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DATE: June 25, 2024

MEMORANDUM TO: Kenneth Weatherill
Assistant Deputy Minister
Public Safety Division

FROM: Joy Stevenson
Assistant Deputy Minister
Emergency Services Telecommunications Division

SUBJECT: **Next Generation 9-1-1 (NG9-1-1) Transition Funding Supports – opening of the 2024-25 call for applications**

Ontario is launching the 2024-25 call for applications to access the NG9-1-1 transfer payment program to support municipalities and 9-1-1 communication centres to transition their emergency response systems to NG9-1-1.

The funding, first announced in April 2022, is being provided over three years to help municipalities and their emergency response communication centres provide the infrastructure, technology upgrades and training needed to transition to NG9-1-1 by March 2025.

The 2024-25 NG9-1-1 funding program is open to municipalities, police service boards, and private entities currently operating a Public Safety Answering Point (PSAP) accepting and processing incoming 9-1-1 calls, and that participated in the 2023-24 NG9-1-1 transfer payment program. Applications will open on June 25, 2024, and can be submitted through the [Transfer Payment Ontario](#) portal up to August 23, 2024.

To help support applicants with the NG9-1-1 application process, including completion of the readiness assessment questionnaire and other application information, the Ministry of the Solicitor General, Emergency Services Telecommunication Division is offering information sessions to all applicants. Please refer to **Appendix A** for details on these sessions.

As with the 2023-24 application process, we encourage municipalities and their PSAP to jointly complete and submit the application.

We appreciate your support in sharing this letter with your membership to ensure all eligible applicants can access this funding.

On behalf of the Ministry of the Solicitor General, we look forward to working with you and your teams to support the transition to NG9-1-1 to enhance emergency response capabilities in Ontario.

Sincerely,

A handwritten signature in black ink, consisting of a large, stylized loop followed by a horizontal line extending to the right.

Joy Stevenson, Assistant Deputy Minister
Emergency Services Telecommunications Division
Ministry of the Solicitor General

- c: Mario Di Tommaso, O.O.M. Deputy Solicitor General, Community Safety, Ministry of the Solicitor General
Erin Hannah, Associate Deputy Minister, Modernization, Ministry of the Solicitor General
Phil Thompson, Director NG9-1-1 and Public Safety Broadband Network, Emergency Services Telecommunications Division, Ministry of the Solicitor General

Appendix A – NG9-1-1 Transition Funding Information Sessions

Municipalities, police service boards, and private entities currently operating a PSAP accepting and processing incoming 9-1-1 calls and that also participated in the 2023-24 NG9-1-1 transfer payment program, are invited to work with their PSAP to apply for 2024-25 NG9-1-1 transition funding supports.

To access 2024-25 funding, eligible municipalities and their PSAPs must complete their application, including the readiness assessment questionnaire, project plan, and project budget. Further information on the eligibility criteria, application process and requirements has been posted to the [Get funding from the Ontario government | ontario.ca](https://www.ontario.ca/get-funding) website.

To support PSAPs and municipalities with the NG9-1-1 funding application process, the Emergency Services Telecommunication Division (ESTD) has scheduled the following virtual information sessions:

- Session A: June 27, 2024, 10:00 a.m. – 11:00 a.m.
- Session B: July 4, 2024, 10:00 a.m. – 11:00 a.m.
- Session C: July 9, 2024, 10:00 a.m. – 11:00 a.m.
- Session D: July 11, 2024, 10:00 a.m. – 11:00 a.m.

Each session will review the application process and provide an opportunity to address your questions. If you or members of your organization would like to attend one of these information sessions, please send an email to estd.ng9-1-1@ontario.ca with the following information:

- The virtual information session you would like to join
- Contact name(s)
- Email address(es) of attendees
- PSAP name and municipality

ESTD will send an email invitation with the information session information.