

DATE OF MEETING June 26, 2019

AUTHORED BY KAREN FRY, FIRE CHIEF

SUBJECT 911 FUNDING

OVERVIEW

Purpose of Report

To secure the funding to perform a required 911 Firewall upgrade to replace the demarcation point where Telus services meet the City of Nanaimo services for Fire Communication (FireComm).

Recommendation

That the Finance and Audit Committee recommend that Council approve the 911 Firewall upgrade and allocate \$30,000 from the E911 Reserve.

BACKGROUND

Emergency 911 calls for the City of Nanaimo are answered through EComm in Vancouver and then fire calls are transferred to the Fire Communications Centre (FireComm) through a 911 link. The Central Island 911 Partnership was created between the Cowichan Valley Regional District (CVRD), Regional District of Nanaimo (RDN) and the City of Nanaimo (the City). FireComm provides dispatching to 26 fire departments providing a significant capital and long-term cost savings for the partners since the amalgamation. FireComm is staffed with 13 Nanaimo Fire Rescue staff (members of the IAFF Local 905), 8 full-time dispatchers and 5 relief dispatchers. In 2018, FireComm answered and dispatched 15,592 incidents.

The 911 service has been evolving since its inception in Canada in the 1980s from an initial landline only direct link for emergency services to now include phone number and geospatial location of the caller. Next Generation 911 (NG911) will provide the technology of the 911 service to be able to run on a digital platform and will provide support and functionality for text to 911 and multi-media in the future. Dispatchers will be able to “REBID” cellular calls (re-ping the cell phone) after they receive the initial 911 call to help determine a better location.

Telus will be installing and supporting a new firewall system for NG911.

This is a mandated requirement through the Canadian Radio-television and Telecommunications Commission (CRTC) and must be completed by November 30, 2019.

FUNDING

The Central Island 911 Partnership has a Cost Sharing Formula that states that '*net operating costs will be shared on the basis of the populations of the jurisdictions of the Parties.*' The current cost sharing is the City 46%, CVRD 44%, and the RDN 10%.

The Central Island 911 Partnership contract states that '*Any annual surplus generated from the collection of a Call Answer Levy related to the provision of Enhanced 911 Service will be placed by the Parties into a 911 Service reserve fund.*' The funds for this \$30,000 upgrade would come from the Partnership reserve. The Partners have approved the funding request.

Future annual operating charges will be added to the 2020-2024 Financial Plan.

OPTIONS

1. That the Finance and Audit Committee recommend that Council approve the 911 Firewall upgrade and allocate \$30,000 from the E911 Reserve.
 - **Budget Implication:** This change will be included in a future budget bylaw amendment for the 2019-2023 Financial Plan.
 - **Legal Implication:** Meet mandated requirement of the CRTC.
2. That the Finance and Audit Committee recommend that Council deny the 911 Firewall upgrade and allocate \$30,000 from the E911 Reserve.
 - **Budget Implication:** No funding implications at this point in time.
 - **Legal Implication:** Not meet mandated requirement of the CRTC.

SUMMARY POINTS

- Next Generation 911 (NG911) will provide the technology of the 911 service to be able to run on a digital platform and will provide support and functionality for text to 911 and multi-media in the future.
- NG911 requires a new firewall system for 911, it will be supplied and managed by Telus.
- This is a mandated requirement through the CRTC.
- The funds for this \$30,000 upgrade would come from the E911 reserve.

Submitted by:

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Concurrence by:

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