



Administrative Report

Office of the Chief, Essex-Windsor EMS

To: Warden McNamara and Members of County Council

From: Bruce Krauter
Chief, Essex-Windsor Emergency Medical Services

Date: Wednesday, November 18, 2020

Subject: Primary Public Safety Answering Point (P-PSAP)
Services Agreement

Report #: 2020-1118-EMS-R03-BK

Purpose

To recommend that County Council authorize the execution of the agreement with the Ontario Provincial Police (OPP) for Primary Public Safety Answering Point (P-PSAP) services for a five year period.

Background

In the early 1990' s, the municipalities of Essex County (then 21), Township of Pelee, 8 Police Service Boards in the County and the OPP, approved the creation and implementation of a centralized communication system, providing an emergency reporting service known as the 9-1-1 Emergency Telephone Reporting System for persons within the County of Essex and Pelee Island.

At that time, the Canadian Radio-Television Telecommunications Commissioner (CRTC) had approved Bell Canada for a subscriber billing system whereby the costs of developing, deploying and maintaining the dedicated network providing access to 9-1-1 services was charged to telephone subscribers at a fixed rate, per month, per telephone subscriber. Municipalities were responsible for providing a service which would answer, handle and transfer all 9-1-1 calls from Bell lines to the correct Remote Agency'. A Remote Agency is defined as ""The communication centre to

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which emergency calls are transferred from a CERB, and which is normally the fire, police or ambulance agency responsible for dispatching emergency personnel."

A Joint Powers Agreement between the 21 local municipalities, 8 Police Service Boards, Township of Pelee and OPP, executed on October 19th, 1994 authorized the County of Essex to act on behalf of all parties to that agreement to enter into additional agreements with Bell Canada for the Public Emergency Reporting Service and with a service provider to be the Central Emergency Reporting Bureau, which is defined as 'a communication centre which is the first point of reception of 9- 1- 1 calls'.

The current contract for Central Emergency Reporting Bureau Services is with the Ontario Provincial Police. The Agreement is in effect from August 1, 2019 to December 12, 2020, at an annual cost, subject to section 3. 1(b), of \$ 89,664.07 based on the residential population of 159,829 at a per capita cost of \$0.561. The current contract included all Municipalities of Essex County and Pelee Island apart from the Town of Amherstburg. On August 1, 2019 the original agreement was amended to reflect that the Town of Amherstburg was removed from the calculation of the costs (By-law 30-2019) due to their services being provided by the City of Windsor

Discussion

County Council was provided with a report ([2019-0814-CSS-R006-MB](#)), advising that the Town of Amherstburg was going to be transferring the primary 9-1-1 call taking from the OPP to the Windsor Police Service. Within the report it was identified that due to the reduction of Municipalities in the contract and with the service being offered by the Windsor Police Service, some municipalities may wish to enter into individual contracts for the P-PSAP (CERB) services. As well, the Agreement between the County of Essex and Bell Canada for the Public Emergency Reporting Services (PERS) expires December 2020.

The intent of Administration in early 2020, was to provide County Council and the local municipalities' information and the opportunity to discuss whether the joint powers agreement should be terminated, giving municipalities the option to seek out individual contracts with Bell Canada and a P-PSAB provider. Unfortunately, due to COVID-19, these discussions did not take place and the expiration of the contracts is approaching.

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The OPP Primary Public Safety Answering Point (P-PSAP) has provided a new agreement (previously CERB) for a 5-year term. Within the agreement there is a termination clause (s10.03) (Appendix II) that permits either party to terminate the agreement without prejudice with a 90-day notice. This clause would permit the County of Essex to terminate the agreement prior to the end of the term, should the local municipalities decide to enter into their own agreements individually. The OPP P-PSAP has also indicated that there are no issues to enter into separate agreements with the local municipalities, if they so choose.

The proposed OPP P-PSAP draft agreement would be in effect from December 13, 2020 until December 12, 2025, at an annual cost, of \$89,664.07 based on the residential population of 159,829 at a per capita cost of \$0.561 and population of the county (excluding Amherstburg) of 159,829. Administration will then commence discussions with the local municipalities to determine if there is any interest in pursuing individual contracts or utilizing the services of the City of Windsor or to remain with the status quo.

Financial Implications

A financial implication of \$89,644.07 is borne upon the local municipalities based on a charge back based on a per capita rate. There are no financial implications to the County of Essex.

Recommendation

That Essex County Council adopt By-law 2020-49 authorizing the execution of an agreement with the OPP for the Provision of 9-1-1 Primary PSAP Services for a term of five years, or as amended.

Respectfully Submitted

Bruce Krauter

Originally Signed by

Bruce Krauter, Chief, Essex-Windsor Emergency Medical Services

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Concurred With,

Mary Birch

Originally Signed by

Mary Birch, Director of Council and Community Services

Acting Chief Administrative Officer

Appendix No.	Title of Appendix
Appendix I	Draft OPP P-PSAP Agreement