

Next Generation 9-1-1: Media Backgrounder

E-Comm is leading the largest Next Generation 9-1-1 (NG9-1-1) transition in Canada, transitioning 25 regional districts and multiple partner agencies to a new digital network. The phased migration will begin in late September, with targeted completion by the end of November 2026. The project is part of a federally mandated initiative directed by the Canadian Radio-television and Telecommunications Commission (CRTC).

The transition to NG9-1-1 is an important first step in modernizing emergency communications. Over time, the new digital network will support additional ways to communicate with 9-1-1, including real-time text, live video and more precise location information.

Quick Facts

- With E-Comm's phased transition to NG9-1-1 there will be **no immediate noticeable differences** for callers to 9-1-1. Just like today, callers will reach a skilled 9-1-1 Call Taker at E-Comm when they call 9-1-1 and will be transferred to emergency responders with police, fire or ambulance.
- NG9-1-1 is the foundational step for future capabilities such as real-time texting, photo sharing and video transmission to 9-1-1. **These capabilities are not part of E-Comm's initial 2026 transition, and timelines for their introduction have not yet been determined.** Future developments will depend in part on decisions by the CRTC regarding the national rollout of NG9-1-1.
- The only immediate public facing change will be the introduction of a new [automated callback system](#) for managing quickly abandoned calls. This is expected to be operational for 9-1-1 callers within the communities E-Comm services for 9-1-1 calls by late September/early October 2026. Similar automated callback systems for quick hang up calls are already in use in other jurisdictions across the country, including Peel Region and Toronto, with the technology operating successfully in Canadian communities.
- E-Comm's project is just one part of a **federally-mandated shift** to NG9-1-1 technology, and while E-Comm is leading this work on behalf of the majority of public safety agencies in B.C., many others are completing the transition to NG9-1-1 independently and on their own time frames.
- In 2023, the Province announced a total of \$150 million to enable NG9-1-1 implementation in B.C., including **\$90 million** to fund E-Comm's project. Funding covers implementation only; ongoing operating costs post-2026 are not included.

For more information visit: ecomm911.ca/NG911

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