

NG911: The Future of Emergency Communications for GSPS

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Agenda

- **Why NG911? Why Now?**
- **Comparing Past and Future: Legacy 911 vs. NG911**
- **Benefits of NG911**
- **Legislated Timelines**
- **The Plan Going Forward**
- **Budgetary Impacts**
- **Conclusion**



Why NG911? Why Now?

- **What is Next Generation 911?**
 - **NG911** is a **replacement** of the current Enhanced 9-1-1 infrastructure and systems.
- **Why is NG911 so Important?**
 - The current 9-1-1 system cannot keep up with evolving technologies OR public expectations of a modern 9-1-1 system
 - NG911 **provides enhanced situational awareness and new opportunities for collaboration and transformational change** in 9-1-1 service delivery and emergency services operations
- **Impacts and Timelines?**
 - **Starting today, the entire 9-1-1 emergency services ecosystem**, including 9-1-1 communications and dispatch / operations for police, fire, and EMS, **is affected**
- **Next Steps?**
 - Stakeholder engagement, technical and operational needs assessments, funding, and coordinated planning **must start now**



Comparing Past and Future: Legacy 911 vs. NG911



Legacy 9-1-1



Legacy Circuit Switch



Voice/Text* Only



Network Location Only



Basic Information: name, call back number, location, service provider class of service etc.



Master Street Address Guide Based Call Routing

NG9-1-1



IP Based



Multimedia/RTT Capable



Multiple sources of location information (Network, GPS, Device)



Additional Details on The Call, The Caller and The Location



Geospatial routing using GIS Routing of Calls



**Text With 9-1-1 Service for the deaf, deafened, hard of hearing or speech impaired (DHHSI) community.*

Benefits of NG911

- **Significantly enhances 9-1-1 service in Canada by upgrading to digital networks that support modern new features like Real Time Text while ensuring this life-saving system remains effective, secure, and resilient.**
- **NG9-1-1 technology will evolve over time to improve caller identification and location information from cellphones; information that is essential for effective and swift emergency response in support of public safety.**



Legislated Timelines

- [Decision 2017-182](#) mandates Telephone Service Providers (TSPs) to:
 - Establish **NG911** voice-capable networks by **March 30th 2021***
 - Establish Real-Time Text (RTT) capability by **March 30th 2022***, and
 - **Decommission the legacy 911 network by March 30, 2024***.

Bell

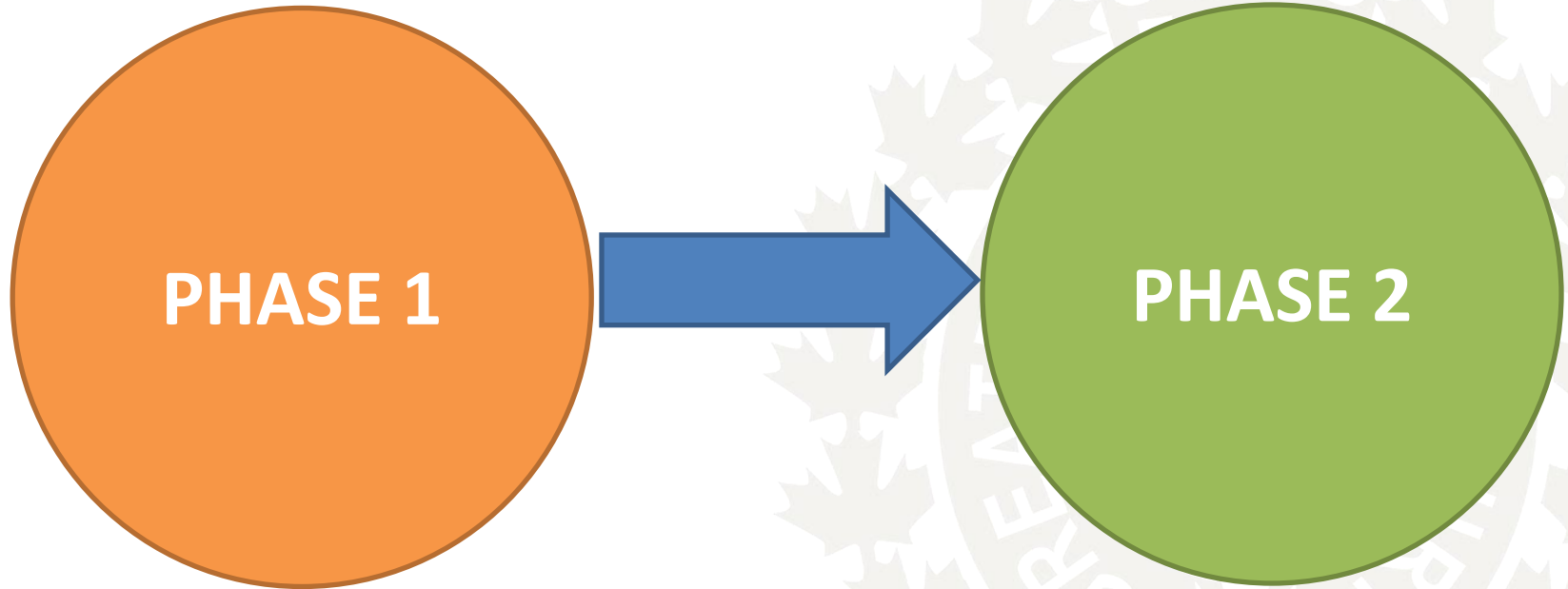


TELUS

SaskTel



The Plan Going Forward



Budgetary Impacts

- 9-1-1 call handling and management
- Logging and recording systems
- Local network segregation and management
- Related staffing and supervisor requirements
- Professional services
- Other interfaces and integrations to consider



Conclusion

The **evolution** of technology is upon us.
Let's use it to our advantage → to improve public safety.



Questions?

**NEXT
GENERATION
9-1-1**

