

# **New Brunswick Association of Fire Chiefs**

**NB 9-1-1 Transition Project Update**

**April 22, 2021**

# NB 9-1-1 Program Mandate

## **Establish an integrated system that**

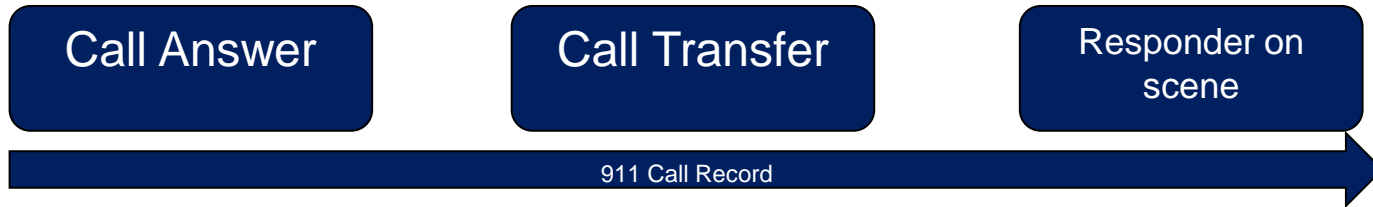
- gets the right resources to the right place in the shortest possible time;
- knows and shares information before and during operations;
- is seamless to callers; and
- is accountable to service quality and costs.

# Limitation and Evolution

Current



Future



# Governance & Decision Making

## Types of Decisions

### Executive Committee

- Project scope decisions
- Contracts
- Strategic change requests: scope, timeline, budget
- Strategic issue resolution/risk mitigation

### Steering Committee

- Legislative and budgetary decisions
- Contracts, standards, agreements

### Advisory Committee

- Does not make decisions, but provides operational and technical advice to both Steering Committee and Project Level

### Project Level

- Technical and Operational input
- Procurement strategy

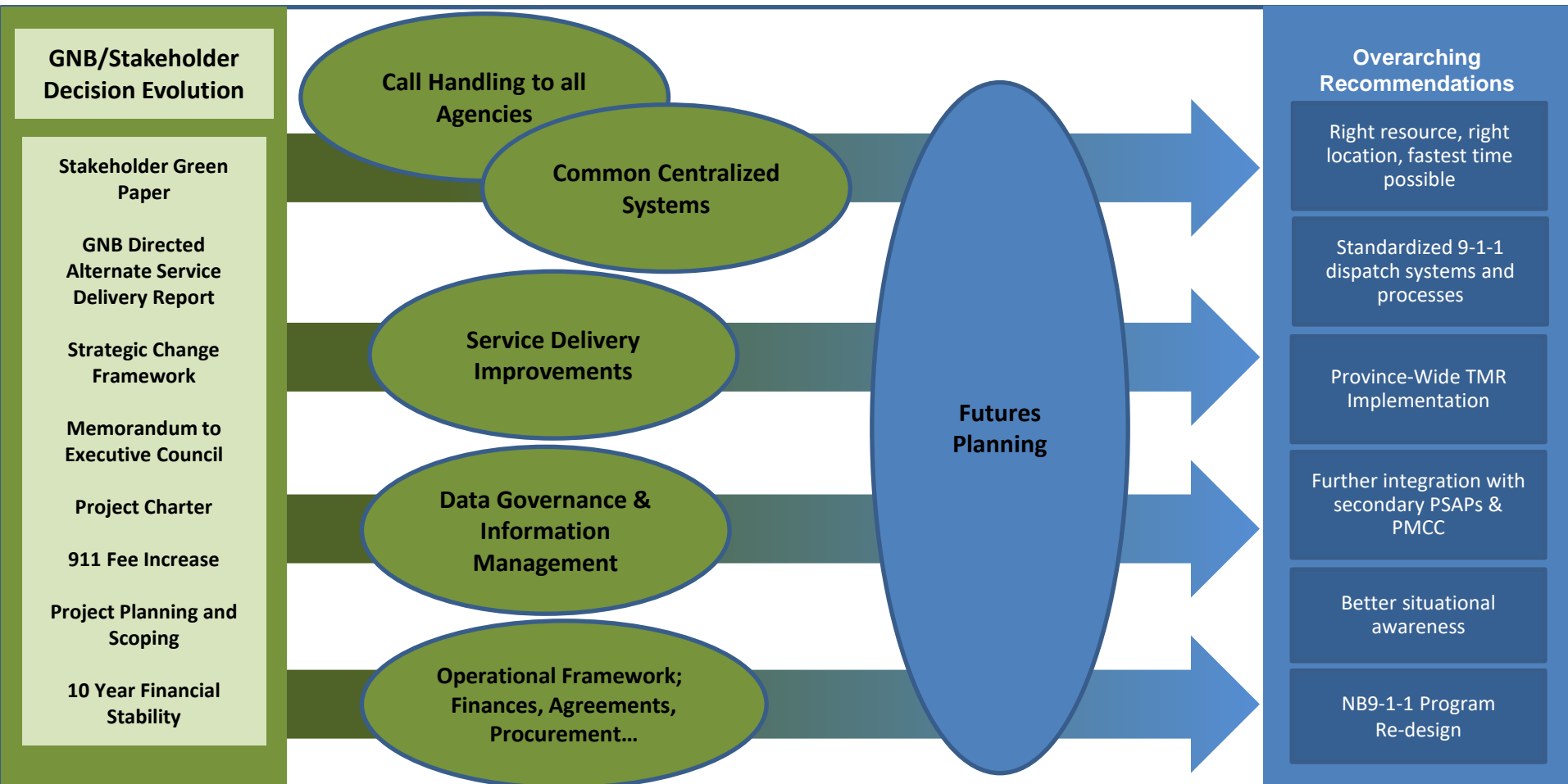
# New Brunswick 9-1-1 Program

## VISION

*Right Resources, Right Location, Fastest Time*

## MISSION

*Best Value, Best Service, Best Customer Outcomes*



Jan 2021 – Mar 2024

# Project Status

## Underway:

- Request for Proposal
  - NG9-1-1 Call Handling Solution as a first phase
- Financial Analysis
- Stakeholder Engagement and Communications

## Planned:

- Data Governance Discussion
  - Developing Framework
  - Resourcing, engagement and timing

# Data Governance

- Due diligence on understanding the full landscape of available data
- Not about data ownership
- New data to be included
- Partner with PSAPs to review information management practices including access and retention.

