

## Q & A

### Next Generation 9-1-1 (NG9-1-1) Program

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## Program Eligibility

### 1. Who is eligible to apply for funding under the 2024-25 NG9-1-1 program?

Applicants currently operating a Public Safety Answering Point (PSAP) accepting and processing incoming 9-1-1 calls, and who participated in the 2023-24 transfer payment program are eligible to apply for 2024-25 NG9-1-1 transition support funding.

### 2. Where a region has more than one PSAP providing 9-1-1 services (e.g., a fire and police PSAP), can each PSAP apply for funding?

Both PSAPs may apply for funding if they meet the eligibility criteria. Separate applications are required for **each** PSAP in your municipality.

### 3. Our municipality contracts out to the Ontario Provincial Police (OPP) to provide PSAP services or only has a Ministry of Health (MOH) PSAP. Are we eligible to apply for funding for the OPP or MOH?

No. The OPP and MOH are excluded from this transfer payment program and no municipal level funding should be required.

### 4. Are PSAP operators eligible for funding if they are still a PSAP receiving calls but the back-end technology (e.g., call management system and 9-1-1 circuits) is hosted by a partner agency?

The transfer payment program provides NG9-1-1 transition support funding, but the program does not place restrictions on the service delivery method for delivering NG9-1-1. A PSAP may contract with another agency to host its NG9-1-1 equipment and yet still incur NG9-1-1 transition costs. Applicants are requested to provide transition cost estimates based on the specific service delivery method employed. The ministry acknowledges that there may be variances in costs incurred based on the delivery method.

### 5. For PSAPs that have already transitioned their voice services to NG9-1-1, are they still eligible to apply for funding?

The transfer payment program is approved to support PSAPs to transition to NG9-1-1. The ministry acknowledges that while PSAPs may have transitioned their voice services to NG9-1-1, there is ongoing work required to implement Real Time Text (RTT). Funding is available (to a maximum of \$500,000) for those PSAPs that have transitioned to NG9-1-1 to support their implementation of RTT if eligible costs are incurred in 2024-25 to implement RTT, post transition.

## Application Process

### **6. Who should submit the application for the transfer payment program?**

Municipalities, police service boards and private operators are requested to coordinate with the PSAP operators on the application and the lead for completing the Transfer Payment Ontario (TPON) entries to submit the application form.

The application accommodates multiple approvers with signing authority which can be from the municipality and the PSAP.

### **7. How much content is expected in each section?**

Instructions are provided on the application form on what is required for each section. If applicants have additional information or supporting documentation it can be attached and uploaded to TPON (e.g., Project Plan).

Applicants are required to include the associated reference file name in the application form.

### **8. If a municipality has two PSAPs (Fire and Police) and the NG9-1-1 transition is being coordinated jointly (one consultant, one needs assessment, one Request for Proposal (RFP)), can these costs be split 50/50 in each of the two applications, or is a different allocation process required for Fire and Police PSAPs?**

The application requests the estimated costs to transition each PSAP. Shared project resource time may be prorated to reflect the time and fiscal impact of work performed on the NG9-1-1 transition.

2024-25 costs to transition each PSAP will be required to be documented in their budget outlining their projected expenses as well as cash flow schedule based on their allocation of funds.

### **9. In the TPON system, if we want someone to get the application and funding notifications, do we enter them twice?**

The TPON system has three roles which can be defined in the application process:

- Applicant Role – receives all notifications
- Payee Role – receives only payment notifications
- Approver Role – receives all notifications

Contact the Organization Admin User to update the organization's information.

**10. Once the application is submitted through TPON, are applicants also required to send it to [ESTD.NG9-1-1@ontario.ca](mailto:ESTD.NG9-1-1@ontario.ca), or any other contact?**

Once submitted to TPON, the ministry is notified of the submission. There is no additional requirement to submit the application via email.

