

Ontario  
Provincial  
Police

Police  
provinciale  
de l'Ontario



**Municipal Policing Bureau**  
**Bureau des services policiers des municipalités**

777 Memorial Ave.  
Orillia ON L3V 7V3

777, avenue Memorial  
Orillia ON L3V 7V3

Tel: 705 329-6200  
Fax: 705 330-4191

Tél. : 705 329-6200  
Télééc.: 705 330-4191

File Reference:600

The Corporation of  
The Municipality of St.-Charles  
2 King Street E., P.O. Box 70  
St.-Charles, Ontario  
P0M 2W0  
October 2, 2024

Dear Sir / Madam

This letter is a follow up to our August 2023 correspondence sent to advise of upcoming changes to the Primary Public Safety Answering Point (P-PSAP) service agreement with the Ontario Provincial Police (OPP) to align with the requirements of Next Generation 9-1-1 (NG9-1-1) services. The P-PSAP service is a necessary requirement of providing 9-1-1 to the public as it is the first point of contact when dialing 9-1-1; operators determine whether the caller requires police, fire or ambulance service before routing to the call to the appropriate agency. The new OPP P-PSAP agreement has been developed and is attached to this letter.

At this time, the rate for this service will remain at \$0.561 / capita / annum. Accordingly, the annual cost of the service to The Corporation of the Municipality St.-Charles in 2025 will be  $0.561 * 1357$  based on a residential population served of 1357.

While we encourage you to review the new agreement in its entirety, a summary of significant updates to the agreement include:

	<b>Previous Agreement(s)</b>	<b>New Agreement</b>
Terminology	Central Emergency Reporting Bureau (CERB) Public Emergency Reporting Service (PERS)	P-PSAP NG 9-1-1
Termination	90-day notice period	180-day notice period
Term length	2 (two) & 5 (five) year, renewable by written notice	Rolling term

To proceed with services under the new agreement, the OPP will require the attached agreement to be signed by the appropriate party, be accompanied by a by-law or band council resolution, and returned to the OPP by December 1, 2024.

Agreements will be effective as of January 1, 2025, and changes to billing based on population updates will be reflected in the annual billing issued in January 2025.

I have attached a P-PSAP information package for your reference. Please notify us at the soonest opportunity if you have any questions, or if you wish to discontinue the P-PASP service from the OPP. Note that the OPP is one of multiple providers of P-PSAP service to choose from, and that a P-PSAP service must be in place for members of your community to continue to be able to access 9-1-1. If you have any questions regarding the service, changes to the agreement, or billing please contact [ppsap@opp.ca](mailto:ppsap@opp.ca).

Kind Regards,

A handwritten signature in black ink, appearing to read 'Steve Ridout', written in a cursive style.

Superintendent Steve Ridout  
Commander, Municipal Policing Bureau

Attachments P-PSAP Agreement  
P-PSAP Information Package