

REGIONAL MUNICIPALITY OF NIAGARA

9-1-1 EMERGENCY TELEPHONE SYSTEM

POLICY MANUAL

APPENDIX "A"

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REGIONAL MUNICIPALITY OF NIAGARA  
9-1-1 EMERGENCY TELEPHONE SYSTEM  
POLICY MANUAL

SYSTEM OVERVIEW

The 9-1-1 Emergency Telephone System provides the public with easy access to a Centralized Answering Bureau (C.A.B.), with the capability of conferencing calls to the appropriate POLICE, FIRE, OR AMBULANCE DISPATCH CENTRE.

The SYSTEM is funded by the Regional Municipality of Niagara and maintained by Bell Canada.

The Central Answering Bureau is situated at Niagara Regional Police Headquarters, 68 Church Street, St. Catharines. Staff are under the supervision of the Niagara Regional Police Force Staff Sergeant in charge of the Communications Bureau. Call Takers at the Bureau will answer 9-1-1 calls and direct them to the appropriate Police, Fire and Ambulance Dispatch Centres.

ALL EMERGENCY RESPONSE AGENCIES DO THEIR OWN DISPATCHING

EMERGENCY RESPONSE AGENCY DISPATCH CENTRES:

Niagara Regional Police  
Niagara Parks Commission Police  
Ministry of Health Ambulance Dispatch  
Niagara Falls Fire Department  
Port Colborne Fire Department  
St. Catharines Fire Department  
Thorold Fire Department  
Welland Fire Department

By using the information given by the caller and with established Policy, the CALL TAKER, will determine which agency has primary responsibility for the emergency and sets up a conference call accordingly.

In most cases, calls are identified on screen by the caller's telephone number and address to assist the CALL TAKERS in appropriate information verification.

## MANAGEMENT BOARD

Administration of the Niagara 9-1-1 Emergency Telephone System is the responsibility of a five (5) Member Management Board.

Board Members are appointed as follows:

### REPRESENTATIVE

### APPOINTED BY

REGIONAL COUNCIL:	Regional Council (elected official)
POLICE:	Police Chief's
FIRE:	Fire Chief's Committee
AMBULANCE:	Ministry of Health
CO-ORDINATOR:	Regional Council (staff member)

BOUNDARY CONFLICT:

Due to a conflict between the Bell Telephone Boundaries and the Region of Niagara's Geographic Boundaries, certain telephone subscribers will have access to Niagara's 9-1-1 while residing outside our Regional boundary area and certain telephone subscribers will not have access to Niagara's 9-1-1 while residing inside our Regional boundary.

Boundary Conflict Areas are identified on the map on Page 4.

