



Next Generation 9-1-1

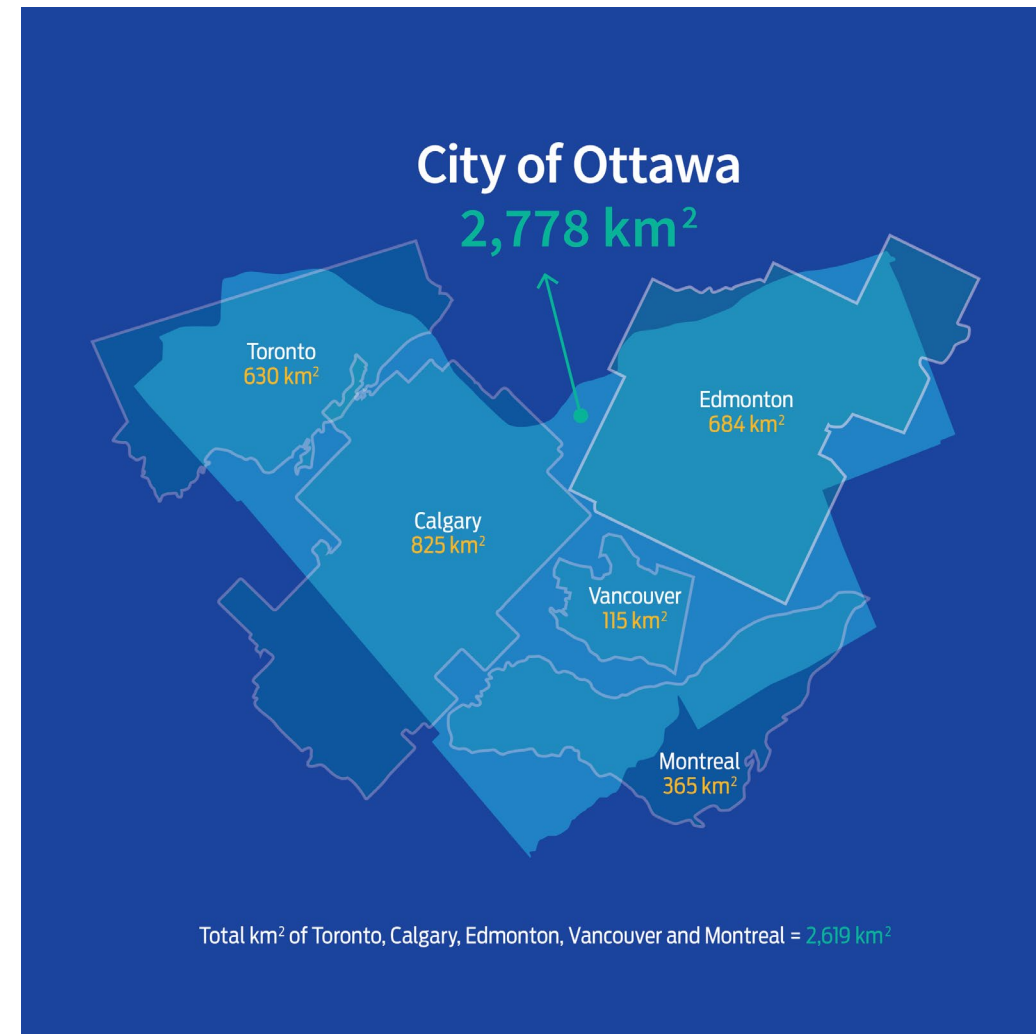
Project overview

September 25th, 2023

OTTAWA
POLICE

What is Next Generation 9-1-1

- The reimagining of 9-1-1 at the National level (over 250 9-1-1 centres)
- Mandated by the CRTC to be completed by March 2025
- Migration to VoIP and computer-based phones
- Laying the foundation for future capabilities
- 9-1-1 will remain in a permanent state of change
- OPS engagement began in 2017 with the CACP



NG9-1-1 capabilities

Initial capabilities (at deployment)

- Transfer capabilities between cities and provinces
- Better accuracy of a caller's location
 - Preventing calls going to the wrong 9-1-1 centre
 - Better accurate reporting or location of calls
 - Real Time Texting (RTT)

Future capabilities (No timeline)

- Videos and multimedia



Real Time Texting (RTT)

- **Scheduled to deploy in March 2025**
- **Will require an open line with 9-1-1**
- **Will not be like an SMS/text, message app**
- **Will be in plain text**
- **Will not have any attachment features (pictures, etc.)**



The Ottawa Approach



- **9-1-1 Bureau operated by the OPS on behalf of the City**
- **The City is the Governing Authority**
- **NG9-1-1 Transition Steering Committee**
- **Paramedic Service: Managed by the Ministry of Health**
- **OPS: Managed by OPS Information and Technology Services**
- **Ottawa Fire Services: Managed by the OPS via Service Level Agreement**

OPS Timelines



PHASE 1

Installation of
new OPS NG9-1-1
solution -
Complete

Onboarding of
OFS: Q1, 2024



PHASE 2

Transition to
NG9-1-1: Q1 2025
(to be confirmed)



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