

NG9-1-1 in CANADA

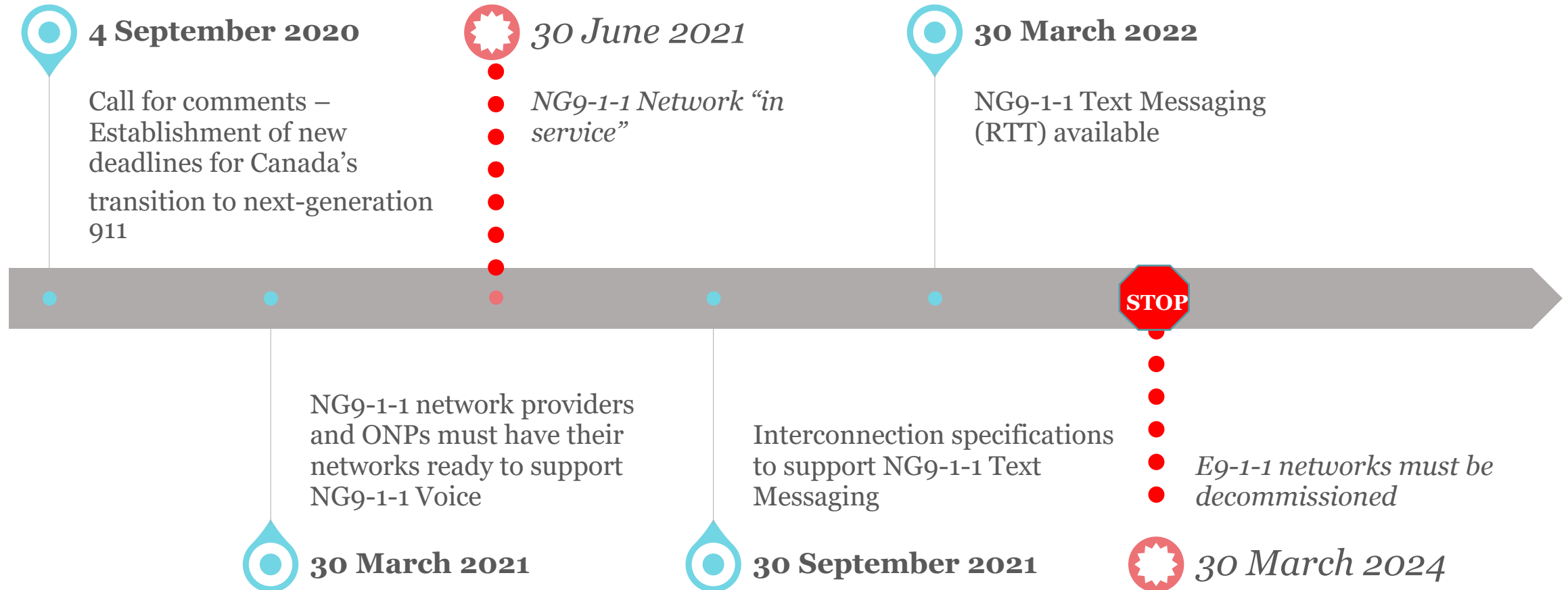
NG9-1-1 TRANSITION CONSIDERATIONS:
WHAT PSAPs NEED TO KNOW AND DO



Introductions

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NG9-1-1 in CANADA



Geographic Information Systems (GIS)

- Mapping and Addressing is an **integral** part of NG9-1-1
- NG9-1-1 will launch next year using today's mapping & addressing (tabular)
- GIS will be available for use with NG9-1-1 near the end of the migration 2024
- GIS will be required to enable enhancements such as:
 - Lat/Long routing (routing based on the caller's location, not the location of the cell tower/sector)
 - Z-axis (elevation: 30 meters vs. 10th floor)



PSAPs need to prepare their GIS data today to take advantage of end state NG9-1-1 features

Hosted PSAP (PSAP in a box)

ILECs have committed to providing a Hosted NG9-1-1 Solution

PSAP Considerations:

- Processes and internal integration
- Additional features (voice logging, RMS)
- Requires active management by PSAP – not a plug and play system



Opportunities:

- Ideal for smaller PSAPs
- Offers business continuity and economies of scale advantages

Opportunity for PSAPs to join forces on a shared hosted solution

Contingency Call Routing

PSAP Considerations:

- Policy Routing Rules (PRRs): PSAPs must provide PRRs to ILECs
- PSAPs must create and manage their own PRRs for planned/unplanned outages, failures or mass calling events
- 3rd party operator services provided by ILECs in specific circumstances but will not act as a backup plan in place of lack of PRRs or no backup PSAP/alternate PSAP during outages.



Opportunities:

- Complete an assessment of current contingency plans in your PSAP
- Think about “local” PRRs

PSAP Routing Issues

PSAP Considerations:

- Dynamic Call Routing
- Policy Routing Rules

Opportunities:

- Reduced call transfers
- Better location
- Better outage handling



NG9-1-1 Regulations and PSAPs

PSAP Considerations:

- CRTC does not regulate PSAPs, BUT decisions on NG9-1-1 **impact PSAP technology, process and people**
- New requirements, reports and determinations at Emergency Services Working Group (ESWG) every 4-6 months
 - Stay aware, stay current or ensure that someone on your project team has the understanding to apply it correctly
 - Will have “in-flight” impacts during your migration as NG9-1-1 matures and evolves
 - Typically CRTC decisions are based on ESWG input
 - NENA i3 Standard adopted in Canada



NG9-1-1 Trial

- Status / timeline
- Lessons learned (so far)
- The trial process will become the PSAP onboarding process
- Every PSAP will have an opportunity to trial their own system



NG9-1-1 PSAP Transition Planning

Specialist support is key to NG9-1-1 transition success

- ILECs managing the Physical and Virtual onboarding
 - Beyond the ESInet router? (It's Up To You!)
- Transition plan
 - CHFE Procurement
 - PSAPs will need a well-structured RFP (adjusted to changing CRTC requirements)
- NENA “i3-compliant” solutions will not work out of the box
 - i3 in Canada has been modified for Canada, by Canada



Migration To NG9-1-1

Are PSAPs Required to Migrate?

- NG9-1-1 migration up to PSAPs and local 9-1-1 Authorities
- E9-1-1 will be decommissioned
- Non-migrating PSAPs will be required to use Legacy PSAP Gateways (LPGs) to interconnect with the NG9-1-1 Network
 - PSAPs bear the full cost of this
 - No NG9-1-1 features
 - No future path to NG9-1-1 functionality or new services
- PSAPs must understand their options and consequences
 - Critical for planning and deployment



How Can Our Team Help?

We have a *Canadian Team*

- Expertise in all facets of Public Safety Communications – Technology, Operations, and Leadership

We provide service and support with:

- System analysis and recommendations
- System design
- Migration and implementation plans
- Operational, technical and management aspects
- RFP assistance



We have extensive experience in providing successful solutions for public safety technology, process, people, and facility needs



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Developing strategic plans to ready your PSAP