



Next Generation 9-1-1

NG9-1-1 Communications Guide & Toolkit

For E-Comm's Local Government and Agency Partners

Your organization's communications guide & toolkit to NG9-1-1 including key messages, E-Comm's communications rollout timeline, resources, sample media release, photo/video assets and FAQ

September 09, 2026

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Transitioning to the Next Generation 9-1-1 (NG9-1-1) Network

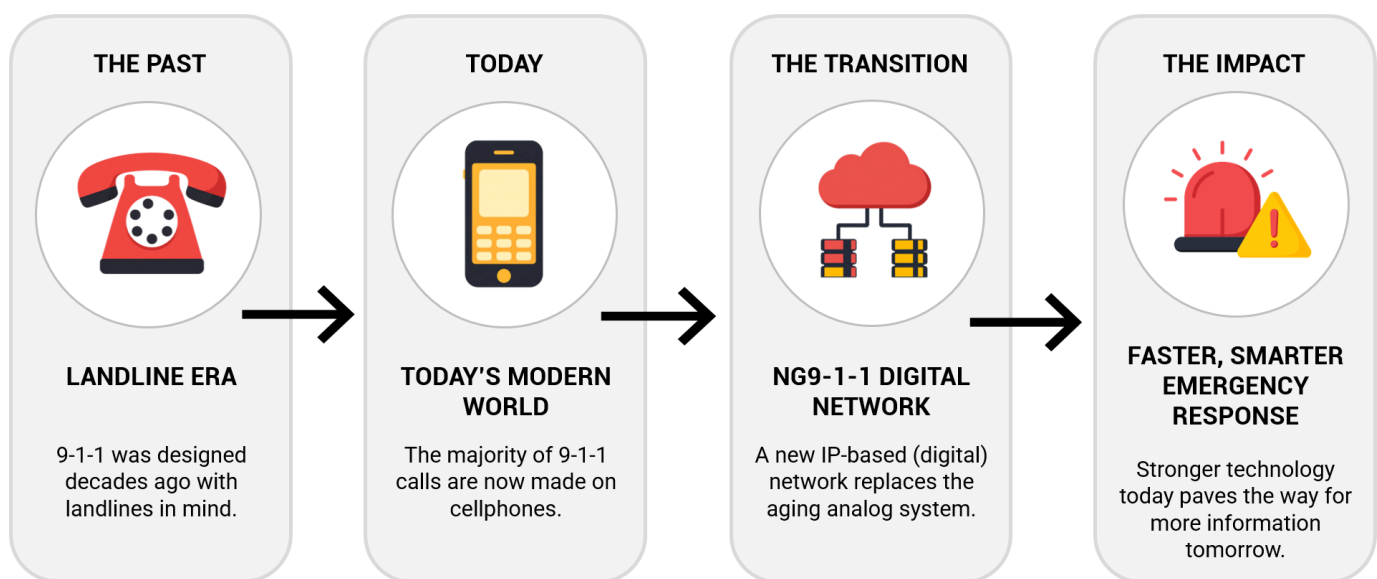
E-Comm 9-1-1 is beginning a phased transition to the new NG9-1-1 network starting in September 2026 with targeted completion by November 2026. While the phased transition will be happening behind the scenes and largely invisible to the public, we recognize there will likely be interest from those in your community or organization about what this change means.

The information contained in this guide is intended to provide your agency with information, resources and communication tools to ensure consistent messaging about the transition to the NG9-1-1 network. If you have any questions about information contained in this guide, please reach out to E-Comm's Communications and Public Affairs Team: (communications@ecomm911.ca).

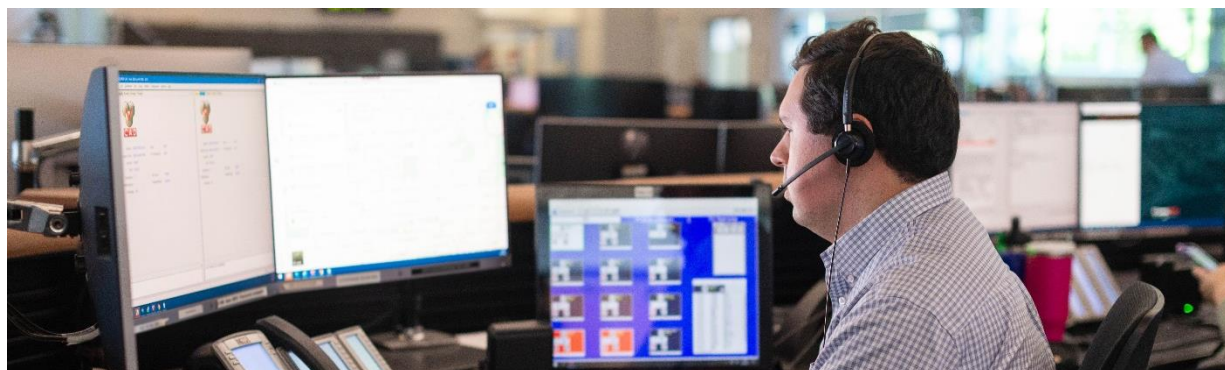
Key Messages

NG9-1-1 101: Modernizing Canada's emergency communications system

Next Generation 9-1-1 (NG9-1-1) is a new digital network that will replace the current aging analog system for 9-1-1 calls. The new technology is designed to support safer, faster, and more informed emergency responses.



- The transition is federally mandated by the Canadian Radio-television and Telecommunications Commission (CRTC).
- Canada's current 9-1-1 system was designed decades ago primarily for landlines and relies on aging infrastructure that must be replaced.
- The CRTC has set March 31, 2027 as the deadline for the national transition. E-Comm's implementation will be completed ahead of this deadline.
- E-Comm is leading the largest NG9-1-1 implementation project in Canada, on behalf of 25 regional districts, 71 police and fire agencies, and project partners including BC Emergency Health Services, BC RCMP and Saanich Fire.
- E-Comm's project is one part of a national transition to NG9-1-1 technology. Other emergency communications centres and agencies across Canada are completing their transitions independently and on their own timelines.



