

**Date** October 21, 2024  
**Author** Christina Carbrey, Protective Services Manager  
**Subject** E911 Agreement Amendment No. 6 with RDCO

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## REQUEST

Approve the Emergency Services Communication (911) Agreement Amendment No. 6 with the Regional District of Central Okanagan.

## OPTIONS

1. THAT the Chair and CAO be authorized to sign the Emergency Services Communication (911) Agreement Amendment No. 6 with the Regional District of Central Okanagan for the provision of 911 Emergency Telephone Services for the term October 1, 2024 to December 31, 2025.
2. THAT the Emergency Services Communication (911) Agreement Amendment No. 6 with the Regional District of Central Okanagan for the provision of 911 Emergency Telephone Services for the term Telephone Services for the term October , 2024 to December 31, 2025 be amended by \_\_\_\_\_ and the Chair and CAO be authorized to sign the agreement.

## RECOMMENDATION

Option 1

## BACKGROUND/ANALYSIS

The Regional District of Central Okanagan (RDCO), through a contract with E-Comm, provides 911 call centre service to the RDEK under an agreement which expired on September 30, 2024. RDCO has been negotiating terms for a new 5-year service contract with E-Comm for the past five years, however E-Comm has delayed implementing NextGen 911 until spring 2025 and does not currently have firm costs for the next 5 years. E-Comm is tentatively aiming for NG911 migration to commence in Q1 (March 2025). Note, many Public Safety Answering Points (PSAPs) across Canada are struggling to meet the March 2025 deadline mandated by the CRTC and have requested an extension, the CRTC is expected to make a decision on this request in October/November 2024.

As a temporary measure to ensure service is maintained, the RDCO negotiated a 15-month extension with E-Comm for E911 services, expiring on December 31, 2025. This extension specifically excludes NG911 implementation, as a proposal for a new service agreement for NG911 service will follow in the coming months.

E-Comm via RDCO will be providing a proposal for services in 2025, that includes NG911. RDCO has requested specific details and advised E-Comm to provide this information as soon as

possible to ensure we are given the time and information required to be comfortable with a new agreement, and plan for budgetary increases.

## **SPECIFIC CONSIDERATIONS**

### **Financial**

The cost for 2025 under this extension is \$228,000 and will be included in the 2025 financial plan. The cost in 2024 was \$211,311, which was 6% higher than budgeted.

Attachment  
E911 Agreement Amendment No. 6