

NO: R037

COUNCIL DATE: March 10, 2025

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **March 6, 2025**

FROM: **Fire Chief, Fire Services**

FILE: **1855-04**

SUBJECT: **Union of BC Municipalities Grant for Next Generation 9-1-1 Funding**

RECOMMENDATION

The Surrey Fire Services recommends that Council:

1. Receive this report for information; and
2. Authorize staff to apply to the Union of BC Municipalities Next Generation 9-1-1 Funding Program for a grant of \$2,000,000 to procure the hardware and software required to complete the transition to Next Generation 9-1-1 for the Surrey Fire Services' dispatch centre.

INTENT

The purpose of this report is to seek Council's endorsement to submit a Union of BC Municipalities ("UBCM") grant application to the Next Generation 9-1-1 ("NG9-1-1") funding program in the amount of \$2,000,000. This additional funding will be used to procure the required Computer Aided Dispatch ("CAD") and Geographic Information System ("GIS") hardware and software to complete Surrey Fire Services' dispatch centre transition to NG9-1-1 as required by the Canadian Radio-television Telecommunications Commission ("CRTC").

BACKGROUND

In June 2017, the CRTC mandated all telephone service providers to update their networks to prepare for NG9-1-1 voice and text messaging services for use with mobile devices. In addition, the CRTC requires the use of National Emergency Number Association technical standards for emergency dispatch centres to comply with NG9-1-1. This standard facilitates the transition from legacy (existing) 9-1-1 systems to Internet Protocol based NG9-1-1 systems and provides a clear path forward for all 9-1-1 stakeholders.

Funding in the amount of \$60 million has been provided to UBCM by the Province of BC. The intent of the UBCM NG9-1-1 funding program is to support local preparedness for the implementation of NG9-1-1, and to provide funding to eligible recipients to support the transition of existing 9-1-1 services to NG9-1-1, in compliance with the CRTC mandate.

The application deadline for the grant application is April 11, 2025, and a Council resolution is a requirement to apply for the NG9-1-1 grant funding.

DISCUSSION

The Surrey Fire Service has been continually working to transition its fire dispatch centre's infrastructure to ensure operational readiness for the transition onto NG9-1-1 systems by procuring and implementing the required system components and upgrades. The remaining hardware and software components required include both a CAD system solution and a GIS system solution, including all associated components.

As such, staff have prepared an application for \$2,000,000 to the UBCM NG9-1-1 grant funding program to support the procurement of hardware and software related to the CAD and GIS system solutions to complete the required transition to NG9-1-1.

Funding

The total cost of these projects is estimated to be \$2,000,000. This grant funding for NG9-1-1 will cover the cost of additional eligible expenses with \$1,500,000 allocated to the CAD system solution and \$500,000 allocated to the GIS system solution. Funding for the ongoing licensing and maintenance is available through the Fire Service Operating Budget.

Finance Review

The Finance Department has reviewed this report.

CONCLUSION

As mandated by the Canadian Radio-television Telecommunication Commission, the Surrey Fire Service's dispatch centre is required to transition from the legacy (existing) 9-1-1 to Next Generation 9-1-1 systems. As part of the UBCM grant application process, Council resolution supporting the proposed activity is required and recommended. This grant funding will enhance the operational readiness of Surrey Fire Services' dispatch centre and support the ability to complete the transition to Next Generation 9-1-1.

Larry Thomas
Fire Chief