What the public can expect during implementation

The transition to NG9-1-1 will happen behind the scenes and will be largely invisible to the public. Callers will continue to dial 9-1-1 the same way they do today and will connect with emergency call takers as usual.

- During the first phase of implementation, only 9-1-1 voice calls will transition to the new digital network.
- Callers will continue to reach a 9-1-1 call taker who will ask whether they need police, fire or ambulance services and their location.
- Calls will continue to be transferred to the appropriate emergency response agency just as they are today.
- The only immediate public-facing change will be the introduction of a new technology solution for managing quickly abandoned 9-1-1 calls.

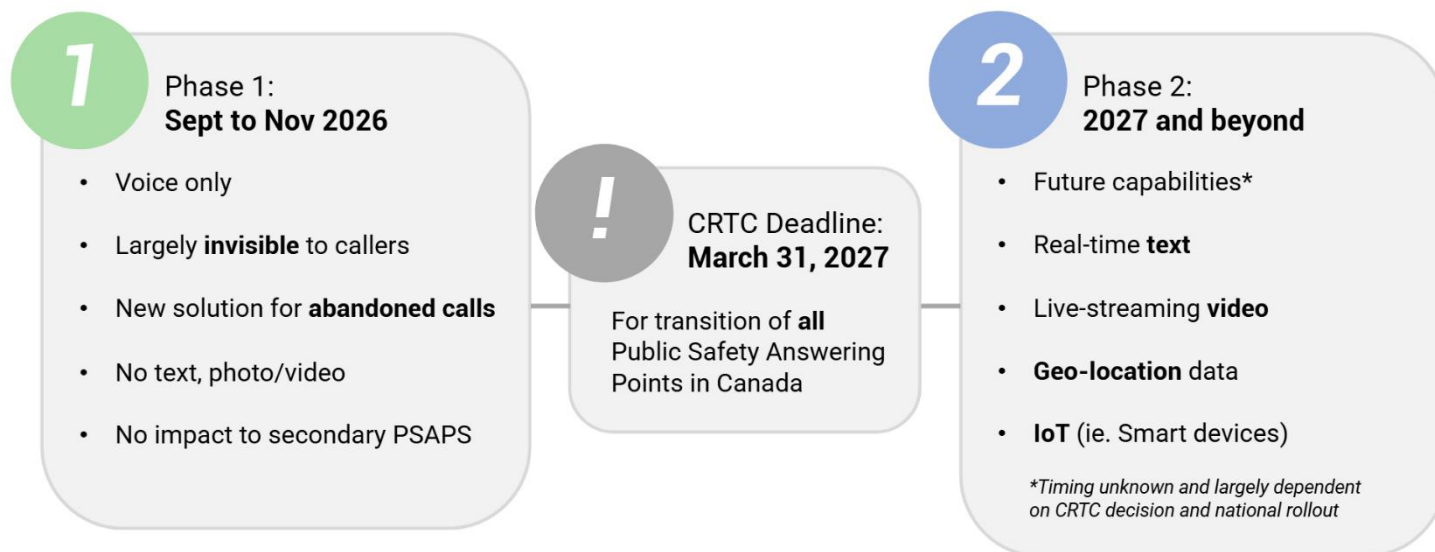
What public safety partners can expect during implementation

- E-Comm's police, fire and ambulance partners will not notice any changes on their end during the initial transition phase to NG9-1-1.
- Downstream agencies and secondary public safety answering points will also remain unaffected in the transition.

Future capabilities

The transition to NG9-1-1 is the first step in modernizing emergency communications. Over time, the new digital network will enable additional ways for people to communicate with 9-1-1, during an emergency.

- In the future, NG9-1-1 will allow for capabilities such as real-time texting to 9-1-1, sharing of live-stream video, as well as enhanced location details through GPS and geographic information systems or GIS to ensure help gets to where it's needed as quickly as possible.
- These capabilities are not part of E-Comm's initial transition in 2026.
- A timeline for future capabilities, including real-time text, is not yet known and will depend in part on decisions by the CRTC regarding national rollout.



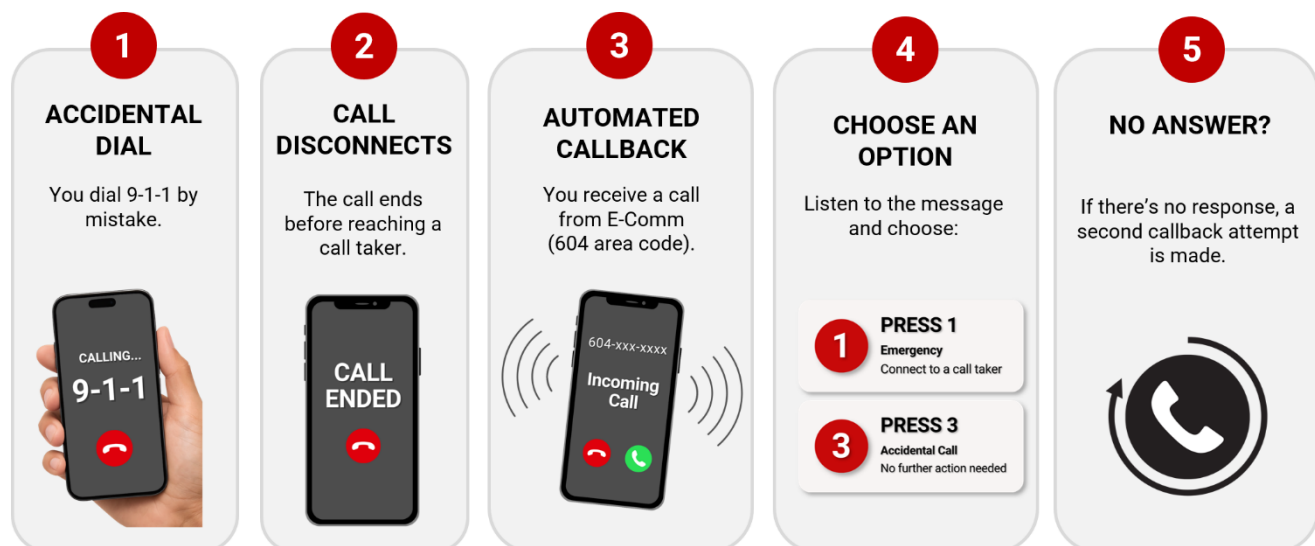
New automated callback system for quickly abandoned calls

