

**Report to / Rapport au:**

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

**27 April 2020 / 27 avril 2020**

**Submitted by / Soumis par:**

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

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**SUBJECT: 2019 TELUS COMMUNICATIONS INC. NG9-1-1 CONTRACT  
AMENDMENT**

**OBJET : MODIFICATION DU CONTRAT DE SERVICES 9-1-1 PG DE 2019 AVEC  
TELUS COMMUNICATIONS INC.**

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Services Board approve an amendment to the 2019 NG9-1-1 contract with TELUS Communications Inc. for the provisioning and implementation of a backup Next Generation 9-1-1 phone system at a secondary location at a cost of \$163,208.50 before tax and associated equipment.**

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de services policiers d'Ottawa approuve la modification du contrat de services 9-1-1 PG de 2019 avec TELUS Communications Inc. pour l'approvisionnement et la mise en œuvre d'un système de sauvegarde 9-1-1 Prochaine Génération à un emplacement secondaire d'un montant de 163 208,50 \$ (TVH en sus) et équipements associés.**

**BACKGROUND**

The Ottawa Police Services Board previously approved the TELUS Communications Inc. NG9-1-1 contract on March 25, 2019, for the provisioning and implementation of a Next Generation 9-1-1 telephone system and telephone consoles at the primary public

safety answering point location. This new system and associated equipment are required to enable the continued proper functioning of the Ottawa Police Service's Communications Centre once Canadian telephone providers transition to NG9-1-1 technology.

The current backup technology in use by the Ottawa Police Service will not be compatible with NG9-1-1 technology and a parallel/backup NG9-1-1 system is required to permit 9-1-1 calls to be answered in the event of a failure/disaster at the primary location.

TELUS Communications Inc. was selected by the Board in 2004 to provide telephone system maintenance services to the OPS and has continued to be our maintenance provider for these systems.

## **DISCUSSION**

The NG9-1-1 infrastructure being installed throughout Canada will render the current backup solution used to re-route 9-1-1 calls to the OPS unusable in a future state. This NG9-1-1 solution at a backup location is required to allow the continued & proper functioning of the 9-1-1 system in the City of Ottawa in the event of a failure/disaster at the primary location by permitting the OPS to continue to operate as a Public Safety Answering Point (PSAP) and answer the public's calls to 9-1-1.

The upgrading of the 9-1-1 system to NG9-1-1 standards is being completed in Canada following a decision from the Canadian Radio-television and Telecommunications Commission (CRTC) decision obligating all Canadian telecommunications providers to update their infrastructure to meet NG9-1-1 standards. NG9-1-1 will eventually support the public to transmit videos, pictures and/or attachments through the 9-1-1 network to emergency service agencies.

Any current agency answering 9-1-1 calls that does not upgrade their infrastructure and equipment to NG9-1-1 standards will not be able to answer 9-1-1 calls once this transition is completed, as any current 9-1-1-compatible infrastructure and equipment will be made redundant by the transition.

## **FINANCIAL IMPLICATIONS**

One Time Capital Costs:

The cost of the Avaya Aura phone system and TELUS installation services for the backup NG9-1-1 system will be \$163,208.50 before tax.

Funds are available in Telecommunications Capital Budget Project #909882 to cover this amount:

Approved Budget to Date:	\$1,119,000.00
Total Paid and Committed:	\$ 110,000.00
Balance Available:	\$1,009,000.00
This Request:	\$ 163,208.50
Remaining Balance:	\$ 845,791.50

#### Operating Budget Costs

The backup system will bring approximately \$3,300.00 in additional operating costs for the period of May 1<sup>st</sup>, 2020 to December 31<sup>st</sup>, 2020, however operating costs related to this system will only be billable once it is installed. The ongoing maintenance of this system will be offset by the decommissioning of the current 9-1-1 telephone system maintenance costs, and the total operating costs for telephone systems are expected to fall within the current allotted 2020 operating budget.

#### **CONCLUSION**

A fully functional and NG9-1-1 compatible backup telephone system will be installed and implemented with the approval of this modification to the 2019 contract with TELUS Communications Inc.