

Solicitor General

Office of the Solicitor General

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132-2020-4858

By email

January 6, 2021

France Gélinas, MPP
Nickel Belt
Hanmer Valley Shopping Plaza
15 – 5085 Highway 69 North
Hanmer ON P3P 1P7
fgelinas-co@ndp.on.ca

Dear MPP Gélinas:

Thank you for your letter dated October 28, 2020 to the Honourable Doug Downey requesting an update on the government's response to recommendations from the 2018 Coroner's inquest, which is in relation to Ontario's 9-1-1 emergency response system. As the Solicitor General of Ontario and the Minister responsible for public safety, I am pleased to respond.

I appreciate you sharing your concerns and those of your constituents with respect to the status of the government's response to the Coroner's inquest into the deaths of Matthew Robert Humeniuk, Michael Isaac Kritz, Stephanie Joelle Bertrand and Kathryn Missen. In December 2019, the Ministry of the Solicitor General, alongside the Ministry of Health, Ministry of Municipal Affairs and Housing, and Indigenous Affairs Ontario, responded to the Office of the Chief Coroner's recommendations.

As part of our commitment to ensuring safety and well-being in our communities, the Ontario government will continue to report back annually to the Office of the Chief Coroner on its progress in responding to the recommendations. The province was unable to meet the December 1, 2020 report back deadline due to efforts to support Ontarians in response to COVID 19. However, work is underway to provide the next update in winter 2020-21.

The government continues to support the modernization of Ontario's 9-1-1 system. The Ministry of the Solicitor General and Ministry of Health established and co-chair the 9-1-1 Emergency Response Inter-Ministerial Task Force in response to the recommendations of the 2018 Coroner's Inquest. This task force is exploring opportunities related to a provincial framework for 9-1-1 and emergency communications service delivery in Ontario. As part of these efforts, the government is committed to ensuring that our communities have confidence in and access to the 9-1-1 system.

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Lastly, the Canadian Radio-television and Telecommunications Commission directed all telecommunication service providers to make the necessary changes to their networks in order to be ready to provide Next Generation 9-1-1 (NG 9-1-1) services. Timelines are being finalized in consultation with stakeholders and in recognition of the significant impacts of COVID-19. This will ultimately enable the public, 9-1-1 call centres and emergency responders to transmit and receive text, images, video and data. To that end, the ministry is exploring options to effectively support the transition to NG 9-1-1 technology in Ontario.

Once again, thank you for sharing your concerns and those of your constituents with respect to the status of improvements to Ontario's 9-1-1 system.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sylvia Jones', with a stylized flourish at the end.

Sylvia Jones
Solicitor General

c: The Honourable Doug Downey
Attorney General