

July 31, 2006

TO: ALL MUNICIPAL COUNCILS

FROM: 911 ONTARIO ADVISORY BOARD

ISSUE: 911 ADVISORY BOARD SEEKS YOUR ASSISTANCE

a) What is Needed and Why:

The 911 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 911 Emergency Number systems in Ontario.

We are in urgent need of some 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, if everyone participated, the funds for the Board to continue its work and represent the interest of municipal governments on 911 issues.*

Technology advancements and the expansion of the telecommunications market have increased the work of the 911 Advisory Board. It makes submissions on hearings before the Canadian Radio-Television and Telecommunications Commission (CRTC) and deals with implementation issues related to wireless 911 service and Voice Over Internet Protocol (VOIP) 911 service. This work requires funds to support the operations of the Board.

There has been no new money recently, yet there is a lot of work to be done that requires expenditures. Activities of the OAB include maintaining and revising 911 user guide, representation at CRTC including reverse emergency notification, developing public awareness and education programs, liaison with the various affected/involved governments and with Canadian Wireless Telecommunications Association and present, distribute technical reports / bulletins regarding 911 systems.

b) Tell me more about the 911 Ontario Advisory Board and its Activities:

- Mission of 911 OAB:
 - Be a source of technological expertise regarding implementation and operation of 911 services
 - Advocate to represent Ontario ratepayers at CRTC hearings and provide public education
 - To develop operational, training and performance standards for 911 systems
 - Act as authoritative source of information and expertise regarding 911 systems

- Accomplishments of 911 OAB:
 - Wireless Enhanced 911 Trial – tested technology to trace cellular 911 calls
 - Assist in the resolution of duplicate addressing due to municipal restructuring
 - Common addressing and mapping
 - On-going working relationship with Canadian Wireless Telecommunications Commission

- Resolution of landline deregulation, wireless 911 and wireless 911 cost recovery issues
 - Telecommunication training and materials
 - Special needs for challenged Ontarians with respect to 911 service
 - Leadership role in national 911 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; centrix resellers; competitive payphone providers; alternate operator services; foreign exchange service; wireless services and local voice over the Internet Providers.¹
 - Response to issues raised by municipalities
 - Monitors Coroner's Inquest recommendations related to 911 service
- CRTC formed the Canadian Interconnection Steering Committee (CISC) to provide an industry forum to manage discussions and negotiations impacting 911 delivery. OAB provides leadership role on CISC for 911 needs and expectations of municipalities and emergency services.
 - The 911 OAB was formed in 1995, as watchdog of Bell Canada's performance and product delivery during 911 overhaul in mid-late '90s. But with the changes to the telecommunications industry, the nature of the work and representation and sources of revenue have changed.
 - The 911 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:
 - National Emergency Number Association (NEMA)
 - Association of Public Safety Communications Officials (APCO)
 - Ontario Association of Chiefs of Police (OACP)
 - Ontario Association of Fire Chiefs (OAFC)
 - Ontario Ministry of Health and Long-Term Care (MOH)
 - Bell Canada
 - OPP
 - City of Toronto
 - Members of various AMO Caucuses
 - Municipal Affairs and Housing (MMAH) (observer status)
 - Ministry of natural Resources (MNR), (observer status) and
 - Ministry of Community Safety and Correctional Services (MCSCS) (observer status).

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 and our budget is about depleted. If we are to continue and to undertake the work to make 911 an effective emergency communication system, your help is required. We have never gone to municipal governments for assistance. We are now.

Cheques may be sent 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 911 operated?

- Other provinces operate 911 systems themselves. In Ontario, local municipal authorities operate the 911 systems.
- 911 systems are provided only within municipalities electing to provide the service (now 90%) with subscriber billing for network services and maintenance and direct billing of costs to municipalities for staffing and terminal equipment
- 911 systems are designed around central answering point (Primary Public Safety Answering Point (PPSAPs) which have dedicated lines. Incoming calls for 911 are conferenced with associated police, fire for a given municipality and the appropriate ambulance dispatch center. Networks are designed, installed and maintained by Bell Canada.

e) A Sample Resolution:

Whereas The Ontario 911 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.

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 - centrix 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
⁷ <http://www.crtc.gc.ca/archive/ENG/Decisions/2005/dt2005-21.htm> - VOIP