

B.C.'s Transition to Next Generation 911

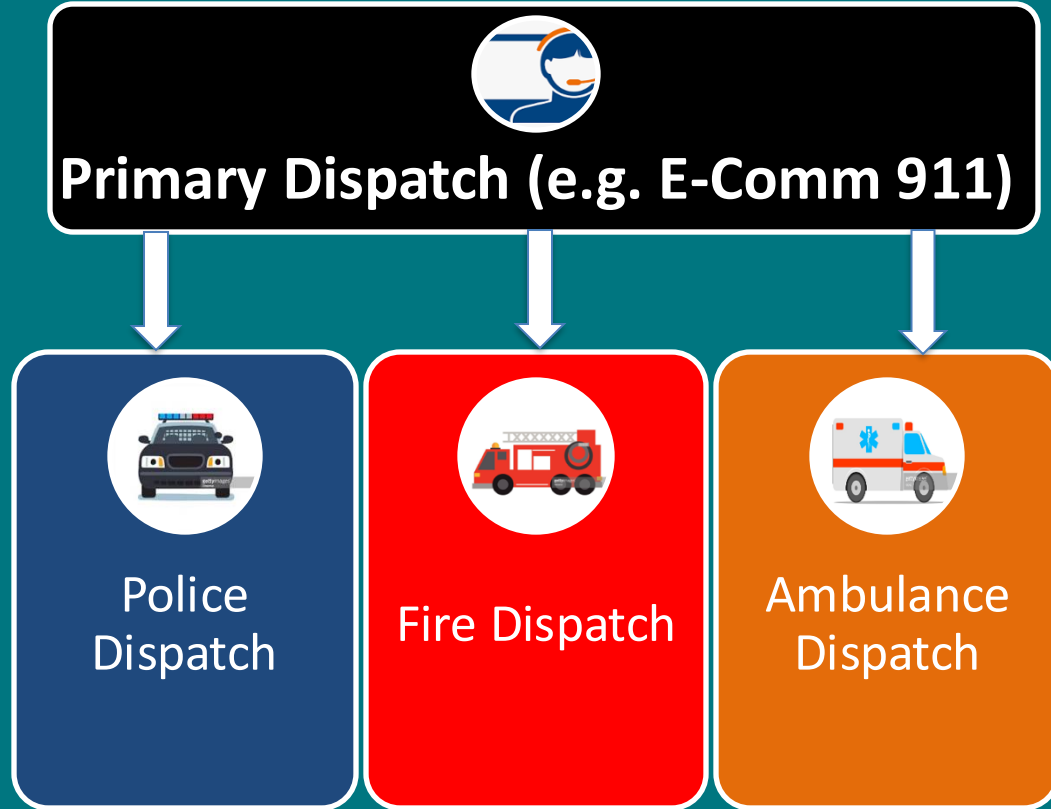


Councillor Craig Hodge

UBCM Metro Vancouver/GVRD Representative

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911 Service in B.C.



Next Generation 911

- Mandated by the Canadian Radio-television and Telecommunications Commission (CRTC).
- First phase: real time text messaging capability.
- Some of the other components include:
 - Video messaging
 - Picture messaging
 - Audio and video streaming
 - Precise location determination

Provincial NG911 Funding

- \$90 million to E-Comm 911 to cover implementation costs.
- An additional \$60 million to address local government implementation costs.
- Funding addresses costs that would have otherwise fallen to local governments.



Next Generation 911 Timelines

- Provinces and territories initially mandated to have real-time text capability by December 31, 2020.
- The deadline was extended to March 4, 2025.
- With the new deadline approaching, several jurisdictions, including the Province of B.C., have requested that another extension be granted.
 - CRTC decision is imminent.

RD Service Agreements

- As part of the transition to NG911, there is a requirement for new service agreements between TELUS and regional districts.
- Service agreements set out local government responsibilities (e.g., mapping).

NEXT GENERATION 9-1-1 LOCAL GOVERNMENT SERVICE AGREEMENT

This Agreement for the provision TELUS' Next Generation 9-1-1 Service (the "**Agreement**") is effective the [] day of [], 2023 (the "**Effective Date**")

BETWEEN: []
(the "**Local Government Authority**" or "**LGA**")

AND: TELUS Communications Inc.
("TELUS")

RD Service Agreements

- The prolonged process to finalize service agreements has impacted the transition to NG911.
- Province and UBCM each convened meetings with regional districts in 2024 to discuss concerns.
- Metro Vancouver worked with TELUS to resolve many concerns and develop a template that could be used by other regional districts.
- As of January 31, 2025, all but seven service agreements have been signed.

Broader Changes to 911

- The 911 system continues to face challenges.
- UBCM Executive and membership (through endorsed resolutions) continue to seek broader improvements, including:
 - Funding mechanism.
 - Standards.
 - New governance model.
 - Integration of new features (e.g., mental health call option).
- Province has recently announced an independent review.