

The Buzz Around Town

Welcome to the First Edition of The Buzz Around Town

Vol: 1, Issue 1, Mar 2009

This newsletter has been designed to provide you with updates and information on issues that affect the unique world of public safety. Our aim is to provide timely and accurate information that assists you in making decisions today and down the road.

If you have ideas for stories or content or would like to contribute an article, please contact us, we would love to hear from you.

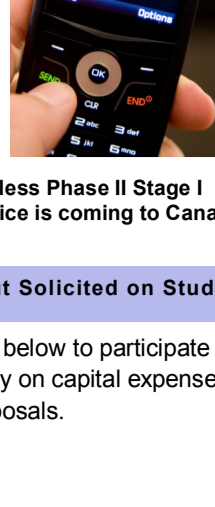
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Wireless Phase II Stage 1 E9-1-1 Service on the Way

On Feb 2, 2009 the CRTC handed down a decision that will impact the delivery of E9-1-1 across Canada. All wireless service providers are to complete their respective implementation of wireless Phase II Stage 1 E9-1-1 service by 1 February 2010 wherever wireline E9-1-1 service is available across Canada.

How will this decision affect your PSAP's ability to operate?

[More Details](#)



Wireless Phase II Stage I Service is coming to Canada

Input Solicited on Study

See below to participate in a study on capital expense proposals.

Input Solicited for Study

The Barkwell Holland Group is currently working on a study of how the process for writing and issuing proposals works within the public safety sector. We are soliciting participation from public safety agencies and municipalities for the study which consists of filling in and submitting a questionnaire.

Purpose:

- To define and articulate the processes of organizing and drafting a bid proposal document.
- Determine what if any areas of the process can be made more efficient.

Results:

- Maximize return and minimize costs to agencies engaged in writing and issuing proposals.

The study will result in a white paper which will be made available to all participants of the study.

Please visit www.bhgroup.ca to download a copy of the survey

To remove your name from our mailing list, please [click here](#)
[Contact us](#) with comments or questions or call (905) 852—1064.

Wireless Phase II Stage 1 E9-1-1 Service on the Way (continued)

Things You Need to Know

What is Phase II Wireless Enhanced 9-1-1?

Wireless enhanced 9-1-1 is split into two phases, phase I and phase II. Phase I requires wireless carriers upon appropriate request by a local PSAP (Public Safety Answering Point) to report the telephone number of a wireless 911 caller and the location of the antenna that received the call. Phase II requires wireless carriers to provide much more precise location information such as X,Y coordinates generally within 50 to 100 meters.

How will This Affect the Operation of My PSAP?

The short answer is it won't. If your Computer Aided Dispatch (CAD) system is set up and ready to handle the information, it will simply be turned on, and the information will work with the mapping software.

If you don't have a CAD system or if your system is not set up to handle the information, the data will still be transmitted. This decision was made to facilitate PSAPs that wish to take advantage of the information but don't yet have mapping capabilities to deal with it. This new location information can then be manually entered into internet mapping software such as Google Earth.

Part of the CRTC's decision included a provision that prevented wireless carrier's from refusing to deliver the additional information until automatic mapping software was installed.

What Are the Timeframes For Phase II Implementation?

The CRTC has mandated that the rollout of service be complete by Feb 1, 2010, wherever wireline E9-1-1 service is available in Canada.

Who Will Pay For This Service?

The CRTC supports the existing cost recovery regime currently in place which was also supported by PSAPs. The current model makes the relevant carriers responsible for recovering their costs, and the PSAP is responsible for recovering their own.

How Will Subscribers Be Affected?

The CRTC requires that, on or before implementation of wireless Phase II Stage 1 E9-1-1 service in a given area, all wireless service providers are to provide updated notification to customers on the availability, characteristics, and limitations of their wireless E9-1-1 service and handsets, with further notifications to be given to new customers on service initiation. The decision also states that annual notifications must take place starting on or before July 1, 2010.

[Read the entire decision](#)