

Report to / Rapport au :

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

25 September 2023 / 25 septembre 2023

Submitted by / Soumis par :

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

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SUBJECT: MIGRATION FROM THE E911 NETWORK TO THE NG9-1-1 NETWORK

OBJET: MIGRATION DU RÉSEAU E911 AU RÉSEAU 9-1-1 PG

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board delegate authority to the Chief of Police for the purchase of equipment and professional services from Komutel Inc. for systems upgrades which will be required before the migration of the 9-1-1 connections for both the Ottawa Police Service and Ottawa Fire Services from the legacy Enhanced 9-1-1 (E911) network to the new Next Generation 9-1-1 (NG9-1-1) network, as mandated by the Canadian Radio-television and Telecommunications Commission for the amount of \$550,990.00 before applicable taxes.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa délègue au chef de police le pouvoir d'acheter de l'équipement et des services professionnels de Komutel Inc. pour la mise à niveau des systèmes qui sera nécessaire avant la migration des connexions 9-1-1 du Service de police d'Ottawa et du Service des incendies d'Ottawa de l'ancien réseau 9-1-1 évolué (E911) au nouveau réseau 9-1-1 de prochaine génération (NG9-1-1), tel que mandaté par le Conseil de la radiodiffusion et des télécommunications canadiennes, pour un montant de 550 990,00 \$ avant les taxes applicables.

BACKGROUND

In 2017, the Canadian Radio-television and Telecommunications Commission (CRTC) mandated that all portions of the Canadian telephone networks that handle any calls to 9-1-1 be upgraded to a new, all-voice-over-Internet-protocol (all VoIP) standard. The current migration deadline for all agencies who answer these calls is March 2025. This new network will allow for enhanced calling features (sending multimedia to emergency agencies, video calling, etc.). This upgrade is especially important as the public are increasingly reliant on wireless devices (cell phones) to make calls to 9-1-1 and the current network is incapable of supporting these features. It should be noted that most of these new enhanced features will become available sometime after 2025.

The Ottawa Police Service (OPS) began its implementation of NG9-1-1 technologies in 2019 with the procurement of compatible equipment and has since been recognized nationally as a leader in the development and implementation of this emerging NG9-1-1 technology. Many of the new systems and processes that will soon become a standard throughout Canada were only recently developed during the OPS' implementation project which, in 2022, saw the OPS becoming one of the first agencies in Canada to have an NG9-1-1-compatible telephone system working on the current E911 network. Since then, internal workflows and processes have been updated to support the new technology, and most of the work needed to be prepared for this migration has been completed.

Work has now begun on the final stages of the NG9-1-1 program. This involves onboarding Ottawa Fire Service's (OFS) Communications Centre onto the OPS' NG-ready infrastructure and then unplugging both agencies from the current network while, at the same time, plugging into the NG9-1-1 network. Both stages will require work and efforts from several different vendors and providers; however, the costs both agencies will incur from other vendors or suppliers for the final migration phase of the program are not expected to be as significant as this request given the nature of the remaining work.

While this request is for the work required to complete the final portion of the NG9-1-1 program, the OPS must proceed with the purchase immediately. Proceeding immediately will allow the OPS and the vendor to secure the appropriate resources and ensure that the transition can occur as early as feasible. This is beneficial as both the OPS and OFS will have secured future work at current pricing and will be able to mitigate the risk of not being able to proceed with the mandated migration due to the vendor's resources being unavailable.

To date, and in working towards this mandatory transition to the CRTC mandated VoIP standard, Komutel have supported the OPS and have provided the Service with its current E911 Call Handling Solution. This provides the Service with the Address Query System (AQS), Unanswered Call management Software (UCMS), and the SIT911 softphone application. OPS 9-1-1 call takers rely upon the call handling solution as it includes their 9-1-1 call display, their system of managing hang-ups and pocket dials, and the software application that has replaced the desk phones. Operational dependence upon these functionalities will continue for the foreseeable future.

The Service will be sole-sourcing a contract with Komutel in order to complete this final stage of work. This contract is being sole-sourced as Komutel is the only vendor currently authorized to complete the required work and modifications, and, given that the OPS has an existing relationship with Komutel, there are opportunities to achieve cost savings.

DISCUSSION

This portion of the OPS' implementation of NG9-1-1 telephony will complete the OPS' migration from legacy to NG9-1-1 technology and covers the final portions of the system that could not be migrated previously. The portion of the implementation also leverages the existing agreement for the installation and implementation of these systems.

This purchase will cover the cost of configuring the OPS' systems to properly interface with the new Bell NG9-1-1 infrastructure and is, therefore, required to maintain 9-1-1 service for the City of Ottawa. This mandatory migration affects all Public Safety Answering Points (PSAPs) within Canada that wish to remain in operation taking 9-1-1 calls after 2025. This request's delegation of authority will allow the OPS to secure the required vendor resources at the current rates (in 2023 \$) for both the Police and Fire PSAPs.

FINANCIAL IMPLICATIONS

This work is expected to occur sometime in the latter half of 2024 or early in 2025.

- The OPS portion of the work, \$303,980.00 before taxes, will be funded from existing capital funding in the NG9-1-1 Continuous Improvements account (IO #910995).
- The OFS portion of the work, \$247,010.00 before taxes, will be funded from City capital funds and transferred to the OPS as part of the existing IT Services SLA transfers.

CONCLUSION

The OPS, along with all other Canadian Public Safety Answering Points (PSAPs), are obliged to update and/or replace their 9-1-1 call handling infrastructure to continue to provide 9-1-1 answering services after the country migrates to the NG9-1-1 network design, as mandated by the CRTC.