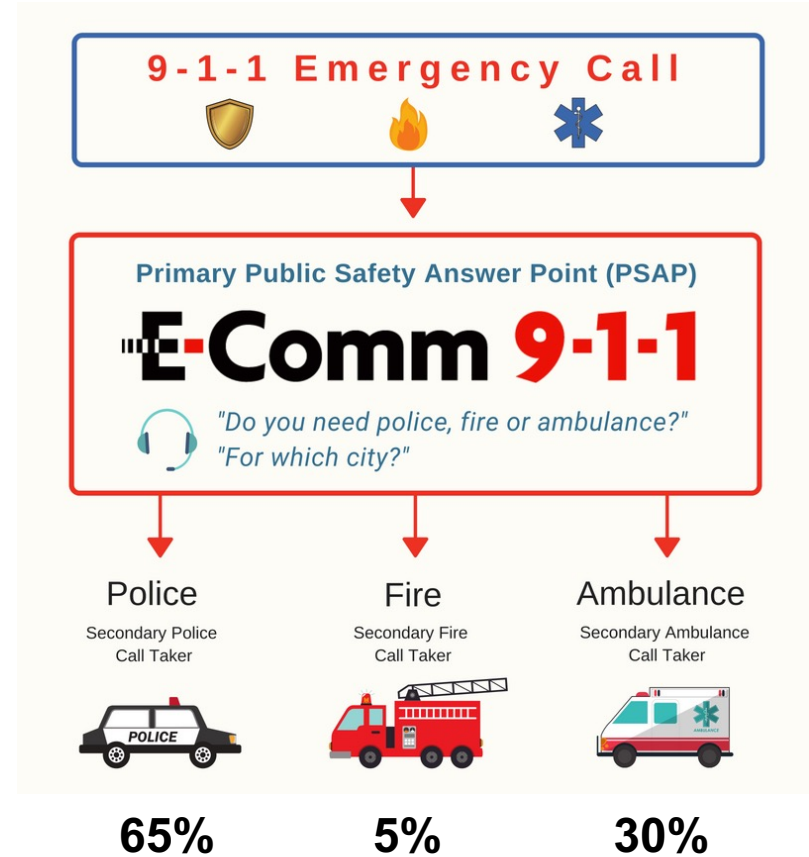
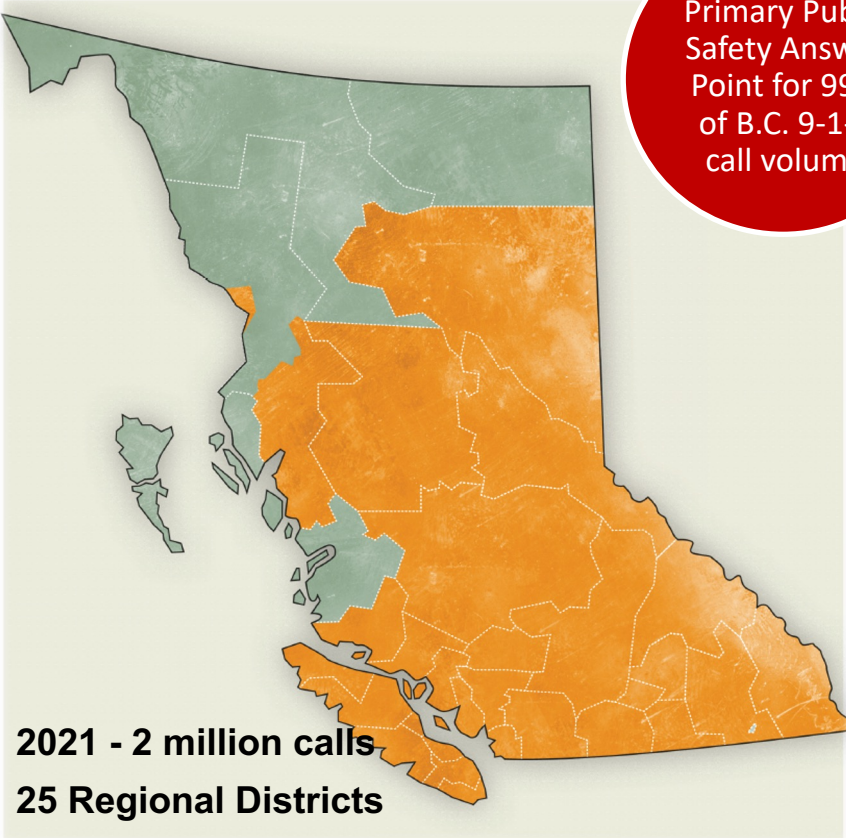
