



NG 9-1-1 Readiness Update

Presentation Overview

To update County Council on;

- **NG9-1-1 System**
- **Current Readiness**
- **Partnerships**
- **Conclusion and Next steps related to NG9-1-1 implementation and municipal addressing.**

What is NG9-1-1?

- **Next Generation 9-1-1 (NG9-1-1) is an initiative to modernize the 911 system, moving it from an analog, table driven system to digital, IP-based infrastructure which will be heavily driven by GIS data. This is extremely important as over 80% of 9-1-1 calls come from mobile devices. Bell Canada is responsible for this in the Province of Ontario.**
- **This update will enhance emergency communications by enabling features like text, image, and video transmission, as well as improved location accuracy and call handling during emergencies.**
- **NG9-1-1 implementation date is March 31, 2027**

Current Readiness

- **County GIS completed a readiness assessment with ESRI, beginning late 2023 and completed in 2024. Overall, the County is in a good position with data quality and information systems management. There is some work to be done with current Quality Analysis/Quality Control (QA/QC) processes.**
- **There will be more information sessions with our local municipalities to ensure we are receiving data within a timely manner.**
- **Continue to establish relationships with our neighbouring Countys' GIS staff and will continue to stay in communications through the County of Middlesex NG9-1-1 Technical Advisory Committee that meets annually.**

Partnerships

There are three main roles within this process.

1. Data Owners

The local municipalities are the data owners; They are responsible for the creation or changes to new addresses or road names in regular consultation with the County.

2. Data Custodians/Aggregators

County GIS are the data custodians/aggregators; We are responsible for data management and integrity. We manage access and distribute the data to third parties. County GIS is also the data aggregator; responsible for gathering and assembling the data from multiple sources to create a single coverage.

Partnerships Continued

3. Data Users/Consumers

Emergency services and Bell Canada are data consumers; they receive quarterly updates to maintain their own systems and perform 9-1-1 related functions.

Conclusion and Next Steps

- Over the next 6 – 12 months hold educational sessions with applicable municipal staff on the revised municipal addressing guidelines from the original guidelines that were created in 1994 and the importance on how the NG9-1-1 system works.
- The original cutover timeline of March 4, 2025 has been pushed back to March 31, 2027. However, our GIS team has started working with neighbouring County's to ensure alignment with data, as well as ensuring our own data meets the NENA standards to meet the cutover timeline.
- NG9-1-1 system enhancing 9-1-1 addressing requirements.
- New 9-1-1 addressing added for example; trails, Storm Water Management areas, communication towers where applicable, vacant farmland as a result of severances or requests, secondary living quarters, parkland etc.
- Continue to work with municipal staff on missing 911 property addresses that are missing on the County mapping system so they can be added to the mapping system.

Conclusion and Next Steps Continued

Introduction of enhanced 911 property address signs when a new request is received or replacement sign is required to include 911 number with road name. This will help reduce the chance of error when calling in an emergency from the property owner or travelling public to the primary 911 PSAP.

Current 911 Property Marker

22681

New 911 Property Marker

22681

MELBOURNE ROAD

New 911 Property Marker



New 911 Property Markers



Conclusion and Next Steps

- Over the next 6 – 12 months hold educational sessions with third party agencies for example developers, consultants and builders on the revised municipal addressing guidelines from the original guidelines that were created in 1994 and the importance on how the NG9-1-1 system works.

Questions?