

E-Comm Update: Peace River Regional District

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November 12, 2020

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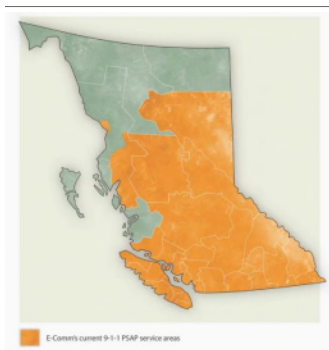
E-Comm 9-1-1
Helping to Save Lives and Protect Property

Discussion points

- U E-Comm;
 - U Who we are
 - U Services provided
 - U Performance Update
 - U Budgetary items

- U NG911

9-1-1 Public Safety Answer Point (PSAP) Service



Services Performed:

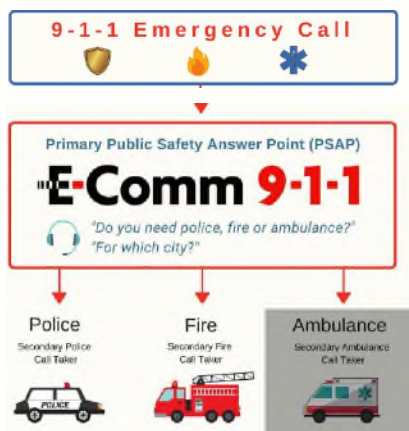
- Answer 9-1-1 calls
- Determine the type of emergency service required
- Downstream the call to an Emergency Response Agency

25 Regional Districts total including:

- Metro Vancouver
- Capital Regional District
- Regional District of North Okanagan
- Fraser Valley Regional District

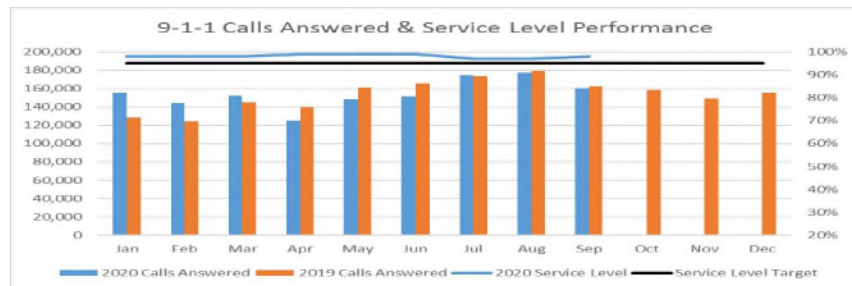


How 9-1-1 works



9-1-1 Performance

- Contract Service Requirement
 - 95% of the calls answered in 5 seconds or less
- Call Volumes & Performance
 - 2020 Q3 YTD: 1.4M calls / 98% answered in five seconds or less
 - 2019: 1.84M calls / 97% answered in five seconds or less
 - 9-1-1 service availability: 100%



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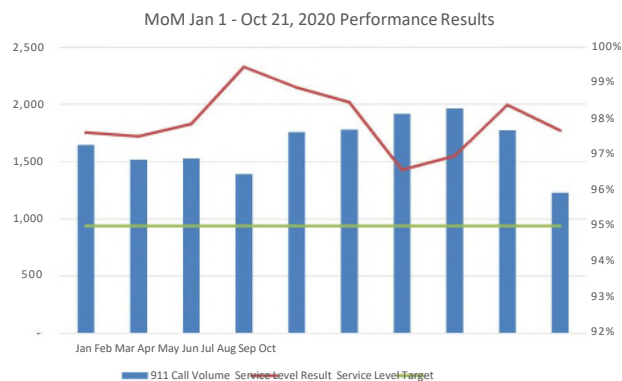
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MoM Jan – Oct 21, 2020 Performance Results

911 Target: 95/5
95% of calls answered in 5 seconds

Service results YTD September 30, 2020

98% of calls answered within 5 seconds



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6

Peace River Regional District Performance Summary YTD Sept 30, 2020

- 9-1-1 PSAP call-answer service levels are 98% YTD September 30, 2020 slightly above target
- 9-1-1 PSAP call volume YTD Sept 30, 2020 is 16,495 calls received
- The total abandon rate for the North Island 9-1-1 Corporation YTD Sept 30, 2020 is 17%. The in-queue abandon rate is 1%.
- Forecast to Year End, call volume will continue to trend over 2019 volume

COVID-19 - Update

At the start of the pandemic we implemented measures to safeguard our employees and ensure continuity of service, these measures will continue until further notice.

