

**TO:** MAYOR & COUNCILLORS  
**FROM:** GENERAL MANAGER COMMUNITY SAFETY AND CHIEF  
INFORMATION OFFICER  
**SUBJECT:** **NG911 LOCAL GOVERNMENT AUTHORITY AGREEMENT**  
**PURPOSE:** To provide an update on the NG911 Local Government Authority  
Agreement contract.

## **RECOMMENDATION**

**THAT** the report titled "NG911 Local Government Authority Agreement" dated July 8, 2024, be received for information.

## **EXECUTIVE SUMMARY**

The purpose of this report is to provide Council an overview of the Local Government Authority Agreement (LGAA) between Metro and Telus on behalf of municipalities.

### **2.0 POLICY SECTION**

Not applicable.

### **3.0 BACKGROUND**

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 (Next Generation 911) NG911 by March 2025. This report is in relation to the Local Government Authority Agreement (LGAA) contract that governs this service.

### **4.0 GENERAL INFORMATION**

The NG911 LGAA 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 LGAA 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 British Columbian municipalities are required to sign an NG911 LGAA agreement with Telus as the authorized provider of 911 services in British Columbia. Municipalities in the Metro Vancouver Regional District (MVRD) including Burnaby, are required to sign this agreement through Metro Vancouver as the governing body. MVRD in turn, will be signing on behalf of the MVRD municipalities with Telus.

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

Currently, the LGAA agreement is being reviewed by City departments including Burnaby Fire Department, IT, and Engineering for GIS requirements. The review is being undertaken to ensure the key requirements in the agreement are appropriate and can be supported by the City to ensure long term compliance with the agreement.

To meet the pending CRTC NG911 implementation deadline of March 2025, Telus and E-Comm are pursuing all the LGAAs in the province to be signed and in place by the end of June 2024. Additionally, it must be noted that MVRD will need to sign a master agreement with Telus as the assigned 911 service provider, prior to the City of Burnaby signing the LGAA with MVRD. All other municipalities governed under MVRD are facing the same challenge including Surrey, Vancouver and many other secondary PSAP's.

**4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT**

Not applicable.

**5.0 FINANCIAL CONSIDERATIONS**

Although there is no direct cost to municipalities related to the signing of the LGAA, it must be noted that E-Comm as a service provider of emergency services, will incur additional NG911 costs related to technology, implementation, training, business continuity and project management. E-Comm received \$90 million from the province to assist E-Comm with the NG911 transition; however, there is potential that E-Comm will incur additional NG911 costs which would then be recovered through additional levies to MVRD municipalities including Burnaby.

E-Comm has further communicated to MVRD and Telus that should there be a delay in the signing of the LGAAs past the end of June 2024, there will be an operational impact to E-Comm resulting in an additional significant sum per month of delay which would be passed onto the MVRD municipalities through increased E-Comm operating costs.

Respectfully submitted,

Dave Critchley, General Manager Community Safety and Bachar Khawajah, Chief Information Officer

**ATTACHMENTS**

Not applicable.

**REPORT CONTRIBUTORS**

This report was prepared by Keith Leclerc, IT Director Infrastructure, and Tyler O’Neill, Fire Staff Officer, and reviewed by Dave Critchley, General Manager Community Safety, Bachar Khawajah, Chief Information Officer, and Chris Bowcock, Fire Chief.