

City of North Bay Report to Council

Report No: CORP-2025-088

Date: August 19, 2025

Originator: Peter E.G. Leckie

Business Unit:

Department:

Corporate Services

Legal Department

Subject: The Corporation of the City of North Bay and the North Bay Police Services Board 9-1-1 Agreement & The Corporation of the City of North Bay and Bell Canada Next Generation 9-1-1 Authority Service Agreement

Closed Session: yes ☐ no ☒

Recommendation

That:

1. Council approve the agreement between The Corporation of the City of North Bay and the North Bay Police Services Board for the management, maintenance, operation and provision of 9-1-1 Services in accordance with the terms and conditions of that agreement.
2. Council authorize the Chief Administrative Officer and the City Clerk to execute the aforesaid agreement with the North Bay Police Services;
3. Council authorize the by-law for the execution of the aforesaid Agreement be given three (3) readings on September 2, 2025
4. Council approve the Next Generation 9-1-1 Authority Service Agreement between The Corporation of the City of North Bay and Bell Canada.
5. Council authorize the Mayor and the City Clerk to execute the Next Generation 9-1-1 Authority Service Agreement between The Corporation of the City of North Bay and Bell Canada; and
- 6 Council authorize the by-law for the execution of the Next Generation 9-1-1 Authority Service Agreement between The Corporation of the City of North Bay and Bell Canada be given three (3) readings on September 2, 2025.

Background

Next Generation 9-1-1 Service is a service that replaces the Enhanced 9-1-1 service and is based on Internet Protocol ("IP") technologies that supports 9-1-1 calls natively IP end-to-end.

The Canadian Radio-Television and Telecommunications Commission ("CRTC") requires that telecommunication companies upgrade their existing networks Enhanced 9-1-1 (EP 9-1-1) to Next Generation 9-1-1 ("NG 9-1-1") by March, 2022 and that 911 agencies currently providing services must migrate onto the NG 9-1-1 network between March, 2022 and March, 2027. The CRTC has determined that Canada's NG 9-1-1 system should use the National Emergency Number Association standard ("NENA i3") as the baseline reference architecture.

On June 17th, the CRTC rendered Telecom Regulatory Policy CRTC 2-17-182 which, among other things, directed all Incumbent Local Exchange Carriers ("ILEC") to establish NG 9-1-1 networks by 9-1-1 network service providers.

Bell Canada operates and manages a NG 9-1-1 system serving the provinces where it is the ILEC and where requested by a Small Incumbent Local Exchange Carrier ("SILEC") to operate as the SILEC's NG 9-1-1 network provide, including in the territory in which The Corporation of the City of North Bay operates.

Bell Canada has asked The Corporation of the City of North Bay, to execute the Next Generation 9-1-1 Authority Service Agreement

The North Bay Police Services Board ("NBPSB"), through the North Bay Police Service ("NBPS") has been managing, operating and providing 9-1-1 service on behalf of The Corporation of the City of North Bay ("City").

It is desirable that the NBPSB continue to manage, maintain, operate and provide 9-1-1 service on behalf of the City and the NBPSB has agreed to do so in accordance with the terms and conditions of the Agreement.

The NBPSB agrees to carry out the tasks, service descriptions, technical specifications and activities identified in the Agreement as the Services, and in accordance with the Next Generation 9-1-1 Authority Service Agreement and the Bell Canada Next Generation 9-1-1 (NG 9-1-1) Technical Specifications Document Version 1.2- March 2022 User-to-Network Interface for NENA i3-Compliant Public Safety Answering Points (i3-PSAPS) (for the purposes of this Report to Council, collectively, the "Services"), both of which are schedules to the Agreement and form an integral part of it.

The Services to be performed shall be performed by persons identified by the NBPSB and NBPS. The NBPSB shall be responsible for any impact on the provision of the Services sustained by the removal and/or changes to the NBPS Personnel, including all costs incurred, unless such changes are requested by the City, and not as a result of performance issues with the NBPS Personnel. The NBPSB and the NBPS shall employ, retain or utilize any subcontractors to assist with the performance of the Services or any other obligation under the Agreement. The NBPSB shall be solely responsible for the payment of such subcontractors.

The City, and persons authorized by the City, shall have the right, at all reasonable times, to inspect or otherwise review the Services performed, or being performed, and the premises whereby are being performed. The City will make advanced written request to the NBPSB Chief of Police, or their delegate, for consent, which consent shall not be unreasonably withheld, subject to the operational demands of the NBPS.

For the performance of the Services, the City agrees to pay for:

- (a) Operating Costs to be included in the NBSPB annual budget for each year of the Term. Annual budget for Services to be set out in the Executive Summary Report. For clarity, Operating Costs will include the cost of any telephone lines required by the NBPSB to deliver the Services and costs incurred by the NBPSB to provide any updated mapping with the Service Area during the Term, including travel and wages and any changes made to the coverage area whereby Bell Canada 911, O.P.P. Geographic Information Services or other CAD Vendor invoice the NBPSB relative to emergency dispatch services.

The Term of the Agreement is as of May 20, 2025 and shall be effective until terminated by either party in accordance with the terms of the Agreement.

The Agreement includes no-fault termination clauses by which, in addition to the City's right to terminate the Agreement in the case of default by the NBPSB, the City may terminate the Agreement subject to three hundred and sixty-five days notice. The NBPSB has the similar right of termination.

In addition to the paragraphs highlighted above, the Agreement includes provisions with respect to interpretation; audits; reviewing records; confidentiality; insurance and indemnity; representations and warranties; dispute resolution; and general provisions. For further details and complete language, the reader should refer to the Agreement.

