

E-Comm 9-1-1 PSAP Service

Background and What's Next

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Presentation Outline

- How Does 9-1-1 Work?
- What is E-Comm 9-1-1?
- Looking Back
- RDCO 9-1-1 Partners
- What to Expect Next

How Does 9-1-1 Work?

- Primary Public Safety Answering Point (PSAP):
 - E-Comm 9-1-1 answered 336,811 calls in 2021 (*average 280,000*)
- Secondary Public Safety Answering Point (SSAP):
 - Southeast District RCMP
 - Kelowna Regional Fire Dispatch
 - BC Ambulance

What is E-Comm 9-1-1?

- A not for profit (Trade agreement legislation exempt)
- Owned by Municipalities, RDs, and Public Bodies
- Primarily Metro Vancouver & Fraser Valley for dispatch
- Answer 99 percent of all 9-1-1 calls in BC
- RDCO is not a member; contracted client only

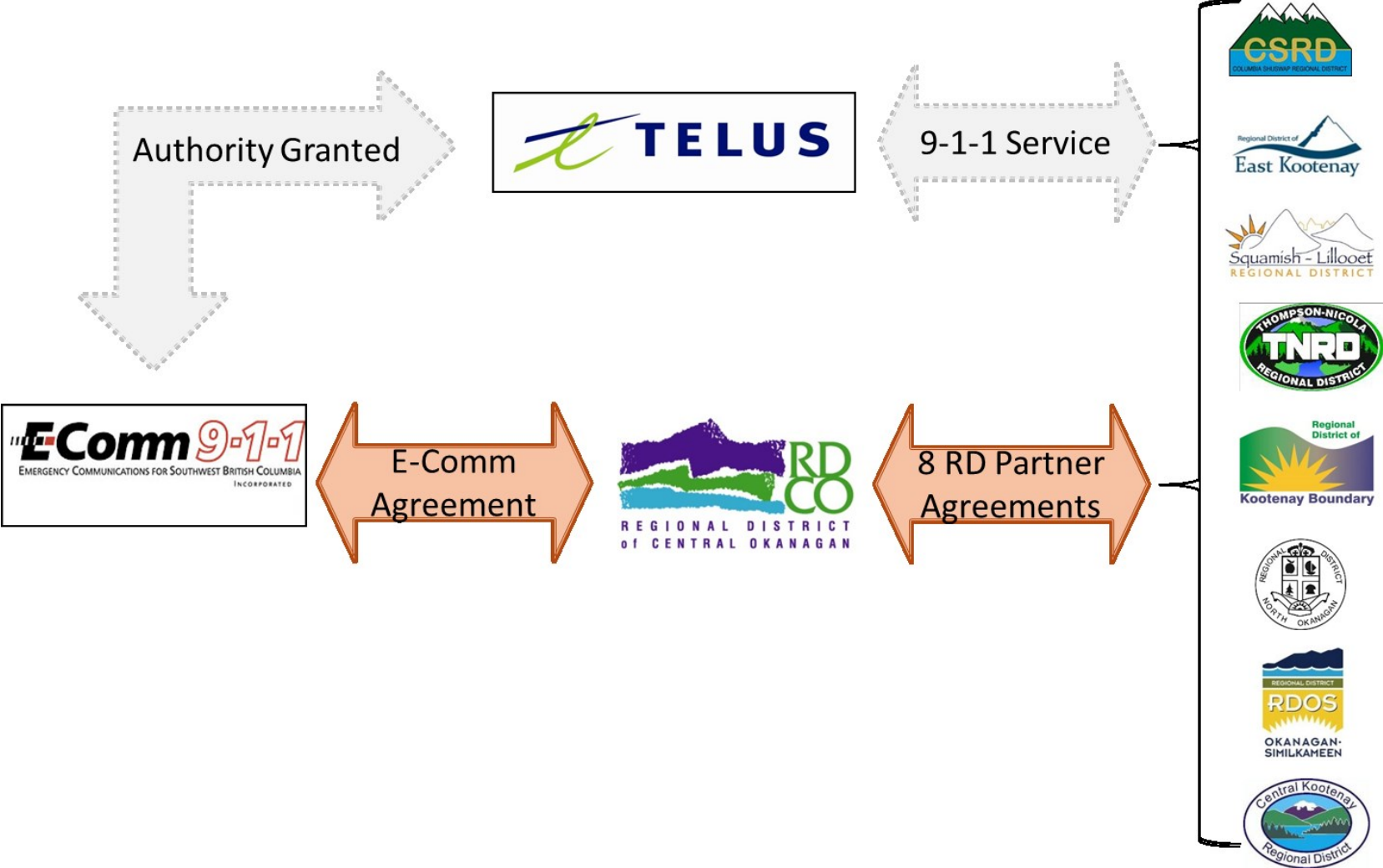
Looking Back (1)

- Before 2012: Southeast District RCMP Communications
- Mid-2012: RCMP Notice of large 2013 Cost Increase
- Late 2012 - Early 2013: Coordinated follow-up by the Regional Districts
- September 2013: RCMP provide deadline notice

Looking Back (2)

- October 2013: RDCO 9-1-1 Partners provide direction
- Late 2013 – Mid 2014: RDCO purchasing process
- November 2014 to 2019: RDCO 5-Year E-Comm 9-1-1 contract (*8 separate partner RD agreements*)
- 2020-2024: Optional extension agreements

RDCO 9-1-1 Partners (1)



RDCO 9-1-1 Partners (2)

Jurisdiction	Average Distribution
Kootenay Boundary	5.10%
Central Kootenay	4.92%
East Kootenay	10.82%
Okanagan Similkameen	11.65%
Central Okanagan	30.24%
North Okanagan	11.10%
Columbia Shuswap	8.00%
Thompson Nicola	17.77%
Squamish Lillooet	0.41%

What to Expect Next

- March 1, 2022: Next-generation 9-1-1 (NG9-1-1) launched
- March 4, 2025: All PSAPs in Canada must be on NG9-1-1
- **IMPACT:** Major costs to upgrade to NG9-1-1
- **OPPORTUNITY:** Provincial oversight and Call Answer Fee

ANY
QUESTIONS
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