The automated callback system is a new technology that automatically calls back people who disconnect from 9-1-1 before reaching a call taker. It helps ensure callers have a way to reconnect for help while allowing 9-1-1 call takers to stay focused on active emergencies.

- The new NG9-1-1 network will detect more abandoned calls, including very quick hang ups that are not detected by E-Comm today.
- As a result, the number of abandoned 9-1-1 calls is expected to increase.
- The new automated callback system will help manage this increased volume by automatically following up on quick hang up calls; callers will be presented with options to reconnect with a call taker or indicate if the call was accidental.
- If there is no response, the system will place a second callback.
- If there is still no response, no further action will be taken, consistent with current callback practices.
- The automated callback system will initially use English-language messaging.
Call takers continue to have access to interpretation services for more than 200 languages.
- 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.

[See more information on the Automated Callback System](#)

[See full list of FAQs in Appendix](#)



E-Comm's Public Communications Rollout Timeline

E-Comm is taking a phased approach and will be transitioning sites gradually over approximately three months beginning in September 2026, with targeted completion by November 2026.

E-Comm's communications rollout will align with this staggered migration schedule, providing public updates through its website and social media channels at the beginning and completion of the overall transition period. Individual sites will not be publicly announced as they transition to the new NG9-1-1 network.

July to September 2026	<i>Pre-launch</i>	- Dedicated landing page and updated content on E-Comm's public website including video. - Sharing the Communication Guide & Toolkit with local government and partner agencies for their communication planning.
September 22 to November 17, 2026	<i>Phased migrations</i>	- News release (Sept. 18) to announce the phased transition to NG9-1-1. A second news release will follow on Sept. 24 to announce the first successful migrations and the launch of new technology to manage abandoned calls. - Progress updates through E-Comm's public website. - Support partner agencies with their external communications as needed. - Social media NG9-1-1 public education campaign linking to website.
November 2026	<i>Completion of migrations</i>	- News release on completion of E-Comm and contracted partners' transition to NG9-1-1, including BC Emergency Health Services, BC RCMP and Saanich Fire. - Ongoing public education through public website and social media channels.
Future (TBD)	<i>Future capabilities</i>	Once a timeline is known for future NG9-1-1 capabilities, such as real-time text, further communications will be developed to support these changes.

Partner Migration Schedule

September 22	E-Comm: 9-1-1 PSAP North Island
September 24	E-Comm: 9-1-1 PSAP South Island
September 28	BC RCMP: Pacific Region Training Centre (PRTC)
October 1	E-Comm: 9-1-1 PSAP Northern B.C. and Interior
October 6	E-Comm: 9-1-1 PSAP Lower Mainland
October 8	E-Comm: Fire Operations
October 8	Saanich Fire Department
October 14	E-Comm: Police call-taking (Vancouver Island Centre)
October 15	E-Comm: Police dispatch (Vancouver Island Centre)
October 20	E-Comm: Police call-taking (Lower Mainland Centre)
October 22	E-Comm: Police dispatch (Lower Mainland Centre)
October 26	BC RCMP: E-Div and North Island OCC's
October 29	BC RCMP: Kelowna and Prince George OCC's
November 3	BC RCMP: Langley & Coquitlam OCC's
November 9	BC RCMP: Surrey OCC (Surrey Police Service)
November 17	BCEHS

Additional Resources

- [Appendix](#) – Cheat Sheet for Frontline Staff, Sample News Release, Social Media Posts, Photo & Video Assets, Automated Callback System, NG9-1-1 Future Costs, Benefits of a Province-Wide Approach, FAQs.
- [E-Comm's NG9-1-1 Website](#) – Central repository for all public education resources related to the implementation of NG9-1-1. E-Comm will update this site with additional resources throughout the transition to NG9-1-1.
- [YouTube Video](#) – Visual explanation of what is NG9-1-1.

Contact E-Comm's Communications and Public Affairs Team at communications@ecomm911.ca for additional information.

Appendix of Public Communications Resources

Cheat Sheet for Frontline Staff

What is Next Generation 9-1-1?

- A new digital network for 9-1-1 that will replace an aging analog network built for landlines.
- A transition that has been mandated to take place across Canada by CRTC with a deadline by March 2027.

When does E-Comm's transition to NG9-1-1 take place?

E-Comm's transition will take place in phases from the end of September to November 2026, on behalf of:

- 25 regional districts that E-Comm answers 9-1-1 calls for (99% of 9-1-1 calls in B.C.);
- 71 police and fire agencies that E-Comm provides call-taking and dispatch services for;
- Contracted partners BC RCMP, BCEHS, and Saanich Fire Department.

**Note: other emergency communication centres and agencies in B.C. and across Canada are completing their transitions independently and on their own timelines.*

What changes will first responders and the public notice after implementation?

