Next Generation 911
2023 Program and Application Guide
(Updated March 2025)

1.   Introduction

Next Generation 911 (NG911) refers to the modernization of 911 networks and infrastructure across Canada. It is a federally-mandated transition of the emergency communications network from the current network to an Internet Protocol based technology.

NG911 will enable important improvements to public safety, including better 911 caller location information, real time texting, streaming audio and video and new ways to direct calls to services other than police, fire and ambulance, such as mental health support.

Please refer to Appendix 1 for definitions of terms used in this guide. All defined terms are in **bold** in the program guide.

Background

The [Canadian Radio-television and Telecommunications Commission](#) (CRTC) has directed that all telecommunications providers migrate to **NG911** services to provide improved emergency services using world-class telecommunications networks.

[E-Comm](#), as the **Public Safety Answering Point (PSAP)** for 99 per cent of 911 calls in British Columbia, has initiated an **NG911** program team dedicated to the implementation of **NG911** for the 25 regional districts and contracted public safety partners currently served by their emergency communications centres. The Province of BC has provided $90 million to E-Comm to assist with **NG911** implementation costs on behalf of the agencies E-Comm provides 911 call-taking and/or dispatching services for.

> _Updated February 2024_ – The [NG911 GeoHub](#) is now available. This resource is intended to support local governments and First Nations to better understand the GIS data requirements for **NG911** as well as the resources and agencies that are available**.** Eligible recipients are encouraged to review the NG911 GeoHub and to contact geobcinfo@gov.bc.ca with any questions.

Next Generation 911 Funding Program

The intent of the Next Generation 911 program is to support local preparedness for the implementation of **NG911** and to provide funding to eligible recipients to support the transition and operational readiness of existing 911 services to **NG911**, in compliance with the CRTC Mandate.

Funding in the amount of $60 million has been provided by the Province of BC. The funding is being administered by UBCM on behalf of the Ministry of Citizens' Services.

The funding is being delivered in five streams:

1. Allocation for base funding: all local governments and modern Treaty First Nations will receive an allocation of $45,000.00 to support local preparedness for the implementation of **NG911**.

2. Allocation for eligible recipients that operate a **primary PSAP** for 911 Call Answer outside of the E-Comm system. $3.5 million has been allocated to each eligible primary PSAP.

3. Allocation for eligible recipients that operate a **secondary PSAP** outside of the E-Comm system. $3 million has been allocated to each eligible **secondary PSAP**. For the purpose of funding, **secondary PSAPs** are limited to fire dispatch only.

4. Allocation for eligible recipients that operate a **secondary PSAP,** or municipally-run RCMP Operational Communications Centres (OCC), <u>and</u> that will not have all **NG911** costs funded by E-Comm. $500,000 has been allocated to each eligible **secondary PSAP**/OCC.

5. Future application-based program for additional eligible costs that are identified by eligible applicants, including costs related to additional future phases of **NG911**, mapping and GIS (as required), support for First Nations, or other services based on VoIP and satellite phone connections. The application-based portion of the program is expected to be available in 2025 and detailed program information will be available at a later date.

Refer to Appendix 2 for eligible recipients and eligible funding amounts. Recipients will have three years to expend the allocated funds.

2.   Grant Maximum

The Next Generation 911 program can contribute up to 100% of the cost of eligible activities to maximums identified below:

1. Base funding: allocation of up to $45,000

2. Eligible **primary PSAP**: allocation of up to $3.5 million

3. Eligible **secondary PSAP**: allocation of up to $3 million

4. Eligible **secondary PSAP/**OCC: allocation of up to $500,000

In order to ensure transparency and accountability in the expenditure of public funds, all other financial contributions for eligible portions of the project must be declared and, depending on the total value, may decrease the value of the grant. This includes any other grant funding and any revenue that is generated from activities that are funded by the Next Generation 911 program.

> The application-based portion of the program is expected to be available in 2025 and detailed program information, including grant maximums, will be available at a later date.

