

**Report to / Rapport au:**

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

**28 March 2022 / 28 mars 2022**

**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 E911 TO NG9-1-1 NETWORK**

**OBJET: MIGRATION DU RÉSEAU E911 AU RÉSEAU NG9-1-1**

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Services Board approve the purchase of equipment and professional services from the vendor of record (currently TELUS Communications Inc.) to migrate the Ottawa Police Service's 9-1-1 connection from the legacy Enhanced 9-1-1 (E911) to the new Next Generation 9-1-1 (NG9-1-1) network, as mandated by the Canadian Radio-television and Telecommunications Commission (CRTC), for an approximate amount of \$282,636.80.**

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de services policiers d'Ottawa approuve l'achat d'équipements et services professionnels du vendeur attitré (présentement la société TELUS Communications Inc.) pour la migration de la connexion 9-1-1 du Service de police d'Ottawa du réseau hérité 9-1-1 (E911) au nouveau réseau nouvelle génération 9-1-1 (NG9-1-1) tel que mandaté par le Conseil de la radiodiffusion et des télécommunications canadiennes (CRTC) pour un montant approximatif de 282 636,80 \$**

## **BACKGROUND**

The Canadian Radio-television and Telecommunications Commission (CRTC) mandated that Canadian telephone carriers responsible for 9-1-1 call routing replace the current E911 system with the NG9-1-1 network in 2017, with a completion timeline of 2025. This new network will allow for more enhanced calling features for the public who call 9-1-1 from wireless devices (cell phones). It should be noted that the majority of these new enhanced features will become available at some time after 2025.

The OPS began the complicated process of procuring and installing NG9-1-1 compatible telephony equipment in 2019, and most of the internal-to-OPS work has been completed. The ongoing OPS efforts have focused on making the OPS ready from technology and process flow perspectives ahead of the migration to the NG9-1-1 network.

The OPS is recognized nationally as a leader in the development and implementation of this emerging NG9-1-1 technology, as many of the new systems and processes that will soon become a standard throughout Canada were only recently developed during our ongoing project. The OPS is one of, if not the, first agencies to deploy a new NG9-1-1 phone system in a live-environment.

This current planned request is to complete the final part of the migration to the NG9-1-1 infrastructure, and Board approval is required as the purchase amount is above the Chief's signing authority.

As this final portion of the overall migration project to NG9-1-1, this purchase is required to secure the appropriate resources with our vendors to ensure our transition can be scheduled for early 2023 and will allow the OPS to benefit from 2022 pricing and mitigate OPS' risk of not being able to secure our vendors' resources.

## **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 and 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 for an early 2023 migration.

In line with best practices, the City of Ottawa procurement office has been consulted as part of OPS' guidelines for purchases of this type.

**FINANCIAL IMPLICATIONS**

The \$282K required to pay for this will be paid from the 2023 Telecommunications capital envelope.

**CONCLUSION**

The OPS is obliged to complete this migration to maintain 9-1-1 services for the City of Ottawa, as the current 9-1-1 network will be dismantled by Bell Canada by 2025.