



# MEDIA RELEASE



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## FOR IMMEDIATE RELEASE

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**Bonnyville, AB – June 15, 2026** – The Bonnyville Regional Fire Authority (BRFA) is pleased to announce the successful transition and opening of its new Emergency Communication Centre (ECC), alongside the official launch of Next Generation 9-1-1 (NG9-1-1) services.

The dual-phase transition took place this morning at 10:00 AM. Thanks to meticulous planning, rigorous testing, and the dedication of IT resources, BRFA Leadership and public safety personnel, the physical relocation to the new facility and the digital cutover to the NG9-1-1 platform were completed seamlessly, with zero disruption to emergency services.

"This marks a transformative milestone for public safety in our region," said Annamarie Wirachowsky, Deputy Chief of Communications. "By combining a modern, state-of-the-art physical facility with next-generation digital technology, we are significantly enhancing our dispatch capabilities, improving regional interoperability, and ensuring our team has the tools they need to protect the communities we serve."

### Key Benefits of the Transition

- **Next-Generation Technology:** The transition to NG9-1-1 lays the foundation for a more resilient, internet-protocol (IP) based emergency network, ensuring long-term reliability and advanced data capabilities.
- **Enhanced Infrastructure:** The brand-new ECC facility provides a modernized environment designed specifically to support high-performance emergency response and staff well-being.
- **Uninterrupted Public Safety:** Throughout the entire cutover process, emergency call handling, dispatch, and coordination functions remained fully operational without any lapse in service.

Residents and regional stakeholders are reminded that there are no changes to how the public contacts emergency services. In any emergency, community members should continue to dial 9-1-1 to be connected immediately with emergency services.

The BRFA extends its sincere gratitude to its technical partners, stakeholders, and frontline Emergency Communication Officers whose extensive training and validation ensured a flawless transition.