- E-Comm's first responders will not notice any changes during the initial transition phase.
- The only immediate change for the public will be new technology for managing abandoned 9-1-1 calls.
- A new automated callback system will automatically follow up on quick hang up calls; callers will be presented with options to reconnect with a call taker or indicate if the call was accidental.

What are NG9-1-1's future capabilities and when will they be available in B.C.?

- In the future, NG9-1-1 will allow people to text 9-1-1, share live-stream video and enhanced location details through GPS.
- Agencies will also be able to adapt new technologies together such as CCTV, video and drones.
- A timeline for future capabilities is not yet known and will depend on the CRTC's national rollout.

Sample News Release*

*Please consult with E-Comm's Communications & Public Affairs team to confirm timing of migration if you will be issuing a news release (communications@ecomm911.ca)

(Insert Agency Name/Community) Goes Live with Next Generation 9-1-1

The (Insert Agency Name/Community) is pleased to announce that as of (Insert Date) it has successfully launched Next Generation 9-1-1 (NG9-1-1) as part of a phased transition lead by E-Comm 9-1-1.

The federally mandated transition to NG9-1-1 replaces the decades old infrastructure, laying the foundation for faster and more informed communication in emergency situations.

(Insert Agency Name/Community)'s transition to the NG9-1-1 system is just a first step. During this first phase of the migration to NG9-1-1, there will be no noticeable difference in how the community can access help from (Insert Agency Name/Community).

Just like today, callers will reach a 9-1-1 call taker at E-Comm 9-1-1 who then ensure the emergency call reaches the appropriate first responder agency for the situation.

In the future, the digital network will give the public the ability to do more when reporting an emergency, such as real-time text with 9-1-1, and the ability to share streaming video. It will also give first responders more accurate location information to get help where it's needed during an emergency. These features are not expected to be available for several years as the transition to NG9-1-1 is ongoing.

(Insert quote from your agency or community)

"The transition to Next Generation 9-1-1 is a critical step in modernizing how emergency calls are received and managed in British Columbia," says Nancy Blair, Interim President & CEO of E-Comm. "This work strengthens the reliability of our 9-1-1 system today, while laying the groundwork for future technologies that will better support both the public and first responders."

The provincial government in 2023 announced a total of \$150 million to enable NG9-1-1 implementation in B.C., including \$90 million to fund E-Comm's project.

E-Comm's transition is just one part of a national shift to NG9-1-1 technology. Other public safety agencies across Canada are also progressing through their own NG9-1-1 transitions.

For more information about the transition to NG9-1-1 visit [\(insert agency link if applicable\)](#) or ecommm911.ca/NG911

Sample Social Media Posts

1. Next Generation 9-1-1 is here! We are now live on the new digital network that paves the way for faster, more efficient emergency response. Learn more about the phased transition to NG9-1-1 here: ecomm911.ca/NG911

2. We are officially live on the new Next Generation 9-1-1 network! This phased upgrade to the 9-1-1 system was federally mandated and lays the foundation for new ways to communicate during an emergency in the future. Learn what it means here: ecomm911.ca/NG911

3. DYK? We have migrated to the Next Generation 9-1-1 network. This technology upgrade led by E-Comm 9-1-1 sets the path for faster more efficient response during an emergency. More info on the NG9-1-1 implementation here: ecomm911.ca/NG911

4. Our 9-1-1 system has been upgraded! Next Generation 9-1-1 is a new digital network that paves the way for faster, more efficient emergency response. While the technology behind 9-1-1 has been upgraded, the way you call for emergency help has not changed.

In an emergency, continue to dial 9-1-1 as you always have. You'll still connect with an emergency call taker who will ask for your location and determine what help you need. Learn more at ecomm911.ca/NG911

5. We've upgraded to Next Generation 9-1-1! While the technology behind 9-1-1 has changed, the way you access emergency services remains the same.

If you have an emergency, dial 9-1-1. You will continue to speak with an emergency call taker who will ask questions about your emergency and location and connect you with the appropriate emergency service. Learn more at ecomm911.ca/NG911

6. Our transition to Next Generation 9-1-1 is now complete! While this is a significant milestone for emergency communications, there is no change to how you call 9-1-1.

If you have an emergency, dial 9-1-1. You will continue to speak with an emergency call taker who will ask questions about your emergency and location and connect you with the appropriate emergency service. Learn more at ecomm911.ca/NG911

Photo & Video Assets

E-Comm has created photo, video and printable assets specifically for the implementation of NG9-1-1 that can be used by partners in their communications. These are available for download [here](#).

In addition, a collection of stock photos and b-roll video of our 9-1-1, call-taking and dispatch staff and operations available for download in the media section of our [public website](#).

Next Generation 9-1-1

A new era of emergency communications

What is Next Generation 9-1-1?
 Next Generation 9-1-1 (NG9-1-1) is a new digital network that will replace the current aging analog system for 9-1-1 calls. The new technology is designed to support safer, faster, and more informed emergency response.



Why is this change needed?
 Canada's current 9-1-1 network was built decades ago and relies on aging technology that needs to be replaced. The CRTC has mandated the transition to Next Generation 9-1-1 to modernize the network and better support the future of emergency communications.



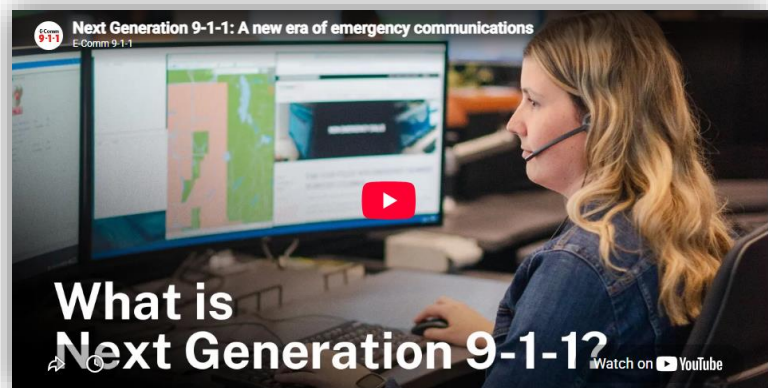
What changes can I expect?
 The 9-1-1 network is being upgraded to a faster, digital system, but you'll continue to call 9-1-1 the same way you do today. A new automatic call-back system will also help reconnect with callers who quickly disconnect from 9-1-1.