3.   Requirements for Funding

Local governments are encouraged to proactively engage with local First Nations and Indigenous organizations. Engagement by local governments both locally and regionally can help build relationships with First Nations, benefit both communities and enhance reconciliation. More information on engagement best practices is available here.

As part of the approval agreement, approved projects must meet the following requirements for funding:

- Any in-person activities, meetings, or events meet public health orders or guidance.

- Activities must comply with all applicable privacy legislation under the *Freedom of Information and Protection of Privacy Act* in relation to the collection, use, or disclosure of personal information while conducting funded activities. Personal information is any recorded information about an identifiable individual other than their business contact information. This includes information that can be used to identify an individual through association or inference.

4. Eligible and Ineligible Costs and Activities

Eligible costs are direct costs that are approved for funding, properly and reasonably incurred, and paid by the applicant to carry out eligible activities. Eligible costs can only be incurred from January 1, 2020 until the final report is submitted.

Table 1 identifies eligible activities. Eligible activities must be cost-effective. *Updated February 2024 -* Eligible recipients are encouraged to review the NG911 GeoHub and to contact geobcinfo@gov.bc.ca with any questions.

Table 1: Activities Eligible for Funding
1. Base Funding Allocation to Support Local Preparedness for NG911
- Public education specific to **NG911**, including information related to increased opportunity for better location identification, voice, real time text (RTT) and eventually sending image/video to 911. *Updated September 2023 - Examples include: specific education activities tailored to local demographics or economy (translation, culturally appropriate education materials, education tailored for tourism, seasonal workers, work camps, etc.); updating recipient websites, social media, newsletters.*   - Legal and contract costs for migration to **NG911** only, including service provider agreements with **primary PSAPs** and **secondary PSAPs.** *Updated September 2023 - Examples include: costs associated with reviewing and signing contracts (e.g., E-comm, Telus, or dispatchers for NG911).*   - Mapping and GIS. *Updated September 2023 - Examples include: readiness assessments; mapping/GIS improvements related to boundary disputes, out-dated place/road names, Indigenous place names, etc.; mapping/GIS software licenses provided the software licence is dedicated to NG911 (or cost is pro-rated).*   - Training for staff, local agencies, etc. including development of training materials. *Updated September 2023 - Examples include: targeted training for staff, elected officials, emergency response personnel, local fire departments and/or community organizations (e.g., search and rescue, mental health workers, frontline support staff for unsheltered community members, etc.)*   *Updated March 2025* – Purchase and installation of Mobile Computer Aided Dispatch (CAD) agents (i.e. mobile data terminals) in fire department vehicle(s) owned by the eligible applicant, provided the Mobile CAD agent is compatible with NG911-enabled capabilities based on the EIDO and/or IDX standards, and allowing the exchange of multi-media, secure data streams, RTT, etc For reference on technical considerations, please refer to Computer-Aided Dispatch Interoperability Strategies for Success.
2. Primary PSAPs Allocation for NG911 Compliance
- Eligible activities for **primary PSAPs** are the same as **secondary PSAPs** (see section 3 of Table 1); however, eligible activities for **primary PSAPs** also include: - Call handling solution and devices for 911 call answer and dispatch   - Governance for **primary PSAPs**

3. Secondary PSAPs Allocation for NG911 Compliance

- Purchase and installation of technology (hardware and software) for primary and back up sites:

  - Data server hardware environment
  - Switch Software
  - Call handling solution and devices for dispatch
  - Site cybersecurity
  - System resilience (e.g. redundant broadband, fibre or satellite connections)
  - Computer Aided Dispatch (CAD) interface to call handling solution
  - IP digital/analogue recording system
  - Audio Interface between call handling solution, SIP switch, radio system(s) and recording software
  - Data storage

  - Real Time Text upgrades to all technology (call handling, recording, CAD)
  - Network Switch capacity increase and cabling increase
  - Link to local public alerting solution
  - Contingencies to manage costs associated to changing specifications (UNI)
  - Costs associated to bridge callers to services such as language line
  - Network to network interfaces
  - Upgrading/replacement of CAD
  - Records management systems

