
**THE CORPORATION OF THE COUNTY OF HASTINGS
9-1-1 SUB-COMMITTEE**

AGENDA

9:30 AM, Wednesday, February 4, 2026

Council Chambers & Zoom

The Minutes as prepared by the Clerk will be the official record of the meeting

HASTINGS COUNTY VISION STATEMENT

People and businesses thrive in Hastings County because of its support for individuals and families, strong communities, its natural beauty, and respect for its history and traditions.

Page

CALL TO ORDER

LAND ACKNOWLEDGEMENT

We are meeting today on the traditional territory of many nations including the Huron-Wendat, Anishnaabe, and the Haudenosaunee peoples. Hastings County Council acknowledges our shared obligation to respect, honour and sustain these lands and the natural resources contained within. We honour their cultures and celebrate their commitment to this land. We would also like to acknowledge the Mohawk and Algonquin nations whose traditional and unceded territory we are gathered upon today. Hastings County is situated on treaty land that is steep in rich Indigenous history and home to many First Nations, Métis and Inuit people.

DISCLOSURE OF INTEREST

- (a) Disclosure of Interest at the February 4, 2026 meeting

MINUTES

3 - 6

- (a) Approval of the Minutes of the March 4, 2025 meeting

BUSINESS ARISING FROM THE MINUTES

COMMUNICATIONS

1. INFORMATION CORRESPONDENCE

7

- (a) Provider selected for Belleville police's Next Generation 911 call handling

9 - 10

- (b) New Southeastern Ontario Paramedic Dispatch System Going online February

- 11 (c) Police Combat 911 Hang-ups
- 13 - 15 (d) Hastings County Joins 911 Campaign
- 17 - 18 (e) Belleville Police Report 911 Misuse Campaign
- 19 - 21 (f) New Ambulance Dispatching System Results in Some Improvement
- 23 (g) Public Mischief Charge after Belleville Man Calls for Ambulance Five Times in One Day
- 25 (h) Know Who and Where to Call
- 27 - 28 (i) Northern911 re Merger

2. ACTION CORRESPONDENCE AND RECOMMENDATION TO PLANNING AND DEVELOPMENT COMMITTEE

- 29 - 33 (a) Statistical Information for 2025
- 35 - 38 (b) NG911 Readiness Update
- 39 - 41 (c) HQ911 2025 Projects and Achievements

BUDGET

- 43 - 45 (a) 2026 Draft Budget - recommendation to refer the draft budget to the Planning and Development Committee for approval

OTHER BUSINESS

NEXT MEETING

- (a) Date of next meeting - Call of the Chair

ADJOURNMENT

- (a) Adjournment of the February 4, 2026 meeting

THE CORPORATION OF THE COUNTY OF HASTINGS
9-1-1 SUB-COMMITTEE

County Administration Building
Belleville, Ontario,
March 4, 2025

A meeting of the 9-1-1 Sub-Committee was held with the following members present: Warden Bob Mullin and Councillor Loyde Blackburn (County of Hastings), Councillor Sally Freeman (City of Quinte West) and Captain Bowen Tang, CFB Trenton Fire Department. Regrets were received from Councillor Sean Kelly. Also in attendance were Colette Tanner, 9-1-1 Coordinator, Justin Harrow, Director of Planning, Connor Dorey, CAO, Allison Goodwin, Deputy Clerk and Records Management Coordinator, Sarah McCurdy, Executive Assistant to the Warden and CAO and Sharon Christopher, Administrative Assistant.

CALL TO ORDER

- (a) Deputy Clerk, Allison Goodwin, called the meeting to order.

ELECTION OF COMMITTEE CHAIR

- (a) Ms. Goodwin called for nominations for Committee Chair

Moved by Warden Bob Mullin;

Seconded by Councillor Sally Freeman;

THAT Councillor Loyde Blackburn be nominated as Committee Chair.

CARRIED

Ms. Goodwin asked a second and third time for nominations and heard none.

Moved by Warden Bob Mullin;

Seconded by Councillor Sally Freeman;

THAT nominations for Committee Chair be closed.

CARRIED

LAND ACKNOWLEDGEMENT

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these lands and the natural resources contained within. We honour their cultures and celebrate their commitment to this land. We would also like to acknowledge the Mohawk and Algonquin nations whose traditional and unceded territory we are gathered upon today. Hastings County is situated on treaty land that is steep in rich Indigenous history and home to many First Nations, Métis and Inuit people.

DISCLOSURE OF INTEREST

- (a) Disclosure of Interest at the March 4, 2025 meeting

There was no disclosure of interest.

MINUTES

- (a) Approval of the Minutes of the March 5, 2024 meeting

Moved by Warden Bob Mullin;

Seconded by Captain Bowen Tang;

THAT the Minutes of the March 5, 2024 meeting be approved.

CARRIED

BUSINESS ARISING FROM THE MINUTES COMMUNICATIONS

1. INFORMATION CORRESPONDENCE

- (a) Peterborough Council approve 5 year agreement - Press Release
- (b) N911 Readiness for NG911 Transition - Letter
- (c) Belleville Saying Goodbye to Inhouse Fire Dispatch - Article
- (d) N911 Launches NG911 Services June 13, 2024 - Letter
- (e) 911s Evolution in Canada - Article
- (f) St. Catharines Fire Hoping to Revolutionize 911 Dispatch Services - Article

Moved by Warden Bob Mullin;

Seconded by Captain Bowen Tang;

THAT information correspondence items (a) through (f) be received.

CARRIED

2. ACTION CORRESPONDENCE AND RECOMMENDATION TO PLANNING AND DEVELOPMENT COMMITTEE

- (a) Hastings-Quinte E9-1-1 Statistical Information for 2024

Moved by Councillor Sally Freeman;

Seconded by Warden Bob Mullin;

THAT the 9-1-1 Sub-Committee recommend to the Planning and Development Committee that the report regarding Hastings Quinte E9-1-1 statistical information for 2024 be received.

CARRIED

- (b) Next Generation 911 Readiness Update

Moved by Councillor Sally Freeman;

Seconded by Warden Bob Mullin;

THAT the 9-1-1 Sub-Committee recommend to the Planning and Development Committee that the County of Hastings Staff Report regarding Next Generation 911 readiness update be received.

CARRIED

- (c) Hastings-Quinte 911 Annual Projects and Achievements for 2024

Moved by Captain Bowen Tang;

Seconded by Councillor Sally Freeman;

THAT the 9-1-1 Sub-Committee recommend to Planning and Development Committee that the staff report regarding HQ911 2024 projects and achievements be received.

CARRIED

BUDGET

- (a) 2025 Draft Budget - recommendation to refer the draft budget to the Planning and Development Committee for approval

Justin Harrow, Director of Planning reviewed the draft budget for Committee.