What could change in the future?
 Next Generation 9-1-1 will allow for future capabilities such as a real-time texting to 9-1-1, sharing of live-stream video, as well as enhanced location details to ensure help gets to where it's needed as quickly as possible.



E-Comm 9-1-1 ecom911.ca/ng911



Abandoned Call Management System (ACMS)

1

ACCIDENTAL DIAL

You dial 9-1-1 by mistake.



2

CALL DISCONNECTS

The call ends before reaching a call taker.



3

AUTOMATED CALLBACK

You receive a call from E-Comm (604 area code).



4

CHOOSE AN OPTION

Listen to the message and choose:

1 PRESS 1
Emergency
Connect to a call taker

3 PRESS 3
Accidental Call
No further action needed

5

NO ANSWER?

If there's no response, a second callback attempt is made.





Next Generation 9-1-1 is here

Next Generation 9-1-1 is a new digital network that paves the way for faster, more efficient emergency response.

In an emergency, continue to **dial 9-1-1** as you always have.

While the technology behind 9-1-1 has been upgraded, the way you call for emergency help has not changed.

You will continue to speak with an emergency call taker who will ask questions about your emergency and location and connect you with the appropriate emergency service.

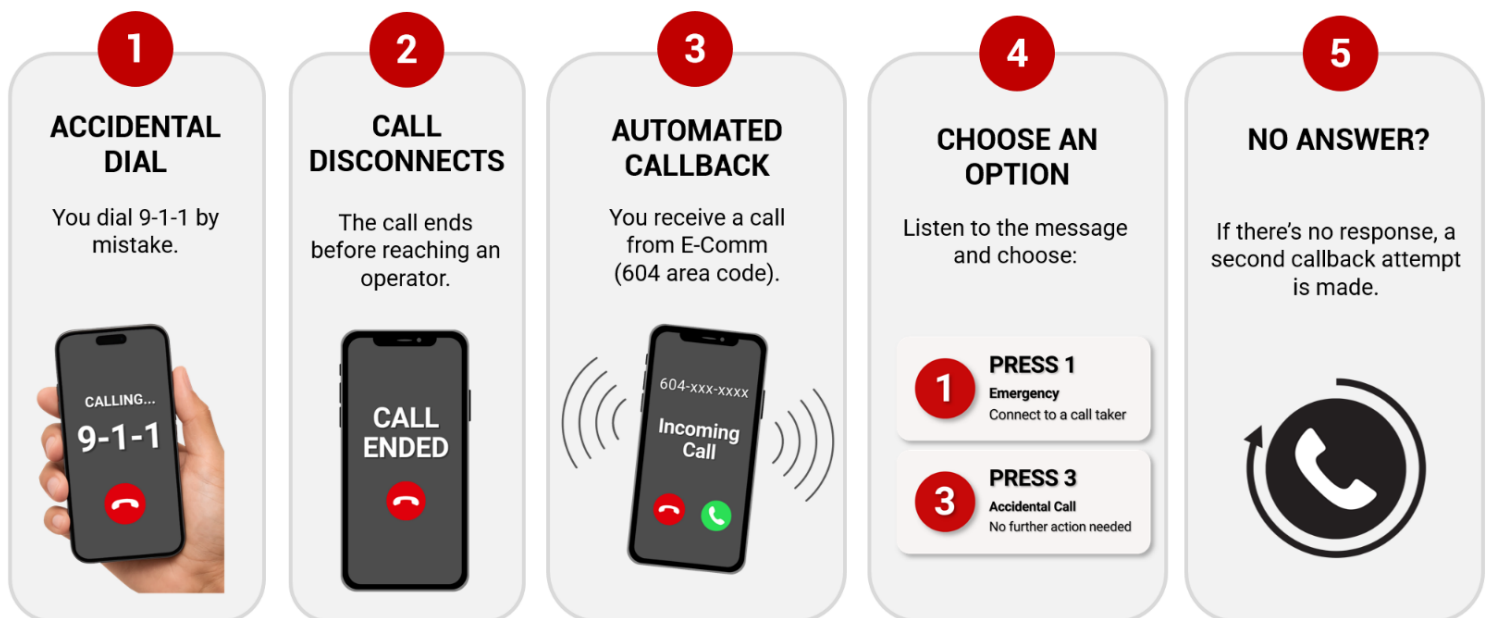


New Automated Callback System

Every day, our emergency call centres receive hundreds of accidental 9-1-1 calls, where someone has dialed 9-1-1 by mistake. When Next Generation 9-1-1 launches, E-Comm will be introducing a new way of managing these types of calls. That's because the new digital technology will be able to detect even more of these calls, even those that hang up quickly before reaching a call taker.

A new automated system will ensure every abandoned call to 9-1-1 receives a call back. The system will provide options to report the call as accidental or connect with a call taker if help is needed. This will help increase public safety, while keeping call takers available to respond to active emergencies.

Here's how the new system will work:



If you receive a call from the automated system, it will show up as a ten-digit number on your phone with a 604-area code.

Similar automated systems for abandoned 9-1-1 calls are already in use in other regions where NG9-1-1 has been launched, including Peel and Toronto.

See a video of how the new automated callback system works [here](#).

NG9-1-1 Future Costs

E-Comm's partners will see increased costs associated with the new platform. The cost trajectory is driven by the platform, not by E-Comm's decisions. The main reasons for the cost increases are outlined below.

