

REPLACEMENT ITEM

February 20, 2025

Re: NG9-1-1 update for Regional Districts

Sent via e-mail

Dear Regional District Partner,

I write with a quick progress update regarding the transition to Next Generation 9-1-1.

Thanks to your collective efforts, most of the local governing authority (LGA) agreements between Regional Districts and TELUS required for access to the NG9-1-1 network are either in place or very close to being so. We recognize that this essential progress would not have been possible without your diligence and are very appreciative of your efforts working through very real challenges to achieve this. As we have noted, TELUS requires all LGAs to be in place before allowing NG9-1-1 onboarding to begin.

While we were aiming for an earlier launch, we have determined to extend our technical readiness and testing phase of the project through the summer and now plan to begin go-live implementation this fall. Accordingly, we are working with our vendors and public safety partners (notably the BC RCMP and BCEHS) to coordinate and finalize the implementation schedules. I think it worth highlighting that, as this work will still be completed by the end of 2025 and within the NG9-1-1 transition budget envelope provided by the province, there is no cost implication to regional districts.

As you may be aware, the CRTC's currently-published deadline for the decommissioning the existing 9-1-1 system is March 2025. Given that many Public Safety Answering Points across Canada are not yet ready to migrate to NG9-1-1 and will not meet the deadline, there seems little question that the CRTC will set a new, later date, with the only real questions being when and what it will announce. We and other PSAPs have been expecting a decision from the CRTC since late last year. We will let you know of any material announcement when we learn of them.

As I have a number of other NG9-1-1 topics that I would like to address with you, I will be back in touch with a fuller information package shortly. In the meantime, please do not hesitate to contact me, or E-Comm's new Director of Operations Relationship Management, Tyler Moore (tyler.moore@ecomm911.ca) with any questions.

Thank you,



Stephen Thatcher
Vice President, Operations

