

**Date:** Tuesday, March 19, 2024

**To:** Elizabeth Tracy, Chief Administrative Officer

**From:** Naomi Hughes, GIS and Engineering Technician

**Subject:** Next Generation 9-1-1 (NG9-1-1)

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### **PURPOSE**

This purpose of this report is to inform council of the Canada-wide project to improve emergency services known as Next Generation 9-1-1 (NG9-1-1).

### **BACKGROUND**

NG9-1-1 is a federal project to modernize emergency services. It is mandatory across Canada and will be heavily dependent on authoritative geographic (GIS) data and services. Work being done by staff will ensure that the Village of Pemberton meets the NG9-1-1 requirements and will improve and standardize our 911-related location data. This will reduce emergency response times and ultimately save lives. This report focuses primarily on the data requirements of the project.

The existing 9-1-1 system was designed in an era of landline telephones and assumes the calls are coming from fixed, known addresses. Today, most emergency calls originate from smartphones and IP devices, often while away from home. These changes are driving this historic evolution to NG9-1-1.

NG9-1-1 is the transition of 9-1-1 from analogue systems to IP-based systems. The change will enhance emergency number (9-1-1) services to create a faster, more resilient system allowing voice, data, photos, videos and text messages to flow seamlessly from the public to 9-1-1.

### **DISCUSSION & COMMENTS**

The success of NG9-1-1 will be heavily dependent on authoritative GIS data and services (provided by municipalities) to enable more efficacy in geospatial call routing, thereby helping to reduce emergency response times and save more lives and property – a primary goal of emergency responders and public safety management and stakeholders.

Geo coordinates in the form of latitude and longitude (and eventually elevation) can be used to route calls with greater precision and without the need to convert location data to a civic address. Geo-location will also be important where a civic address does not exist or is too general, e.g. National Park front gate.

## **COMMUNICATIONS**

No public communications are required. The project covers the 'behind the scenes' operations of the 9-1-1 system and will have little discernable impact on the public (i.e. dialing 9-1-1 will work the same as it always has). Any public education in the future is expected to come from the provincial or federal level.

## **LEGAL CONSIDERATIONS**

NG9-1-1 is mandated by the CRTC – Canadian Radio-television and Telecommunications Commission. The deadline for rolling out the new system is May 2027. If we don't comply, calling 9-1-1 will no longer work in our area.

## **BUDGET & STAFFING**

The Village of Pemberton is the recipient of a \$45,000 UBCM grant for this project. The grant will support transition costs in preparation for NG9-1-1 but does not cover ongoing operational costs. Further details on the grant can be found at <https://www.ubcm.ca/lqps/next-generation-911>

The grant is proposed to be used for the following:

1. New fixed term GIS assistant position for 4.5 months beginning April 2024
2. Software licensing for the GIS assistant
3. Technical consultant support for data automation
4. Other contributions toward staff time, such as overtime hours.

This project will impact staff hours in the following ways:

1. Hiring a fixed term GIS assistant in 2024 to help with workload
2. The project will require a significant portion of staff hours from the GIS and engineering technician.
3. Other departments will have a small contribution to make.

## **INTERDEPARTMENTAL IMPACT**

No interdepartmental impacts are anticipated.

## **COMMUNITY CLIMATE ACTION PLAN**

This initiative has no impact on the Community Climate Action Plan strategies.

## **STRATEGIC PRIORITIES**

This initiative aligns with the following Village of Pemberton strategic priorities:

- Be prepared
  - This project increases community safety by improving emergency response times through accurate location data.
- Cultivate trust;
  - This project will go a small way toward collaboration and strengthening relationships with our neighboring municipalities, including Lílwat Nation

- Operate with excellence.
  - This project will improve the accuracy and consistency of address and road data across the Village, and with our neighboring municipalities. The project will also result in efficiencies and improvements to address and data update processes.

### **IMPACT ON THE REGION**

All our neighboring municipalities are subject to the same mandate. Collaboration will be required between the Village and Whistler, Lílwat and Squamish Lillooet Regional District to match our spatial data where it crosses jurisdictional boundaries.

The Village will also be working with Telus or EComm911 to put service agreements in place regarding data provision.

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Manager approval:	Tom Csima, Manager of Operations and Projects
CAO approval:	Elizabeth Tracy, Chief Administrative Officer