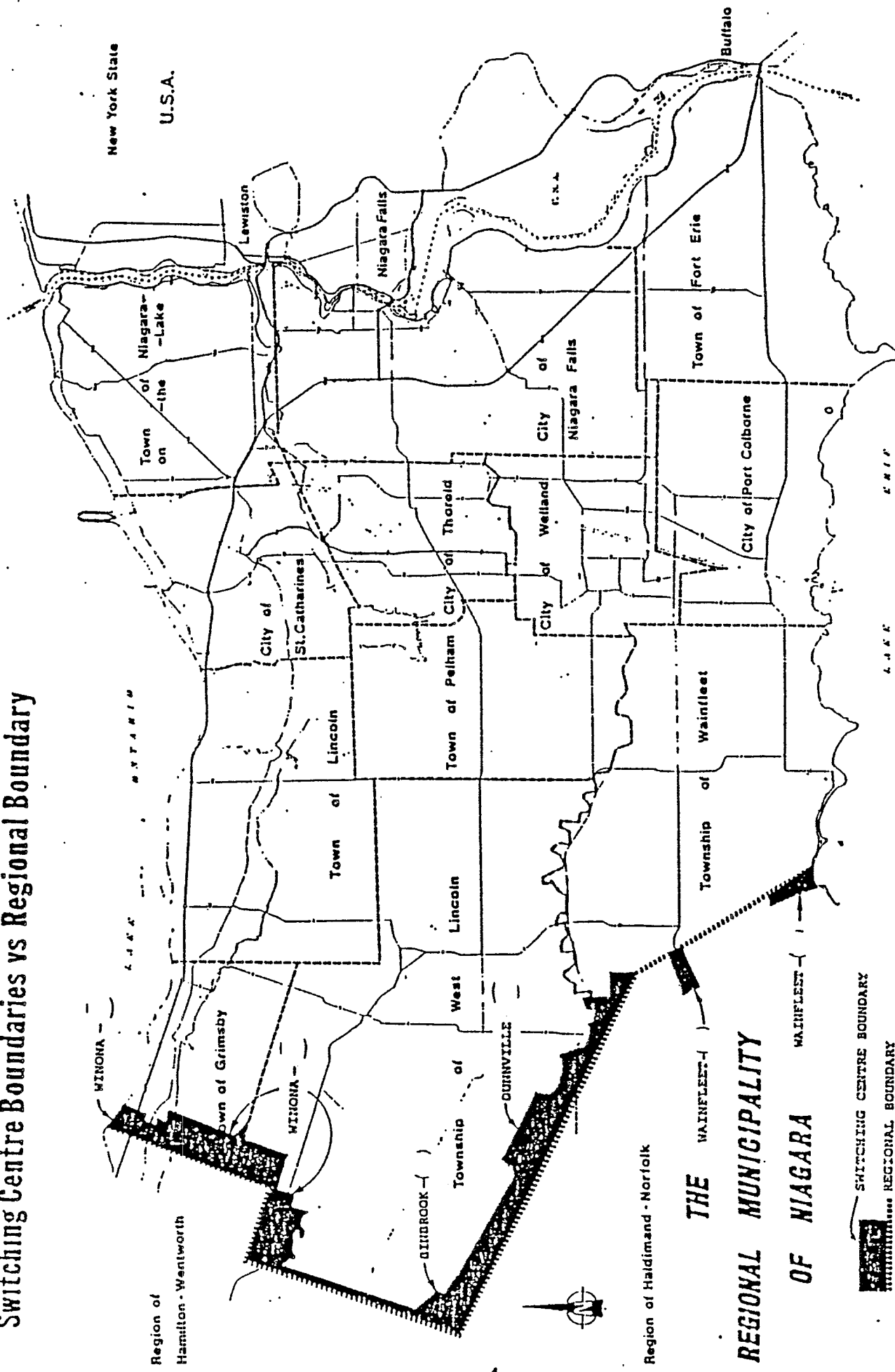
A working agreement will be established with bordering agencies and documented in formal policy (see Procedure re: Answering 9-1-1 calls).

The Bell Exchange Number for these areas are:

692	Binbrook
774	Dunnville
899	Wainfleet
643	Winona

All telephones within the above exchanges are not necessarily within the conflict area. It should be noted that there is a small area within the Region of Haldimond Norfolk that will have access to the Niagara 9-1-1 System. These residents are not serviced by Niagara emergency response services.

## Switching Centre Boundaries vs Regional Boundary



## POLICY MANUAL - FORWARD

### A. PURPOSE:

To describe the Terms of Reference covering the origination, maintenance, distribution and authorization of the 9-1-1 Policy Manual.

### B. GENERAL:

- I. The Manual contains the information required by personnel dealing with 9-1-1 calls to assist them in fulfilling the requirements of the Goals, Objectives, and Policies of the System.
- II. The manual is reviewed, updated and published by the 9-1-1 Management Board from information supplied by Members of the various User Agencies and the Niagara Regional Police Officer in charge of the Communications Bureau.
- III. The Section dealing with Bell Operating Features and Instructions is supplied by Bell Canada.
- IV. All procedures issued for this Manual must be approved by the 9-1-1 Management Board.
- V. You are urged to contribute ideas and suggestions for improvement to this manual by forwarding documentation to the Staff Sergeant in charge of the Communications Bureau.

