

May 2021 State of 911 Webinar Q & A

IMPLEMENTING NEXT GENERATION 9-1-1 IN CANADA	
Question Asked	Answer
Are there opportunities for small network providers to support infrastructure development in rural and tribal areas? Are there resources for these ops?	<p>The Commission has mandated all Incumbent Local Exchange Carrier (ILECs), including small ILECs, to establish their NG9-1-1 networks and to be ready to provide NG9-1-1 Voice service wherever PSAPs have been established in a particular region. The ILECs are eligible to recover the associated costs under the NG9-1-1 tariff, as approved by the Commission.</p> <p>In terms of originating network providers (or TSPs), the Commission has mandated them to support NG9-1-1 Voice, assuming that their networks are technically capable of doing so, wherever PSAPs have been established in a particular region.</p>
Will all of Canada share the boundaries for NG911 for the PSAPs? Will they change much from today? Thanks	<p>Matters related to PSAP boundaries are the responsibility of 9-1-1 authorities (municipal, provincial, territorial governments) and are outside of the Commission's jurisdiction.</p>
What challenges are presenting from the evolving human resources demands /training necessitated by the new NG 911 duties and responsibilities?	<p>Matters related to the PSAPs human resources and training are the responsibility of 9-1-1 authorities (municipal, provincial, territorial governments) and are outside of the Commission's jurisdiction.</p>
What have been the biggest challenge in your NG9-1-1 journey? What is most positive ah-ha?	<p>The COVID-19 pandemic has had a major impact on the timelines to implement of NG9-1-1 in Canada.</p> <p>Another key challenge relates to the standards development and timelines to release final standards (e.g. standards related to Real Time Text and versions of NENA i3 standard), which are based on process rather than set deadlines. From a regulator's perspective, it makes it more challenging to set implementation deadlines.</p>

	That being said, the high level of collaboration between NG9-1-1 stakeholders has always been a highlight of Canada’s preparation for NG9-1-1. It is always impressive to see the members of the 9-1-1 community, some of whom are often competitors in other realms, collaborate to ensure that Canadians have access to the best 9-1-1 communication services possible.
Kentucky Office of Homeland Security	
Question Asked	Answer
Could you share best practices working with the state neighbors?	Kentucky has not engaged neighboring states on PSAP certification methodology. When it comes to other areas of operation, Kentucky actively partners with its neighbors through the National Association of State 911 Administrators.
Would it be possible to obtain a copy of the NG9-1-1 Mapping Guide for Kentucky as a sample resource?	Kentucky’s NG911 Mapping Guide can be downloaded here .