

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

25 March 2019 / 25 mars 2019

Submitted by / Soumis par:

**Chief of Police, Ottawa Police Service / Chef de police, Service de police
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SUBJECT: TELUS COMMUNICATIONS INC. NG-911 CONTRACT

**OBJET: CONTRAT DE SERVICES NG-911 AVEC TELUS COMMUNICATIONS
INC.**

REPORT RECOMMENDATIONS

**That the Ottawa Police Services Board approve a contract with Telus
Communications Inc. for implementation of the Next Gen 911 phone system and
telephone consoles at a cost of \$646,690 before tax.**

RECOMMANDATIONS DU RAPPORT

Version française

BACKGROUND

The CRTC has directed that all phone service providers in Canada will implement Next Generation 911 (NG-911) and have it fully operational for June 2020. NG-911 will provide the ability for 911 callers to send text messages to 911 operators in 2020, with photos and video to be accepted in the near future after that. NG-911 will require a new telephone system and thirty telephone consoles to be set up for the Ottawa Police Service (OPS) Comm Centre.

Telus was selected by the Board in 2004 to provide telephone system maintenance services to the OPS and has continued to be our maintenance provider for these telephony systems.

Telus was requested to provide quotes on technology and equipment to implement the NG-911 systems. This report outlines the Telus proposal to provide the solution.

DISCUSSION

Requirement for Next Generation 911

Next Generation 911 refers to an initiative aimed at updating the 911 infrastructure to improve public emergency communications services in a growingly wireless mobile society. In addition to calling 9-1-1 from a phone, it intends to enable the public to transmit text, images, video and data over the 911 infrastructure.

NG-911 will have a large impact on the OPS because it is expected that the public will send hundreds of text messages, photos and video for a single event that will require follow up and investigation, with material vetted, archived and disclosed for court.

Communications Centre staff need be provided with up-to-date telephony equipment with advanced capabilities that will be able to deal with these issues.

Canadian telephone companies will be responsible for the implementation of the NG-911 networks with CRTC oversight. The networks must be ready to provide NG-911 services by June 30, 2020.

Accordingly the OPS must upgrade the phone system used by the OPS Communications Centre before June 2020 in order to be able to integrate with the NG-911 networks. The current 911 infrastructure used by all 911 centres in Canada will be shut down by 2023.

The upgrade is timely for the OPS as the Nortel era phones used by the OPS Communications Centre will not have vendor support after 2021 and need to be replaced. The upgrade will also provide a separate NG-911 telephone system that is independent of the regular OPS telephone system.

Recommended Solution

The final specifications for NG-911 were not settled until September of 2018. Telus was tasked by the OPS to propose a solution to implement NG-911. Telus teamed up with Komutel, a Canadian software company that specializes in telecommunications solutions including 911 to create the required solution for the OPS.

The Communications Centre will be provided with 30 telephone consoles specially designed for NG-911 use. The telephone consoles will provide easy-to-use, graphical information on the caller, the location and related 911 information. The telephone consoles will integrate with the NICE call recording system previously approved by the Board. The telephone consoles will operate from an Avaya Aura Core telephone system that will replace the legacy Nortel telephony infrastructure.

Timelines are short for a project of this scope. All systems need to be in place by October 2019 so that Comm Centre staff can be trained on how to use it. The first 5 months of 2020 will be needed to test the system with test calls and live calls to ensure all problems are resolved.

FINANCIAL IMPLICATIONS

One Time Capital Costs

The cost of the Avaya Aura phone system and Telus installation services will be \$372,548 before tax. The purchase cost of the Komutel telephone consoles and support servers will be \$274,142 before tax.

Funds are available in three Telecommunications Capital Budget Projects to cover the total cost of the \$646,690 project (account numbers 908262, 908688 & 909143):

Approved Budget to Date	1,624,000.00
Total Paid and Committed	591,506.22
Balance Available	1,032,496.78
This Request:	646,690.00
Remaining Balance	385,806.78

2020 Operating Budget Costs

The new system will bring with it approximately \$96,000 in additional operating costs beginning in 2020. Staff will flag these system maintenance costs as a 2020 budget pressure.

CONCLUSION

The CRTC requirements for NG-911 will be met with the procurement and implementation of the telephony system described in this report and OPS will have begun to position itself for voice and data to be received by its Communication Centre.