



# Next Generation 9-1-1



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Mississauga Fire & Emergency Services as part of the Joint Fire Communications Centre is proud to announce the implementation of Next Generation 9-1-1 (NG9-1-1).

This marks a significant milestone in our commitment to enhancing public safety and emergency response services.



## What is Next Generation 9-1-1

NG9-1-1 refers to a modernized, digital, internet protocol (IP)-based emergency communication system that replaces the old analog 9-1-1 infrastructure.

The transition to NG9-1-1 is mandated by the Canadian Radio-television and Telecommunications Commission (CRTC) for all 9-1-1 call centers across Canada.

## NG9-1-1 Technology – Current State

The process for callers to connect to 9-1-1 services remains the same.

- Caller dials 9-1-1 for Emergency Services
- In Mississauga, the primary Public Safety Answering Point (PSAP), is Peel Regional Police (PRP)
- If Fire or Ambulance services are required, PRP will transfer the call to the applicable secondary PSAP
- Each agency dispatches their respective units to the scene of an emergency

## NG9-1-1 Technology – Current State

The technology driving the system offers several improvements:

- Quickly provides emergency operators with more accurate data to determine caller's location and phone number
- Increased reliability
- More backup capabilities should a system failure occur

## NG9-1-1 Technology – Future State

The current phase supports voice only.

Future states will support:

- Real time texting
- Pictures
- Videos
- Other media



## Questions & Comments