Our team has remained healthy. To date there have been two positive COVID cases in our Communication Centre, both employees have recovered. We do commend each of our employees for remaining vigilant and ensuring they are following the health and safety protocols we have put into place. Employees continue to do their part to ensure we collectively are maintaining a safe and healthy work environment which enables us to support efforts in keeping our community safe.

Following mitigation steps will continue until further notice

- A portion of our call takers will continue to work out of our Training and Evacuation Centre this enabled us to create social distance space between employees
- Increased sanitation of our sites, increased hand sanitizer stations
- Increased cleaning of workstations; signage to share the importance of good hand washing
- Stopped all non-operational visits to our communication centre.
 - Meetings will continue to be held virtually; support staff will continue to work from home where possible.

Budgetary items;

- 911 PSAP contract
- NG911 and capital investment

Next Generation 9-1-1 (NG 9-1-1) Update

TOPICS

- U NG 911 Program Management
- U National Transition Milestones
 - CRTC consultation process
- U Proof of Concept – CRTC “Pilot” Site
- U Production System Build and Transition
- U 9-1-1 Service Enhancements
- U Questions

NG 9-1-1 Program Team

- Program Manager (PMO)
 - Welcome Shireen Cardas! – Senior PM □ Primary
- Program Team Members
 - System Architect – Roy Artin
 - Telecom (Voice) Services – Huck Baldwin, Brian Ackles
 - Business Analyst – Ben Law
 - Operations Liaison – Ryan Lawson
 - Corporate Communications – Kaila Butler, Jasmine Bradley
- Weekly Meetings (internal, TELUS/PoC vendors)
- Ongoing CRTC ESWG working group participation

Change Management & Communications Working Group formed – Stakeholder Analysis in progress

What is Next Generation (NG) 9-1-1?

Technology Services/Media/Data

- U Evolve from traditional voice telephone based 911 service to IP/multimedia and multi-channel
- U 9-1-1 call handling platform upgrades
- U CAD/RMS evolution
 - U New and upgraded responder devices and applications
 - U Leverage AI/ML (automation, cognitive processing)

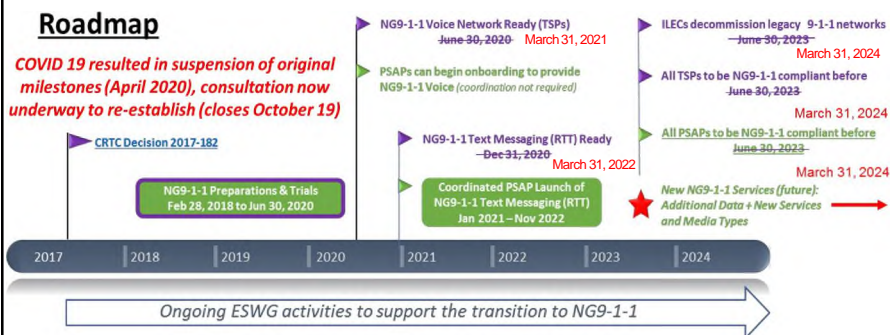
NG 9-1-1 is fundamentally about modernizing how the public accesses emergency services

- U Real-time Text (RTT) messaging
- U **Enhanced inter-agency data sharing**
- U **Additional data sources and delivery**
- U **Improved location accuracy**
- U Automated alerts
- U e.g. Automatic Crash Notification
- U **Video calling and media exchange**
- U Virtualized public contact
- U **Social Media, mobile app integration**
- U Sensors and IoT, drones, robots