The City's contract team was led by the Chief Administrative Officer, with input from the City Solicitor, the Chief Financial Officer and the former Director, Information Systems and initially the Fire Chief.

Generally the Mayor and City Clerk sign contracts on behalf of the City, given that the Mayor sits as a member on the NBPSB, it was thought that it would be more appropriate to have the Chief Administrative Officer be delegated the authority to sign the Agreement with the City Clerk in place of the Mayor.

Should Council agree to entering into the Agreement with the NBPSB, thus securing the delivery of the Services on behalf of The Corporation of the City of North Bay, the Corporation may then enter into the Next Generation 9-1-1 Authority Service Agreement with Bell Canada ("Bell Agreement").

The Bell Agreement states that The Corporation of the City of North Bay requests Bell to provide it with NG 9-1-1 services as described in the Bell Agreement.

NG 9-1-1 service is regulated by the CRTC and may only be provided in compliance with applicable tariffs including CRTC 7400, Bell Canada National Services Tariff Item 601 – Next Generation 9-1-1 (together with all applicable decisions, directions and orders of the CRTC ("Tariffs"). The Tariffs set out certain approved rates, fees and charges and capital, development or installation costs (if any) applicable to NG 9-1-1 services. The Corporation of the City of North Bay will be responsible for the payment of those fees and applicable taxes.

The Bell Agreement has an initial term of ten (10) years, unless otherwise terminated under the terms of the Bell Agreement. The said agreement, provides for an automatic renewal of successive periods of five (5) years each. Bell Canada may suspend the entirety or portion of the NG 9-1-1 service where Bell has reasonable cause to believe that the City's "traffic is compromised or otherwise poses a risk to the NG 9-1-1 service. Either party may terminate the Bell Agreement in accordance with the terms of the relevant Tariff with six (6) months prior written notice. For further details and complete language, the reader should refer to the Agreement.

Financial/Legal Implications

The financial and legal implications are as outlined here in this Report to Council and in the agreements.

Corporate Strategic Plan

- | | |
|---|---|
| <input type="checkbox"/> Natural North and Near | <input type="checkbox"/> Economic Prosperity |
| <input type="checkbox"/> Affordable Balanced Growth | <input checked="" type="checkbox"/> Spirited Safe Community |
| <input checked="" type="checkbox"/> Responsible and Responsive Government | |

Specific Objectives

Work with community stakeholders to enhance safety and integration throughout the City.

Ensure the efficient and effective operations of the City, with particular consideration to the impact of decisions on the property tax rate.

Work with partners and stakeholders to identify and find solutions to streamline processes and remove barriers.

Options Analysis

Option 1: That:

1. Council approve the agreement between The Corporation of the City of North Bay and the North Bay Police Services Board for the management, maintenance, operation and provision of 9-1-1 Services in accordance with the terms and conditions of that agreement;
2. Council authorize the Chief Administrative Officer and the City Clerk to execute the aforesaid agreement with the North Bay Police Services;
3. Council authorize the by-law for the execution of the aforesaid Agreement be given three (3) readings on September 2, 2025
4. Council approve the Next Generation 9-1-1 Authority Service Agreement between The Corporation of the City of North Bay and Bell Canada.
5. Council authorize the Mayor and the City Clerk to execute the Next Generation 9-1-1 Authority Service Agreement between The Corporation of the City of North Bay and Bell Canada; and
6. Council authorize the by-law for the execution of the Next Generation 9-1-1 Authority Service Agreement between The Corporation of the City of North Bay and Bell Canada be given three (3) readings on September 2, 2025.

This is the recommended option.

Option 2: That:

1. Council not approve the agreement between The Corporation of the City of North Bay and the North Bay Police Services Board for the management, maintenance, operation and provision of 9-1-1 Services in accordance with the terms and conditions of that agreement;

2. Council not authorize the Chief Administrative Officer and the City Clerk to execute the aforesaid agreement with the North Bay Police Services;
3. Council not authorize the by-law for the execution of the aforesaid Agreement be given three (3) readings on September 2, 2025
4. Council not approve the Next Generation 9-1-1 Authority Service Agreement between The Corporation of the City of North Bay and Bell Canada;
5. Council not authorize the Mayor and the City Clerk to execute the Next Generation 9-1-1 Authority Service Agreement between The Corporation of the City of North Bay and Bell Canada; and
6. Council not authorize the by-law for the execution of the Next Generation 9-1-1 Authority Service Agreement between The Corporation of the City of North Bay and Bell Canada be given three (3) readings on September 2, 2025.

This is not the recommended option.

Recommended Option

That:

1. Council approve the agreement between The Corporation of the City of North Bay and the North Bay Police Services Board for the management, maintenance, operation and provision of 9-1-1 Services in accordance with the terms and conditions of that agreement;
2. Council authorize the Chief Administrative Officer and the City Clerk to execute the aforesaid agreement with the North Bay Police Services;
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5. Council authorize the Mayor and the City Clerk to execute the Next Generation 9-1-1 Authority Service Agreement between The Corporation of the City of North Bay and Bell Canada; and

6. Council authorize the by-law for the execution of the Next Generation 9-1-1 Authority Service Agreement between The Corporation of the City of North Bay and Bell Canada be given three (3) readings on September 2, 2025.

Respectfully submitted,

Name: Peter E.G. Leckie, B.A. (Hons.), LL.B.

Title: City Solicitor

I concur with this report and recommendation

Name: Margaret Karpenko, CPA, CMA

Title: Chief Financial Officer /Treasurer

Name: John Severino, P.Eng., MBA

Title: Chief Administrative Officer

Personnel designated for continuance:

Name: Peter E.G. Leckie, B.A. (Hons.), LL.B.

Title: City Solicitor