





COMMUNICATION UPDATE

TO:	Mayor and Members City Council
DATE:	November 4, 2024
SUBJECT:	Next Generation 9-1-1 (NG9-1-1) Update (City Wide)
WARD(S) AFFECTED:	City Wide
SUBMITTED BY:	Cyrus Tehrani Chief Digital Officer & Director of Innovation City Manager's Office
SIGNATURE:	
SUBMITTED BY:	Angela Burden General Manager Healthy and Safe Communities Department
SIGNATURE:	

The purpose of this Communication Update is to share with the Mayor and Members of Council, information regarding a shift in the expected go live date for the Next Generation 9-1-1 (NG9-1-1) from October 2024 (expected) to Q1 2025, as an additional update to Report FCS20082(f) / HSC20045(f) submitted to the October 16, 2024 GIC meeting.

By way of background, on June 1, 2017, the Canada Radio-television and Telecommunications Commission (CRTC) mandated that all telephone companies update their networks to provide NG9-1-1 service capability for Canadians and transition operations to NG9-1-1 by March 4, 2025. NG9-1-1 once implemented, will provide enhanced and innovative 9-1-1 service capabilities to the citizens of the City of Hamilton (City).

In May 2023, the City procured a Call Handling System from Solacom Inc. and has been working since then with Bell and Solacom to transition to NG9-1-1. Most of the requirements to transition have been completed and the City is waiting for a Bell and Solacom window to complete final configurations and testing prior to go-live.

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As of this writing, only four Public Safety Answering Points (PSAP) in Ontario – and 11 in all of Canada - have gone live and hence Solacom and Bell are taking a cautious approach and only transitioning one site at a time.

In August 2024, there were three sites ahead of the City waiting for a go-live window and the expectation at that time was that City could go live sometime in October 2024. However, the first site experienced a delay and took an extra month to go-live. This pushed the projected go-live window of all subsequent sites including the City of Hamilton, delaying our implementation.

Currently, there are two sites in Ontario ahead of the City of Hamilton waiting to transition to NG9-1-1 (Barrie and Windsor Police). The latest projection is a go-live window for Hamilton in Q1 of 2025.

APPENDICES AND SCHEDULES ATTACHED

N/A