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UBCM seeks improvements to 911 service delivery

Following recent disasters and 911 service disruptions, and with 911 call volume increasing, UBCM is requesting that the provincial government assume greater responsibility for emergency communications. A [letter](#) from UBCM President Jen Ford to Minister Mike Farnworth offers recommendations to address issues related to 911 service delivery, including standards, governance and funding.

The recommendations ask that the Province implement the following recommendations:

- A provincial 911 governance model, with local government representation, to address policy and service standard issues;
- Consistent 911 service standards, without increasing service costs for local governments; as well as guidance for police, fire and ambulance call takers across B.C;
- A provincial strategy for the modernization of 911 services, including opportunities to best utilize Next Generation 911 technology; and,
- A 911 call answer levy on cellular devices to address current and future financial challenges associated with the delivery of 911 services.

Imperative to the effective implementation of the proposed recommendations is that the Province works with local governments and other key stakeholders. Also noted is the existing opportunity to take advantage of Next Generation 911 technology (e.g., text, image and video capabilities), which must be implemented by all provinces within the next several years.

UBCM has long supported improvements to 911 service delivery, including through its participation on a 2019 provincial steering committee and prior work to advance a call answer levy on cellular devices. Last month, members endorsed [resolution 2022-EB42](#), which is also seeking funding, governance and operational changes to improve 911 service delivery.

<https://www.ubcm.ca/about-ubcm/latest-news/ubcm-seeks-improvements-911-service-delivery>