

**MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL
CANNABIS, CONSUMER PROTECTION AND CORPORATE POLICY
AND
MINISTRY OF ATTORNEY GENERAL AND
MINISTRY RESPONSIBLE FOR HOUSING
DECISION BRIEFING NOTE**

PURPOSE: For **DECISION** of Doug Scott,
Deputy Solicitor General (DSG) *and*
Shannon Salter, Deputy Attorney General (DAG) *and*
Deputy Minister Responsible for Housing

ISSUE:

s.13; s.16

s.13; s.16

Pan-Canadian Strategic Framework on Rural Crime s.13; s.16

s.13; s.16

DECISION REQUIRED/ RECOMMENDATION:

s.13; s.16

SUMMARY

s.13; s.16

Page 02 of 90

Withheld pursuant to/removed as

s.13 ; s.16

s.13; s.16

BACKGROUND:

s.13; s.16

- At their February 2022 meeting, FPT Ministers concurred with s.13; s.16
s.13; s.16 phased approach for prioritization and implementation of the
Framework.
s.13; s.16

s.13; s.16

s.13; s.16

- Approximately 60% of Indigenous people within Canada live in predominantly rural regions, compared with roughly 33% for non-Indigenous peoples.

s.13; s.16

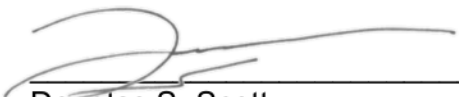
OTHER MINISTRIES IMPACTED/CONSULTED:

- None

DECISION:

s.13; s.16

DECISION IS APPROVED ☐ **NOT APPROVED** ☐




Douglas S. Scott
Deputy Solicitor General

October 5, 2022

Date

DECISION IS APPROVED ☒ **NOT APPROVED** ☐



Shannon Salter
Deputy Attorney General and
Deputy Minister Responsible for Housing

October 5, 2022

Date

PREPARED BY:

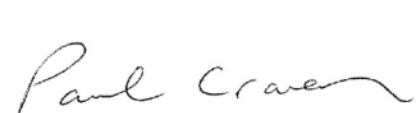
Audrey Panter
FPT Senior Policy &
Legislation Analyst
Corporate Policy and
Planning Office
778-974-3877

**APPROVED Oct 3, 2022
BY:**



Mary Shaw
ADM
Cannabis, Consumer
Protection and Corporate
Policy, PSSG
250-217-8199

**APPROVED Oct 3, 2022
BY:**



Paul Craven
ADM
Justice Services Branch,
MAG
236-478-2553

ATTACHMENT(S):

s.13; s.16

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Page 07 of 90

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s.13

Page 08 of 90 to/à Page 66 of 90

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s.13 ; s.16

**MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL
POLICING AND SECURITY BRANCH
INFORMATION BRIEFING NOTE**

PREPARED FOR: Douglas S. Scott, Deputy Solicitor General, Ministry of Public Safety and Solicitor General.

ISSUE: Next Generation 9-1-1 (NG911).

SUMMARY:

- NG911 is the transition of 9-1-1 emergency services from an aging analog system to a fully Internet Protocol-based system which must be in place by March 4, 2025.
- The implementation of NG911 will require substantial upgrades to infrastructure and technology, increased operational/staffing demands, an expansive public education campaign as well as a cross government strategy to bring NG911 to areas of BC that have never had 9-1-1 services.

BACKGROUND:

Implications of Transition

- The Canadian Radio-television and Telecommunications Commission (CRTC) has mandated a nation-wide deadline of March 4, 2025 for telecommunications companies to decommission the current 9-1-1 system at which time the transition to NG911 must be complete and operational.
- NG911 is intended to bring much needed modernization to the emergency services system including: a faster, more resilient system allowing voice, data, photos, videos and real-time text messages that flow seamlessly from the public to 9-1-1 and responding agencies as well as improved geo-based call routing.
- The transition to NG911 requires investments from Public Safety Answering Points (PSAPs), including E-Comm, in: technology such as Computer Aided Dispatch, call handling and cybersecurity; and operations such as data handling, privacy, shared systems to deal with call volume surges, development of standard operating procedures, public education and training. The Ministry has provided partial funding to support the RCMP's plan to piggy-back on E-Comm's platform.
- Areas for Provincial investment in a successful NG911 implementation include: improving wireless coverage and access to emergency communication for Indigenous and other underserved communities through the Province's Connecting British Columbia program; and public education.¹ The Ministry is also part of a national initiative to implement a Public Safety Broadband Network that would improve access to emergency communications services across geographical areas.