NG 9-1-1 Transition Dates in Canada

Roadmap

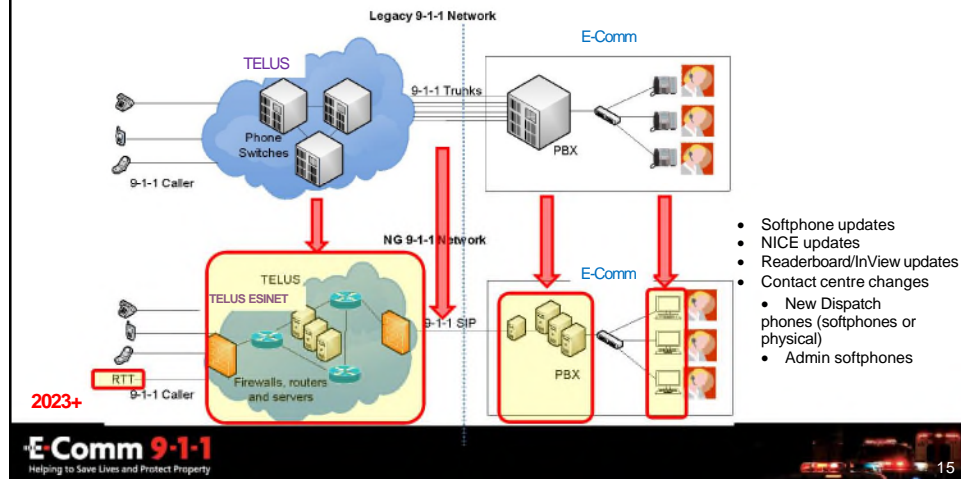
COVID 19 resulted in suspension of original milestones (April 2020), consultation now underway to re-establish (closes October 19)



Notes:

- **Purple** denotes CRTC decisions, deadlines & Telecommunications Service Provider Obligations (TSP)
- **Green** denotes PSAP activities and deadlines

What is Changing Early On (voice)?



NG 9-1-1 Proof of Concept/Pilot

- E-Comm is now an official TELUS NG 9-1-1 "Pilot" PSAP
 - Phase 1 PoC underway (completion targeted end 2020)
 - Goal: demonstrate NG 9-1-1 voice calling, recording and downstream transfer
 - Components: ESINET (Telus), updated Komutel softphone, Avaya contact centre platform (PBX), NICE Inform V9 Elite
 - Phase 2 PoC planning in progress (1H 2021)
 - Add Fire and Police CAD interfaces & non-emergency calls
 - Add BCEHS and HLBC demonstration workstations □
- Successful completion of PoC gates production

NG 9-1-1 Production System

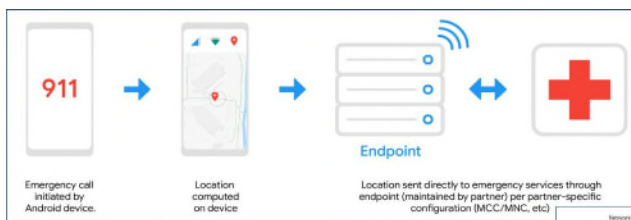
- PoC system to be maintained
 - Support ongoing test, demo & development activities
- 2021 will be focused on building the production system and preparing for voice transition
- 2021 preparatory activities:
 - Call-flow changes and queue/skillset consolidation
 - Readerboard system upgrade (Korbyt)
 - NICE Inform V9 or V10 upgrade

NG 9-1-1 Voice Transition – E-Comm

- Late 2021 (target)
 - Initial primary PSAP transition - small geographic area
 - E-Comm and PRIMECorp admin users (softphone)
- End 2022
 - Complete primary PSAP transition
- 2022 – 2023: secondary PSAP transitions
 - Consolidated Police ER, NER, Reports
 - Fire ER and NER
 - BCEHS (common platform)

Handset-Based Location Services

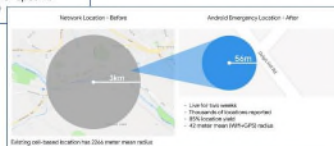
- Send enhanced location from smartphones directly to emergency services when an emergency call is placed



ESWG TIF 69 report recommends to the CRTC that verified handset-based location information be provided by WSPs by March 2022 (not dependent on NG 911).

Android emergency location shows 3000x improvement over cell location

<https://crisisresponse.google/emergencylocation/service/how-it-works/>



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19

Real Time Text (RTT)

- Real Time Text (RTT) is a new service to be introduced with NG 9-1-1
 - It is different from SMS text messaging in that callers can switch from voice to text in the same call



Wireless handset updates required

Expected launch date:
2023-2024

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20

NG 9-1-1 “Additional Data ”

- Enable PSAPs to do a better job of dispatching
 - Faster
 - More accurate dispatch location
 - More appropriate resource type, quantity, etc.