Moved by Councillor Sally Freeman;

Seconded by Warden Bob Mullin;

THAT the draft budget be referred to the Planning Committee for approval.

Provider selected for Belleville police's Next Generation 911 call handling

Quinte News online [Zach McGibbon](#)

Jan 23, 2025 | 12:08 PM

Solacom Guardian has been selected to be the Next Generation 911 call handling solution for the Belleville Police Service.

In a report to the Belleville Police Services Board, Belleville Police Chief Murray Rodd says that the company has been successful in winning bids across several mid to large police services across Canada.

Installation and testing of the equipment is set to begin this month.

Next Generation 911 (NG-911) is new technology that not only allows calls but allows texts, images, video and data to the 911 centre.

These will be introduced in phases with the first phase allowing for text messages.

Ontario has provided \$418,166.39 plus additional funding for fiber connectivity, furniture, professional services and other IT systems to support the transition.

Belleville Police Services will be bringing online a full redundant secondary dispatch site in the event of a significant failure at police headquarters.

The new NG-911 requirements set out by the CRTC mean that the system should be implemented no later than March 4, 2025.

New Southeastern Ontario paramedic dispatch system going online Feb. 5

Urgent cases will still receive priority response, but less-urgent cases may wait longer for ambulances.

Author of the article:

[Postmedia Staff](#)



Published Jan 24, 2025 • Last updated Jan 24, 2025 • 2 minute read

The Kingston Central Ambulance Communications Centre dispatches paramedics across southeastern Ontario. It and paramedic services are implementing a new system to make the process more efficient. PHOTO BY SUBMITTED

A new paramedic dispatch system will go online Feb. 5, bringing what officials say will be more efficient service.

Southeastern Ontario paramedic services, including Hastings-Quinte's, and Kingston Central Ambulance Communications Centre that dispatches them are implementing the Medical Priority Dispatch System.

The Intelligencer in September first broke the story of Hastings-Quinte's upcoming use of the system.

At the time, Chief Carl Bowker called the system "the gold standard." He said at the time it will reduce the number of calls assigned high priority by 35 to 40 per cent, based on the reduction seen in other services using the system.

It's in use in more than 35,000 ambulance communications centres in at least 46 countries. In Ontario, Toronto, Ottawa, Peel, Halton, York, Niagara, and more use it.

To help prioritize the most urgent calls, people calling 911 for a medical emergency will be asked new, detailed questions about the patient's condition.

"Paramedics will respond to urgent and life-threatening cases as quickly as possible but those who call 911 for less-urgent, non-life-threatening matters should expect longer wait times under the new system," states a news release from the communications centre and paramedic services.

"Callers for less-urgent cases will be supported through regular contact with ambulance communications officers who will monitor the patient's condition," the release reads.

“It would not be unrealistic for people to wait one to four hours for non-life-threatening conditions,” Bowker told The Intelligencer last fall. He explained the longest waits will be for conditions deemed “not time sensitive.”

“The new system is a time-tested, scientifically proven, advanced set of technical tools to help paramedics, ambulance communications officers, and emergency department teams ensure that each patient receives the right care at the right time,” Chris Wicklam, Director, Kingston Central Ambulance Communications Centre, said in the release. Kingston Health Sciences Centre operates the facility.

Wicklam said the new system “increases precision, accuracy, and efficiency in emergency medical response; and it ensures our emergency department colleagues are able to return paramedics to service as quickly as possible after each call.”

The centre serves the paramedic services of Hastings-Quinte and Counties of Lennox and Addington, Leeds-Grenville, Lanark County and Frontenac.

The release noted the system will “soon be standard across the province.”

It added it prioritizes the most critically-ill patients, matches paramedics with specialized skills and equipment to each case, and lessens the demands upon hospital emergency departments.

Chief Jeff Carss of Leeds Grenville Paramedic Service described it as “one more way for all of us to further ensure every patient finds the right pathway to the services they need most.”

Dial [211](tel:211) or visit 211.ca for other options for less-urgent health care and social services.

For more information about non-emergency primary health care and the health system in Hastings and Prince Edward Counties, visit the Hastings Prince Edward Ontario Health Team website at hpeoht.ca.

Police combat 911 hang-ups

Quinte News online [Alan-Michael Steele](#)

Mar 3, 2025 | 2:25 AM

Belleville Police Service is working to try and reduce the number of calls to 911, where the caller simply hangs up on operators before any information is given.

A report to the Belleville Police Services Board during their meeting on Thursday highlighted the number of 911 hang-ups their operators receive, with a total of 288 hang-ups in January 2025 alone.

In 2024, police received 4,165 911 hang-up calls, which averaged 11.4 per day.

The report highlighted that most of these calls are accidental due to misdials, pocket dials, or errors in mobile phone emergency settings. Each one needs to be treated as a potential emergency and first responders are sent out to ensure someone isn't in trouble, taking resources from other urgent calls.

In order to reduce the number of dropped calls, police are rolling out several communications programs, including social media outreach, and information sessions at Loyalist College for international students who might not know how the 911 system works.

Belleville police are asking residents who discover they've made an accidental call to 911 to remain on the line and let the operator know it was a mistake, to prevent tying up responders chasing down false alarms.

While the number of hang-ups has increased in recent years, the report found they actually decreased in 2024 relative to the previous year, with 1766 fewer hang-ups received.

Hastings County joins 911 campaign, offers tips to avoid errors

If you dial 911 accidentally, don't hang up; if you already have, call back and report the mistake

Author of the article:

[Postmedia Staff](#)

Published May 08, 2025 • Last updated May 08, 2025 • 3 minute read

Article content

Hastings County officials are, as part of a new provincial campaign, urging people to help reduce needless 911 calls.

The effort is part of the “When Every Second Counts” campaign of the Emergency Services Steering Committee. The group is comprised of representatives of Ontario’s largest cities and municipalities or regions involved in emergency services.

Organizers say it’s the first Ontario-wide campaign of its kind.

Its goal is to both reduce the misuse of the emergency telephone service for non-urgent situations by educating the public about proper use.

“The County of Hastings is committed to ensuring our residents have access to the right information and resources,” Warden Bob Mullin said in the release. “By participating in this campaign, we are helping provide education on when to call 911 and when to use non-emergency numbers, so that emergency services remain available for those who truly need them.”

The county operates Hastings-Quinte Paramedic Services, which also serves Belleville, Quinte West, the Tyendinaga Mohawk Territory, and Prince Edward County.

“Ontarians continue to call 911 for everything from boredom, to a failed restaurant order, to a TV that isn’t working!” stated Nancy Polsinelli, a steering committee member and Peel Region’s health services commissioner, in a committee release.

