



## Telecom Regulatory Policy CRTC 2017-182-1

PDF version

Reference: 2017-182

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### **Next-generation 9-1-1 – Modernizing 9-1-1 networks to meet the public safety needs of Canadians**

**Revised deadline for submission of ESWG report: 30 November 2019**

#### **Extension request for submission of ESWG report**

1. In *Next-generation 9-1-1 – Modernizing 9-1-1 networks to meet the public safety needs of Canadians*, Telecom Regulatory Policy CRTC 2017-182, 1 June 2017 (Telecom Regulatory Policy 2017-182), the Commission requested, among other things, that the Emergency Services Working Group (ESWG) (i) further evaluate the introduction of user-provided information, including defining what information to collect and any appropriate mechanism(s) to enable this collection, as well as the feasibility of using a national next-generation 9-1-1 (NG9-1-1) application or a web portal to collect this information; and (ii) submit a report with recommendations to the Commission by 31 December 2018. Consequently, the ESWG created task ESTF0091 – Additional Data Considerations.
2. By letter dated 30 November 2018, the ESWG requested that the 31 December 2018 deadline be extended to 30 November 2019 for it to file an interim report (or a final report if ready) with the Commission outlining a plan to implement the provision of additional data when a 9-1-1 call is made, including recommendations related to proposed timelines, risks, and considerations.
3. The ESWG provided the following reasons for not being able to file the report by 31 December 2018: (i) National Emergency Number Association (NENA) standards for user-provided information are still being developed and are not expected to be made available until later in 2019; (ii) essential ESWG experts are occupied with numerous other tasks related to the launch of NG9-1-1 voice trials by the Commission-imposed 28 February 2019 deadline; (iii) it is a significant challenge to find an experienced leader for this complex task due to the other critical path items that are currently underway; and (iv) the anticipated work required to complete the report will take a significant amount of time due to the technical, logistical, and operational complexities involved.

## **Commission's analysis and determinations**

4. The Commission made its determinations in Telecom Regulatory Policy 2017-182 with a view to achieve the strategic objective of using standards-based telecommunications service solutions that allow for flexibility and strive for national consistency. As such, use of the NENA standards for user-provided information is vital to ensure the accuracy of the ESWG's assessment for the Canadian environment, consistent with the Commission's telecommunications policy objectives.
5. The Commission recognizes that the ESWG is dealing with numerous matters concerning 9-1-1 services, including the transition to NG9-1-1, which is a highly complex undertaking.
6. The Commission considers that granting the proposed extension will enable the ESWG to conduct a comprehensive review and provide a higher-quality report. As well, since the Commission did not define user-provided information in its direction to launch NG9-1-1 voice services, granting the proposed extension will not affect the Commission-directed launch date of 30 June 2020 for NG9-1-1 voice services.
7. In light of the above, the Commission **approves** the ESWG's extension request.

Secretary General