

**STANDING COMMITTEE ON GOVERNMENT OPERATIONS**

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 THURSDAY, MARCH 15, 2018  
 COMMITTEE ROOM "A"  
 YELLOWKNIFE, NT  
 12:00 PM - 1:00 PM

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**AGENDA**

1. Prayer
2. Review and Adoption of Agenda
  - a) Decision on *In Camera* items (items marked with an asterisk [\*] may be dealt with in camera)
3. Declarations of Conflicts of Interest
4. Today's Committee Business:
  - a) Public Briefing on the Northwest Territories 9-1-1 Program Implementation, with the Honourable Caroline Cochrane, Minister of Municipal and Community Affairs and the Honourable Glen Abernethy Minister of Health and Social Services
5. Date and Time of Next Meeting: April Committee Week (April 16-20)
6. Adjournment



REVISED  
**OPENING REMARKS**  
**HONOURABLE CAROLINE COCHRANE**  
**MINISTER OF MUNICIPAL AND COMMUNITY AFFAIRS**

**STANDING COMMITTEE ON GOVERNMENT OPERATIONS**

**NORTHWEST TERRITORIES 9-1-1 PROGRAM IMPLEMENTATION**

I am here today to discuss our work related to implementation of the Northwest Territories 9-1-1 Program.

With me today is the Honourable Glen Abernethy, Minister of Health and Social Services; and from MACA, Eleanor Young, Deputy Minister; Ashley Geraghty, 9-1-1 Program Manager; Kevin Brezinski, Director of Public Safety; Cherie Jarock, Senior Advisor - Legislation and Legal Affairs, and my Ministerial Special Advisor, Mira Dunn.

Also with us from Health and Social Services are Jo-Anne Hubert, Senior Advisor, Carol Amirault, Director of Territorial Health Services, Tim VanOverliw, Executive Director of Corporate and Support Services with the Northwest Territories Health and Social Services Authority, and Susan Laramee, Ministerial Special Advisor.



A short presentation has been provided to Committee Members that will guide our discussion about the status of 9-1-1 implementation, and a key decision concerning the 9-1-1 program operating model.

Since May 2017, MACA has been working with key stakeholders to validate previous planning assumptions, including selection of a final operating model.

Progress has occurred in several areas, and a key decision has been made to establish an in-house call centre that will be co-located with the NWT Health and Social Services Authority's Med-Response program.

This operating model offers optimum service quality for all communities in the Northwest Territories, and the anticipated go live for summer 2019 remains unchanged.

I wish to acknowledge the NWT Health and Social Services Authority and the Department of Health and Social Services for their work in helping us reach this important milestone. Interdepartmental co-operation of this nature highlights a critical success factor in establishing quality programs and services in the North.



I will now turn to Ms. Young to deliver the presentation and Mr. Abernethy will offer a few remarks to close things off. Your comments and input are most welcome afterwards.

Thank you.





# 9-1-1

Government of  
Northwest Territories

## NWT 9-1-1 Program Implementation Standing Committee on Government Operations

February 2018



# Purpose

- Progress on 9-1-1 implementation;
- Validation of planning assumptions;
- Final operating model;
- Next steps; and
- Financial implications.



# Background

- January 2015 - completed report identifying options for 9-1-1 implementation.
  - NWT able to move forward with Basic (telecommunication infrastructure) 9-1-1 with a partial cost recovery model; and
  - Existing NWT emergency service provider (Yellowknife) most cost-effective service option at the time.
  - Med-Response was discussed but not considered as it was still in year one of operations which included a new contracted air ambulance provider.
- May 2015 – briefed standing committee and advised of further work with the City of Yellowknife related to implementation costs and planning assumptions.
- Summer 2015 - worked with Yellowknife to validate cost items that would form the basis of a service arrangement.
  - Results published in September 2015 Addendum Report.
  - Report notes the need for validation of plan and that a stand-alone program may be viable.



# Background

- In February 2017, MACA's 2017-18 Main Estimates where revised to include operations funding for implementation of basic 9-1-1 commencing in 2017-18.
- In February 2017, the Standing Committee on Government Operations recommended a full cost recovery model to fund basic 9-1-1 services.
- In February 2017, MACA committed to validating planning assumptions.



# Progress

- Program Manager hired;
- Stakeholder consultation and legislative proposal (to be submitted winter 2018);
- Executive communications plan;
- Project information available on MACA's website;
- Detailed space requirement analysis;
- Standard operating procedures underway;
- Preliminary work related to GNWT Privacy Impact Assessment and threat Risk Analysis underway; and
- Planning assumptions validated and final operating model chosen.



# Validation of Planning Assumptions

- 9-1-1 type (e.g. basic, enhanced, next generation);
- Location of primary public safety answering point (operating model);
  - Contract services from the Yellowknife Fire Division; or
  - Co-locate the 9-1-1 and Med-Response programs in a stand-alone territorial primary public safety answering point.
- Identification of additional requirements.



## Benefits of 9-1-1/Med-Response Co-Location

- More robust service offering – pre-arrival over the phone basic medical instruction;
- Single call point for access to existing emergency services;
- Shared systems, space, and training costs;
- Future integration with other GNWT programming (1-800 spill/wild fire reporting lines, 511, etc.);
- Future possibilities for additional emergency communication support to communities (benchmarking, direct dispatch, etc.); and
- Integration with NWT public alerting system.



# Validation Findings

- Basic 9-1-1 remains the most cost-effective and timely option available;
- Additional requirements;
  - Access for communication impaired callers;
  - Access to language interpretation services; and
  - Privacy Impact Assessment.
- RCMP Communications Centre, Hay River Fire Department and Inuvik Fire Department currently do not have the capacity/capability to provide 9-1-1 services; and
- 9-1-1/Med-Response co-location operating model.
  - Co-location approach more economical at start-up and quicker to implement;
  - Opportunities for expanded programs and services.





# Financial Considerations

- No capital investment required in 2017-2018 to build an extension on the Yellowknife Fire Hall;
- The new model will operate on a full-cost recovery basis;
- User fees are not expected to increase from the original estimate;
- Dispatch services will not be contracted and human resources will be managed by the GNWT;
- Resident will receive enhanced service; and
- Go live and user fees will commence summer 2019.



# Next Steps

- **January 2018** - two-year implementation plan;
- **February 2018** - Legislation proposal for enabling legislation; and procure furniture and equipment;
- **March 2018** - Development of an Acute and Chronic Stress Management Program for 9-1-1 staff;
- **April 2018** - Lease and prepare office space ;
- **August 2018** - Finalize standard operating procedures, and establish measurable outcomes based on best practices;
- **September 2018** - Implement plan to improve community addressing;
- **January – May 2019** - Work with communities to prepare emergency dial plans;
- **March 2019** - Hire and train 9-1-1 dispatch staff;
- **April 2019** – System testing ;
- **June 2019** - Go Live ;
- **Ongoing** - Public and stakeholder communications; and
- **June 2020** – Program evaluation.