- *Updated January 2024* - Change management (i.e., leadership, stakeholder engagement, communication, change impact and readiness, training and organization design). Conferences, courses and training that specifically support change management for the purpose of transitioning to NG911 are limited to the following eligible expenditures:

  - For all virtual courses, eligible costs include: course/registration fee (if any), required course materials, and travel (including accommodations and per diems) only if required for internet connection or access to necessary technology.
  - For all in-person courses, eligible costs include: course/registration fee, required course materials, and travel (including accommodations and per diems).

- Business continuity costs specific to NG911 transition:

  - Minor renovations (wiring, cabling, shelving, server room improvements, etc.)
  - Temporary relocation and/or temporary use of a backup site
  - Systems testing
  - Archiving of analogue data and/or conversion of analogue data to digital
  - Call centre upgrades (improvements to office furniture, room layout, physical security)

- Training:

  - Develop and/or update training standards for communication centres for new types of information/technology being introduced, and provide training for staff.
  - Develop and/or update training standards, including Q&A documents, CAD administration and GIS requirements, and provide training for staff.
  - Develop and/or update operational guidelines for **NG911**, including service delivery, performance, interface standards for data exchange/sharing, call processing, security, redundancy, and reliability, and provide training for staff.

- Mapping and GIS (see examples under base funding)

- Legal and contract costs for migration to **NG911** only, including client end user agreements and service provider agreements

- Collaboration with Indigenous Communities for **NG911**, including mapping support

- Governance of **secondary PSAPs**

4. Secondary PSAPs/OCC Allocation for NG911 Compliance

- Call handling devices for 911 call answer and dispatch
- *Updated January 2024* - Change management (i.e., leadership, stakeholder engagement, communication, change impact and readiness, training and organization design). Conferences, courses and training that specifically support change management for the purpose of transitioning to NG911 are limited to the following eligible expenditures:
  - For all virtual courses, eligible costs include: course/registration fee (if any), required course materials, and travel (including accommodations and per diems) only if required for internet connection or access to necessary technology.
  - For all in-person courses, eligible costs include: course/registration fee, required course materials, and travel (including accommodations and per diems).
- Business continuity costs specific to NG911 transition:
  - Minor renovations (wiring, cabling, shelving, server room improvements, etc.)
  - Temporary relocation and/or temporary use of backup site
  - Systems testing
  - Archiving of analogue data and/or conversion of analogue data to digital
  - Call centre upgrades (improvements to office furniture, room layout, physical security)
- Training:
  - Develop and/or update training standards for communication centres for new types of information/technology being introduced, and provide training for staff.
  - Develop and/or update training standards, including Q&A documents, CAD administration and GIS requirements, and provide training for staff.
  - Develop and/or update operational guidelines for **NG911**, including service delivery, performance, interface standards for data exchange/sharing, call processing, security, redundancy, and reliability, and provide training for staff.
- Mapping and GIS (see examples under base funding)
- Legal and contract costs for migration to **NG911** only, including client end user agreements and service provider agreements
- Collaboration with Indigenous Communities for **NG911**, including mapping support
- Governance of **secondary PSAPs**

Additional Eligible Costs and Activities

In addition to the activities identified in Table 1, the following expenditures are also eligible provided they relate directly to eligible activities:

- Incremental applicant staff and administration costs (i.e. creating a new position or adding new responsibilities to an existing position);
- Consultant/contractor costs. Please note: if you intend to hire a qualified professional to support proposed activities, professional consultant rates will only be considered for activities that represent respective professions. For other activities (e.g. planning events) consultant rates are expected to be commensurate with the type of activity being undertaken;
- Honoraria for cultural leaders, Elders, Indigenous knowledge keepers, and/or cultural keepers when they are scheduled to speak, present, or teach. Note: these honoraria should reflect the role of Indigenous Peoples as subject matter experts and be equitable to consultant rates;
- Translation costs and the development of culturally appropriate materials;
- Presentation to Council, Board, Treaty First Nation government, or community organizations, etc.; and

- Public information and engagement costs.

