

Report to / Rapport au:

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

25 July 2022 / 25 juillet 2022

Submitted by / Soumis par:

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

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**SUBJECT: RENEWAL OF 911 SERVICE AGREEMENT BETWEEN THE OTTAWA
POLICE SERVICES BOARD AND THE CITY OF OTTAWA**

**OBJET: RENOUELEMENT DE L'ENTENTE DE NIVEAU DE SERVICE 9-1-1
ENTRE LA COMMISSION DE SERVICES POLICIERS D'OTTAWA ET
LA VILLE D'OTTAWA**

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board approve the renewed 911 Service Agreement between the Board and the City of Ottawa.

RECOMMANDATIONS DU RAPPORT

Que la Commission de services policiers d'Ottawa approuve le renouvellement de l'entente de niveau de service 9-1-1 entre la Commission et la Ville d'Ottawa.

BACKGROUND

In Canada, providing the 911 service is the responsibility of municipalities, local service boards, First Nations, or provinces.

For the municipality of Ottawa, the City of Ottawa remains the 911 authority. When 911 was created in Ottawa (1988) the City of Ottawa entered into a service agreement with the Ottawa Police Service (OPS) and created the 911 bureau to act as the Primary Public Safety Answering Point (PSAP) and answer all 911 calls.

When first established, the yearly 911 calls were reported as being almost 167,000 (1989) and this number has continued to grow to over 280,000 (2020). This service agreement has remained in place with regular renewals and provides the governance model for the answering of 911 calls within the city.

The purpose of the Service Agreement is to formalize the relationship between the Ottawa Police Services Board (Board) and the City and explains how the OPS manages the 911 calls received within Ottawa.

A copy of the agreement is on file with the Executive Director.

DISCUSSION

The purpose of this report is to advise the Board that efforts are ongoing to renew the current Service Agreement that expired in 2018 (a clause within that agreement exists to maintain the status quo pending a renewal).

Current efforts remain a collaborative approach between the OPS and the City to renew the existing agreement for a two-year term with only minor changes and administrative updates. This will ensure continuity until the impacts of Next Generation 911 (NG 911) are fully understood. The OPS has established itself as a centre of excellence and has been working on its implementation of NG9-1-1. This includes building on the pre-existing relationship between the Ottawa Fire Services and the OPS in order to provide seamless 911 call handling to the citizens of Ottawa.

The final draft of the existing Service Agreement is currently under review by the City's legal services in coordination with the Board. The binding authorities for this agreement are the Chair of the Police Services Board and the City Manager.

With the current 911 technology due to be phased out in 2025, it is expected that the next version of the agreement will require a significant review due to the impact on NG 911.

Historically, the 911 Service Agreement has focused on technology and processes. It includes the metrics that must be captured such as the service level objectives and mainly covers the infrastructure needed to receive 911 calls. Its oversight is managed by the 911 Bureau Manager (Ottawa Police Communications Centre Inspector) and the Director of Public Safety Service at the City of Ottawa.

In Ottawa, the OPS is responsible for answering all 911 calls, re-routing those not police related to our partner agencies, and retaining the ones related to police matters. Medical and fire calls are transferred to the Ottawa Paramedic service or Ottawa Fire Services who each maintain their own communications centres. Calls are also transferred to other

secondary agencies such as the Ontario Provincial Police, the Royal Canadian Mounted Police, Gatineau Police Service, or other agencies when appropriate.

FINANCIAL IMPLICATIONS

Since its inception, the OPS has continued to operate 911 services on behalf of the City of Ottawa with direct funding for full-time equivalent positions provided in lieu by the City. There are no financial impacts on the OPS budget as a result of the Service Agreement.

CONCLUSION

The OPS, the Board, and the City will continue to work on completing the renewal of the Service Agreement. This well-established relationship remains critical to ensure that a reliable 911 service is available to everyone in Ottawa.

Once completed, work will begin to determine the scope of the needed changes for the next renewal since NG9-1-1 will require all PSAPs in Canada to review their operations once all the implications are known. The OPS expects to be ready to move to NG9-1-1 in 2023 in order to be completed ahead of the decommissioning of the current technology in 2025. Most of the new NG9-1-1 expected features will be developed and delivered sometime after 2025.