“In other instances, calls are made for non-emergency vehicular collisions, medical issues, and bylaw issues – where other contacts and resources are available, but the public may not be familiar with them.

“This type of misuse can be the difference between life and death when someone can’t get through to 911 because the line is busy,” Polsinelli continued.

Hastings County's 911 coordinator, Colette Tanner, said people should call 911 only for life-threatening situations, crimes in progress, or true emergencies.

"Unfortunately, we continue to receive 911 calls for non-emergency situations such as lost or stolen items not in progress, noise complaints, accidental pocket dials, or abandoned calls," Tanner stated in a news release.

"These calls take valuable time away from real emergencies where every second counts," she said.

Police services across Ontario report nearly half of all 911 calls are for non-emergencies. They include calls made accidentally and those made for "frivolous" inquiries, the release revealed.

The release provides several tips for using 911.

If you dial 911 accidentally, don't end the call. The people answering such calls must call back: either to confirm there is no emergency, leave a message, or dispatch first responders, if needed.

"Letting a 911 professional know there is no emergency will save precious time from attending to other real emergencies," the release stated.

If you realize you've dialled 911 in error, then ended the call – especially from a mobile device – dial 911 again and report there is no emergency.

Across Ontario, police services report that nearly half of all 911 calls are for non-emergencies, including accidental dials, hang-ups, and frivolous inquiries.

"Accidental calls to 911 have increased significantly, particularly following technological upgrades that enabled the emergency SOS feature on Apple and Android devices," the county's release stated.

That feature allows users to call 911 by pressing a device's side buttons rapidly. Campaigners say that has made it easier to make accidental calls.

Some devices can also call 911 while in airplane mode, which is intended to keep devices from connecting to telecommunications networks.

"Children playing with phones – especially older devices repurposed as toys – also contribute to the volume of unintentional calls as any device with battery power can connect to 911," the release added.

International calling is another increasingly frequent cause of accidental calls.

In Canada, international calls may require a person to dial 9, then 011 before dialling the recipient's country code and telephone number. Omitting the 0 may lead to an unintentional call

to emergency services. (Users of mobile devices may need to enter the plus sign prior to dialling any digits.)

Visit www.wheneversecondcounts.ca for details.

County staff encourage people to know and use local non-emergency numbers for police, fire and ambulance service.

Those include:

Belleville Police Service 613-966-0882 TTY 613-966-3788

CFB Trenton military police 613-392-2811 ext. 7153

OPP 1-888-310-1122 TTY 1-888-310-1133

Bancroft Fire 613-332-2442

Belleville Fire 613-962-2010

Carlow/Mayo Area 613-332-1760

CFB Trenton Fire 613-392-2811 x 3511

Centre Hastings Fire 613-473-4030

Deseronto Fire 613-396-2440

Faraday Fire 613-332-3638

Hastings Highlands Fire 613-338-2811

Limerick Fire 613-332-8898

Madoc Township Fire 613-473-2677

Marmora and Lake Fire 613-472-2748

Mohawk Fire 613-968-7985

Quinte West Fire 613-392-6557

Stirling-Rawdon Fire 613-395-0214

Tudor and Cashel Area 613-474-2583

Tweed Fire 613-478-2535

Tyendinaga Fire 613-396-1660

Wollaston Fire 613-337-5731

Belleville Police report: 911 Misuse Campaign

Quinte News online [Alana Cameron](#)

May 8, 2025 | 8:04 AM

Belleville police responded to 118 calls for service over a 24-hour period from 5 a.m. on May 7, 2025 to 5 a.m. on May 8, 2025.

Belleville police support province-wide campaign to reduce 911 misuse

Belleville Police Service is proud to support the launch of a new province-wide initiative, When Every Second Counts, aimed at tackling the growing issue of 911 misuse.

Launched today by the Emergency Services Steering Committee (ESSC), this campaign emphasizes the critical importance of using 911 responsibly to ensure emergency lines remain available for those who truly need them.

Across Ontario, emergency operators are seeing an increase in non-emergency calls to 911, from complaints about fast food orders to issues with televisions. These types of calls tie up emergency resources and can delay response times for life-threatening situations.

“Every second truly counts when someone is experiencing a crisis,” said Chief Murray Rodd of the Belleville Police Service. “Misusing 911 puts lives at risk. Our goal is to ensure that the public understands when to call 911 and when other services are more appropriate.”

The campaign encourages residents to:

- Use 911 only for emergencies where people or property are at immediate risk.
- Become familiar with non-emergency numbers for police, fire, and medical services.
- Educate family and friends – especially children and seniors – on the proper use of 911.

In Belleville, as in many communities across the province, a significant number of 911 calls are either accidental, non-urgent, or based on misunderstandings about the service.

“The vast majority of our community wants to do the right thing,” added Chief Rodd. “This campaign provides the tools and knowledge to help people make the right call – literally.”

To learn more about the campaign and how you can help, visit: www.wheneversecondcounts.ca

New ambulance-dispatching system results in some improvement

Too early to see system's full effects, chief says

Author of the article:

[Luke Hendry](#)

Published May 14, 2025 • Last updated May 15, 2025 • 3 minute read



A new ambulance-dispatching system is improving some response times by Hastings-Quinte paramedics, though the service's chief cautions more data is needed before the full impact can be assessed. PHOTO BY LUKE HENDRY

A new ambulance-dispatching system now in place is reducing the number of high-priority calls for local paramedics, resulting in various improvements, though its full impact may not be known until year's end.

Hastings-Quinte Paramedic Services Chief Carl Bowker presented on Wednesday the latest statistics during Hastings County's joint emergency services committee meeting in Belleville.

The new system on Feb. 6 began service locally.

Early numbers show a decrease of 25 per cent in high-acuity calls: from 6,006 in Jan. 1 to March 31 of 2024 to 4,550 in the same period of this year. Those are the calls to which ambulances respond with their sirens and emergency lights activated.

Low-acuity calls, as expected, increased from 1,777 to 3,190 in that period.

Total call volume was nearly identical: 7,783 calls in the first three months of 2024 compared to 7,740 in the same period this year.

Under the new system, calls are colour-coded by acuity. Purple represents the most acute cases; red is also a high-acuity colour. Priority then descends through orange, yellow, and green.

Bowker said three-quarters of calls were, prior to the new system, dispatched as high-acuity ones.

"It should probably be sitting around 40 or 45 per cent by the end of the year," he said in a pre-meeting interview.

The change should mean more efficient responses to true emergencies while also reducing paramedics' workload, he said.

A further chart in the service's May statistical report compares response times between Feb. 6, 2024 and March 31 of that year with response times in the same period of 2025.

