



Report

Subject: Next Generation 911 – Authority Service Agreement

Department: Community Services

Division: Orangeville Fire

Report #: CMS-2022-019

Meeting Date: 2022-08-08

Recommendations

That report # CMS-2022-019, Next Generation 911 – Authority Service Agreement, be received;

And that Council pass a by-law to enter into an agreement for the delivery of 9-1-1 services with the County of Dufferin.

Background and Analysis

The current “enhanced” 911 service is scheduled to be decommissioned by the CRTC not later than March 2025. To facilitate the move to a new digital 911 service, known as Next Generation 911 (NG9-1-1) both the Federal and Provincial governments are investing in the technology and infrastructure upgrades to support the transition to a new communications system. NG9-1-1 will provide improved emergency services using world-class telecommunications networks. NG9-1-1 will make it possible to provide additional details about emergency situations. For example, in the future, people could send a video of an accident, as well as make medical information available to first responders. This will lead to safer, faster and more informed emergency responses.

To facilitate the move to NG9-1-1, the County of Dufferin is seeking to enter into a 911 service agreement with each local municipality. The agreement appoints the County as the 911 Authority on behalf of each local municipality in Dufferin. The County will act as a GIS data aggregator, create, maintain and update all boundaries, addressing and mapping information according to applicable standards and perform quality assurance and control on the data prior to submission. The Town will work with the County to resolve mapping and addressing related discrepancies and/or errors in a timely manner.

The Next Generation 911 Authority Service Agreement is a new requirement as a result of the change to NG9-1-1. The County has requested that the agreement be entered into by August 31, 2022.

Strategic Alignment

Orangeville Forward – Strategic Plan

Priority Area: Community Stewardship

Objective: Safe & Protected

Sustainable Neighbourhood Action Plan

Theme: Social Wellbeing

Notice Provisions

Not Applicable.

Financial Impact

Not Applicable.

Respectfully submitted

Ray Osmond
Acting CAO

Prepared by

Ronald Morden
Fire Chief, Fire Services

Attachment(s): 1. Next Generation 911 Authority Service Agreement