



**SUBJECT: Next Gen 911 Funding - 2023**

**TO: Mayor and Members of Council**

**FROM: Corporate Strategy**

Report Number: CS-08-23

Wards Affected: All

File Numbers: 155-03-01

Date to Committee: n/a

Date to Council: March 21, 2023

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**Recommendation:**

Authorize the Mayor and the City Clerk to execute the necessary agreements and other related documents or by-laws between the Corporation of the City of Burlington and the Province of Ontario, in relation to the Next Generation 9-1-1- funding program, to the satisfaction of the Executive Director of Legal Services and Corporation Counsel; and

Approve the single source purchase of Solacom Guardian 911 call management solution, from Solacom, with an upset purchase price to a maximum of the project budget amount (including net HST), pending successful contract negotiations; and

Approve the single source purchase of additional MC7500 radio consoles required audio integrations, from Motorola Solutions, with an upset purchase price of \$350,000 (including net HST); and

Approve the single source purchase for professional services required to integrate the Symposium computer aided dispatch system to the Solacom Guardian 911 call management solution, from Symposium, with an upset purchase price of \$150,000 (including net HST); and

Approve the single source purchase for Professional Services required to complete interfacing work with NICE (voice logging) functionality required to receive data from the new NG911 call management solution, from Wilmac, with an upset purchase price of \$100,000 (including net HST); and

Authorize the Manager of Procurement Services to issue purchase orders and/or execute any associated agreements with the vendors named above in a form satisfactory to the Executive Director of Legal Services and Corporation Counsel; and

Authorize the Manager of Procurement Services to extend the contract for the term of the agreement subject to the conditions outlined within the executed Agreement for NG9-1-1 software.

## **PURPOSE:**

### **Vision to Focus Alignment:**

- Deliver customer centric services with a focus on efficiency and technology transformation
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## **Background and Discussion:**

The existing 9-1-1 system has been in place for more than 30 years and has reached its end of life. The Canadian Radio-Television and Telecommunications Commission (CRTC) mandated that emergency tele-communications networks must transition to a new digital platform, referred to as Next Generation 9-1-1 (NG9-1-1), by March 4, 2025.

Once fully implemented, the new NG9-1-1 system will make it easier to provide additional details about emergency situations, such as video from the scene of an accident and ability to text 9-1-1 when requesting immediate help from police, fire, or ambulance services. It will also give emergency operators and dispatchers the ability to identify the location of a call using GPS coordinates, resulting in a safer, faster, and more informed emergency response.

To support PSAPs in their transition to NG9-1-1, the Ontario Government is making available \$208 million of funding, over three years, to enhance the province's 9-1-1 emergency response system. In November 2022, a call for year one funding (2022-2023) was announced and closed on January 10, 2023. To be eligible for funding in any of the three years of the program, applicants were required to apply to the initial call for proposals. The Burlington Fire Department applied for the first intake.

The City was notified on March 2, 2023, that our funding application was approved. To accommodate the province's timing with respect to execution of the agreement, dated no later than March 31, 2023, council's consideration of this report at their March 21 meeting is required.

### **Strategy/process/risk**

Burlington Fire Dispatch is a secondary PSAP that is dedicated to fully managing fire dispatch needs for the City of Burlington, Town of Oakville, and Town of Halton Hills. We are currently in discussions with the Town of Milton. Call taking and dispatching services are provided via a dedicated fire-focused computer aided dispatch system provided by Symposium Technologies. In addition to managing the inbound calls for service, the Centre provides a complete end-to-end service that include integrated fire station alerting, mobile alerting via cellular in fire apparatus and on individuals cellphone, paging for volunteer firefighters, voice logging of all radio and phone traffic and real-time records management feed from CAD to each department. Each municipal fire department provides the centre with their respective GIS data and deployment plans to properly manage their individual community's needs. Burlington Fire Dispatch will manage real-time coverage based on predetermined move-up plans provided.

As a secondary fire based PSAP, the City receives inbound calls for service from multiple call sources. In 2022, 2770 inbound 911 calls were handled for the three departments. In total, 16,859 calls for service were processed. Calls related to tiered-medical calls to assist EMS accounted for approximately 60 per cent (10,207) of calls processed in the dispatch centre. As a secondary fire based PSAP, no answer, abandon or non-dispatched calls do not occur.

### **Options Considered**

To begin the transition to NG9-1-1 in Burlington a project team has been struck and a project manager has been assigned. The overall project has been divided into two focus areas - technical (call management) and GIS data readiness. The focus of expenses to date is life cycle management of downstream system in preparation for integration to the NG9-1-1 call management solution.

This report requests Council approval for the single source procurement to Solacom to expedite the contractual negotiations and implementation of Solacom Software, a Canadian company with 30 years' experience delivering 9-1-1 Call Management globally. Solacom is proving to become the vendor of choice for many neighbouring public safety organizations. Due to market demand for their services staff is requesting an accelerated negotiation to secure access to Solacom's hardware, software, installation and required professional services including first year support and maintenance to support the City's implementation of next generation 911 technology and meet the federally mandated timeline March 2025.

Requesting authorization for single source procurement ensures we meet the requirement of the approved NG9-1-1 funding; all eligible expenses must be incurred by March 31, 2023

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### **Financial Matters:**

As a secondary PSAP, \$900,000 of year one funding has been allocated to the Burlington Fire Department by the Solicitor General to support our transition to the new NG9-1-1 requirements. This program does not require any municipal matching funds.

The budget for this project is \$1.5M, approved as part of the 2021 and 2022 budgets. It includes technology purchases and upgrades to our hardware and software along with the associated licensing costs. Also included in the budget are costs for project management, project resourcing, change management and training associated with the new technology. The provincial funding will be used to cover these costs.

The City of Burlington currently also manages the fire dispatch needs for the Town of Oakville, and the Town of Halton Hills. Both municipalities will be contributing to the costs of implementing the transition the new NG9-1-1 system.

A subsequent staff report will be prepared outlining the project details and implementation plan.

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### **Climate Implications**

N/A

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### **Engagement Matters:**

As noted above the move to the new NG9-1-1 platform has been legislated the CRTC. The City is in regular contact with the Town of Oakville and the Town of Halton Hills regarding the project.

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### **Conclusion:**

The City of Burlington is grateful to the Province of Ontario for the funding for the implementation of this new digital program, NG9-1-1.

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Respectfully submitted,

Helen Walihura

Government Relations Manager

905-335-7777, ext. 7895

**Report Approval:**

All reports are reviewed and/or approved by Department Director, the Chief Financial Officer and the Executive Director of Legal Services & Corporation Counsel.