



Administrative Report

To: Warden MacDonald and Members of Essex County Council

From: David Sundin, BA (Hons), LL.B., Director, Legislative and Legal/County Solicitor

Date: Wednesday, December 4, 2024

Subject: Next Generation 911 and Contracting for PSAP Services

Report #: 2024-1204-LCS-R44-DMS

Purpose

The purpose of this Administrative Report (the "**Report**") is to provide Council for the Corporation of the County of Essex (the "**County**") with the necessary background information for Council to enter into a contract with respect to a Public Safety Answering Point ("**PSAP**").

Background

Since the 1990s when the 911 system was initially being rolled out to rural communities, the then 21 local municipalities, along with the Province of Ontario, entered into a Joint Powers Agreement that authorized the County to contract on behalf of all the local municipalities for the provision of 911 services.

Since that time, the County has (1) contracted with Bell Canada for necessary infrastructure for the 911 system and (2) with a service provider to answer the calls made to 911 and to direct the calls to the correct dispatch location (the "**Dispatch Services**"). The agreements for Dispatch Services are known as PSAP agreements.

The most recent PSAP agreement is from 2020, and was entered into between the County and the OPP for the provision of Dispatch Services to all of the local municipalities, with the exception of the Town of Amherstburg. The Town of Amherstburg receives its Dispatch Services through the City of Windsor as part of its contract for policing services with the Windsor Police Service.

County Council has previously confirmed, both in August of 2023 and December of 2023, that it wished for the County to continue contracting on

behalf of the local municipalities and to take steps to do so. Council considered issue of the 911 system and the necessary contracts related to the 911 system when Administration provided information and updates related to the upgrade of the 911 system from an analog system to an internet protocol based system.

To that end, in January of 2024 the County executed a fresh Agreement with Bell Canada with respect to the necessary 911 infrastructure, as authorized by Council in December of 2023.

Discussion

It now appears that as early as March of 2025 the 911 system will switch from analog to an internet protocol system. In order to be fully prepared for that transition, a fresh agreement for PSAP services needs to be entered into.

The OPP has now confirmed that it will continue to charge the County the rate of \$0.561 per resident/per year, which is what it charged for the previous analog service. With the Town of Amherstburg excluded, this results in an annual fee of \$95,188.24, based on a population of 169,676.

As the County does not have its own PSAP at this time, and as the OPP is equipped to provide the PSAP service and has done so without issue to date, it is recommended that the County proceed to contract with the OPP for Dispatch Services. Appended to this Report as **Appendix A** is a copy of the standard Agreement of the OPP with respect to PSAP.

The OPP requires a By-law to be provided confirming that the County has authorized execution of the Agreement.

Financial Implications

There are no financial implications to the County related to the provision of Dispatch Services and the contracting for a PSAP, as the charges for same are charged back to the participating local municipalities.

Consultations

In addressing the needs for the provision of Dispatch Services and entering into an Agreement for a PSAP, consultations were held with Essex-Windsor Emergency Medical Services and the emergency services of participating local municipalities.

Strategic Plan Alignment

Working as Team Essex County	Growing as Leaders in Public Service Excellence	Building a Regional Powerhouse
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Scaling Sustainable Services through Innovation <input type="checkbox"/> Focusing “Team Essex County” for Results <input type="checkbox"/> Advocating for Essex County’s Fair Share 	<ul style="list-style-type: none"> <input type="checkbox"/> Being an Employer with Impact <input type="checkbox"/> A Government Working for the People <input type="checkbox"/> Promoting Transparency and Awareness 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Providing Reliable Infrastructure for Partners <input type="checkbox"/> Supporting Dynamic and Thriving Communities Across the County <input type="checkbox"/> Harmonizing Action for Growth <input type="checkbox"/> Advancing Truth and Reconciliation

Recommendation

That County Council receive Report Number 2024-1204-LCS-R44-DMS, Next Generation 911 and Contracting for PSAP Services as information; and

That the Warden and the Clerk be authorized to execute an Agreement with the OPP substantially in the form appended to this Report, and further that By-law 2024-55 be approved at the appropriate time confirming same.

Approvals

Respectfully Submitted,

David M. Sundin

David Sundin, BA (Hons), LL.B., Director, Legislative and Legal Services/County Solicitor

Concurred With,

Sandra Zwiers

Sandra Zwiers, MAcc, CPA, CA, Chief Administrative Officer

Appendix	Title
A	Agreement for the Provision of Primary Public Safety Answering Point (PSAP) Services