Under development in
ESWG through TIF 91

Initial Priority

Wireless Subscriber Information

- Assist with dispatch location determination
- Use name to do database searches for situational awareness
- Eliminate time-consuming manual process

Information About the Call

- Access provider
- Service/device Used
- Owner/subscriber

Information About the Caller

- Name, Address(es)
- Biographic statistics
- Contacts
- Medical conditions
- Accessibility
- Language

Information About the Location

- Floor plans
- Structure details
- Building contacts
- Resources
- Sensor data

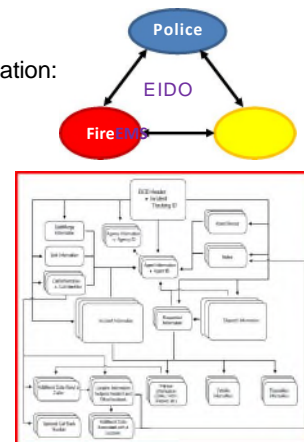
Emergency Incident Data Sharing

Emergency Incident Data Object (EIDO)

- Standardized mechanism to share incident information:
 - Call information
 - Additional information about a caller
 - Additional information about a caller location
 - Agency information
 - Vehicle information
 - Person information
 - Incident information
 - Dispatch and responder information □

Significant policy development needed

- Timing TBD



Questions?



**E-Comm 9-1-1 PSAP
Years 2017, 2018, 2019
&
YTD Oct 21, 2020
Results for the
Peace River Regional District**

E-Comm Service Performance Report for the Peace River Regional District

Peace River Regional District Service Results Summary

The following report outlines overall service performance and analysis of key metrics for PSAP services provided by E-Comm to the Peace River Regional District for the 2017, 2018, 2019 (January 1 to December 31,) and YTD Oct 21, 2020. The following information is a summary of key metrics:

- 1) 9-1-1 PSAP call-answer service levels performance result for each year was above target
- 2) 9-1-1 call volume for Peace River Regional District has increased YoY.
- 3) For 2020, call volume has decreased primarily due to COVID-19 and social distancing measures were in place. In June when restrictions started to relax call volume did start to increase, forecast to YE is call volumes will remain under or close to 2019 volume.
- 2) From a quality perspective, for the reporting period of there have been no founded errors reported

Service Levels and Call Volume

For the purposes of this report, service performance results will be for the 2017, 2018 and 2019 period covering January 1 to December 31, as well YTD Oct 20, 2020. The following table outlines E-Comm's performance against targets for each reporting year:

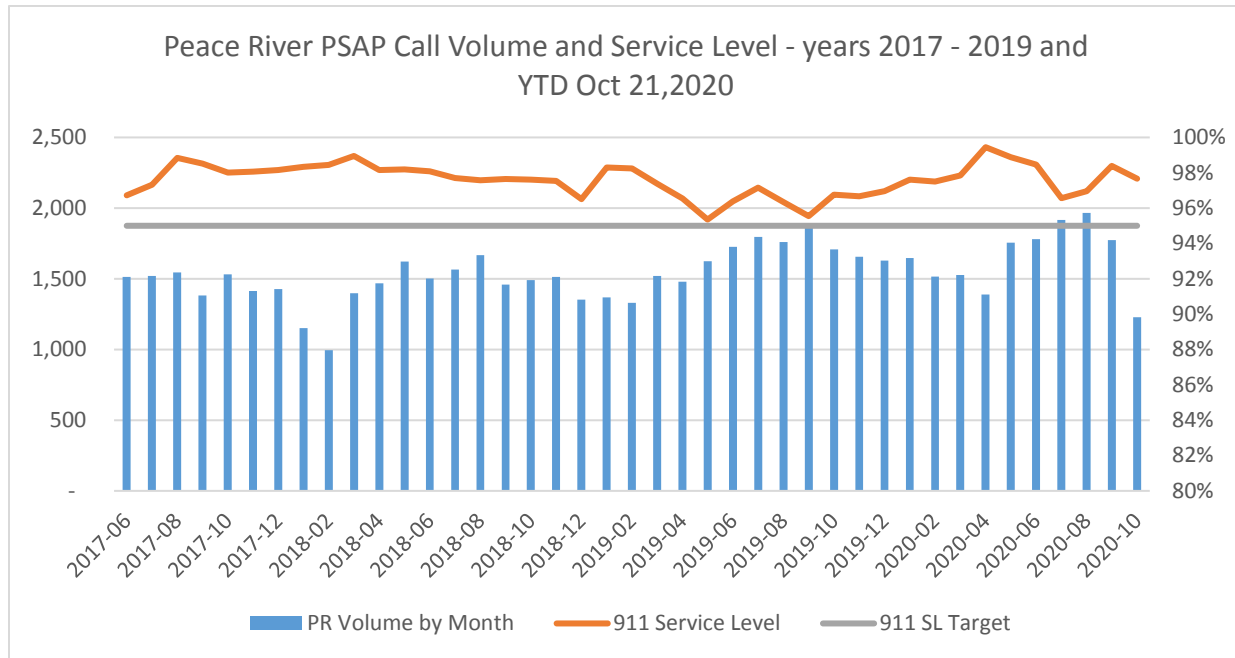
Year	911 Calls Processed	Service Level Actual	Average Call Handle Time	Average Speed of Answer
2017	11,112	98%	48	0.91
2018	17,185	98%	45	0.92
2019	19,462	97%	49	1.10
2020*	16,495	98%	49	0.92

