

5. Emergency SOS Auto 911 Call Smartphone Technology

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 the federal government require the Canadian Radio and Telecommunications Commission (CRTC) that regulates and supervises broadcasting and telecommunications in the public interest, require carriers and companies that produce cellular products and services, be required to change the Emergency SOS default to 'disabled' as a much-needed safeguard against inadvertent or unintended 911 calls;

AND THAT the federal government require the Canadian Wireless Telecommunications Association (CWTA) who represents cellular and satellite carriers and companies that produce cellular products/services support the consumer's right to intentionally opt-in to the Emergency SOS functionality in order to prevent unintentional auto-calling 911;

AND THAT the federal government require that Telus, Rogers, Bell and other cellular service provider take a more active role in public education with respect to the Emergency SOS feature by educating consumers of their option to opt-in at the point-of-sale of the device, and/or the services;

AND THAT this resolution be submitted for consideration at the 2020 Union of BC Municipalities Convention, the 2021 Federation of Municipalities Convention, with a copy forwarded to the federal Ministry of Justice for consideration.