NG9-1-1 is a full replacement, not an upgrade

NG9-1-1 replaces the entire legacy 9-1-1 environment, including networks, call-handling systems, servers, storage, recording systems, and integrations with dispatch (CAD) systems. Existing analog infrastructure cannot be reused and will not support modern data communications.

The new platform has ongoing operating costs

NG9-1-1 is an IP-based, software-driven platform that requires continuous maintenance and support to remain secure, including:

- 24/7 cybersecurity monitoring and incident response.
- Regular software updates and security patching.
- Specialized technical staff to manage the platform and vendor support.

Technology costs are changing

Technology vendors are increasingly moving toward subscription-based models for hardware, software, and services. These models can increase ongoing costs and the overall cost of operating the system.

New multimedia capabilities will add complexity

NG9-1-1 is designed to eventually support communication beyond voice, including text and video. Supporting these capabilities will require additional technology, infrastructure, storage, and operational capacity.

Benefits of a Province-Wide Approach

As mentioned, E-Comm's transition to NG9-1-1 is the largest implementation in Canada, so the infrastructure must be built to support province-wide resilience. All agencies will face the same core requirements: platform infrastructure, cybersecurity, monitoring, licensing, integration, and specialized staffing. By operating under a shared platform, these capabilities are built and funded once rather than separately by each agency.

Why a shared approach matters

Emergency communications don't stop at agency boundaries. A shared approach allows agencies to use common technology and infrastructure, creating a stronger, more resilient system.

Better coordination and back up

Common technology platforms make it easier for multiple sites to work together and provide greater redundancy when a site or system is unavailable.

A consistent approach across agencies

Common standards and operating procedures make it easier for agencies to coordinate their response, particularly during large-scale emergencies.

Faster adoption of new technology

Agencies can adopt new technologies together such as CCTV, video, and drones, rather than having to develop their own approach.

Faster, safer emergency response

NG9-1-1's future capabilities will help agencies share information, respond more quickly, and give first responders better situational awareness when they need it most.

Frequently Asked Questions

What is NG9-1-1?

Next Generation 9-1-1 (NG9-1-1) is a new IP-based or digital network that will replace the current aging analog system for 9-1-1 calls. The new technology is designed to support safer, faster, and more informed emergency responses.

Why are we transitioning to NG9-1-1?

The transition to NG9-1-1 has been federally mandated across Canada by the Canadian Radio-television and Telecommunications Commission (CRTC). Canada's current analog system was designed decades ago primarily for landlines, and the aging infrastructure needs replacing. The CRTC has set a deadline of March 31, 2027, for the national transition. E-Comm's implementation of NG9-1-1 is on track to take place ahead of that time, by the end of 2026.

What are some of the key benefits of NG9-1-1?

The transition to NG9-1-1 lays the foundation for safer, faster, more informed emergency response. The first phase, launching this fall, migrates voice 9-1-1 calls to the new network. In the future, NG9-1-1 will allow for capabilities such as real-time texting to 9-1-1, sharing of streaming video, as well as enhanced location details through GPS and geographic information systems or GIS to ensure help gets to where it's needed as quickly as possible. These are **future-state capabilities** and are not part of E-Comm's first transition phase in 2026.

What changes can the public expect with this transition?

The transition to NG9-1-1 will happen behind the scenes and will largely be undetectable to callers who dial 9-1-1. Callers will reach a 9-1-1 call taker just as they do today who will ask if they need police, fire or ambulance, and for which location. The call will then be directed to the proper agency for call-taking and dispatch just like today. From a caller perspective, the transition to NG9-1-1 will be invisible. The only immediate public facing change will be how quick hang up 9-1-1 abandoned calls are handed.

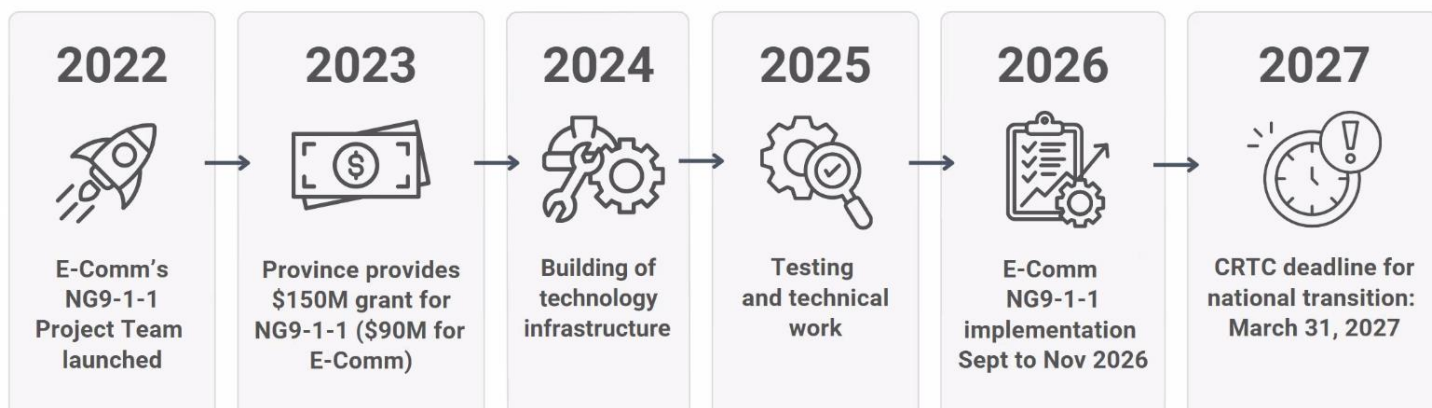
When will capabilities like real-time text be available in B.C.?

A timeline is not yet known for when real-time text to 9-1-1 will be available in B.C. and timing will be largely dependent on further direction by the CRTC on a national rollout.

