



Telecom Decision CRTC 2015-255

PDF version

Ottawa, 15 June 2015

File number: 8621-C12-01/08

CISC Emergency Services Working Group – Consensus report on monitoring the wireless 9-1-1 caller location accuracy performance of wireless carriers

Introduction

1. Effective access to emergency services is critical to the health and safety of citizens, and is an important part of ensuring that Canadians have access to a world-class communication system. In Telecom Regulatory Policy 2014-342, the Commission set out its 9-1-1 action plan, which includes key initiatives aimed at enhancing Canadians' access to existing 9-1-1 services and facilitating the transition to next-generation 9-1-1 services. One of these initiatives is to improve the 9-1-1 caller location information provided by wireless carriers to public safety answering points (PSAPs).
2. In Telecom Decision 2014-415, the Commission approved the CRTC interconnection Steering Committee (CISC) Emergency Services Working Group's (ESWG) proposed national benchmarks that wireless carriers must meet to measure their performance in wireless 9-1-1 caller location accuracy. The Commission also requested that the ESWG submit a report for Commission approval, within six months of the date of that decision, outlining a recommended monitoring process regarding the wireless 9-1-1 caller location accuracy performance of all wireless carriers.
3. Pursuant to the above-mentioned request, on 19 March 2015, the ESWG submitted the following consensus report (the Report) for Commission approval:
 - *Wireless E9-1-1 Phase II Location Accuracy – Monitoring Process*, 12 March 2015 (ESRE0068)
4. This report can be found under the "Reports" section of the ESWG page, which is available under the CISC section of the Commission's website at www.crtc.gc.ca.

Commission's analysis and determinations

5. The consensus recommendations included in the Report were agreed upon by key stakeholders, including wireless carriers and PSAPs.

6. The ESWG's proposed monitoring process creates a standard format and methodology for collecting and reporting the results of wireless carriers' wireless 9-1-1 caller location accuracy performance. The process also enables the Commission and other stakeholders to analyze this performance, make changes to the benchmarks as appropriate, and take remedial actions when the benchmarks are not being met.
7. The Commission **approves** the recommendations set out in the Report. However, wireless carriers are reminded that any information they submit to the Commission, including information described in the report and required by this decision, is subject to sections 38 and 39 of the *Telecommunications Act* (the Act) and sections 30 to 34 of the *Canadian Radio-Television and Telecommunications Commission Rules of Practice and Procedure* (the Rules of Procedure). Consequently, where information is designated as confidential, abridged versions must be provided for the public record. Further, information filed in confidence is subject to requests for disclosure from the Commission or interested persons. Such requests, if any, will be disposed of in accordance with the criteria and process set out in the Act and the Rules of Procedure.
8. In addition, for the Commission to better understand the issues or challenges in meeting the benchmarks, it is necessary for all wireless carriers to include in each of their reports to the Commission (i) an analysis of their overall results, and (ii) possible explanations in cases where they are not meeting the benchmarks, including their action plan to resolve any issues. In cases where wireless carriers are not meeting the benchmarks, Commission staff is to be provided with the same monthly follow-up reports that wireless carriers will provide to affected PSAPs.
9. In light of the above, the Commission **directs** wireless carriers to
 - implement the recommendations set out in the Report;
 - include in their initial, follow-up, and future reports on wireless 9-1-1 caller location accuracy an analysis of their performance results, and explanations in cases where they are not meeting the benchmarks, including their action plan to resolve any related issues; and
 - provide Commission staff with the same monthly follow-up reports that wireless carriers will provide to affected PSAPs, in cases where they are not meeting the benchmarks, until their results are above the benchmarks or until Commission staff determines that reporting is no longer necessary.
10. Accordingly, each wireless carrier is to provide, by **31 August 2015**, their initial report of their wireless 9-1-1 caller location accuracy results for all PSAPs that provide wireless enhanced 9-1-1 service in the wireless carrier's serving area. The initial report is to include the aggregated results for each province the wireless carrier serves, and is to be based on data collected by the wireless carrier covering 1 May to 31 July 2015. The initial report is to also include analyses of these results, as directed in paragraph 9.

Secretary General

Related documents

- *CISC Emergency Services Working Group – Consensus report regarding wireless enhanced 9-1-1 Phase II location accuracy requirements*, Telecom Decision CRTC 2014-415, 6 August 2014
- *9-1-1 action plan*, Telecom Regulatory Policy CRTC 2014-342, 25 June 2014
- *Procedures for filing confidential information and requesting its disclosure in Commission proceedings*, Broadcasting and Telecom Information Bulletin CRTC 2010-961, 23 December 2010