

Bulletin #2026-18

JUSTICE

Important Notice to All Elected Officials and/or Chief Administrative Officers

Next Generation 9-1-1 (NG9-1-1) Authority Service Agreements – Action Required by Manitoba Municipalities

Purpose

The purpose of this bulletin is to provide Manitoba municipalities with information regarding the transition to Next Generation 9-1-1 (NG9-1-1) service and the requirement to execute Bell's NG9-1-1 Authority Service Agreement.

Background

The Canadian Radio-television and Telecommunications Commission (CRTC) has mandated the retirement of the existing Enhanced 9-1-1 (E9-1-1) network effective March 31, 2027. NG9-1-1 will replace the current system and provide the foundation for future emergency communications capabilities, including geospatial call routing, real-time text, and multimedia communications.

All Manitoba Public Safety Answering Points (PSAPs) are preparing to migrate to NG9-1-1 before the national deadline. Municipal participation is a required component of this transition.

Action Required

Municipalities and other entities acting as a 9-1-1 Authority must execute Bell's NG9-1-1 Authority Service Agreement.

A PSAP cannot complete its migration to NG9-1-1 until all required agreements have been executed by the 9-1-1 Authorities it serves. Municipalities that have not yet signed are encouraged to do so as soon as possible to avoid delays in migration planning and implementation.

Implications of Not Signing

Municipalities that do not execute the NG9-1-1 Agreement will not be eligible to receive NG9-1-1 service.

Once a PSAP migrates from E9-1-1 to NG9-1-1, municipalities without an executed agreement may lose access to 9-1-1 service and may need to rely on 10-digit emergency telephone numbers. This could result in delays to emergency response because caller location information would no longer be automatically provided.

Geographic Information System (GIS) Requirements

The NG9-1-1 Agreement includes future obligations related to Geographic Information System (GIS) data.

The CRTC has not yet established a mandatory implementation date for geospatial call routing. Until such time, municipalities will continue providing existing Master Street Address Guide (MSAG) information. Manitoba Justice is currently undertaking an environmental scan and assessing options to support future provincial GIS requirements, including potential aggregation and coordination services.

Current Provincial Activities

Manitoba Justice is:

- Conducting an environmental scan of existing municipal GIS data.
- Working with Public Safety Answering Points to develop baseline emergency service boundary datasets.
- Examining options for a provincial GIS aggregation model.
- Supporting stakeholder engagement and information sharing regarding future NG9-1-1 requirements.

Additional Information

Municipalities should have received a copy of Bell's NG9-1-1 Authority Service Agreement. Bell has advised that follow-up communications regarding execution of agreements will continue throughout 2026.

A Frequently Asked Questions (FAQ) document has been developed jointly with Bell and key stakeholders to assist municipalities in understanding the agreement, migration timelines, and future GIS considerations.

Contacts

Questions regarding the NG9-1-1 Agreement or NG9-1-1 service:

Bell 9-1-1 Service Manager
Chris Holigroski
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Questions regarding the NG9-1-1 Agreement signature process:

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Questions regarding Manitoba's NG9-1-1 implementation activities:

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