The following chart outlines total calls received into 9-1-1 PSAP and downstream SSAP

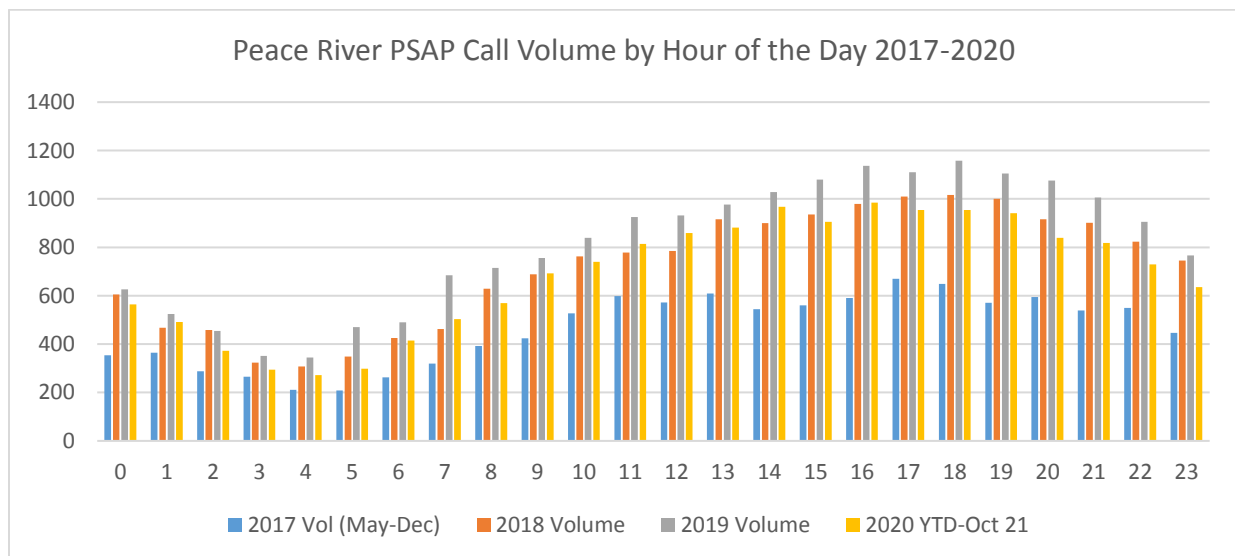
Year	Police	Fire	Ambulance	Inter PSAP*	Non-Downstream or Abandons	Total call volume
2017	5,239	618	2,237	664	2,354	11,112
2018	7,801	909	3,865	905	3,705	17,185
2019	8,802	858	4,039	921	4,842	19,462
2020 YTD	7,776	707	4,092	58	3,862	16,495

*Note: Inter PSAP calls are calls made by SSAP's to PSAP or PSAP to SSAP's

The following chart shows monthly call volumes and service levels for the Peace River Regional District PSAP calls for period Jan 1 – Dec 30, for years 2017, 2018, 2019 and YTD Oct 21, 2020.

