Canadian Association of Chiefs of Police

Association canadienne des chefs de police

December 23, 2025

Marc Morin
Secretary General and Executive Vice-President, Corporate Services and Operations
Canadian Radio-television and Telecommunications Commission (CRTC)
Gatineau, Quebec K1A 0N2
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Subject: Next Generation 9-1-1 Implementation – Onboarding Capacity and Resource Concerns

Dear Mr. Morin,

On behalf of the Canadian Association of Chiefs of Police (CACP), I wish to share a concern regarding current onboarding capacity for Next Generation 9-1-1 (NG9-1-1) across Canada.

As the transition deadline of March 31, 2027, approaches, public safety answering points (PSAPs) across multiple jurisdictions are reporting significant, recurring delays tied to carrier and vendor scheduling constraints. While recognising the complexity and national scope of this undertaking, we are concerned that existing resourcing and testing capacity may not be sufficient to support the volume of agencies that must transition within the remaining timeframe.

Through ongoing monitoring, national working group discussions, and feedback from PSAPs, several consistent themes have emerged:

- Onboarding and testing timelines continue to shift into 2026, driven by scheduling backlogs among both vendors and carriers.
- Testing windows remain limited, with delays related to functional testing dependencies, firewall or design issues, and vendor resource shortages.
- Provisioning challenges persist, including issues activating test lines, evolving onboarding documentation, and inconsistent approaches among technical staff.
- Many PSAPs indicate they are ready to proceed but are waiting for carrier or vendor availability, contributing to a growing national bottleneck.

In light of these challenges, we believe early engagement is critical. We respectfully request that the Commission work with the incumbent carriers to assess whether additional measures can be taken to stabilise and strengthen national onboarding capacity. These may include:

- Increasing qualified onboarding and testing personnel.
- Expanding testing availability and reducing scheduling bottlenecks.
- Ensuring consistency and stability of onboarding and provisioning documentation.
- Exploring whether trusted third parties can support aspects of pre-validation or testing where appropriate.

We acknowledge shared responsibilities among carriers, vendors, and public safety agencies, and we are committed to doing our part to ensure readiness. Proactive engagement now will help reduce implementation risk, safeguard continuity of emergency communications, and provide reassurance to jurisdictions planning their final transition activities.

We appreciate the CRTC's continued leadership and commitment to public safety.

Sincerely,



President

cc. CACP Board of Directors