

A Seamless Transition to NG911 Call Recording in Canada

In December 2020, the Canadian Radio-television and Telecommunications Commission (CRTC) mandated all Canadian emergency service providers, including PSAPs, to be NG911-compliant by March 2025. This directive ensures a unified and timely shift towards a digital emergency response system, enhancing the efficiency and reliability of public safety operations.

Next Generation 911 (NG911) is a digital, internet protocol (IP)-based technology standard replacing the analog, voice-centric systems of the past. Designed to handle the digital nature of communication today and in the future, this modern infrastructure enables the public to send text messages, images, videos, and data to Public Safety Answering Points (PSAPs) during emergencies, enhancing overall emergency response capabilities.

Let's unpack the benefits of NG911 and explore five strategies for a seamless transition to NG911 call recording.



EventideTM
Communications



NG911 Advantages

Improved Interoperability

NG911 introduces standardized IP-based technology to improve communication across various emergency response systems. This enables seamless interaction between PSAPs and other emergency services, such as police, fire, and medical teams, across different devices and platforms. The system supports direct and immediate voice, text, video, and data sharing, crucial for coordinated responses during large-scale emergencies.

Continuity of Service

NG911's IP-based infrastructure guarantees uninterrupted service, with built-in redundancy and geographically diverse routing to maintain operations during component failures. Its scalable design handles increased call volumes during major events and allows minimal downtime maintenance and upgrades, supported by cloud technology for data protection and system redundancy.

Scalability and Flexibility

Designed to accommodate future technological advancements, NG911's IP-based system seamlessly integrates with various communication technologies. It supports real-time data exchange across multiple modalities, offering adaptability to new communication forms without significant redevelopment. The system's scalability ensures it can efficiently manage growing call volumes and diverse data types, with cloud services enhancing system resilience.

Real-Time Information Sharing

NG911 boosts emergency response quality and speed by allowing for instant transmission of data (text, images, video, voice calls) to responders. This feature improves situational awareness, allowing responders to prepare for the specific challenges of an incident before they arrive, and addresses the needs of those with hearing or speech impairments through text-to-911 capabilities.

Location Accuracy Improvements

By integrating with modern digital technologies, NG911 significantly enhances call location accuracy. It utilizes GPS, Wi-Fi positioning, Bluetooth signal transmitters, and hybrid technologies for precise location data, including indoor specifics. Automatic location sharing improves PSAP routing, ensuring quicker and more effective emergency responses.



5 Strategies for a Seamless Transition to NG911 Call Recording

Understanding NG911

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Initiating Early Planning and Assessment

Considering that transitioning to NG911 can span up to a year, with the implementation and integration of new technologies taking 6-9 months, initiating the process early is critical. Evaluating current infrastructure, grasping new network requirements, and identifying potential gaps early will ensure the CRTC deadline is met.

Utilizing Advanced Recording Solutions

Eventide's NexLog DX-Series presents a forward-looking solution for NG911 recording. Unlike traditional systems, the NexLog DX-Series is engineered to capture, record, and archive digital IP-based 911 calls and metadata, ensuring that emergency recordings are readily accessible. Its capability to record radio systems, VoIP, digital, and analog phones, as well as PC screens, positions Eventide as a comprehensive choice for PSAPs upgrading to NG911.

Incorporating AI and Automation for Improved Efficiency

AI plays a crucial role in NG911, enhancing operational efficiencies within PSAPs through analytics and automation. From identifying call patterns to automating repetitive tasks, Eventide's solutions are seamlessly compatible with AI technologies, improving decision-making and response times in critical scenarios.

Starting With a Reliable Partner

Selecting the right partner for your NG911 upgrade is essential. Cartel and Eventide's extensive experience deploying recording solutions at thousands of 911 PSAPs offers unmatched reliability and expertise. Our engineering team's active involvement in all relevant IP-based 911 interoperability testing events ensures our solutions meet the highest industry standards.

Act Now To Ensure Compliance

With the CRTC deadline rapidly approaching in Canada, the time to begin your NG911 transition is now. Cartel Communication Systems and Eventide Communications are fully equipped and prepared to assist with advanced recording solutions that guarantee a seamless transition to a more efficient and responsive emergency response system. Don't delay; reach out to Cartel today to start your journey to NG911 compliance and operational excellence.



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