

REG. ONT. POLICE
COMMUNICATIONS

FILE NO. *P04*

Ontario 9-1-1 Advisory Board

Chair/CAO
N. Garbe
Chief - YRP

APCO Canada

Association of
Municipalities of
Ontario

City of Toronto

NENA Ontario

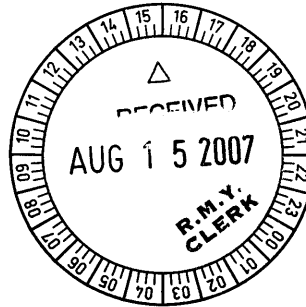
Ontario Association of
Chiefs of Police

Ontario Association of
Fire Chiefs

Ontario Ministry of
Health and
Long-Term Care

August 1, 2007

Denis Kelly
Regional Clerk
Region of York
Box 147, 17250 Yonge St.
Newmarket, ON
L3Y 6Z1



To all Members of Council

Subject: Ontario 9-1-1 Advisory Board

Ladies and Gentlemen,

Thank you in advance for your consideration of the attached matter.

Sincerely,

Dan Van Londersele
Chair

Ontario 9-1-1 Advisory Board
c/o
Peel Regional Police
Telecommunications
7750 Hurontario Street
Brampton, ON L6V 3W6

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Ontario 9-1-1 Advisory Board

August 1 2007

TO: ALL MUNICIPAL COUNCILS

FROM: 9-1-1 ONTARIO ADVISORY BOARD

ISSUE: 9-1-1 ADVISORY BOARD SEEKS YOUR ASSISTANCE

a) What is Needed and Why:

The 9-1-1 Ontario Advisory Board (OAB) is seeking financial assistance from each municipal government in order to continue as the technical and information authority respecting the implementation and operation of 9-1-1 Emergency Number systems in Ontario.

In August 2006, an appeal for financial assistance was made to Ontario municipalities resulting in receipts of eleven thousand dollars and we are very grateful for that support. Several municipalities suggested that the request should be made earlier in the year in order to receive consideration during the annual budget process, therefore this appeal is being sent at this time for the 2007 and 2008 fiscal years.

We need operational support and therefore this request for assistance in the form of a small donation from each municipality. ***If each of Ontario's 445 municipalities provided \$100, this would create the funds for the Board to continue its work and represent the interests of municipal governments and their citizens on 9-1-1 issues.***

Technology advancements and the expansion of the telecommunications market have increased the work of the 9-1-1 Advisory Board. We make submissions to hearings of the Canadian Radio-Television and Telecommunications Commission (CRTC) and provide input on implementation issues related to wireless 9-1-1 service and Voice over Internet Protocol (VoIP) 9-1-1 service. The costs to attend these cross Canada meetings alone are significant. We also maintain the OAB 9-1-1 website, <http://oab911.ca>, develop public awareness, liaise with all levels of government (municipal, provincial and federal) and with the Canadian Wireless Telecommunications Association, assessing impacts of new technology (VoIP) as it relates to the provision of 9-1-1 service. Much work remains to be done and we require funds to support these activities.

b) More about the 9-1-1 Ontario Advisory Board and its Activities:

- Mission of OAB 9-1-1:
 - Be a source of technological expertise regarding implementation and operation of 9-1-1 services
 - Advocate to represent Ontario ratepayers at CRTC hearings and provide public education
 - Act as authoritative source of information and expertise regarding 911 systems
- Accomplishments of the OAB 9-1-1:
 - Enhanced Wireless 9-1-1 Trial - tested technology to trace cellular 9-1-1 calls
 - On-going working relationship with the Canadian Wireless Telecommunications Association

