

**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: NEXT GENERATION 9-1-1 (NG9-1-1) SERVICE PROVISIONING FOR  
OTTAWA FIRE SERVICES (OFS) BY THE OTTAWA POLICE SERVICE  
(OPS)**

**OBJET: APPROVISIONNEMENT DE SERVICES 9-1-1 PROCHAINE  
GÉNÉRATION (9-1-1 PG) AU SERVICE DES INCENDIES D'OTTAWA  
(SIO) PAR LE SERVICE DE POLICE D'OTTAWA (SPO)**

**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 allow for the OPS to provision NG9-1-1 equipment and telecommunications facilities to the OFS by leveraging the currently installed NG9-1-1 system at the OPS at an approximate cost of \$210,250.95 before applicable taxes with previously approved funding from City of Ottawa.**

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de service policiers d'Ottawa approuve l'achat d'équipements et services professionnels du vendeur attitré (présentement la société TELUS Communications Inc.) pour l'approvisionnement d'équipements et d'installations de télécommunications nouvelle génération 9-1-1 (NG9-1-1) pour la SIO en moyennant le system NG9-1-1 déjà installé au SPO pour un montant approximatif de 210 250,95 \$ avec des fonds déjà approuvés par la ville d'Ottawa.**

## **BACKGROUND**

Due to the nature of NG9-1-1 technology, it is now possible for geographically separate Public Safety Answering Points (PSAPs) to utilize the same telephone system. By leveraging a single system, which is already designed to have several built-in redundancies, the OPS can provide NG9-1-1 services to the Ottawa Fire Service at a reduced rate when compared to the installation of an additional redundant system at OFS' primary and backup locations. In addition, this project builds on the pre-existing IT relationship between the OFS and OPS, as the OPS already provides the following services, including 24/7 support, for:

- Computer Aided Dispatch (CAD).
- 9-1-1 caller information.
- In-vehicle computers (including mobile data connectivity).

This purchase is already part of OFS' capital and operating budgets for 2022 onwards and has been reviewed by City of Ottawa procurement, however Board approval is required for this purchase, as it exceeds the Chief's delegated signing authority of \$100,000.00 for this type of purchase.

## **DISCUSSION**

Given the proven fiscal, resourcing and operational benefits the existing IT support agreement has provided to the OPS and OFS, both service's executives agreed to expand this agreement to include the implementation of NG9-1-1 infrastructure and technology. Since the OPS has been working on the implementation of NG9-1-1 for its own 9-1-1/Communications Centre, the OPS has become a centre of excellence in the emerging NG9-1-1 field. By leveraging the OPS' experience and the existing mutual support framework, the City of Ottawa will benefit not only from economies of scale, but also by a seamless NG9-1-1 call handling system for all Police and Fire calls; it should be noted that Ottawa Paramedic's telephony is handled not by the City but by the Ontario Government via the Ministry of Health. That said, the Government of Ontario will be implementing the same technology with the same vendors that the OPS has already engaged, which will ensure a seamless integration of 9-1-1 calls when the current legacy system is decommissioned.

## **FINANCIAL IMPLICATIONS**

All operating and capital expenses related to the initial provisioning of these systems and services shall be borne by the OFS. Funding has already been made available by the City of Ottawa to the OPS for this project under IO 910508, which has a current

available balance of \$300,000.00. Ongoing operating costs for 2023 onwards will be covered by annual cost recovery agreements between the OPS and OFS, utilizing the updated Service Level Agreement framework for IT Services.

### **CONCLUSION**

The provisioning of NG9-1-1 services to the OFS by the OPS will allow for the taxpayer to continue to enjoy superior access to public safety agencies without paying more than is necessary.