What is E-Comm's role in NG9-1-1?

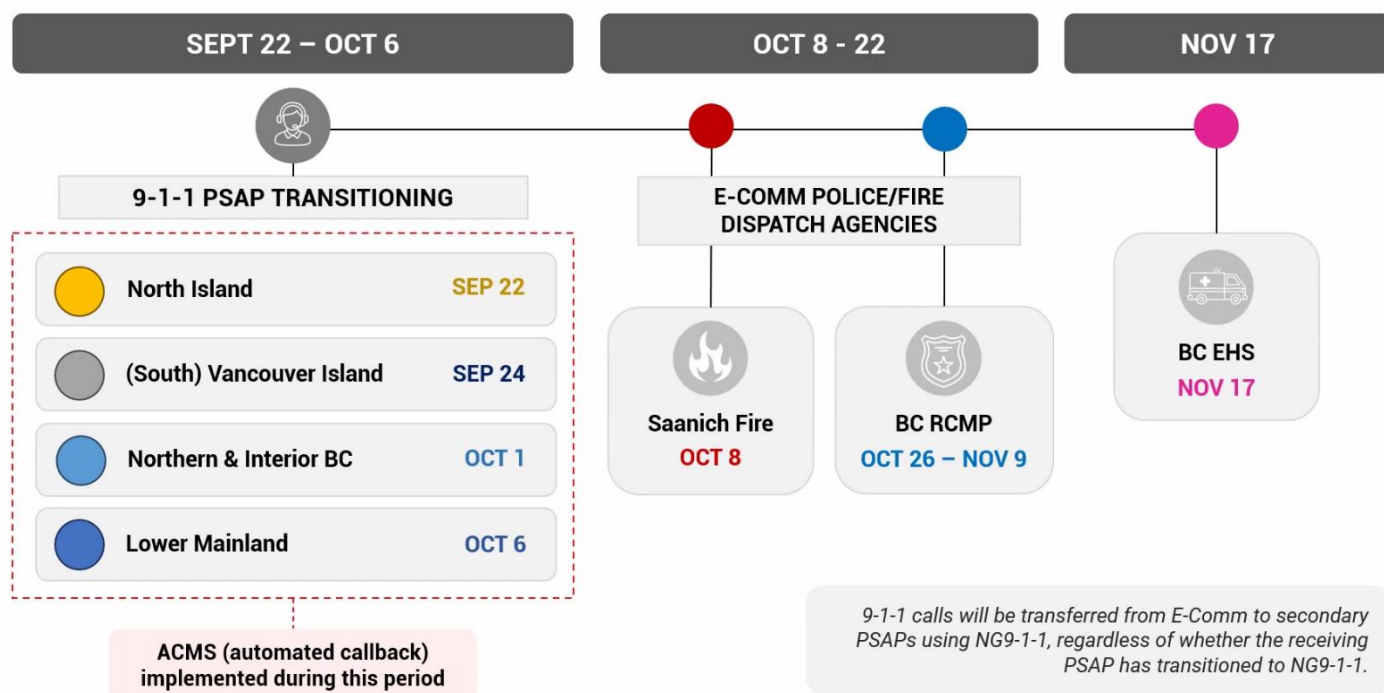
As the largest public safety answering point in the province, E-Comm is overseeing the implementation of NG9-1-1 on behalf of all its 25 regional district partners who are responsible for administering 9-1-1 services for their communities and E-Comm's police and fire call-taking and dispatch partners.

E-Comm is also responsible for transitioning other agencies such as BC Emergency Health Services (BCEHS), BC RCMP and Saanich Fire. E-Comm's project team has been working to build the physical infrastructure necessary to support the new network, while also conducting rigorous testing, and helping to develop technology solutions such as the new automated system for accidental 9-1-1 calls. The scope of the project means E-Comm is leading the largest NG9-1-1 migration in Canada.



What is the timeline for transitioning all partners to NG9-1-1?

E-Comm is taking a phased approach and transitioning sites to NG9-1-1 gradually over three months starting in September 2026 with a goal of completion by November 2026. While each site transition will mark a milestone, the full transition will not be deemed complete until all E-Comm sites and partner agency sites E-Comm is responsible for are complete. As with any major technology project, timelines are subject to change, and any changes will be communicated to your agency.



How is Next Generation 9-1-1 implementation being funded in B.C.?

In March 2023, the Province provided E-Comm with \$90 million towards the initial implementation of Next Generation 9-1-1. The one-time funding has helped to offset start-up costs, resulting in a significant savings for local governments and agency partners. An additional \$60 million in provincial funding went to the Union of BC Municipalities (UBCM) for implementation associated with emergency communication centres, including for the police and fire agencies who do not contract with E-Comm for their dispatch services or who are not part of E-Comm's NG9-1-1 program. It's also important to note that implementation funding does not cover ongoing costs related to NG9-1-1 after 2026.

Will NG9-1-1 cost more in the future?

Yes. As E-Comm transitions to Next Generation 9-1-1 (NG9-1-1), partners will see increased costs associated with the new platform. The cost trajectory is driven by the platform, not by E-Comm's decisions. NG9-1-1 is a complete replacement of Canada's legacy emergency communications system and requires ongoing investment to remain secure, resilient, and reliable. Unlike the legacy system, it requires modern IP networks, enhanced cybersecurity, continuous software updates, specialized technical expertise and vendor support. These are requirements of the national NG9-1-1 standard and other jurisdictions across Canada are also experiencing increased costs. E-Comm's shared province-wide model helps manage these costs by building and maintaining these capabilities once for participating agencies, rather than requiring each agency to develop and fund them independently. Ontario and other Canadian jurisdictions have also pursued shared models for the same practical reasons.

What are the benefits of the shared model?

