

# Exploring Regional 9-1-1 Service

## Current Challenges

CCRD's current emergency calling system has significant gaps:

- Multiple 10-digit emergency numbers across communities
- No automatic caller location information
- Inconsistent processes for fire, police, and ambulance
- Limited coordination across agencies
- No region-wide reporting or performance monitoring
- Geography and weather often delay response



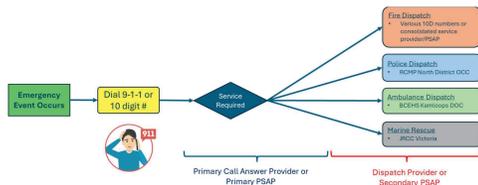
These issues can lead to slower response times and difficulty locating callers — especially during extreme weather events.

## What NG9-1-1 Brings



Next Generation 9-1-1 (NG9-1-1) is the national standard for emergency calling. It provides:

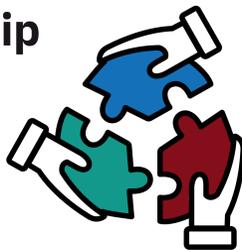
- Common calling number "9-1-1"
- Automatic delivery of caller location
- Better mapping and routing for responders
- Improved information sharing between agencies
- Future ability to support real-time text and additional media types
- More reliable service during climate-related emergencies
- Any new 9-1-1 service in the CCRD must use NG9-1-1 technology, as older systems are being phased out across Canada.



## Regional Partnership

- A shared approach between:
  - CCRD
  - Nuxalk Nation
  - Heiltsuk Nation

...ensures consistent service, shared costs, and coordinated improvements.



## What the Feasibility Study Recommends

- Implement Tier 2 NG9-1-1 call answer as a region-wide service
- Use a contracted PSAP rather than building a local one
- Improve mapping and addressing before launch
- Maintain existing 10-digit numbers during transition
- Continue community-by-community engagement

## Why This Matters

A modern 9-1-1 system will:

- Improve response times
- Reduce delays caused by unclear locations
- Support marine, land, and remote-area emergencies
- Strengthen resilience during climate-driven events
- Provide consistent service across all communities

## What about ...?

### Wuikinuxv, Noosatsum, or Ocean Falls Fire Department participation?

The CCRD has reached out to these partners, but do not have confirmed participation from them, if they choose to participate at a later date they can be added.

### Limited cell phone coverage?

Cellular Network coverage is continually improving and the CCRD will continue advocate better placement of cell towers.

## What service levels are there?

The feasibility study identified three possible service tiers. All partners expressed a preference for Tier 2

### Tier 1 Single 10-Digit Call Answer + Basic Fire Dispatch

#### What it is

A single non-9-1-1 number for emergencies  
Calls answered by a contracted service provider (not a PSAP)  
No NG9-1-1 technology  
Basic fire dispatch only (notification via phone/app, no radio support)

#### Key limitations

No automatic caller location  
No mapping integration  
Least effective for remote/marine emergencies

#### Cost profile

Lowest cost  
Fastest to implement (≈ 9 months)  
Not future-proof — cannot meet NG9-1-1 standards

### Tier 2 NG9-1-1 Primary Call Answer + Basic Fire Dispatch

#### What it is

Full NG9-1-1 call answer through a certified Primary PSAP  
Automatic caller location and improved routing  
Calls transferred to RCMP, BCEHS, JRCC, and fire dispatch  
Basic fire dispatch (same as Tier 1)

#### Key benefits

Major improvement in response accuracy  
Meets national NG9-1-1 requirements  
Supports future capabilities (real-time text, media)  
Stronger coordination across agencies

#### Cost profile

Moderate cost  
Requires mapping/addressing upgrades  
Implementation ≈ 24 months  
Preferred by all partners in the study

### Tier 3 Full NG9-1-1 + Enhanced Fire Dispatch

#### What it is

Everything in Tier 2 plus:  
Enhanced fire dispatch through an NG9-1-1-compliant Secondary PSAP  
Direct radio connectivity to fire departments  
More detailed event information shared automatically

#### Key benefits

Highest level of support for fire departments  
Real-time radio-based coordination during incidents  
Extends NG9-1-1 capabilities all the way to dispatch

#### Cost profile

Highest cost (especially for radio infrastructure)  
Most complex to implement  
Requires significant technology upgrades for fire departments

