

Memorandum

Date: June 30, 2020
Submitted by: Corporate Services Department – Legislative Services Division
Subject: UBCM Resolution Revision

At the Special Council meeting held on June 23, 2020, Council considered an on-table report dated June 15, 2020 from Councillor Diana Dilworth regarding Emergency SOS Auto 911 Call Smartphone Technology and passed the resolution in **Attachment 1**. On June 26, 2020, this resolution was submitted to the UBCM for consideration at the 2020 Annual Convention. The UBCM Resolutions and Policy Analyst has proposed the following revised wording for the resolution to reduce the number of enactment clauses:

WHEREAS the significant rise in cell phone 911 pocket calls and dropped 911 pocket calls has resulted since the introduction of the Emergency SOS Auto 911 call feature in smartphone devices and watches;

AND WHEREAS Canada has over 12 million calls to 911 annually, with 30% of those from pocket dialed and dropped 911 calls, which are a significant drain on resources, both from a 911 call centre standpoint, but also in terms of first responder operational resources;

THEREFORE BE IT RESOLVED THAT UBCM urge the federal government and Canadian Radio-television and Telecommunications Commission (CRTC) to require telecommunications service providers and companies that produce cellular devices to change the Emergency SOS default setting on cellular devices to “disabled” to prevent inadvertent and unintended 911 calls;

AND BE IT FURTHER RESOLVED THAT the federal government request that the Canadian Wireless Telecommunications Association (CWTA) support the consumer’s right to intentionally opt-in to the Emergency SOS function;

AND BE IT FURTHER RESOLVED THAT the federal government require telecommunications service providers to take a more active role in public education with respect to the Emergency SOS feature, including consumer rights.

If Council accepts the proposed revision, the recommended resolution is:

THAT the proposed revision to the UBCM resolution regarding Emergency SOS Auto 911 Call Smartphone Technology be accepted as recommended in the memo dated June 30, 2020 from the Corporate Services Department – Legislative Services Division regarding UBCM Resolution Revision.

Attachment(s)

1. UBCM Resolution Submitted on June 25, 2020.

Report Approval Details

Document Title:	UBCM Resolution Revision.docx
Attachments:	Attachment 1 - UBCM Resolution Submitted on June 25, 2020
Final Approval Date:	Jul 7, 2020

This report and all of its attachments were approved and signed as outlined below:

Tim Savoie, City Manager - Jul 7, 2020 - 6:39 AM