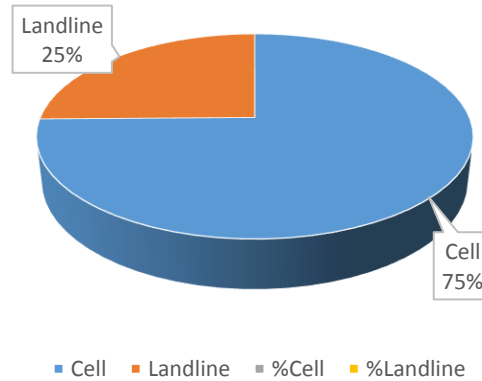


The next chart shows the call arrival pattern (across a 24-hour period) for Peace River Regional District 9-1-1 PSAP calls, cumulative for reporting years 2017, 2018 and 2019 and YTD Oct 21, 2020. Note that the peak time for call volume across Peace River's 9-1-1 spectrum is from 15:00 hrs. to 17:00 hrs.

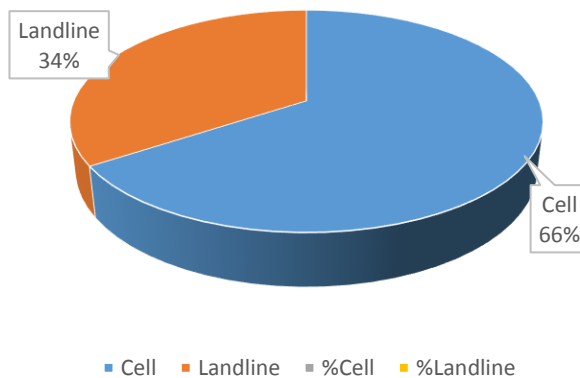


The cellular/landline distribution for the Peace River Regional District displayed below for years 2017, 2018, and 2019. Note cellular volume has increased YoY.

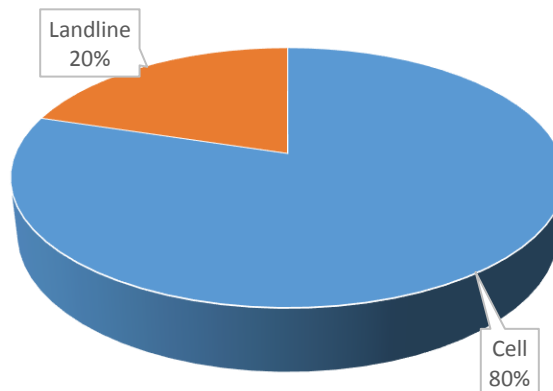
Cellular/Landline Distribution - Peace River 2017



Cellular/Landline Distribution - Peace River 2018



Cellular/Landline Distribution - Peace River 2019



Quality

E-Comm's Operations Division conducts regular quality monitoring activities. These activities include:

- ☐ Quality Assurance Assessment – by operator, by queue type, and by priority level.
- ☐ Pro-active policy adjustment.
- ☐ Review of reported complaints in relation to call volume (for Peace River Regional District)
 - For the reporting period, E-Comm processed 64,254 total calls from 2017, 2018 and 2019 for the Peace River Regional District with no reported complaints. (NOTE: "Complaint" for these purposes defined as a reported discrepancy regarding policy & procedure applied to downstream or a public/District related complaint regarding service provision.)

APPENDIX A – Yearly Data for the Peace River Regional District reporting areas. Note for the 2020 year data is YTD October 21, 2020

PR	Police	Fire	Ambulance	Inter PSAP	Non-Downstream or Abandons
2,017					
DISTRICT OF TUMBLER RIDGE	159	17	218	40	69
NORTH PEACE	2,549	301	1,083	322	1,093
Other	6	1		1	6
SOUTH PEACE	2,525	299	936	301	1,186
2017 Total	5,239	618	2,237	664	2,354
2,018					
DISTRICT OF TUMBLER RIDGE	260	29	456	78	150
NORTH PEACE	3,965	491	1,828	467	1,768
Other	1	1	1	1	
SOUTH PEACE	3,575	388	1,580	359	1,787
2018 Total	7,801	909	3,865	905	3,705
2,019					
DISTRICT OF TUMBLER RIDGE	268	18	429	79	172
NORTH PEACE	4,577	496	1,891	433	2,535
Other		5	2		2
SOUTH PEACE	3,957	339	1,717	409	2,133
2019 Total	8,802	858	4,039	921	4,842
2,020					
DISTRICT OF TUMBLER RIDGE	205	14	411		134
NORTH PEACE	4,135	390	1,965	36	2,099
Other		1			
SOUTH PEACE	3,436	302	1,716	22	1,629
2020 Total	7,776	707	4,092	58	3,862