



REPORT TO COUNCIL

To: **Mayor and Councillors**

Subject: **Next Generation 911 Implementation and Operation Contract**

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From: Francis Cheung, P. Eng.
Chief Administrative Officer

Date: February 4, 2025

RECOMMENDATION:

THAT Council authorize the Chief Administrative Officer to execute the Next Generation 911 Implementation and Operation Contract between the City of Langley and Metro Vancouver.

PURPOSE:

The purpose of this report is to seek approval from City Council to authorize the Chief Administrative Officer to execute the Next Generation 911 Implementation and Operation Contract between the City of Langley and Metro Vancouver.

POLICY:

Not applicable.

COMMENTS/ANALYSIS:

The Canadian Radio-television and Telecommunications Commission (CRTC) has mandated the modernization of 911 services to Next Generation 911 (NG911). This mandate was proclaimed on March 22, 2022 to all Public Safety Answering Points (PSAP) and secondary PSAPs, to transfer to NG911 by March 2025. The Next Generation 911 Local Government Service Agreement (LGSA) governs this service.

The LGSA refers to the collaborative efforts and agreements among local governments to transition PSAPs to the NG911 network. NG911 is the evolution of the emergency services network from analog to digital and is critical for updating the

nation's emergency response systems to a modern digital interoperable platform that can handle voice, text, and multimedia communications. This transition also includes the ability to route emergency calls using Geographic Information System (GIS) data and geoprocessing. The geo coordinates in the form of latitude and longitude (potentially including elevation) will route emergency calls with greater precision than a civic address.

The LGSA is part of a broader initiative to enhance emergency services and ensure they are equipped to handle the demands of modern communication technologies. It is a step towards a more unified and standardized approach to emergency response across different jurisdictions and is led by the CRTC along with provincial organizers.

All municipalities in British Columbia are required to sign an LGSA agreement with Telus as the authorized provider of 911 services in British Columbia. Municipalities in the Metro Vancouver Regional District (Metro Vancouver) including Langley City, are required to sign this agreement through Metro Vancouver as the governing body. Metro Vancouver in turn, will be signing on behalf of the Metro Vancouver municipalities with Telus.

Langley City has been working closely with Metro Vancouver, Telus, provincial entities, and other municipalities leading up to the signing of the LGSA to ensure the appropriate language regarding respective responsibilities, particularly related to the accuracy of municipal GIS records, is contained within the agreement.

It must be noted that Metro Vancouver will need to sign LGSA with Telus, as the assigned 911 service provider. To ensure it can meet its obligations under the Telus LGSA, Metro Vancouver is requiring each of its members to enter into a Next Generation 911 Implementation and Operation Contract (IOC). Pursuant to the terms of the LGSA, each member municipality, including the Langley City, will agree to maintain certain GIS data and provide it to Telus. Under the IOC, Langley City will:

- maintain civic location GIS data;
- provide civic location GIS data directly to Telus;
- when required by Telus, associate civic location GIS data with emergency service zones;
- inform Telus of changes in civic location GIS data as soon as possible;
- correct discrepancies and errors with submitted civic location GIS data maintained by the City, as soon as possible after receiving notice from Telus; and provide Telus access to the City's data file of street names and house number ranges (Master Service Addressing Guide) until the legacy 9-1-1 system is decommissioned.

The term of the IOC is from the date signed by Langley City and Metro Vancouver, until the date the LGSA between Telus and Metro Vancouver, expires or is

terminated. The LGSA has an initial term of five years, which will be automatically renewed for successive five year terms. Either Metro Vancouver or Telus can terminate the LGSA by giving the other party at least 6 month's written notice before the end of the applicable term.

The LGSA and the IOC agreements have been reviewed by City staff to ensure the key requirements in the agreement are appropriate and can be supported by Langley City for the term of the agreement.

BUDGET IMPLICATIONS:

No impact to the City. Telus will recover costs associated to this initiative through direct fees levied to each end-user that is provided telecommunications services.

ALTERNATIVES:

None provided.

Respectfully Submitted,



Francis Cheung, P. Eng.
Chief Administrative Officer

Attachments:

1. Next Generation 911 Implementation and Operations Contract
2. Next Generation 911 Local Government Service Agreement