Answer 9-1-1 calls, >2M in 2021
- Determine the type of emergency service required
- Downstream the call to an emergency response agency

## 25 Regional Districts, excepting:

- North Coast
- Central Coast
- Northern parts of Kitimat-Stikine
- Stikine Region
- Northern Rockies Regional Municipality



# How 9-1-1 at E-Comm works

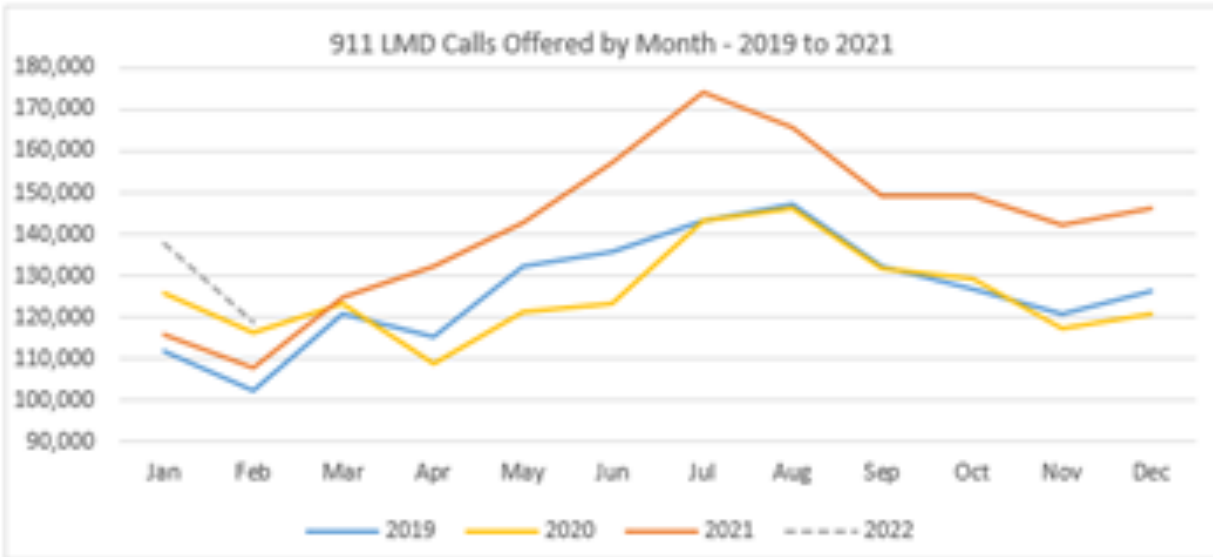


# 9-1-1 Service Levels

- **Service Target of 95/5:** 95% of calls answered within 5 seconds
- Target achieved consistently from 1999 to Q2 of 2021 (21 years)
- BC Ambulance call-answer challenges in second half of 2021 caused E-Comm to miss 9-1-1 service targets in Q3 and Q4 for the first time ever.
- Q1 2022 Service Level: 96% (a result of changes to temporary E-Comm call-transfer procedures, improved BCAS call answer times)



# Year-over-Year 9-1-1 Volumes



2022 9-1-1 call volumes in all regions are up ~14% compared to 2021

Ongoing COVID-19 restrictions suppressed “normal” 9-1-1 volume expectations

Projections for 2022 are for an increase in call volumes trending ~13% over 2021

2022 budget assumed an AHT of 65s for 2022. YTD AHT of 69s is a material variance for a 95/5 SL queue



# Next Generation 9-1-1

- A federally-mandated, complete modernisation of Canada's 30-year-old 9-1-1 telecommunications technology network, as operated by the telcos and used by E-Comm and other PSAPs.
- A set of functional improvements such as exact location determination, ability to transfer emergency calls across Canada, and sending texts to 9-1-1 operators.
- A platform for a wide range of further possible emergency response functionalities.
- A near-term cost and implementation risk to our communities.
- A long-term risk to widen the digital divide between urban and rural/remote parts of B.C.



# Key NG 9-1-1 Milestones

- NG 9-1-1 voice service launch – March 1, 2022
- Ability to send texts to 9-1-1 made available by telcos – July 1, 2023
- Decommissioning of old 9-1-1 networks – March 4, 2025

# Opportunities from NG9-1-1

- New options for mental health and social emergency services
- Improved support for Indigenous communities and diverse populations
- Improved public safety
- Improved Provincial management information opportunities



# Risks to Successful NG9-1-1 Rollout in B.C.

## Time is of the essence:

- The tight timelines for change recently announced by CRTC will require quick action by multiple stakeholders.

## It's difficult:

- The technologies are new and require provincially-consistent practice standards, information formats, system integrations and operational process changes to be agreed, developed, tested and rolled out.

## B.C. is complicated:

- Policies and standards are legally owned by over 100 regional districts, independent municipalities and indigenous nations.
- Service providers such as TELUS, E-Comm and the RCMP must reach agreements for service with all of them in very limited time.





# Recommended actions

- **Governance** – establish a provincial-level 9-1-1 authority for policy and standards of service
- **Standardization**
  - Ensure a consistent service standard and provide more equitable support for communities across the province
  - Include consistent guidelines to ECC operators in police, fire and ambulance to help ensure a safe technical change-over to NG9-1-1
- **Provincial road map** – develop and steward a provincial roadmap to address end-to-end emergency communication short falls and to take full advantage of NG 9-1-1 opportunities
- **Cost and Funding** – create a new funding stream to establish the NG 9-1-1 service
  - Funding proposal for fall 2023 legislative session

Consider this in the context of possible provincial review of emergency management overall.



# Our request

We are asking for your support promoting these recommended actions with the provincial government:

- Local Government Associations and UBCM resolutions
- Individual dialogues between Mayors/Directors and Ministers
- Group representation of Mayors/Directors to Ministers
- A small group of elected officials willing to champion this change with the Provincial Government
- Support development of a 9-1-1 transformation plan and funding request for 2023 onwards