Calls in Hastings County, including Belleville and Quinte West, received in 2024 an average response of nine minutes, five seconds. In 2025, newly-colour-coded purple calls had an average response of eight minutes, 12 seconds. Red calls saw an increase to nine minutes, 48 seconds.

Bowker and officials with the Kingston dispatching centre had warned the new system would result in longer response times for those awaiting service for low-acuity calls. Some patients with non-urgent needs could wait for as much as four hours, Bowker said last year. Those long waits do not appear in the new report.

Low acuity-calls in Hastings County, Belleville, and Quinte West had average 2024 response times of between about 10 and 11 minutes. Those increased in 2024 to more than 14 minutes.

Prince Edward County's statistics showed, however, an increase across all calls.

Red and purple calls averaged in 2024 a response of 11 minutes, 25 seconds. This year, the purple calls had an average response time of 15 minutes, with red ones averaging 13 minutes, 38 seconds.

Low-acuity responses increased from about 11 or 12 minutes to as long as 18 minutes.

Bowker said he was at first concerned by those numbers, but it turned out high-priority stat is involved only nine purple calls.

"It's a very small data set that's not necessarily indicative of the whole," he said.

"Response times are one small part of system performances, but it's not the be-all, end-all.

He said it's also premature to gauge the system's broader performance based upon the first two months of data.

"It should be noted that with a significant reduction in the number of calls being prioritized ... these patterns will take longer to develop in some areas," he wrote in a report to the committee. The predicted trends have, however, started to emerge in Hastings County, Quinte West and Belleville, he wrote.

He said the Kingston-based dispatching centre is still working out "some kinks" to ensure the system is being used correctly.

"They're scrutinizing calls at a very level."

The chief said he has yet to hear from any citizen with a concern about a long wait for a high-acuity call, though the service has not solicited feedback.

“Calls that are dispatched on a low priority that return to hospital on a high priority are reviewed by a medical oversight committee and our service sits on a dispatch steering committee to review performance issues,” his report noted.

On the workload side, his report continued, “We continue to see a 50% decrease in the number of meal claims and shift overrun has decreased by approximately 25%.”

“It’s always nice to see some statistical backup data to a decision we made,” said Warden Bob Mullin, mayor of Stirling-Rawdon.

He said he also appreciates the new format for reporting response times, which he said creates less of a competition between municipalities.

The latest statistics are online at tinyurl.com/ems251.

Public mischief charge after Belleville man calls for ambulance five times in one day

Quinte News online [Zach McGibbon](#)

Jul 17, 2025 | 10:25 AM

A Belleville man has been charged with public mischief after he allegedly called 911 five times in one day for hospital transportation, only to return home immediately afterwards.

Belleville police responded to an ambulance assist at an apartment building in the city's east end at around 9 p.m. on Wednesday.

Officers learned about the multiple calls for service in one day, plus learned that over the last five days the man had made 21 emergency calls for transportation to the hospital.

Police cautioned the man and left the residence.

Five minutes later, police say he called 911 again.

As a result, a 69-year-old Belleville resident was arrested and charged with public mischief. He was held for a bail hearing.

Know who and where to call

Quinte News online [Tim Durkin](#)

Jul 18, 2025 | 4:50 AM

Due to widespread weather-related incidents, including flooding, forest fires, extreme heat, and hazardous driving conditions, tOPP are urging the public to remain alert and informed by using the appropriate resources for timely updates.

Please do not call 911 for road closures, weather updates, traffic conditions, or other non-emergency information.

This ties up emergency lines and delays response to those that require emergency assistance.

For accurate and up-to-date information:

- *Weather forecasts and alerts:* weather.gc.ca and theweathernetwork.com
- *Road closures and traffic conditions:* 511on.ca and municipal511.ca
- *Marine conditions:* weather.gc.ca/marine
- *Forest fires:* ontario.ca/page/forest-fires and @ONforestfires on social media
- *Emergencies:* Call 911
- *Non-emergencies (e.g., reporting traffic complaints, suspicious activity):* Call [1-888-310-1122](tel:1-888-310-1122)

The public is also encouraged to:

- *Monitor local news outlets and radio stations for updates in their area.*
- *Follow official social media accounts of the OPP, local municipalities, and emergency services.*
- *Plan ahead, drive according to conditions and avoid unnecessary travel during severe weather.*

OPP thank the public for staying alert and assisting in our shared efforts to build a safer Ontario.

Mon 2025-11-10 12:04 PM
Email from our Primary Public Safety Answering Point,
Client Support <n911cs@northern911.com>



Dear Partner in Public Safety,

We're pleased to share that **Northern911 has been acquired by RapidSOS**, a public safety platform and technology company that connects life-saving data from more than 600 million devices to over 22,000 public safety agencies across North America and beyond.

Our Commitment Remains the Same

Although our ownership has changed, our people, systems, and dedication to your community remain unchanged. Our operations, high service standards, and reliability you depend on are firmly in place.

For decades, [Northern911](#) has been a trusted lifeline for municipalities and regions across North America, delivering reliable 911 call taking, dispatching, and monitoring services that ensure critical emergencies are answered and coordinated without interruption.

Building a Stronger Future Together

Now we've joined forces with RapidSOS, whose platform has aided responders in over one billion emergencies globally, we're enhancing the way help reaches those who need it most. By uniting Northern911's trained, experienced professionals with RapidSOS's technological expertise and innovation, we're strengthening public safety and expanding our shared mission to help people in their weakest moments.

Together, we're building a stronger, more connected network for emergency response — one that enhances reliability, improves coordination, and helps ensure every call reaches the right place, even under extraordinary circumstances.

We look forward to continuing to serve your community — the same people, the same commitment, now with even greater strength behind us.

Sincerely,

Mike Shantz, President



Frequently Asked Questions

Who is RapidSOS?

RapidSOS is a technology company that unlocks mission-critical intelligence for emergency response. It harnesses artificial and human intelligence to fuse life-saving data from 600M+ connected devices, apps, and sensors from 210+ global technology companies to over 22,000 public safety agencies in 11 countries. Whether there's an unsafe moment or an emergency, RapidSOS Ready devices, vehicles, homes, or buildings deliver essential data to the right place when it matters most.

Will this change our current 911 services?

No. All existing operations remain based in Sudbury, Ontario, Canada, and your services are unchanged. You will continue to receive the same reliable, uninterrupted support you've come to expect from Northern911.

At the same time, we're strengthening and expanding mutual aid coverage to ensure agencies are even better supported during outages, call surges, and staffing shortages.

Does this impact contracts or pricing?

No. All existing contracts remain valid and in full effect. Northern911 continues to operate as the same legal entity, and there are no changes to pricing or terms. Any future enhancements or new service offerings will be communicated transparently.

Will my account manager or point of contact change?