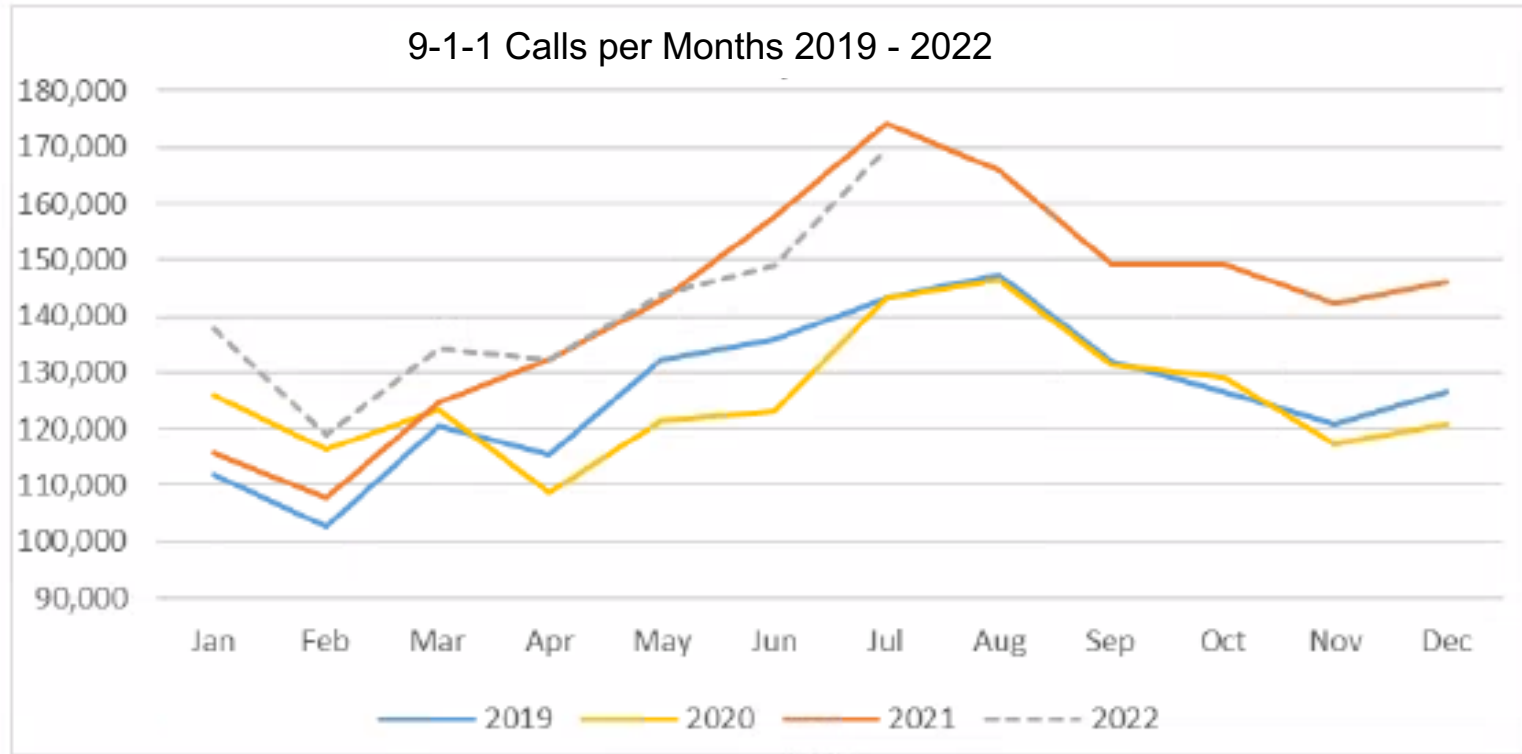