## **Transfer Payment Program Eligibility Criteria**

**11. What is eligible under the NG9-1-1 Transfer Payment Program?**

One-time expenses incurred from April 1, 2024, to March 31, 2025, that are necessary to obtain and be able to operate a NG9-1-1 call handling system compliant with National Emergency Number Association (NENA) standards, capable of processing NG9-1-1 voice and data records, and that relate to one or more of the following are eligible to be funded:

- (1) Upgrades to 9-1-1 system technology for the purpose of NG9-1-1 compliance,
- (2) Procuring services necessary to obtain or implement a NG9-1-1 system, and
- (3) Data centre upgrades specific to NG9-1-1.

**Upgrades to 9-1-1 System Technology for the purpose of NG9-1-1 compliance**

- NG9-1-1 network hardware (e.g., routers, switches, firewalls, etc.)
- NG9-1-1 call handling hardware (e.g., servers, data storage arrays, telephony equipment)
- NG9-1-1 application software licences (e.g., call handling solution)
- Multi-media handling and integration including Real Time Text (RTT), console requirements, computer telephony interfaces
- Voice and multi-media data recording NG9-1-1 system integrations to enable NG9-1-1 data sharing between software applications
- Computer Aided Dispatch system (CAD) NG9-1-1 system integrations
- Records Management System (RMS) NG9-1-1 system integrations
- Management Information System NG9-1-1 system integrations
- Local Area Network (LAN), Wide Area Network (WAN) design configuration, capacity, security
- Advanced software analytics and call data management software and hardware (historic and real time)
- System mapping NG9-1-1 integrations
- Radio system NG9-1-1 integrations

- Cybersecurity software and system testing, assessments/testing and technical systems to protect the PSAP from a cybersecurity incident
- NG9-1-1 system management, monitoring, and security (software upgrades (i.e., Microsoft), security upgrades – remote installs or monthly requirements)

### **Services Necessary to Obtain or Implement a NG9-1-1 System**

- Project management required to implement NG9-1-1 (e.g., project manager)
- Change management to manage technology changes (may include consultant and/or resources to identify technical and operational requirements)
- Training (may include technical and operational training required to support all members with the PSAPs transition to NG9-1-1)
- Dedicated (100%) NG9-1-1 project resources (technical and operational resources)
- Consultants (pertaining to NG9-1-1)

### **NG9-1-1 Infrastructure Requirements**

- Facility assessments to determine NG9-1-1 requirements (e.g., new cabling requirements)
- Mechanical upgrades required to support new NG9-1-1 technology (e.g., additional HVAC, power installations in new server racking)
- NG9-1-1 network requirements (e.g., circuits, cabling and circuitry upgrades to accommodate NG9-1-1 network, etc.)
- NG9-1-1 server racks and cabling

### **What is NOT eligible?**

Only expenses incurred from April 1, 2024, to March 31, 2025, that relate to one or more of three matters listed above are eligible expenses. All other expenses are not eligible.

In particular, the following expenses are not eligible:

- Technology purchased or costs incurred outside of the 2024-25 fiscal year
- Other technology investments which may include:
  - Computer Aided Dispatch systems (regular system software upgrades and CAD system replacements)
  - Record Management Systems (regular system software upgrades and RMS system replacements)

- Radio and broadband communications systems (towers, antennas, new radio consoles)
- Existing overhead costs of operating a PSAP (e.g., building maintenance)
- Physical security systems
- Facility construction and renovations (e.g., back up facilities, building expansion)
- Geographic information system/mapping and civic addressing

**12. What if NG9-1-1 technology has already been purchased but not yet installed. Can we request installation costs?**

Costs incurred for NG9-1-1 technology purchased prior to March 31, 2024, are not eligible, however, installation costs that were incurred from April 1, 2024, to March 31, 2025, would be eligible.

**13. If we currently have a consultant on board and we anticipate that we will need them for another year, would these costs be funded?**

Consultant services specific to supporting the NG9-1-1 transition can be included in multi-year project estimates. However, 2024-25 funding for the resource would only apply to those consultant costs incurred between April 1, 2024, to March 31, 2025.

