





# COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	May 6, 2025
<b>SUBJECT:</b>	Next Generation 9-1-1 (NG9-1-1) (City Wide)
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Cyrus Tehrani Chief Information Officer Information Technology, City Manager's Office
<b>SIGNATURE:</b>	
<b>SUBMITTED BY:</b>	Grace Mater General Manager Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

The purpose of this Communication Update is to share information regarding the latest developments on the Next Generation 9-1-1 (NG9-1-1) system implementation:

- Change of the CRTC deadline
- Change in the City of Hamilton NG9-1-1 transition date as reported in November 4, 2024 Communication Update from Q1 2025 to Q3 2025.

## Change to CRTC Deadline

On June 1, 2017, the Canada Radio-television and Telecommunications Commission (CRTC) had mandated that all telephone companies update their networks and transition to provide NG9-1-1 service capability for Canadians by March 4, 2025. Subsequently on Feb 28, 2025, CRTC, issued [Telecom Decision CRTC 2025-67 | CRTC](#) extending the transition deadline to March 31, 2027.

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OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

### **City of Hamilton NG9-1-1 Transition Date Revision**

In May 2023, the City of Hamilton procured a Call Handling System from Solacom Inc. and has since been working with Bell and Solacom to transition to NG9-1-1. Staff from multiple Divisions are actively working with vendors to finalize configurations, testing, and to ensure all requirements for NG9-1-1 transition are met.

As of this writing, only six (6) Public Safety Answering Points (PSAPs) in Ontario have transitioned from Legacy 911 to Next Generation 9-1-1. The City of Hamilton is envisioning a transition to NG9-1-1 by Q3, 2025 - in advance of most other provincial jurisdictions and well prior to the extended CRTC deadline.

### **Consultation**

- Mike Rember, Deputy Fire Chief, Hamilton Fire Department
- Paul Hamilton, Deputy Chief of Police, Hamilton Police Service

### **Appendices and Schedules Attached**

N/A