9-1-1 – The Current State

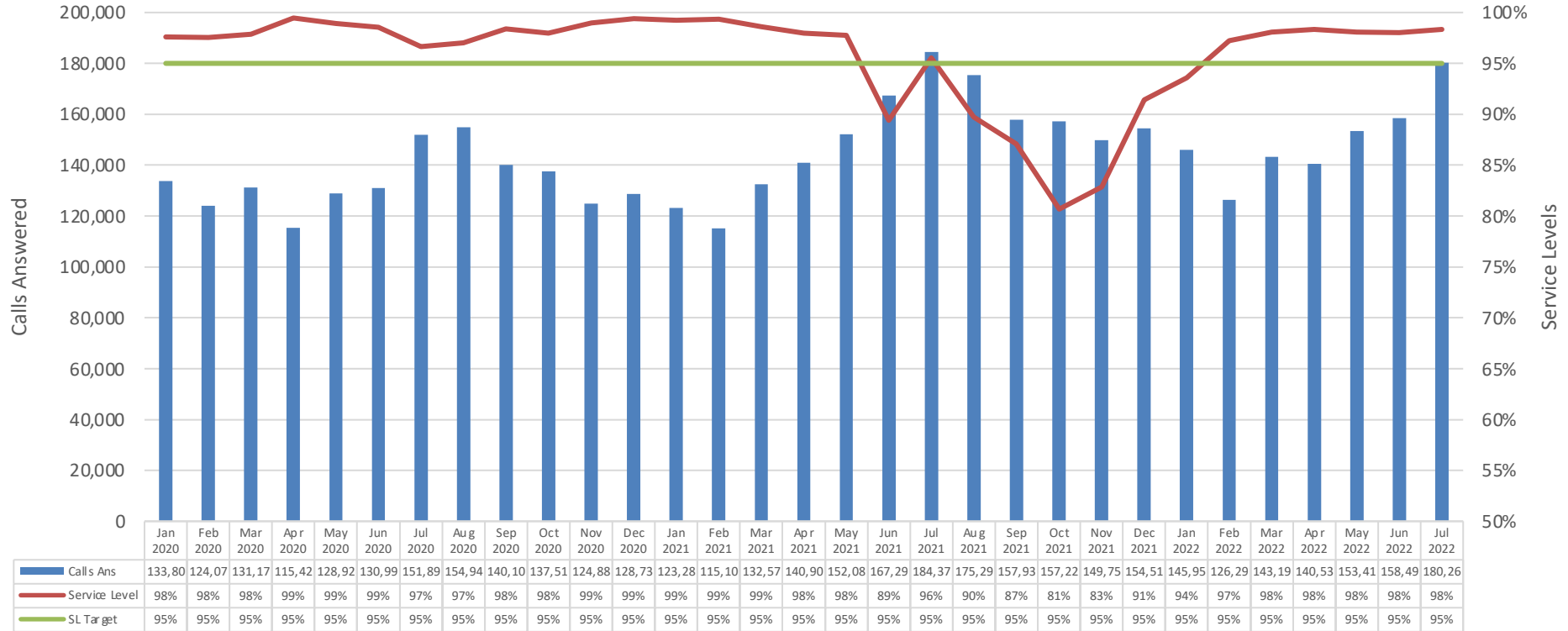


9-1-1 – Steady Demand Increase



9-1-1 – Service Performance

All 911 Calls Answered and Service Levels to July 31, 2022



■ Calls Ans
 — Service Level
 — SL Target

9-1-1 – Service Challenges

- Ongoing opioid crisis, COVID-19 pandemic, extreme heat events, forest fires, floods stretching emergency services to the limit.
- Continued annual growth of call volumes and call complexities.
- Recruitment and retention challenges owing to a high-stress work environment and a very competitive labour market.
- Downstream staffing challenges resulting in backup of 9-1-1 call queue and the need for a temporary change to call-handling protocols.
- Infrastructure interruptions leading to temporary, localized service outages.

NG 9-1-1 – What is it?

- **Federally mandated**, complete modernisation of Canada's 30-year-old 9-1-1 telecommunications technology network
- **Functional improvements**
 - Precise location determination
 - Ability to transfer emergency calls across Canada
 - Texts to 9-1-1 operators
- **Platform** for a wide range of further possible emergency response functionalities, which over time can improve:
 - Diversity-specific responses
 - Health condition-specific responses (e.g. for mental health)
 - Greater service equity for rural and remote communities, including Indigenous communities

NG9-1-1 – Key milestones

- NG9-1-1 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
- Cost to maintain old networks due to lack of PSAP readiness becomes tax payer liability

NG 9-1-1 – Presents significant opportunities

- 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

NG 9-1-1 – Risks to successful rollout in BC

Time is of the essence:

- Timelines are extremely tight requiring quick action by multiple stakeholders

It's difficult:

- 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
- Many small PSAPs (mostly among Fire departments) with little capacity for this.

B.C. is complicated:

- Policies and standards are legally owned by over 100 entities
- TELUS, E-Comm and the RCMP must reach agreements for service with all of them

NG 9-1-1 – 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 take full advantage of NG 9-1-1 opportunities for improved emergency communication
- **Cost and Funding** – create a new funding stream via a provincial Call Answer Levy on cell phones to establish and operate the NG 9-1-1 service
 - Already in place in 8 other Canadian provinces.

NG 9-1-1 – Resolution EB42

Next Step: Resolution EB42 (RR8, RR9) going forward at this convention.

New Provincial Mandate and Funding for 9-1-1

[...] Therefore be it resolved that UBCM call on the provincial government to work collaboratively with the UBCM to develop a new provincial mandate and structure for 9-1-1 service delivery, with an improved governance, funding and operational model, to help modernize and improve 9-1-1 services across BC, including the planning, operation and coordination of CRTC mandated Next Generation 9-1-1 services.