Ineligible Costs and Activities

Any activity that is not outlined in Table 1 or the 'Additional Eligible Costs and Activities' section is not eligible for grant funding. This includes:

- Ongoing operational costs related to current or future 911 call answer and/or dispatch;
- Costs related to any activity being funded by E-Comm, RCMP and/or BC Emergency Health Services; and
- *Updated February 2025* – Purchase, installation, and/or upgrade of radio and/or station notification systems
- Major capital improvements or major renovations to existing facilities, and/or construction of new, permanent facilities.

5.   Grant Management and Applicant Responsibilities

Grants are awarded to eligible recipients only and, as such, the recipient is responsible for completion of the project as approved and for meeting all reporting requirements.

Recipients are also responsible for proper fiscal management, including maintaining acceptable accounting records for the project. UBCM reserves the right to audit these records.

Notice of Funding Decision and Payments

All recipients will receive written notice of eligible allocation amounts. Recipients will receive an Approval Agreement, which will include the terms and conditions of any grant that is awarded, and that is required to be signed and returned to UBCM.

Grants are awarded in two payments: 50% at the approval of the project and when the signed Approval Agreement has been returned to UBCM, and 50% when the project is complete and UBCM has received and approved the required final report and a financial summary.

Progress Payments

To request a progress payment, approved applicants are required to submit the Interim Report Form. The form will require the following information:

- Description of activities completed to date;
- Description of funds expended to date; and
- Written rationale for receiving a progress payment.

Extensions to Project End Date

All approved activities are required to be completed within the time frame identified in the approval agreement and all extensions beyond this date must be requested in writing and be approved by UBCM.

The Interim Report Form will be required to be submitted for all extensions request over 6 months. Extensions will not exceed one year from the date of the original final report deadline.

6.   Interim and Final Report Requirements and Process

All funded activities must be completed within three years of notification of funding approval and the final report is due within 30 days of project completion.

Interim Reports

The Interim Report Form will be required in support of any extension requests over six months (see above).

Final Reports

Applicants are required to submit an electronic copy of the complete final report, including the following:

- Completed Final Report Form with all required attachments.
- Detailed financial summary that indicates the actual expenditures from the Next Generation 911 program and other sources (if applicable), and that aligns with the actual activities outlined in the final report form.
- Copies, excerpts, and/or links to all materials produced with grant funding.
- Optional: photos or media related to the funded project.

Submission of Reports

Final reports should be submitted as Word, Excel, or PDF files. Total file size for email attachments cannot exceed 20 MB.

All reports should be submitted to Local Government Program Services, Union of BC Municipalities by e-mail: lgps@ubcm.ca.

Review of Final Reports

UBCM will perform a preliminary review of all final reports to ensure the required report elements have been submitted.

All final report materials will be shared with the Province of BC.

7. Additional Information

For enquiries about the application process or general questions regarding the program, please contact UBCM at lgps@ubcm.ca or (604) 270-8226, extension 220.

Appendix 1: Definitions

All definitions are sourced from the NENA Knowledge Base Glossary.

Next Generation 911 (NG911): An IP-based system comprised of hardware, software, data, and operational policies and procedures that:

    a. Provides standardized interfaces from emergency call and message services to support emergency communications;

    b. Processes all types of emergency calls, including voice, data, and multimedia information;

    c. Acquires and integrates additional emergency call data useful to call routing and handling;

    d. Delivers the emergency calls, messages, and data to the appropriate public safety answering point and other appropriate emergency entities; and

    e. Supports data or video communications needs for coordinated incident response and management.

Public Safety Answering Point (PSAP): a physical or virtual entity where 9-1-1 calls are delivered by the 9-1-1 Service Provider.

Primary PSAP: PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office.

Secondary PSAP: **PSAP** to which 9-1-1 calls are transferred from a Primary PSAP.