¹ Government of BC Connectivity Programs <https://www2.gov.bc.ca/gov/content/governments/connectivity-in-bc/20530#:~:text=The%20Province's%20current%20funding%20program,67%2C000%20households%20in%20the%20province.>

- Local governments which fund emergency communications in the Province will be required to sign new service agreements with Telus and E-Comm for access to the new system.
- The Canadian NG911 Coalition, CRTC, Union of BC Municipalities, E-Comm and several local governments have all stated that sustainable methods of funding at a provincial level will be necessary to mitigate the financial impacts associated with NG911 transition and implementation.
- Issues related to implementation, access and funding of NG911 have been the topic of discussion between several local municipalities and the ministry at the UBCM Convention September 12-16, 2022.

s.12; s.13

Risks and Challenges

- There are considerable costs to local governments and BC Emergency Health Services (BCEHS) associated with implementation and operation of NG911. E-Comm estimates that implementation costs alone for E-Comm, RCMP, BCEHS, HealthLink BC and the Saanich Fire Department to be a ^{s.16; s.17}
s.16; s.17
- s.13; s.16
- The Connecting British Columbia program promises high speed internet coverage to all BC communities by 2027 and investments to expand cellular connectivity where possible; without rapid changes many regions and Indigenous communities may be without access to the analog system and the NG911 platform in 2025.
- Even with adequate funding the level of specialization required to build the complex NG9-1-1 system, limited vendor, consultant and 9-1-1 network provider resources may present challenges to meeting NG911 deadlines.

Government Priorities

- The Special Committee on Reforming the *Police Act* (SCRPA) report has a number of recommendations to enhance delivery of 9-1-1 services, including: opportunities to integrate mental health within 9-1-1 call options (#4); ensuring equitable access to high quality police and public safety services, including in Indigenous communities (#5) and creating a fair and equitable shared funding model for municipalities (#6).

- In August 2019, the Province contracted with E-Comm to develop a NG911 strategic plan and roadmap, which are being reviewed by Policing and Security Branch.
- If the Province elects to take a leadership role in the implementation of NG911, further resources and engagement with government partners and external stakeholders will be required to develop and implement the strategy.

INDIGENOUS PEOPLES CONSIDERATIONS:

- Limited internet accessibility and telecommunications connectivity impacts access to emergency services, especially in rural Indigenous communities. The current system does not align with government's commitments to First Nations specifically emergency management and economic well-being as indicated in the *Declaration on the Rights of Indigenous Peoples Act* (DRIPPA) Action Plan as well as ensuring equitable access to high quality police and public safety services across BC as recommended by SCRPA.

ATTACHMENT: N/A

Prepared September 8, 2022 by: Stephanie Wall/ Research and Policy Analyst/(778)4052883

Approved September 8, 2022 by: David Pilling Director/ Policing and Securities Branch/(778) 6988-8375

Approved [date] by: Wayne Rideout/ Assistant Deputy Minister/ Policing and Securities Branch/ (250) 387-1100

**MINISTRY OF PUBLIC SAFETY AND SOLICITOR GENERAL
POLICING AND SECURITY BRANCH
INFORMATION BRIEFING NOTE**

PREPARED FOR: Douglas S. Scott, Deputy Solicitor General,
Ministry of Public Safety and Solicitor General.

ISSUE: E-Comm Proposal and^{s.13}
s.13

SUMMARY:

- There are numerous challenges impacting the reliability and effectiveness of the current model for emergency communications services in BC, increasing the risk to public safety and the delivery of adequate and effective policing.

s.12; s.13

s.13

s.13

BACKGROUND:

s.12; s.13

- E-Comm is responsible for 99% of 911 calls in BC and approximately 50% of police dispatch calls.

s.12; s.13

- The CRTC has set deadlines for the implementation of NG911 requiring telecommunications companies to decommission the current system March 4, 2025.

