

REPORT TO COUNTY COUNCIL

Contract Award-Primary Public Safety Answering Point Services

To: Warden and Members of County Council

From: Director of Paramedic Services

RECOMMENDATIONS

1. That County Council approve the award of the contract for the provision of 911 Public Safety Answering Point services, commencing August 26, 2025, to the Ontario Provincial Police;
2. And further, that a by-law be raised authorizing the Chief Administrative Officer and Director of Paramedic Services to execute an agreement with the Ontario Provincial Police as outlined in this report.

REPORT HIGHLIGHTS

- To enact a by-law to support a contract award for Primary Public Safety Answering Point services with the Ontario Provincial Police

IMPLEMENTATION POINTS

Following approval of the recommendations contained in this report, staff will execute the agreement with the Ontario Provincial Police (OPP). Woodstock Police Service (WPS) has continued to provide uninterrupted 911 P-PSAP services beyond the expiration of the previous contract and will continue to do so until the cutover date on August 26, 2025.

Financial Impact

Costs for this service were included in the 2025 Oxford County Business Plan and Budget. The annual cost for 2025 is \$43,168.39 and will be pro-rated to the implementation date of August 26, 2025. The service cost is based on \$0.561 per capita, using population figures found in the latest version of the Ontario Municipal Directory, which aligns with the 2025 budget provision for this service.

Woodstock Police Service will invoice the County of Oxford for the interim services provided at a yet-to-be-determined rate.

Communications

Notice will be provided to WPS that Oxford County will be transitioning to an alternate provider. A transition plan will be developed in consultation with the new service provider. Oxford County must provide Bell Canada with a minimum of 90 days’ notice that we will be transitioning the Primary PSAP service provider to the OPP.

Secondary PSAP providers (OPP, Central Ambulance Communication Centre, Fire Communications Centres) will be notified of the change in P-PSAP service provider.

2023-2026 STRATEGIC PLAN

Oxford County Council approved the **2023-2026 Strategic Plan** on September 13, 2023. The Plan outlines 39 goals across three strategic pillars that advance Council’s vision of “Working together for a healthy, vibrant, and sustainable future.” These pillars are: (1) *Promoting community vitality*, (2) *Enhancing environmental sustainability*, and (3) *Fostering progressive government*.

The recommendations in this report supports the following strategic goals.
Strategic Plan Pillars and Goals

PILLAR 1	PILLAR 2	PILLAR 3
		
Promoting community vitality	Enhancing environmental sustainability	Fostering progressive government
Goal 1.3 – Community health, safety and well-being		Goal 3.4 – Financial sustainability

See: [Oxford County 2023-2026 Strategic Plan](#)

DISCUSSION

Background

An update on this service contract was provided to County Council through closed session Report PS 2024-02.

Comments

The OPP are now ready to begin the onboarding process for Primary PSAP services. The OPP requires a certified copy of the by-law authorizing the execution of the 911 PSAP service agreement.

CONCLUSIONS

Staff are recommending Council approval for the contract award of 911 PSAP services to the OPP.

SIGNATURES

Departmental approval:

Original signed by

Ryan Hall
Director of Paramedic Services

Approved for submission:

Original signed by

Benjamin R. Addley
Chief Administrative Officer