

To: David Creery, Chief Administrative Officer

From: Amy Humphries, Deputy Chief Administrative Officer/City Clerk

Re: Next Generation 9-1-1 Authority Service Agreement

AIM

To obtain Council approval to sign a Next Generation 9-1-1 Authority Service Agreement with Bell Canada.

BACKGROUND

Next Generation 9-1-1 Service is a service that replaces Enhanced 9-1-1 service and is based on Internet Protocol (IP) technologies and supports 9-1-1 Calls natively IP end-to-end. The Canadian Radio-television and Telecommunications Commission (“CRTC”) determined in Telecom Decision CRTC 2015-531 that Canada’s Next Generation 9-1-1 system should use the National Emergency Number Association standard as the baseline reference architecture. In June 2017, the CRTC rendered Telecom Regulatory Policy CRTC 2017-182, which, among other things, directed all Incumbent Local Exchange Carriers to establish Next Generation 9-1-1 networks by 9-1-1 network service providers. Bell Canada operates and manages a Next Generation 9-1-1 System and has been requested to be the Next Generation 9-1-1 network provider.

COMMENTS

This new agreement is required for Bell to provide Next Generation 9-1-1 services in the municipality. This non-modifiable standard form agreement has been filed with and approved by the CRTC and authorization from Council is required to sign the agreement. The agreement has been marked confidential by Bell.

RECOMMENDATION

That Woodstock City Council authorize the Mayor and Clerk to sign the ‘Next Generation 9-1-1 Authority Service Agreement’ with Bell Canada.

Authored by: Amy Humphries, Deputy Chief Administrative Officer/City Clerk

Approved by: David Creery, Chief Administrative Officer