

# City of Mississauga Corporate Report



Date: March 4, 2025	Originator's files:
To: Chair and Members of General Committee	
From: Jodi Robillos, Commissioner of Community Services	Meeting date: March 26, 2025

## Subject

**Enhancing 9-1-1 Resilience: Leveraging Alternate Agency to ensure Redundancy for 9-1-1 Call Handling**

## Recommendation

1. That the Fire Chief or designate be authorized to negotiate and execute an agreement with the City of Burlington Fire Department, for the mutual provision and receipt of back up support for 9-1-1 Emergency Call Services as outlined in the report dated March 4, 2025 entitled "Enhancing 9-1-1 Resilience: Leveraged Alternate Agency to ensure Redundancy for 9-1-1 call Handling" from the Commissioner of Community Services and in a form satisfaction to Legal Services.
2. That all By-laws be enacted.

## Executive Summary

- The Joint Fire Communications Centre (JFCC) is a jointly operated fire dispatch centre that operates at 7750 Hurontario Street in Brampton.
- The JFCC is jointly operated by Mississauga Fire & Emergency Services and Brampton Fire & Emergency Services and provides 24/7 dispatch for three fire departments (City of Mississauga, City of Brampton and Town of Caledon).
- The JFCC back-up centre is located at 15 Fairview Road West in Mississauga.
- The JFCC entered into an agreement with Peel Regional Police (PRP) in May 2018. The agreement outlines the manual process in which PRP supports the JFCC for 9-1-1 call answering in the event of a critical system failure, or evacuation of the primary site.
- This manual process is now antiquated as the legacy 9-1-1 system does not allow automatic 9-1-1 call routing.
- As a 9-1-1 service provider, Bell requires that all Public Safety Answering Points (PSAPs) establish an alternate agency when implementing Next Generation 9-1-1 (NG9-1-1) to ensure redundancy in emergency communications.

- If a system failure occurs, Bell will automatically route 9-1-1 calls to the alternate agency until the primary agency can resume functions either at the primary or the backup site.
- This would include such events such as a critical system failure or where the primary site had to be evacuated as a result of a catastrophic event.
- It is imperative for 9-1-1 centres to have a physical back-up site location, as well as an alternate agency to route calls to, so there is no disruption to 9-1-1 services as there are travel times for site evacuations and it can take time for system failures to be restored.
- Redundancy enhances resilience while minimizing service interruptions and ensuring that emergency calls are answered and dispatched without delay.
- By implementing reciprocal agreements between fire departments, such as the proposed arrangement with the City of Burlington Fire Department, both agencies can support each other in maintaining critical public safety operations during emergencies.
- Entering into an agreement with the City of Burlington Fire Department will provide 9-1-1 callers with a response that is in line with NFPA standards.
- The Agreement will outline how 9-1-1 calls will be transferred from one agency to the other in the event of a critical system failure or evacuation, operational activities while responding to the alternate agency 9-1-1 calls, how each agency will reinstate their services and training and review of policies and procedures.

## Background

The Joint Fire Communications Centre (JFCC) is jointly operated by Mississauga Fire & Emergency Services and Brampton Fire & Emergency Services and provides 24/7 dispatch for three fire departments (City of Mississauga, City of Brampton and Town of Caledon) including 44 fire stations, with plans for an additional 11 stations over the next 8 years. The primary site location of the JFCC is in the City of Brampton, at 7750 Hurontario Street. The JFCC back-up centre is located in the City of Mississauga at Fire Station 101 at 15 Fairview Road West.

The JFCC entered into an agreement with Peel Regional Police (PRP) in May 2018. The agreement outlines the manual process in which PRP supports the JFCC for 9-1-1 call answering in the event of a critical system failure, or evacuation of the primary site. This process is now antiquated as the legacy 9-1-1 system does not allow automatic 9-1-1 call routing.

## Comments

On March 5, 2025, the JFCC migrated to NG9-1-1 and as part of the new implementation an opportunity to review and improve upon existing policies and processes exists. Entering into an agreement with the City of Burlington Fire Department will provide 9-1-1 callers with a response that is in line with NFPA standards. As a 9-1-1 service provider, Bell requires that all Public Safety Answering Points (PSAPs) establish an alternate agency when implementing Next

Generation 9-1-1 (NG9-1-1) in the event of Critical System Failure. If a system failure occurs, Bell will automatically route 9-1-1 calls to the alternate agency until the primary agency can resume functions either at the primary or the backup site. This would include such events such as a critical failure or where the primary site had to be evacuated as a result of a catastrophic event. It is imperative for 9-1-1 centres to have a physical back-up site location, as well as an alternate agency to route calls to, so there is no disruption to 9-1-1 services as there are travel times for site evacuations and it can take time for system failures to be restored.

Fire PSAPs have the training and expertise to direct and guide callers according to specific fire related emergencies. The Burlington Fire Department has sufficient capacity and appropriate training to answer 9-1-1 calls on behalf of the JFCC ensuring calls are entered in a timely manner while functioning under normal circumstances. The final agreement will include the following parameters:

- How 9-1-1 calls will be transferred from one agency to the other in the event of a critical system failure or evacuation
- Operational activities while responding to the alternate agency 9-1-1 calls
- How each agency will reinstate their services
- Training requirements and review of policies and procedures.

## Financial Impact

There is no cost associated with this agreement.

## Conclusion

This partnership will provide the redundancy that is necessary to ensure a robust solution and uninterrupted 9-1-1 services to citizens. We will work with Brampton Fire and Emergency Services, Burlington Fire, and City of Mississauga Legal Services regarding the terms and conditions of the agreement, and Emergency Evacuation Procedures and Policies.



Jodi Robillos, Commissioner of Community Services

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