- Special needs for challenged Ontarians with respect to 9-1-1 service
 - Leadership role in national 9-1-1 scene, coordinating with BC, Alta, Man, PQ, and NS. These include regulatory decisions for the various forms of local telephone services
 - Active participation in CRTC hearings and decisions affecting 911 service including local exchange carriers; centrex resellers; competitive payphone providers; alternate operator services; foreign exchange service; wireless services and voice over Internet service providers.¹
 - Provide support to municipalities and respond to issues raised by municipalities
 - Monitor Coroner's Inquest recommendations related to 9-1-1 service
- CRTC formed the Canadian Interconnection Steering Committee (CISC) to provide an industry forum to manage discussions and negotiations impacting 9-1-1 delivery. The OAB was invited to provide a leadership role on CISC for 9-1-1 needs and expectations of municipalities and emergency services. (These cross-country meetings with the corporate industry and their solicitors are also expensive.)
- The 9-1-1 Advisory Board is made up of volunteers from a number of non-profit organizations and agencies whose parent organizations allow the volunteers time and cover some expenses. Board members include representatives from:
 - National Emergency Number Association (NENA)
 - Association of Public Safety Communications Officials, Canada (APCO)
 - Ontario Association of Chiefs of Police (OACP)
 - Ontario Association of Fire Chiefs (OAFIC)
 - Ontario Ministry of Health and Long-Term Care (MOHLTC)
 - Members of various Municipal Caucuses (AMO)
 - City of Toronto
 - Bell Canada (non-voting)
 - OPP (non-voting)
 - Municipal Affairs and Housing (MMAH) (non-voting)
 - Ministry of Natural Resources (MNR), (non-voting) and
 - Ministry of Community Safety and Correctional Services (MCSCS) (non-voting).

c) Why are funds being requested now?

The optimal operating budget for the OAB is about \$40,000 per year and we do not have those funds. The one-time funding received from the province in 1998 ended. If we are to continue and to undertake the work to make 9-1-1 an effective emergency communication system, your help is required.

Please make cheques payable to "**Ontario 9-1-1 Advisory Board**" and send to Tom Voisey, c/o the Peel Regional Police Telecommunications, 7750 Hurontario Street, Brampton, ON L6V 3W6.

¹ Reference to the related CRTC decisions is on the last page of this document

d) How is 9-1-1 operated?

- Other provinces operate 9-1-1 systems themselves. In Ontario, local municipal authorities operate the 9-1-1 systems.
- 9-1-1 systems are provided only within municipalities electing to provide the service (now greater than 95%) with subscriber billing for network services and maintenance.
- The cost associated with staffing and equipment is provided by municipalities.
- 9-1-1 systems are designed around a central answering point (Primary Public Safety Answering Point (PPSAPs) which have dedicated lines. Incoming calls for 9-1-1 are conferenced with the associated police, fire and ambulance dispatch center for a given municipality. Networks are designed, installed and maintained by Bell Canada.

e) A Sample Resolution:

Whereas The Ontario 9-1-1 Advisory Board was formed at the request of Ontario Municipalities; and

Whereas it is now in great need of financial assistance in order to continue to represent our ratepayers in the face of ever-increasing technological advancement; and

Whereas technological advancement and deregulation of the local telephone market makes it necessary to represent municipalities and ratepayers at the Canadian Radio Telecommunication Commission (CRTC) and the CRTC Interconnection Steering Committee (CISC) on a regular basis;

Therefore be it resolved that the municipality of _____ contributes \$_____ to the Ontario 9-1-1 Advisory Board in order to allow it to continue to advance a safe delivery of 9-1-1 system for police, fire and ambulance emergency services in our municipalities and throughout the Province.

f) Thank you: Thank you for your consideration of this issue and for more information please visit our website at <http://oab911.ca>

www.crtc.gc.ca/archive/ENG/Decisions/1997/DT97-8.HTM - local exchange carriers
www.crtc.gc.ca/archive/ENG/Orders/2000/O2000-500.htm - centrex resellers
www.crtc.gc.ca/ENG/public/2000/8180/Crtc/cptspob.htm - competitive payphone providers
www.crtc.gc.ca/archive/eng/Orders/1999/O99-1155.htm - alternate operator services
www.crtc.gc.ca/archive/ENG/Decisions/2001/DT2001-299.htm - foreign exchange service
www.crtc.gc.ca/archive/ENG/Decisions/2003/dt2003-53-1.htm - wireless services
www.crtc.gc.ca/archive/ENG/Decisions/2005/dt2005-21.htm - VOIP