GREATER SUDBURY POLICE SERVICE BOARD REPORT

16.1 PUBLIC ADDENDUM

Date: November 24, 2026

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Recommended by: Sara Cunningham, Chief of Police

SUBJECT: Next Generation 9-1-1 Funding

STRATEGIC DIRECTION 2024-2027
Strategic Priority: 4 - Optimizing & Streamlining Our Resources
Goal: 4c - Fiscal prudence for reasonable & sustainable resource development and investments
Objective: 4c - Continue to pursue and secure alternate funding envelops and streams

ACTION: For Approval

THAT the Greater Sudbury Police Service Board enters into an Agreement with His Majesty the King in right of Ontario, as represented by the Solicitor General, for Next Generation 9-1-1 Funding in support of Public Safety Answering Points in Ontario in the amount of $176,140.70 for the period April 1, 2026 to March 31, 2027.

BACKGROUND:

911 systems have been in operation since 1968 and specifically operating in Sudbury since June 1987. The Greater Sudbury Police Service is the Public Safety Answering Point (PSAP) centre that processes 911 calls. PSAPs have historically used analog equipment capable of receiving voice only messaging. Today, wireless communication devices used to transmit text information, photographs, and videos are part of everyday communications are in widespread use and current PSAPs could not receive text messages, videos, or photos nor could they accurately pinpoint the In Call Location Update of calls made on a mobile device.

In response, the Canadian Radio-television and Telecommunications Commission (CRTC) Commission mandated that emergency telecommunications networks and 9-1-1 call centres (PSAPs), must transition to a new 9-1-1 communications systems which now well-known as Next Generation 9-1-1 (NG9-1-1).

NG9-1-1 modernization of emergency communications became a key project planning initiative for GSPS in order to be in a state of readiness for the required improvements. Both staff and budget resources were allocated to the projective given its anticipated enormity in scope and magnitude.

NG9-1-1 provides a modern foundation for emergency communications and is designed to:

- Provide additional information to help 9-1-1 communicators determine a caller's location and callback number
- Increase system reliability and cybersecurity
- Provide additional backup capabilities in the event of a system failure
- Support future capabilities such as real-time text.

In addition, to support PSAPs with the transition to NG9-1-1, the Ontario Government announced an investment of $208 million over three years to enhance the 911 emergency response system The funding was established to enable significant technology and infrastructure upgrades to support the transition to a new 9-1-1 communications system know as Next Generation 9-1-1.

Once fully implemented, the new system will make it easier to provide additional details about emergency situations such as video from the scene of an accident and to text 9-1-1 when requesting immediate help from police, fire, or ambulance services. It will also give emergency operators and dispatchers the ability to identify the location of a call using GPS coordinates, resulting in a safer, faster, and more informed emergency response.

Grant funding allocations to the Greater Sudbury Police Service began in 2022 with monies earmarked to offset costs associated with the infrastructure, technology upgrades, project resources, and training required for the transition.

The funding has supported the multi-year transition to the new NG9-1-1 environment, including call-handling technology, hardware and software, licensing, network and server infrastructure, cybersecurity, system integration, project support, and other eligible transition requirements. This has put Sudbury in a very positive state of readiness for the full migration to the NG 9-1-1 System.

CURRENT SITUATION:

In May of 2025, the Ontario Government announced funding to support municipalities and emergency response centres with the transition to a new the new 9-1-1 communications system. As noted, funding for the 2025-2026 year totaled close to $64,000.

SUBJECT: Next Generation 9-1-1 Funding

Recently the Board received notice that a further payment in the amount of $176,140.70 for the period April 1, 2026 to March 31, 2027 has been allocated to GSPS. The federally mandated date for the transition is March 31, 2027.

Funding will be used to cover costs associated with technology upgrades, software licensing, call-handling system, multi-media handling and integration, cybersecurity, and project support.

On November 23, 2026, the Greater Sudbury Police Service successfully completed its cutover to the new NG9-1-1 environment, marking an important milestone for emergency communications in Greater Sudbury. The transition modernizes the technology behind the 9-1-1 system and provides a more reliable, secure and resilient platform for the community.

Completing the transition now places GSPS ahead of the Canadian Radio-television and Telecommunications Commission (CRTC) March 31, 2027, deadline for the transition to NG9-1-1.

For the public, there is no change in how 9-1-1 is accessed during an emergency. The public should continue to call 9-1-1 as they do today. The change is primarily to the technology operating behind the scenes, providing a stronger digital foundation for emergency communications while preparing GSPS for additional capabilities as NG9-1-1 continues to evolve.

The successful cutover represents the culmination of significant planning, implementation, testing and coordination. The Service recognizes the efforts of the 9-1-1 Emergency Communications Centre team, Communication & Information Technology team, and vendor partners whose collective work made the transition possible.