



## ***MEDIA RELEASE***

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### ***FOR IMMEDIATE RELEASE***

## **Barrie Fire ready for the future with Next Generation 9-1-1 infrastructure in place**

(Barrie, ON) – Barrie Fire and Emergency Service (BFES), in partnership with the City's Information Technology Department, is proud to announce the migration to Next Generation 9-1-1 (NG9-1-1) has been completed—marking a major milestone in the City's commitment to advancing public safety and emergency response.

Enhanced NG9-1-1 services are not yet available to the public until all of the other services across Canada complete the transition to this new technology. This step positions Barrie ahead of many municipalities in Ontario, aligning with the national mandate for full NG9-1-1 implementation by March 2027. The Ontario government has provided over \$3 million since 2022 to support Barrie Fire and Emergency Service's transition to NG9-1-1.

NG9-1-1 represents a multi-stage, transformative upgrade to the traditional 9-1-1 system, replacing decades-old analog infrastructure with a digital, internet protocol (IP)-based system. While the process for callers to connect with a 9-1-1 operator remains the same, the technology driving the system offers several improvements in the future. It will provide:

- Faster, more accurate location and callback information for emergency operators
- Increased reliability
- Future capabilities like real-time text and live video during emergency calls

"We are grateful for Ontario's investment in Next Generation 9-1-1," said Mayor Alex Nuttall. "Once fully launched, this system will be faster, more reliable, and more accessible in the moments that matter most. I would like to thank everyone involved for their dedication to community safety and the hard work that made this a reality. We deeply appreciate the province's support and the opportunity to work collaboratively to bring this vital upgrade to our emergency response system."

"I would like to thank the Province of Ontario for providing the funding to support this important modernization of our 9-1-1 communication system," said Kevin White, Fire Chief, Barrie Fire and Emergency Service. "This new and improved service is a major step forward for public safety and can help save lives."

"Under the leadership of Premier Ford, we are upgrading Ontario's public safety communications to NG9-1-1 which will empower first responders and provide them with critical, life-saving information meaning a faster, more effective emergency response" said Solicitor General Michael Kerzner. "We will always have the backs of those who protect Ontario. That's why we are proud to provide funding to Barrie for this new technology which will mean more calls will be answered, more lives will be saved, and people across the city can count on emergency services when it matters most."

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