

Ministry of the Solicitor General

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MEMORANDUM TO: All Ontario Fire Chiefs

FROM: John McBeth
Acting Fire Marshal

DATE: November 12, 2024

SUBJECT: **Next Generation 9-1-1 (NG9-1-1) Notification of Transition**

Public Safety Answering Points (PSAPs) across Ontario are making progress in preparing to transition to the NG9-1-1 network. Four PSAPs in Ontario have successfully transitioned their voice calling to the NG9-1-1 network: Toronto Fire Service, Peel Regional Police, Northern911, and London Police Service. We expect others to complete their transition over the coming months.

Transitioning to NG9-1-1 represents a major milestone for the communities your PSAP serves and to Ontarians across the province. I am writing to provide a reminder on the communication requirements contained within both the 2022-23 and 2023-24 NG9-1-1 Transfer Payment Agreements (TPA) which continue to remain in effect.

Section A8.1 of the 2022-23 and 2023-24 TPAs contain communication requirements that require municipalities and PSAPs to acknowledge the support the province has provided to help with their transition to NG9-1-1. Specifically, the provisions in the most recent agreements read as follows:

A8.1 Acknowledge Support. Unless the Province directs the Recipient to do otherwise, the Recipient will in each of its Project-related publications, whether written, oral, or visual:

- (a) acknowledge the support of the Province for the Project;
- (b) ensure that any acknowledgement is in a form and manner as the Province directs; and
- (c) indicate that the views expressed in the publication are the views of the Recipient and do not necessarily reflect those of the Province.

These provisions remain in effect and must be complied with per the survival section in A28 of the 2022-23 agreement and section A27 in the 2023-24 agreement.

The 2024-25 TPAs will be updated to clarify the requirements relating to communications. Please see below for the specific amended requirements:

8.0 Communications Requirements

A8.1 Notice of Transition. Unless the Province directs the Recipient to do otherwise, the Recipient will provide Notice to the Province a minimum of fourteen business days in advance of the Recipient transitioning to NG9-1-1.

A8.2 Acknowledge Support. Unless the Province directs the Recipient to do otherwise, the Recipient will in each of its publications related to the Recipient transitioning to NG9-1-1, whether written, oral, or visual, including public announcements or communications:

- (a) acknowledge the support of the Province;
- (b) ensure that any acknowledgement is in a form and manner as the Province directs;
- (c) indicate that the views expressed in the publication are the views of the Recipient and do not necessarily reflect those of the Province; and
- (d) obtain prior written approval from the Province before using any Government of Ontario or ministry logo or symbol in any communications including press releases, published reports, radio and television programs and public or private meetings, or in any other type of promotional material, relating to the Recipient transitioning to NG9-1-1 or this Agreement.

A8.3 Notice of Communications. Unless the Province directs the Recipient to do otherwise, the Recipient will provide Notice to the Province a minimum of fourteen business days in advance of its publications, whether written, oral, or visual, including public announcements or communications related to the Recipient transitioning to NG9-1-1.

A.8.4 Applicability. For clarity, the obligations of the Recipient in A8.2 and A8.3 are not applicable to the Recipient's publication of public meeting materials or minutes referencing the Recipient transitioning to NG9-1-1.

A8.5 Notice for the purposes of Article 8. Notwithstanding A16.0, unless otherwise directed in writing, Notice for the purposes of Article 8 will be:

- (a) in writing
- (b) delivered by email to: estd.ng9-1-1@ontario.ca
- (c) [Will be deemed to have been given on the date on which the Notice is delivered.](#)

The provincial NG9-1-1 transfer payment program allocated \$208M over three years to support municipalities and PSAPs with the cost of transitioning to NG9-1-1. We have heard across the sector that this funding has been beneficial in supporting the transition work you and your teams are undertaking. Acknowledging the support provided by the provincial government in public communications relating to future NG9-1-1 transitions brings attention to our successful partnership and collaboration. When PSAPs are ready to transition, please note it is their responsibility to advise the ministry a minimum of fourteen business days in advance at the following email address estd.ng9-1-1@ontario.ca.

On behalf of the Ministry of the Solicitor General, we look forward to continuing to work with PSAPs and municipalities to support their transition to NG9-1-1 and enhance emergency response capabilities in Ontario.

Sincerely,



John McBeth
Acting Fire Marshal

c. Mario Di Tommaso, O.O.M. Deputy Solicitor General, Community Safety, Ministry of the Solicitor General

Erin Hannah, Associate Deputy Minister, Modernization, Ministry of the Solicitor General

Joy Stevenson, Assistant Deputy Minister, Emergency Services Telecommunications Division, Ministry of the Solicitor General

Phil Thompson, Director NG9-1-1 and Public Safety Broadband Network, Emergency Services Telecommunications Division, Ministry of the Solicitor General