These costs must be documented in the project plans and budgets for year three funding.

**14. Can the funding be used to support upgrades to the existing 9-1-1 environment including CAD, RMS, GIS and radio systems?**

System upgrades or replacement of peripheral systems including CAD, RMS, GIS, and radio systems are not eligible for the NG9-1-1 transition funding.

Where there is a need to acquire additional licenses to support integration between NG9-1-1 based applications and existing applications, these costs are eligible. Applicants are asked to note this in their submission in Section E “Project Information” and Section G “Budget” of the NG9-1-1 Funding Application.

**15. Can you provide clarity on what is eligible for training and change management costs?**

Examples of eligible training costs may include training licenses, training consoles, and change management professional services.

**16. Are professional services fees to integrate NG9-1-1 call management systems with CAD, RMS, etc., (not merely upgrade CAD, Niche, etc.) eligible?**

Integration costs, including professional services for the connectivity to CAD, RMS, and GIS systems, are eligible for the transition funding. Replacement of the systems or upgrades to these systems (outside of integrating NG9-1-1) are not eligible.

**17. Would costs associated with radio networks, such as the demolition of an old tower and construction of a new tower be considered eligible?**

No. This program is limited to supporting transition of PSAPs to NG9-1-1. Requirements associated with radio network and broadband network tower infrastructure demolition and installation are not eligible for the NG9-1-1 transition support funding.

**18. Would vendor training licenses and associated training environment costs be included?**

Licenses and associated call management system training that are for the purpose of the NG9-1-1 transition are eligible for the transition funding.

**19. Would any aspect of new data circuit costs (either initial access or recurring costs) necessary to light up NG9-1-1 be eligible for this funding?**

Additional new circuits required to support the primary or backup/disaster recovery sites required to transition and implement NG9-1-1 are considered eligible for the transition funding.

## **Transfer Payment Funding**

**20. How much funding is available?**

The Ontario Government is providing \$208M over the course of three years:

<b>Funding Year</b>	<b>Fiscal Timeline</b>	<b>Funding Amount</b>	<b>Application Status</b>
2022-23	April 1, 2022 – March 31, 2023	\$80M	Closed
2023-24	April 1, 2023 – March 31, 2024	\$80M	Closed
2024-25	April 1, 2024 – March 31, 2025	\$48M*	Open

\*\$48M was the actual amount available when funding was announced in 2022. There was an underspend of \$24M in 2022-23 that was reallocated to 2024-25.

2022-23 and 2023-24 funding under the NG9-1-1 program is now closed. Applications may be made for funding for 2024-25 until August 23, 2024. Eligible municipalities, police service boards and private entities currently operating a PSAP accepting and processing incoming 9-1-1 calls, and that participated under the 2023-24 NG9-1-1 transfer payment program must apply for funding through the TPON system.

**21. How much funding will each PSAP receive?**

The ministry will evaluate all applications once received and will advise on allocation amounts along with transfer payment agreements. The ministry reserves the right, at its discretion, to fund or not fund any particular eligible expense for which an application has been submitted, and to determine the amount it will fund if funding is provided. Applicants should be aware that meeting the eligibility criteria does not guarantee funding or a particular funding amount.

**22. How is the funding going to be distributed?**

Funding will be distributed through the TPON system.

**23. When will recipients receive the funding?**

The ministry is targeting to release 2024-25 funding to recipients in late 2024 or early 2025.

**24. The Canadian Radio-television Telecommunications Commission (CRTC) has received several Part 1 Applications with requests to extend the NG9-1-1 deadline of March 4, 2025. Will the NG9-1-1 provincial transition support funding be extended if the CRTC approves an extension past the current transition deadline of March 4, 2025?**

The provincial transition support funding was provided to PSAPs and their municipalities to support them with their NG9-1-1 transition. The NG9-1-1 transition support program was funded for \$208 million over three years from 2022-23 through 2024-25. A CRTC decision to extend the March 4, 2025 deadline has not been made.