

March 10, 2025

To: Regional District Chairs, CAOs and E-Comm NG9-1-1 partners

Re: NG9-1-1 update on CRTC deadlines, new E-Comm relationship lead

Sent via e-mail

Dear Regional District Partner,

Further to my February 20, 2025 Next Generation 9-1-1 (NG9-1-1) update two weeks ago, regarding project timeframes, I am pleased to share one more new development.

CRTC deadline

As widely anticipated, the [CRTC has now issued its ruling](#), amending its original deadline for the implementation of NG9-1-1, and the decommissioning by TELUS and other telcos of their existing E9-1-1 networks, from March 4, 2025 to March 31, 2027. This extension is in response to requests from multiple 9-1-1 providers across Canada, reflecting the fact that most have not yet completed implementation of NG9-1-1.

It is important to note that the ruling does not affect our own NG9-1-1 project timeframes. E-Comm is still working toward site transitions and launch of NG9-1-1 by the end of this year. One reason is that any further delay in the transition to NG9-1-1 would likely result in added project costs, potentially not covered by our existing provincial funding.

Another consequence of the ruling is that the implementation of enhanced Real Time Text (RTT) capabilities on the new network will likely be delayed until after March 2027, as it will be challenging to introduce RTT prior to all 9-1-1 providers having transitioned to NG9-1-1.

We will continue to update you on new NG9-1-1 project developments as they arise.

Introducing Tyler

On the topic of keeping you updated, I am also pleased to introduce you to Tyler Moore, our new Director of Operations Relationship Management, responsible for E-Comm liaison with you, our 9-1-1 and agency call-taking partners.

Tyler was previously Deputy Chief of Vancouver Fire and Rescue Services, and brings a wealth of public safety leadership, experience and understanding.



In this role, Tyler is responsible for day-to-day operational liaison with your organization's leadership and program staff. Among his many priorities, he is working with me to develop an improved approach to the management of E-Comm contracts, including service and performance accountability, funding, and related administrative issues. Together, we will be engaging with regional district representatives as we continue our preparations for the transition to NG9-1-1.

Please contact me and Tyler anytime for further assistance: tyler.moore@ecomm911.ca.

For Regional District elected officials, you may also continue to engage at any time with our E-Comm public affairs team, led by my colleague Dave Cunningham, VP Communications and Public Affairs, and available at: communications@ecomm911.ca.

Sincerely,

A black rectangular box redacting the signature of Stephen Thatcher.

Stephen Thatcher
VP Operations

cc: Dave Cunningham
Tyler Moore

