

Ontario
Provincial
Police

Police
provinciale
de l'Ontario



Communications and Technology Services Bureau
Bureau de gestion de communication et technologie

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File Number/Référence:

GOV-SOL-6100

February 29, 2024



MEMORANDUM TO:

THE MUNICIPALITY OF TEMAGAMI
7 LAKESHORE DRIVE
PO BOX 220
TEMAGAMI, ON
P0H 2H0

Re: Transition to Next Generation 9-1-1 – Response requested by March 6, 2024

As you are aware, your municipality utilizes the Ontario Provincial Police (OPP) for Primary Public Safety Answering Point (P-PSAP) services. P-PSAP call centres are the first point of contact when dialing 9-1-1. P-PSAP operators determine whether the caller requires police, fire or ambulance service, before routing the call to the appropriate Secondary Public Safety Answering Point (S-PSAP). The S-PSAP then gathers additional details and dispatches first responders. The OPP Communications and Technology Services Bureau (CTSB) operates four (4) Provincial Communications Centres, situated across Ontario.

The Canadian Radio-television and Telecommunications Commission (CRTC) has mandated that all PSAPs in Canada must transition to the Next Generation 9-1-1 (NG9-1-1) network by March 4, 2025, when the legacy Enhanced 9-1-1 (E9-1-1) network will be decommissioned. Bell Canada is responsible for the provisioning of the NG9-1-1 network in Ontario. Bell requires each municipal governing authority to enter into an agreement with Bell Canada to delineate roles and responsibilities.

The OPP has been advised that your municipality has not yet signed the Next Generation 9-1-1 Authority Service Agreement with Bell Canada. In the absence of a signed agreement, your community will not have access to 9-1-1 services when OPP transitions to NG9-1-1. As the OPP is your P-PSAP, any termination of your 9-1-1 services will impact the provisioning of services. Therefore, we respectfully request that you contact our Communications Modernization Project (CMP) team at opp.cmp@opp.ca to advise whether your municipal authority intends to sign the Next Generation 9-1-1 Authority Service Agreement with Bell Canada to continue the provisioning of 9-1-1 services.

A response to the Communications Modernization Project (CMP) is kindly requested by Wednesday, March 6, 2024. Thank you for your attention to the above, which will assist the OPP in ensuring public safety following the transition to Next Generation 9-1-1.

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In addition, if you have not received or have not yet signed the Next Generation 9-1-1 Authority Service Agreement with Bell Canada, we ask that you immediately contact Phaedra VanBurren, Bell 9-1-1 Service at phaedra.vanburren@bell.ca.

A handwritten signature in black ink, appearing to read "Heath Crichton". The signature is fluid and cursive, with a long horizontal stroke at the end.

Heath Crichton, A/Chief Superintendent
Bureau Commander
Communications and Technology Services Bureau

c: Deputy Commissioner Rohan Thompson, Traffic Safety and Operational Support, OPP
A/Deputy Commissioner Karen Meyer, Corporate Services, OPP