No. Your existing account manager and support team remain unchanged. You can contact your Northern911 team through the same channels you currently use.

Will Northern911 continue to operate under its own name?

Yes. Northern911 will continue to operate under its existing name and brand, recognized across North America for reliability and professionalism. You'll continue to see the Northern911 identity on all communications, documentation, and services.

Who should we contact if we have questions about this announcement?

You can reach your existing account manager directly or email client.support@northern911.com. Our leadership team is also available to discuss any questions about the partnership or ongoing operations.

REPORT



Date: January 12, 2026

Report to: 911 Sub-Committee

Report from: Colette Tanner, 911 Coordinator

Subject: Hastings Quinte E9-1-1 statistical information for 2025

Recommendation:

THAT the 9-1-1 Sub-Committee recommend to Planning and Development Committee that the County of Hastings staff report dated January 12, 2026, regarding Hastings Quinte E9-1-1 statistical information for 2024 Be Received.

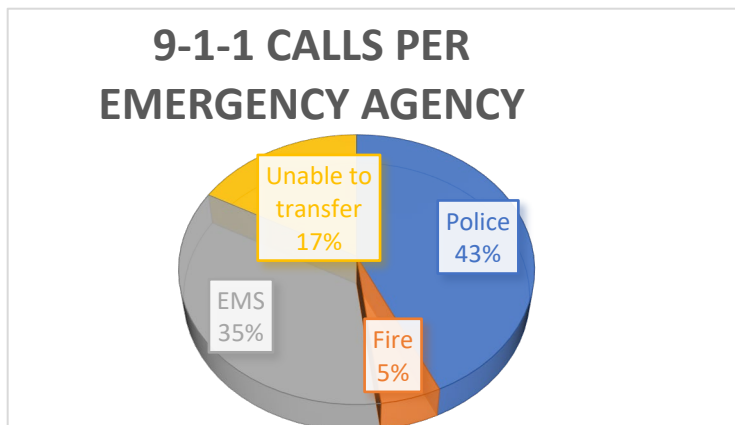
Financial Impact:

Does recommendation have a budgetary impact?	No
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Analysis:

The annual report reviews the total number of 9-1-1 calls received in 2025. Statistical analysis is generated monthly for each municipality and includes a percentage breakdown by emergency service, cell/wireless, “no call back” incidents, generated calls requiring default routing to police, and Text with 911 for the Deaf and Hard of Hearing in both English and French.

Overall, 9-1-1 call volumes have continued to increase, rising by 26% since 2018. Historically, call distribution among Emergency Agencies (PSAPs) has remained relatively consistent throughout the year. However, in December 2025, Kingston CACC dispatch for EMS received more 9-1-1 calls than Police for the first time in our history.



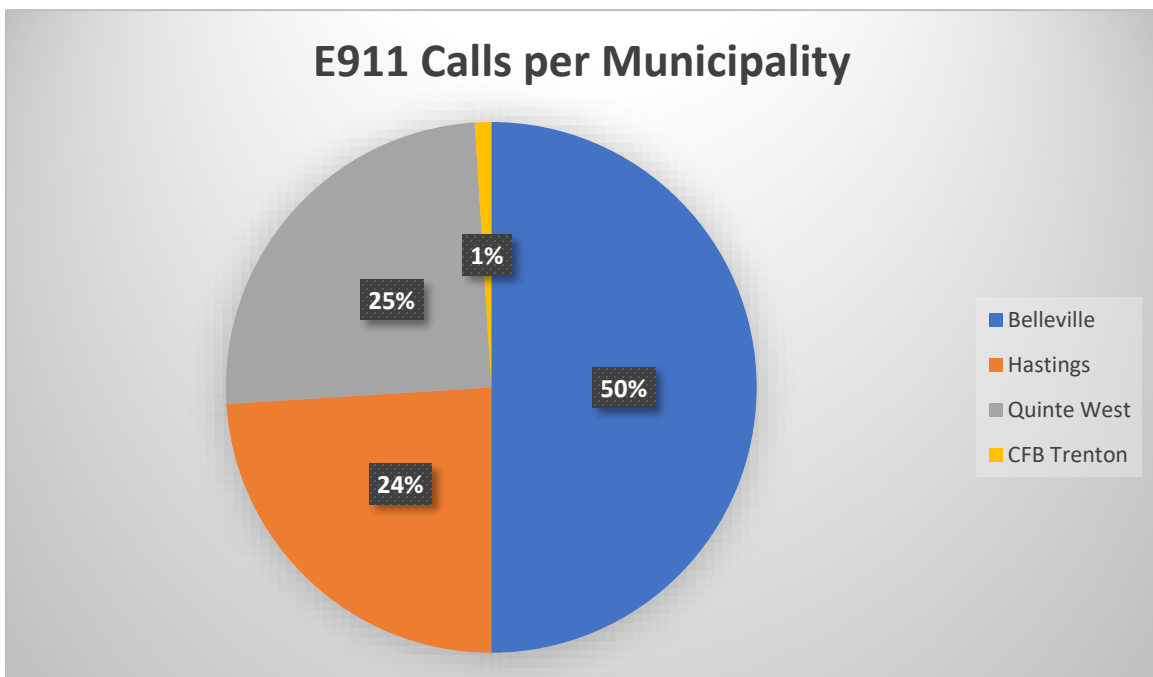
Summary

1. E9-1-1 calls for 2025:

- i. Total of 58,488
- ii. 1% increase
- iii. 26% increase in 7 years
- iv. Average 4874 per month,
- v. Average 160 per day

2. Percentage of calls per PSAP:

- a. Police 43%
 - i. BPS 48%
 - ii. OPP Quinte West 26%
 - iii. OPP Hastings Cty 26%
- b. Fire 5%
 - i. BFD 39%
 - ii. QWFS 35%
 - iii. Hastings Cty Fire 26%
- c. EMS 35%
 - i. Belleville 48%
 - ii. Quinte West (including CFB Trenton) 25%
 - iii. Hastings Cty 27%



****Please note this is not “calls for service” for each agency but calls received on 9-1-1 and transferred accordingly from the Primary to the requested Secondary PSAP.**

Strategic Plan Alignment:

3.3 Modernize and invest in Hastings County infrastructure and innovative technology to enhance services

Attachment:

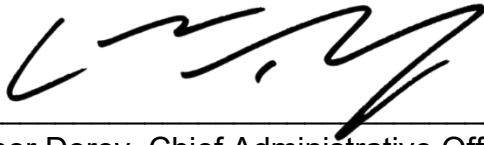
1. Hastings Quinte 9-1-1 Stats for 2025

Report Reviewed By:

Cathy Bradley, Director of Legislative Services & Clerk

January 23, 2026

Report Approved By:



Connor Dorey, Chief Administrative Officer

January 26, 2026



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL 911 Calls 2025
Bancroft	119	133	140	115	138	141	208	191	151	167	155	126	1,784
Belleville	2293	2201	2693	2231	2457	2552	2620	2561	2680	2519	2114	2526	29,447
Centre Hastings	87	60	97	96	95	91	98	93	87	112	81	116	1,113
Carlow Mayo	4	2	6	5	5	4	6	9	9	11	6	5	72
CFB Trenton	7	2	7	9	4	8	6	12	5	6	4	5	75
City Quinte West	1196	1108	1209	1113	1224	1326	1474	1523	1195	1243	1085	1233	14,929
Deseronto	35	29	50	52	50	43	31	45	51	20	33	38	477
Faraday	63	55	53	45	62	57	75	79	70	69	43	58	729
Hastings Highlands	84	71	80	119	120	125	157	147	85	119	82	88	1,277
Limerick	6	10	3	8	9	13	25	22	19	19	13	11	158
Marmora&Lake	118	88	107	100	79	119	115	152	90	108	84	82	1,242
Madoc	81	75	121	100	123	111	94	107	101	122	100	111	1,246
Stirling Rawdon	82	65	82	87	75	96	106	100	83	75	99	112	1,062
Tudor & Cashel	16	14	34	21	17	28	35	54	26	27	24	41	337
Tweed	101	137	154	96	138	135	173	188	154	127	136	136	1,675
Tyendinaga	168	170	193	187	197	219	247	259	211	242	228	206	2,527
Wollaston	18	19	24	35	20	30	36	42	27	32	32	23	338
Total 2025	4478	4239	5053	4419	4813	5098	5506	5584	5044	5018	4319	4917	58,488
2024	4279	4057	4225	4179	4950	5061	5650	5722	5434	5034	4726	4887	58,204
2023	4583	4399	4797	5348	5918	6270	6074	5304	5222	4830	4319	4812	57,710

	CELL CALLS 84% of transferred	POLICE 43%	FIRE 5%	EMS 35%	Calls not transferred Cell/other 17%
Jan	3,643	1,854	142	1,749	632
Feb	3,514	1,723	132	1,563	736
Mar	4,252	1,941	288	1,711	1018
Apr	3,685	1,985	245	1,485	601
May	4,051	2,205	187	1,617	695
Jun	4,348	2,372	176	1,676	759
Jul	4,712	2,532	274	1,872	716
Aug	4,786	2,596	381	1,803	677
Sep	4,292	2,134	239	1,688	960
Oct	4,260	2,190	228	1,715	865
Nov	3,582	1,842	180	1,669	606
Dec	4,064	1,863	178	1,947	913
	49,189	25,237	2,650	20,495	9,178

2025 Texting Sessions 5 ENG 0 FR
 Average 4874 Calls per month
 Average 160 Calls per day

NOTE stats represent number of calls received on 9-1-1 not total calls for service or include non-emergency calls.

Belleville	50%	Belleville Fire	39%	Belleville PS	48%	Belleville EMS	48%
Hastings	24%	Hastings Fire Agencies	35%	OPP Hastings Cty	26%	Hastings EMS	25%
Quinte West	26%	Quinte West Fire	26%	OPP Quinte West	26%	Quinte West EMS	27%
CFB Trenton	*.12%						

HASTINGS QUINTE 9-1-1 STATS FOR 2025

"Hastings Quinte 9-1-1 is a cornerstone of public safety as a primary contact between our citizens and emergency services and is committed to providing an efficient, effective and compassionate service for its community members and partners"

REPORT



Date: January 13, 2026
Report to: 911 Sub-Committee
Report from: Colette Tanner, 911 Coordinator
Subject: Next Generation 911 Readiness Update 2026

Recommendation:

THAT the 9-1-1 Sub-Committee recommend to Planning and Development Committee that the County of Hastings Staff Report dated January 13, 2026, regarding Next Generation 911 readiness update 2026 BE RECEIVED.

Financial Impact:

Does recommendation have a budgetary impact?	No
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Analysis:

Purpose

To provide an overview of the NG9-1-1 readiness update, status within Hastings Quinte 9-1-1 (HQ911), and long-term operational and financial implications.

Background

The CRTC directed telecommunications providers (Bell, Rogers, Telus) to upgrade their networks from analog to digital and to establish the Emergency Services IP Network (ESInet). As a result, all Public Safety Answering Points (PSAPs) must connect to this network to continue receiving 9-1-1 calls.

Original PSAP implementation deadlines set for 2023 were delayed to March 4, 2025, due to COVID-19 and supply chain disruptions. A planned soft launch of Real-Time Text (RTT) services in May 2024 was also delayed until after onboarding has been completed.

The CRTC has now confirmed March 2027 as the “final” deadline for decommissioning the legacy Enhanced 9-1-1 (E9-1-1) network. Ultimately mandating that all telecommunications providers and Public Safety Answering Points (PSAPs) transition from legacy analog 9-1-1 systems to Next-Generation 9-1-1 (NG9-1-1). This transition enables modern, IP-based emergency communications and lays the foundation for future capabilities such as Real Time Text, photos, video calling, and improved location accuracy.

While the transition is largely invisible or “seamless” to the public, it represents a significant and complex transformation for emergency services agencies.

Key Benefits of NG9-1-1

- Improved call routing using real-time geographic (GPS) data rather than static addresses
- Reduced call transfers and faster emergency response
- Foundation for future services such as Real Time texting (RTT), photos, and video calling
- Enhanced situational awareness for first responders

A major improvement is the shift from cell-tower-based routing to geospatial call routing, ensuring calls are directed to the correct PSAP based on accurate, real-time location data. This requires significant updates to Geographic Information System (GIS) data and coordination and public education across municipal, provincial, and national partners.

Local GIS staff from the County of Hastings and the Cities of Belleville and Quinte West are actively collaborating to ensure data consistency and alignment with national standards.

Implementation Challenges

PSAP implementation delays across Canada have been driven by several factors:

- Requirements for new hardware, software, and internal network upgrades
- Significant capital and operating costs (technology, cybersecurity, staffing, training)
- Vendor availability and coordination challenges
- Lengthy testing and onboarding processes involving multiple service providers

Status of Hastings Quinte 9-1-1

- Northern 9-1-1 successfully transitioned to NG9-1-1, at the time becoming the second Primary PSAP and second Fire Communications Centre within Bell Canada’s territory.
- Hastings Quinte 9-1-1 continues to progress toward full NG9-1-1 implementation.
- The need for data sharing agreements is being reviewed and executed.
- Six of the seven remaining PSAPs have selected vendors and entered the design phase, with onboarding planned over the next year in coordination with Bell Canada.
- Federal PSAPs operate under a separate federal governance structure, and confirmation of their transition and timelines is pending.
- Contingency plans are being reviewed and updated.
- It is anticipated that PSAP’s are in a position to meet the March 2027 deadline, however, continuity of service is being researched including the ability of third-

party contracts with PSAPs should we have an PSAP unable to make the mandated deadline.

