



Annual Report – BC 911 Committee

May 2008

The BC 911 Committee held one meeting in Kamloops in 2007 with another scheduled at ECOMM in May 2008. The following points are those that the Committee has been addressing:

Enhanced Wireless Update:

Currently approximately 50% of emergency calls coming into the Provincial 9-1-1 centres are from cellular telephones. Recent publications have also indicated that the amount of hard-lined (landline) phones across the province is in decline. Cellular phones provide only the nearest cellular tower address and phone number as ali-ani information, forcing call takers to interrogate the callers to gain proper location address. A pilot project on Phase 2 wireless has been undertaken in Toronto, the results have not been published. The BC 911 committee was in the process of sending requests for information/results on the project.

Address BC Project

The Integrated Cadastral Information Society (ICIS) is a partnership of BC's major utilities, Provincial Ministries and Crown Corporations and Local Governments. It facilitates the collaborative sharing and integration of spatial data for the economic and social benefit of British Columbia. It is a centralized, province-wide civic address registry with will include spatial points (x,y coordinates), authenticated, verified and updated by Local Government and accessible to all partners of AdressBC. One of the major benefits would be a single, authenticated, and reliable source for addresses and their locations in British Columbia. Currently, each fire dispatch centre has their own source of mapping data, which may not be the same as BCAS, local police departments and the Telus 911 ali-ani records. The goal is to tender an RFP for services during the Spring 2008, estimated 5 year projected costs of this project are approximately \$4000k – buy in from all local governments is required.

Telus Update

Telus representatives discussed the harmonization of 911 calls from areas outside of 911 boundaries. In BC – 911 calls were directed to a recording, now they will be directed to the recording and then to an operator: "You are calling from an area not served by 911. Please stay on the line and a TELUS operator will try to assist you".

Additionally, Telus is working with the CRTC on access to the 911 database for emergency community notifications. No report from a projected March 2008 meeting has been received at this time. VOIP telephones are still a hot discussion point, there have been regulations sent down from CRTC whereas, the provider is responsible for re-routing the caller to a Telus Operator, who in turn will transfer to the appropriate 911 centre.

The BC-911 Association will be working on creating a stronger voice by gaining Incorporation.

Deputy Chief Karen Fry,
FCABC Liaison