The shared model delivers resilience that decentralized alternatives cannot match. Geo-redundancy, 24/7 monitoring, and continuous change management are built into the platform and organized once across all partners. Individual agencies cannot sustain this at equivalent standard or cost. NG9-1-1 is not a fixed end-state. National standards will continue to evolve, and the platform creates the conditions for broader public safety integration over time. A shared model absorbs those changes once for all partners; a fragmented approach would require each agency to manage independently.

What changes can first responders (police, fire and ambulance) expect as a result of the transition to NG9-1-1?

E-Comm's first responders will not notice any changes during the initial transition phase.

What will be the impact be to downstream agencies or other primary or secondary public safety answering points in British Columbia because of E-Comm's transition to NG9-1-1?

Downstream agencies and secondary public safety answering points will also remain completely unaffected in the initial transition.

Will anything change for how the deaf, hard-of-hearing or speech impaired (DHHSI) access 9-1-1?

There will be no immediate changes to how people who are deaf, hard-of-hearing or speech impaired access 9-1-1. Text with 9-1-1 (T9-1-1) is a specialized texting service available that provides 9-1-1 call centres with the ability to converse via text messaging with a DHHSI person during an emergency. Registration is required for this service. To register visit: www.textwith911.ca. With future capabilities on the horizon with NG9-1-1, there will be more options for a DHHSI person to connect with emergency services.

Will there be any impacts to 9-1-1 service during the transitions?

E-Comm has a thorough plan in place for its site transitions to mitigate potential disruptions to 9-1-1 service. Ensuring the continuity of emergency communications services throughout the migration to NG9-1-1 has been a top priority for the project team.

What measures are in place to safeguard the NG9-1-1 network?

With the introduction of NG-9-1-1, technology complexity will significantly change. Ensuring business continuity and technology resiliency is paramount. The NG-9-1-1 call handling system is designed with multiple layers of redundancy - spanning system, data centre, and remote site levels - to minimize the impact of technology failures and other service disruptions. E-Comm is placing significant emphasis on robust Disaster Recovery, Business Continuity, and technology resiliency measures to ensure uninterrupted emergency services.

Will there be more accidental dials to 9-1-1 because of NG9-1-1?

With the faster IP-based network, E-Comm anticipates an increase in the number of abandoned calls received largely because of accidental or pocket dials. Even 9-1-1 calls disconnected by the caller in milliseconds will register through NG9-1-1. To ensure every 9-1-1 call receives a call back and ensure call takers can concentrate on active emergencies, E-Comm will be implementing a new automated callback system.

How will the new automated callback system work?

The new automated callback system will automatically call back when an abandoned 9-1-1 call is detected, before reaching a call-taker. The caller will hear a voice recording letting them know their phone dialed 9-1-1 and provide them with two options: press one to be connected to a call-taker if their call is regarding an emergency, or press three to indicate an accidental 9-1-1 call, and no further action will be taken. The message will repeat three times prior to the call disconnecting. If there is no response to the first call back, a second automated call back will be made by the system. Currently, quick hang up calls may not receive a follow-up if it is not detected in the system.

Will the automated callback system be activated for all abandoned calls?

The new system will not be used to respond to open line abandoned calls, where the call reaches an call taker before disconnecting. For those abandoned call types, a call taker will continue to place two manual call backs as they do today, based on standard operating procedures.

When will the new automated callback system launch?

The system will launch during the first phase of the transition and is expected to be operational for 9-1-1 callers within the 25 regional districts E-Comm services by October 6, 2026.

What happens if the caller doesn't pick up the automated call, or doesn't select one of the options?

No further action will be taken, which is aligned with the current call back practice when a caller doesn't pick up or voicemail is reached. The new system will follow the same procedure for both cell phone and landline calls. For open line abandoned calls with no response, call takers will continue to follow current policies based on the relevant police of jurisdiction.

Is there a risk some true emergency calls could be missed if there is no response to the automated call back?

The automated system will ensure all quick hang ups prior to call taker pick-up receive an automated call back, unlike today. Currently, some very quick hang ups do not receive a call back, as their call information never comes through to E-Comm. While no system can eliminate risk entirely, automated call backs for quick hang ups will also allow call takers to focus on active emergencies. 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.

Does the automated system recognize voices or background noise?

Voice and sound recognition are not expected to be initial features of the system; however, these functions will be sought for future iterations of the software.

What will people see on their phone displays when automated system calls, and how will they know the call is legitimate?

A call back from the automated system will display as a ten-digit number beginning with a 604-area code. If someone calls the number back, they will hear a message indicating they have contacted E-Comm and to call 9-1-1 if there is an emergency. We will be sharing public education materials about the new system and how it functions, so more people will be aware about receiving a call from E-Comm if they dial 9-1-1 by mistake.

Will the automated callback system have options for those who speak languages other than English?

The system's initial phase will incorporate English-language messaging only. E-Comm recognizes that some callers may experience language barriers when receiving an automated callback. Which is why we are creating a public education campaign for the new system so that callers who get this recording, despite having a language barrier, can press 1. If someone contacts 9-1-1 and requires service in a language other than English, our call takers can access a 24-hour interpretation service for over [200 languages](#).

How will the new automated system work for those who are deaf/hard of hearing?

Accessibility services including Text with 9-1-1 and Teletype Writers (TTY) will continue to be available with the launch of Next Generation 9-1-1.

For Text with 9-1-1, when a 9-1-1 call is made from a registered user, the call taker receives an alert and will initiate text communication. In the event a 9-1-1 call from a registered user was quickly hung up before connecting to the call taker, the system would place up to two automatic calls back.

Through public education, we will inform all callers who receive a call back after accidentally dialing 9-1-1 to press one for emergency help, and three if the call was accidental. In future, we will be looking at developing other methods of contact other than a voice recording, including text messages.