Financial and Operational Considerations

National NG9-1-1 leadership bodies have emphasized that NG9-1-1 is a long-term operational commitment, not just a one-time upgrade. The work being done today at PSAPs for the NG9-1-1 transition, is only the first step in a continuing evolution of NG 9-1-1 systems. Key ongoing cost areas include:

i. Technology

- Regular replacement and upgrading of hardware and software
- Increased data storage and management requirements
- Future implementation of text, image, and video-based emergency communications

ii. People

- Specialized staff or contracted expertise (GIS, cybersecurity, project management, training)
- Dedicated resources to participate in national and provincial NG9-1-1 governance and working groups

iii. Process

- Change management and public communications
- Development and maintenance of new protocols and standards

iv. Cybersecurity

- Increased responsibility for protecting IP-based 9-1-1 systems
- Ongoing costs for security technology, monitoring, training, and contingency planning

Key Considerations for PSAPs

- The legacy 9-1-1 network will be decommissioned by March 2027, with no further delays expected.
- NG9-1-1 requires sustained funding beyond initial implementation.
- Technology, staffing, and cybersecurity costs will continue to evolve over time.
- Early planning and stable funding are critical to ensure service continuity and public safety.

Conclusion

NG9-1-1 represents a necessary modernization of emergency communications that will significantly improve public safety outcomes. The PSAP's in the Hastings Quinte 9-1-1 group are in a good position to transition to NG 9-1-1 ahead of or by the March 2027 decommissioning deadline. Unlike the legacy analog system, NG 9-1-1 will continue to change and evolve over time and will require sustained funding and investment. As Hastings Quinte 9-1-1 progresses toward full implementation in 2027, long-term funding will be essential for Municipalities and their PSAP's to maintain the integrity of the system, ensure service continuity and public safety for our communities.

Strategic Plan Alignment:

1.2 Improve access to health services that are key to the well-being of our communities

3.1 Demonstrate transparent communication with member municipalities, community partners, staff and residents of Hastings County

3.2 Strengthen and enhance the County's role as a local leader

3.3 Modernize and invest in Hastings County infrastructure and innovative technology to enhance services

Report Reviewed By:

Justin Harrow, Director of Planning, Tourism & Economic Development

January 22, 2026

Cathy Bradley, Director of Legislative Services & Clerk

January 23, 2026

Report Approved By:



Connor Dorey, Chief Administrative Officer

January 26, 2026

REPORT



Date: January 20, 2026

Report to: 911 Sub-Committee

Report from: Colette Tanner, 911 Coordinator

Subject: Hastings Quinte 911 2025 projects and achievements

Recommendation:

THAT the 9-1-1 Sub-Committee recommend to the Planning and Development Committee that the County of Hastings Staff Report dated January 20, 2026, regarding HQ911 2025 projects and achievements BE RECEIVED.

Financial Impact:

Does recommendation have a budgetary impact?	No
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Analysis:

Reflecting on 2025 including the transition to Next Generation 911 and collaboration within Hastings Quinte 911, this report shows achievements and ongoing projects, highlighting their impact and future direction.

As the transition to NG9-1-1 approaches, the County is well situated, as our primary PSAP (Northern 9-1-1) has already transitioned to the NG9-1-1 system. This past year, all secondary Public Safety Answering Points (PSAPs) advanced their onboarding process. County staff continue to work collaboratively with partner agencies and first responders to ensure preparedness. This involves coordination and planning to adapt to the modernizing emergency communications, shifting operational and regulatory requirements, and ensuring that the community receives the most efficient and effective assistance.

The County serves as the Local Governing Authority (LGA) being the primary authority responsible for governance and coordination of 9-1-1 services, including 9-1-1 civic addressing and signage, overseeing the upgrade to Next Generation 9-1-1 (including monitoring and readiness) and collaboration with the emergency dispatch services, while facilitating other various stakeholders, and the collection and reporting of 9-1-1 call volumes, performance metrics, and incident resolution outcomes.

Readiness activities continue in collaboration with core emergency service agencies as they progress through Bell's onboarding requirements and those of its vendors. While each agency is responsible for managing its own readiness and timelines, some agencies participate as part of larger Provincial or Federal organizations, and their onboarding progress is subject to the direction and discretion of those governing entities. Nonetheless, it remains the responsibility of LGAs (Hastings Quinte 9-1-1) to ensure the continuity of 9-1-1 service to their communities, and each agency must complete its onboarding as mandated by CRTC before the decommissioning of the current E9-1-1 system.

Each agency is expected to address key focus areas, including but not limited to technology, cybersecurity considerations, training and new processes. Our focus will be on partner agencies self identifying they will be 100% compliant for March 31, 2027, whether that includes joining "hosted solutions" or outsourcing of call taking functions to another NG9-1-1 PSAP.

The coordinated nationwide rollout of NG9-1-1 features (texting & additional data) won't begin until later in 2027. Some PSAPs are leveraging capabilities through external third-party services outside the 9-1-1 network. Rapid SOS is one of these entities who offers a complementary service, that does not replace the existing 911 infrastructure but enhances services available. This platform can enable the transmission of device-based data directly to the PSAP, providing call takers and first responders with enhanced location accuracy and additional data provided by subscriber information, such as floor plans for businesses or medical conditions of registered occupants. A key benefit of this capability is its ability to maintain call delivery even during 9-1-1 service outages.

We continued to identify some issues stemming from wireless calls being transferred from an i3 NG911 environment to a legacy E911 PSAP. We have seen and will continue to see more improvement once each secondary PSAP has fully onboarded.

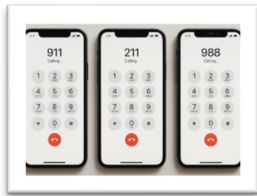
As each agency deals with changing procedures and policies, the Hastings Quinte Working Group Policy & Procedures will be updated accordingly in the coming year.

Our work on 9-1-1 addressing continued in 2025 finishing the coordinated project with trail organizations and municipalities to number more trails and identify missing and additional signage. Additionally, purchasing and 9-1-1 staff completed the RFQ for signage and 911 markers on behalf of the Municipalities and awarded to BMR (our current provider) effective January 1, 2026.

