E-Comm 9-1-1
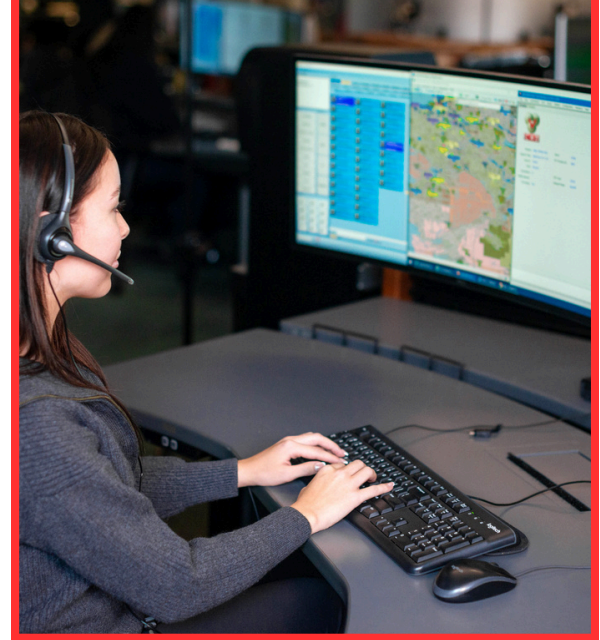Helping to Save Lives and Protect Property

WHAT IS NEXT GENERATION 9-1-1?

- Next Generation 9-1-1 or NG9-1-1 is an internet-protocol based, digital network which will replace the current analog system for 9-1-1.

- The current 9-1-1 system was designed decades ago with landlines in mind. Today, we know the majority of 9-1-1 calls E-Comm receives are made on cellphones.

- This modernization of the 9-1-1 system has been mandated by the federal government, and will be taking place across the country.
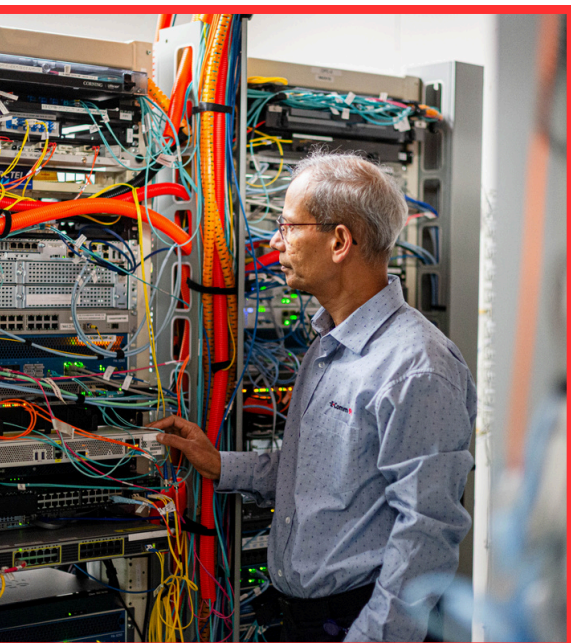
WHAT DOES THIS CHANGE MEAN FOR 9-1-1 SERVICE?

- People will still be able to call 9-1-1 and connect to a call taker as they do now. In future years, Next Generation 9-1-1 will allow for increased information sharing, leading to even faster and more informed emergency response.

- For example, in future years Next Generation 9-1-1 will make it possible to text information to 9-1-1, or even send pictures and video. It will also help to provide enhanced location details through GPS and geographic information systems (GIS).

WHAT IS E-COMM'S ROLE?

- As the largest public safety answering point in the province, E-Comm is overseeing the implementation of Next Generation 9-1-1 on behalf of the 25 regional districts it serves, along with its police and fire call-taking and dispatch partners. E-Comm is also helping to transition other partner agencies including the BC RCMP and BC Emergency Health Services. While E-Comm's project encompasses most agencies in B.C., others will be implementing NG9-1-1 on their own.

- Our team has been working to build the physical infrastructure necessary to support the digital network, while also conducting rigorous testing.

Learn more about NG9-1-1 & follow updates on our website