NG 9-1-1

The schedule for NG9-1-1 in Canada has been Set!

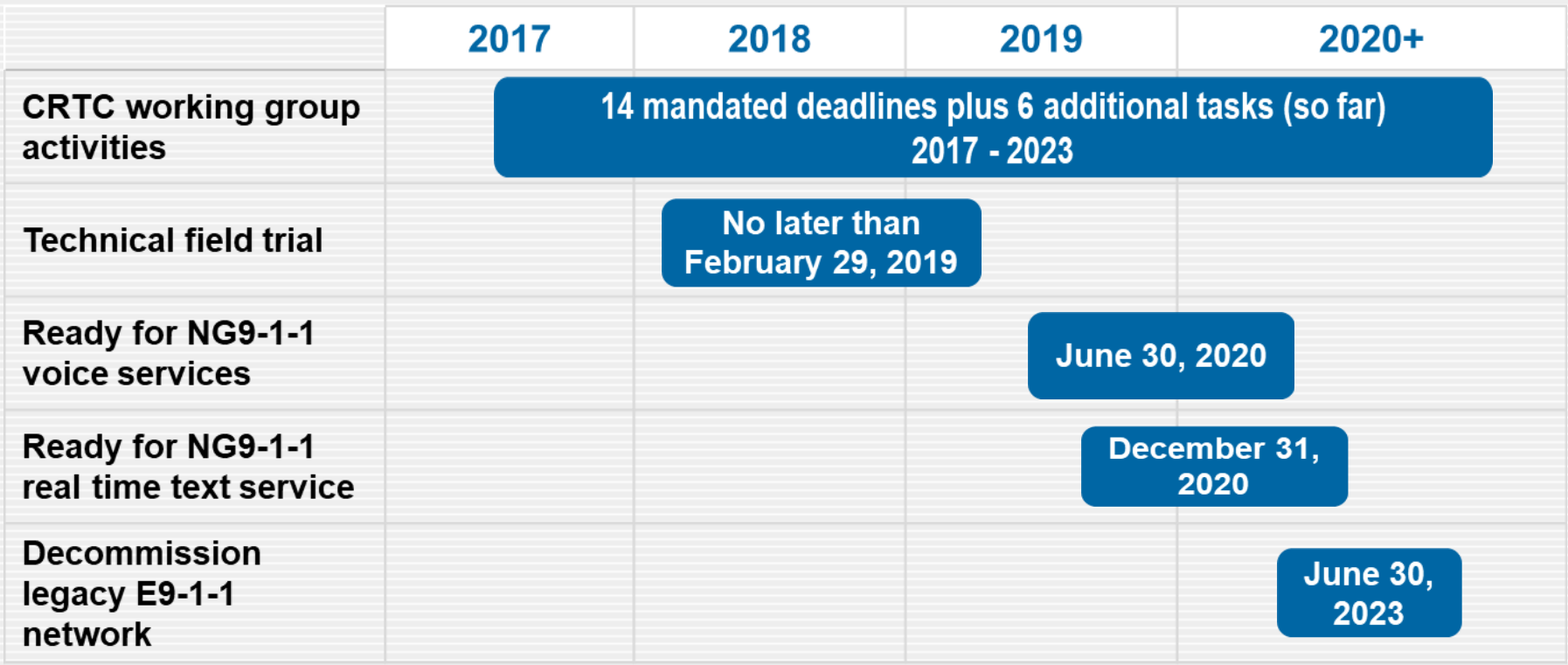
What does this mean for your PSAP and the jurisdiction(s) you represent?

Chris Kellett, CRTC Emergency Services Working Group (ESWG)
Fadi Dabliz ENP, Bell, NG9-1-1 ESInet / Core Components Provider
Kyla Magee, Peel Regional PSAP

Presentation Overview

- NG9-1-1 Technical Responsibilities for the CRTC ESWG (Chris Kellett)
  - Mandated Activities and Timelines
  - CRTC NG9-1-1 Regulatory Policy and related ESWG Tasks
  - What the CRTC ESWG will not look after?
- NG9-1-1 ESInet / Next Generation Core Components Provider Responsibilities (Fadi Dabliz)
  - NG9-1-1 Lab Trial Activities and Status
  - NG9-1-1 Voice Trial Logistics
- NG9-1-1 PSAPs (Kyla Magee)
  - What hardware/software systems will be impacted – how and when?
  - What are the anticipated operational impacts?

Mandated Timelines and Activities



CRTC Regulatory Policy and ESWG Tasks

- The CRTC NG9-1-1 Regulatory Policy
  - Telecom Regulatory Policy CRTC 2017-182 re Next-generation 9-1-1 – Modernizing 9-1-1 networks to meet the public safety needs of Canadians
- The Role of the CRTC Emergency Services Working Group (ESWG)
  - What is the CRTC ESWG and how does it work?
  - ESTF0080 (aka TIF80) – the Umbrella Task to Track and Report on the Progress of the NENA i3 Design and Transition to NG9-1-1 in Canada

What the CRTC ESWG will not look after?

- **Coordination** and **Governance** for PSAPs
- **Funding** of PSAP equipment for NG9-1-1
- **Mapping** i.e. the processes required to coordinate and update (as required) municipal, county, regional, and provincial mapping to work with NG9-1-1
- **Legislation** i.e. updated or new Provincial Acts and Regulations for NG9-1-1

NG9-1-1 Lab Trial Activities and Status

1. Proof of concept – findings will be shared with other stake holders - ILECs, PSAPs, Originating Network Providers
2. To be completed before year's end - 2017
3. Live Demo of NG9-1-1 lab testing will be delivered at ESWG meeting next week
4. Lab trial is entirely within a captive environment
5. Collaborative effort between all 9-1-1 SPs across Canada

NG9-1-1 Voice Trial Logistics

1. TIF 88 – NG9-1-1 Voice Trial Logistics
2. Natively IP E2E, this includes i3 compliant PSAP
3. No legacy gateways for trial
4. P-PSAP and S-PSAP within the same Municipality required to perform to test selective transfer feature (downstream)
5. Phased approach (PoC, functional, live*)
6. Trial participation TBD at TIF 88

What hardware/software systems will be impacted – how and when?

- New **IP PBX Telephone System** – including middleware for special call handling (automated text response, integrated voice responses)
- Impact on **CAD Interconnection & Software** features
- Upgrade or replace short & long-term **Recording Systems**
- New or upgraded **Management Information Systems**

What are the anticipated operational impacts?

- **Training** for Telecommunicators & Emergency Responders – initial and ongoing
- New **Workflows, Procedures & Standards**
- Chance of **Increased Call Processing** times – more data from more devices
- Telecommunicators potentially exposed to **Graphic Images** from scenes – pictures & videos
- **Data Management** – collection, validation, storage/retrieval, ownership & retention policies

Questions that need to be asked and answered?

- What are the timelines and what will be delivered?
- What hardware and software will need to be upgraded/replaced?
- How will this impact call processing?
- What does this mean for Telecommunicators?
- **Plus answers to the questions you want to pose to the panel.**