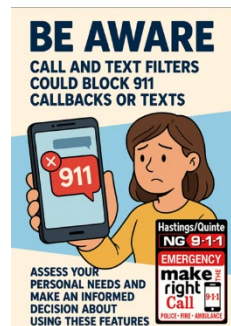
Hastings County 9-1-1 staff (GIS Supervisor & 911 Coordinator) completed joint 9-1-1 information sessions that were held at each municipal office, specifically for staff working with addressing. Our sessions were very productive and insightful giving us a great opportunity to meet in person one-on-one with staff assigned duties relating to 9-1-1 addressing and signage to discuss any questions, concerns and comments.

Under NG9-1-1 we have a shift from static, address-based call routing to geospatial call routing. This type of call routing is a modern 9-1-1 capability that uses a caller's precise geographic location rather than an address/phone number or cell tower to automatically route the emergency calls to the correct PSAP. In simple terms, calls are based on where the caller is not the cell tower being used. This will improve routing issues, the need to redirect calls causing delays. This ensures calls go directly to the nearest more appropriate Primary. This improvement can significantly reduce call transfer times and

ensure calls are routed to the correct PSAP based on more reliable geographic information.



This transition continues to require extensive updates to Geographic Information System (GIS) data and processes as the NG911 standards have been released. These efforts are being addressed locally with direct engagement from municipal GIS staff. Within Hastings Quinte 9-1-1, GIS staff from the County of Hastings and the Cities of Belleville and Quinte West have continued meetings to address future changes, data consistency, the need for data sharing agreements and alignment with emerging national standards.



Our public education program on appropriate 9-1-1 use is essential to ensure emergency services remain available for those in immediate need, and they get the right resource needed on the first call. Educating residents on when to call 9-1-1, when to use non-emergency options and how new technologies such as mobile devices, automated alerts, calling and other 3 digit calling options help to reduce avoidable and misdirected calls. Fewer unnecessary calls allow 9-1-1 call takers and dispatchers to focus on true emergencies, improving response times and overall system effectiveness. Public education also supports community awareness, shared responsibility, and the safe and efficient use of emergency services as the 9-1-1 system continues to modernize. We have focused on engagement using regular social media blasts, attending community safety events and speaking to community groups and revamping of the Hastings 9-1-1 webpages.

A general awareness campaign focusing on 988, 211, Emergency SOS, Satellite Calling and what3words aimed to focus “knowing your options”, “help us help you”. The campaign seeks to ensure not just the general public but municipal employees and residents are informed on all options for emergencies and other options like help lines.

Strategic Plan Alignment:

3.3 Modernize and invest in Hastings County infrastructure and innovative technology to enhance services

Report Reviewed By:

Justin Harrow, Director of Planning, Tourism & Economic Development

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HASTINGS COUNTY 2026 COMMITTEE BUDGET

9-1-1 SUB-COMMITTEE



HASTINGS/QUINTE 9-1-1 BUDGET

The County of Hastings operates under the authority of the 9-1-1 Service Agreement, which designates the County as the primary entity responsible for overseeing 9-1-1 services. This role encompasses several key functions, including managing the 9-1-1 addressing and signage system, overseeing the upgrade to Next Generation 9-1-1 (NG9-1-1), coordinating emergency dispatch services, and facilitating collaboration among various stakeholders. The cost to provide 9-1-1 services is allocated based on the population between Hastings County, the City of Belleville, the City of Quinte West, and 8 Wing CFB Trenton.

Notably, in 2025, the County met with each member municipality to provide local staff with updated training sessions around NG 9-1-1. 9-1-1 staff completed the project to improve addressing along the trail systems within the County, where trails intersect with the road network, which was started in the fall of 2024.

As the transition to NG9-1-1 approaches, the County is well situated, as our primary PSAP (Northern 9-1-1) has already transitioned to the NG9-1-1 system. This past year, 9-1-1 staff facilitated 4 Public Safety Answering Points to advance the onboarding process for NG9-1-1. In addition, County staff continue to collaborate with partner agencies and first responders to ensure preparedness for the transition. This involves extensive coordination and planning to adapt to the changing landscape of emergency communication technology, ensuring that the community receives the best possible assistance in times of need. This included the NG9-1-1 training program for new local 9-1-1 call takers and dispatchers and was also completed in 2025.

2026 BUDGET OVERVIEW

	2025	2026	% Change
OPERATING EXPENDITURES	\$234,980	\$245,319	4.40%

PURCHASED SERVICES \$87,024

The County contracts with Northern 9-1-1 to act as the County's Primary Public Safety Answering Point (PPSAP). The costs for Northern 9-1-1 services are reflected within this budget line.

HASTINGS/QUINTE 9-1-1 2026 OPERATING BUDGET

EXHIBIT D-2

	2025 BUDGET \$	NOV. 2025 ACTUAL \$	2026 BUDGET \$	%
EXPENDITURES				
SALARIES	99,000	89,151	102,000	3.03%
FRINGE BENEFITS	26,730	25,264	26,520	-0.79%
OFFICE SUPPLIES	150	173	150	0.00%
OFFICE EQUIPMENT	150	76	150	0.00%
MILEAGE & TRAVEL	3,500	562	3,500	0.00%
CONVENTIONS / MEETINGS	6,000	351	6,000	0.00%
EDUCATION	1,000		1,000	0.00%

TELEPHONE	1,800	593	1,800	0.00%
PUBLIC EDUCATION	2,000		2,000	0.00%
COMMITTEE FEES	425		425	-0.09%
MEMBERSHIPS	500	226	500	0.00%
COMPUTER	250		250	0.00%
ADVERTISING	1,000		1,000	0.00%
LEGAL	1,000		1,000	0.00%
PURCHASED SERVICES	79,475	60,010	87,024	9.50%
INTERDEPARTMENTAL-911 MAPPING / DATABASE SERVICES	12,000	11,000	12,000	0.00%
TOTAL EXPENDITURES	\$234,980	\$187,406	\$245,319	4.40%

MUNICIPAL APPORTIONMENT OF BUDGET TOTAL EXPENDITURES: BASED ON PER CAPITA BASIS

BASED ON POPULATION FROM MUNICIPAL DIRECTORY

MUNICIPALITIES	2025 BUDGET \$	NOV. 2025 ACTUAL \$	2026 BUDGET \$	%	POPULATION
HASTINGS COUNTY	65,254	52,043	68,125	27.77%	39,598
CITY OF BELLEVILLE	90,726	72,357	94,718	38.61%	55,071
CITY OF QUINTE WEST	76,721	61,188	80,097	32.65%	46,560
8 WING CFB TRENTON	2,279	1,818	2,380	0.97%	1,386
TOTAL APPORTIONMENT	\$234,980	\$187,406	\$245,319	100.00%	142,615

*November 2025 Actuals are presented within Hastings County's 2026 Budget as the 2025 fiscal year has not been formally closed.