## What it costs?

### One-Time Implementation Costs

Total estimated: \$263,575

- NG9-1-1 call answer setup: \$167,375
- Fire dispatch setup: \$46,200
- Community-specific mapping (Nuxalk + Heiltsuk): \$50,000

### Annual Operating Costs

Total estimated: \$52,233

- NG9-1-1 call answer: \$35,000
- Basic fire dispatch: \$17,233

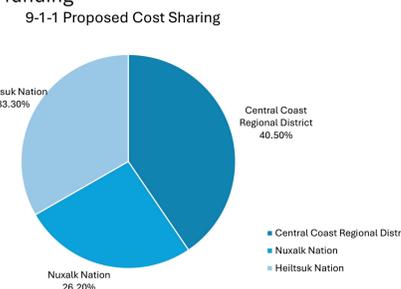
## Funding Opportunities

- UBCM NG9-1-1 grants: up to \$45,000 per partner
- Additional ISC funding anticipated for First Nations
- Future provincial 9-1-1 governance and funding models under discussion

## How Costs Are Shared?

The proposed cost share is based on population and call volume, which is approximately:

- CCRD: 40.5%
- Nuxalk Nation: 26.2%
- Heiltsuk Nation: 33.3%



Fire dispatch implementation is shared equally across the three fire departments.

## Next Steps

With the completion of the Feasibility study and letters of support from the Heiltsuk and Nuxalk Nations, the next steps are:

### Joint Funding Application to UBCM

A regional application will be submitted to the Union of BC Municipalities (UBCM) to secure funding needed to implement the Tier 2 NG9-1-1 service. This includes support for mapping, training, public education, and technical requirements.

### Establishing an MOU

The CCRD, Heiltsuk Nation, and Nuxalk Nation will work together to create an MOU outlining:

- Roles and responsibilities
- Cost-sharing arrangements
- Governance and decision-making processes
- Commitments for implementation and ongoing service delivery

### Electoral Approval

Before establishing a regional 9-1-1 service, the CCRD must obtain electoral approval. This can be achieved through either:

- Alternative Approval Process (AAP), or
- Referendum

This step ensures residents have a formal opportunity to support the creation of the new regional service.

## Feedback or Questions?

If you'd like to leave feedback or have any questions please email [INFO@CCRD.CA](mailto:INFO@CCRD.CA)

Read the full Feasibility Study using the QR code



## What does that mean?

### Tax Implications for Next Generation 911 Service

- Implementation Cost is expected to fully funded by the Grant Funding.
- Estimated annual ongoing operational cost for NG 9-1-1 Call Answering service is \$14,188.

Electoral Area	Residential Occurrences	Average Residential Property Tax Increase
Area A	343	\$7
Area B	4	\$24
Area C	414	\$12
Area D	277	\$9
Area E	87	\$6

**Total Cost: \$3.40 per \$100,000 of Assessed Value**

### Estimated CCRD Costs

Tier 2	CCRD
Tier 2 Call Answer	
Implementation	\$ 67,847
Community Specific GIS Costs	\$ -
Less: UBCM NG9-1-1 Funding	\$ 67,847
<b>Net Implementation Cost</b>	<b>\$ -</b>
Tier 2 Fire Dispatch	
Implementation	\$ 15,400
Less: Grant Funding	\$ -
<b>Net Implementation Cost</b>	<b>\$ 15,400</b>
Tier 2 Call Answer	
Ongoing Annual	\$ 14,188
Tier 2 Fire Dispatch	
Ongoing Annual	\$ 6,455
<b>Tier 2 TOTAL</b>	
Total Implementation Cost	\$ 83,247
Net Implementation Cost	\$ 15,400
<b>Ongoing Annual Total</b>	<b>\$ 20,643</b>
UBCM NG9-1-1 Funding	\$ 67,847

### Tax Implications for Next Generation 911 Service

- Tax Implications for Fire Dispatch (Total Cost: \$21,855)
- Implementation Cost is \$15,400.
- Estimated annual ongoing operational cost for Fire Dispatch is \$6,455.

Local Service Area	Residential Occurrences	Average Residential Property Tax Increase
LSA BCV Fire	333	\$54

**Total Cost: \$18.81 per \$100,000 of Assessed Value**

\*These figures include 5.25% collection fee to Surveyor of Taxes (Taxation Authority) Please note that this information is subject to change based on future BC Assessment data and is provided for discussion purposes only.