DISCUSSION:

Current State

- s.13

- Significant resourcing and operational challenges at E-Comm have led to long call wait times for emergency and non-emergency call taking and dispatch. This has led to numerous complaints, criticism and calls for reform from the public, police agencies and local government funders. Some municipalities have expressed an interest in withdrawing from E-Comm's non-emergency response services.

- s.13

- A provincial regulatory mandate for emergency communications services aligns with government's focus on the recommendations in the Special Committee on Reforming the *Police Act* report, specifically: #4 – integrating mental health within 911 call options; #5 – ensuring equitable access to high quality police and public safety services across BC, including Indigenous communities; and #6 – creating a fair and equitable shared funding model for municipalities. It also aligns with themes from the recent independent review into repeat offenders.

- Government has acknowledged the inequities in police emergency communications costs, including those municipalities currently using South Island Police Dispatch Centre services that will be responsible for 100% of 911 and dispatch costs beginning April 1, 2025. It is unlikely the federal government will continue to fund these costs for any municipality beyond 2032.
- The CRTC has called on the provinces to enact legislation to address funding and governance issues to assist local governments in preparation for NG911. All provinces except BC and Ontario have implemented legislation to regulate 911 standards and service delivery and, with the exception of Manitoba, have implemented a CAL to offset costs (See Appendix B). In April 2022, Ontario announced that it will invest \$208 million over three years to enhance and modernize emergency communications including funding for NG911 transition.

s.13

s.13

- PSB continues to work with E-Comm to explore short term options that support the enhancement of its services in the interests of public safety.

INDIGENOUS PEOPLES CONSIDERATIONS:

- Limited internet accessibility and telecommunications connectivity impacts access to emergency services, especially in the Indigenous communities. The current system does not align with government's commitments to First Nations specifically emergency management and economic well-being as indicated in the *Declaration on the Rights of Indigenous Peoples Act* (DRIPPA) Action Plan as well as ensuring "equitable access to high quality police and public safety services across BC" as recommended by the Special Committee on Reforming the *Police Act* (SCRPA).

OTHER MINISTRIES IMPACTED/CONSULTED:

Further research and analysis will require engagement across government, including Health, MMHA, Citizenship Services, MUNI and MIR.

ATTACHMENTS:

s.13

Attachment B – Jurisdictional Scan Table

APPROVALS & CONTACTS

Prepared August – October 14, 2022 by: Stephanie Wall, Research and Policy Analyst, Policing and Security Branch, 778 698-9602

Approved October 14, 2022 by: David Pilling, Director Municipal Police Governance and Oversight, Policing and Securities Branch, 778 698-8375

Approved October 14, 2022 by: Glen Lewis, Associate Director of Police Services Policing and Security Branch, 250 387-1100

Approved October 18, 2022 by: Wayne Rideout, Assistant Deputy Minister and Director of Police Services, 250-387-1100

Page 74 of 90 to/à Page 89 of 90

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Appendix B – Jurisdictional Tables

Jurisdiction	9-1-1 Legislation	Call Answer Levy	Third Party Organization ¹	"In House" ²
Newfoundland	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
New Brunswick	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Nova Scotia	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Prince Edward Island	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Quebec	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Ontario				
Saskatchewan	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Manitoba	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>
Alberta	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
British Columbia				

Current Provincial Canadian Call Answer CAL Levies ³	
Province	Levy
Alberta	\$0.95
New Brunswick	\$0.97
Newfoundland	\$0.75
Nova Scotia	\$0.43
Prince Edward Island	\$0.70
Quebec	\$0.46
Saskatchewan	\$1.95
<i>Average CAL</i>	<i>\$0.89</i>

¹ Third party organization manages funds from CAL and/or enforces standards (i.e. certification of PSAP's).

² CAL funds and/or standards managed within the Government ("In House") no use of external agency.

³ Info on CAL amounts is inconsistent across websites above is believed to be the current amounts as of June 1, 2022 <https://www.virginplus.ca/en/support/911fee.html?province=ON&geoResult=failed;>
<https://www.rogers.com/customer/support/article/911-emergency-service>