VI. The MANUAL will be distributed along with updates to the following:

Niagara Regional Police Force  
Niagara Parks Police

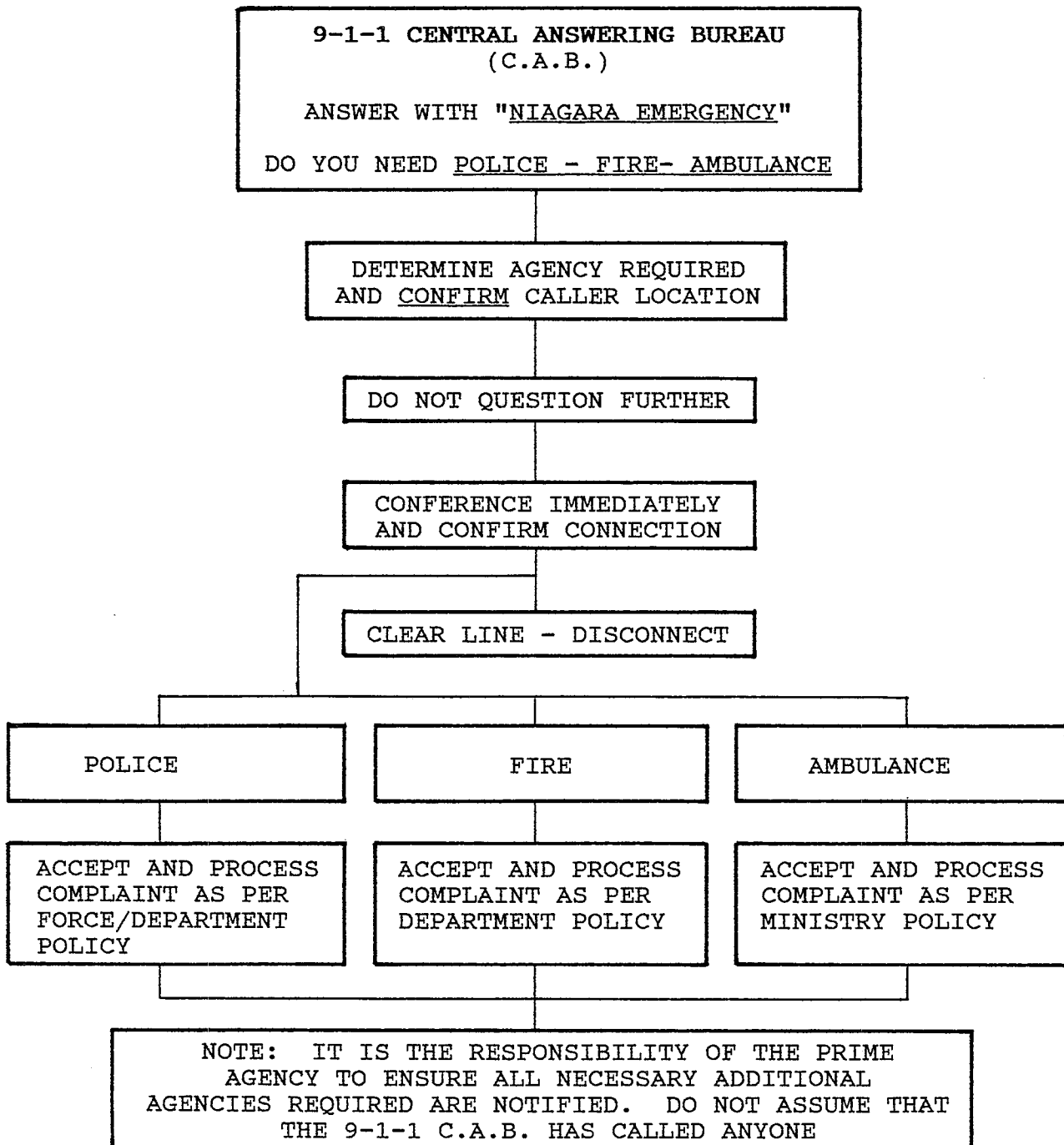
Ministry of Health Ambulance Services

Fort Erie Fire Department  
Grimsby Fire Department  
Lincoln Fire Department  
Niagara Falls Fire Department  
Niagara-on-the-Lake Fire Department  
Pelham Fire Department  
Port Colborne Fire Department  
St. Catharines Fire Department  
Thorold Fire Department  
Wainfleet Fire Department  
Welland Fire Department  
West Lincoln Fire Department

VII. A written acknowledgement will be required for receipt of manual and also receipt of periodic updates.



ANSWERING PROCEDURE



## GOALS, OBJECTIVES, AND POLICIES

### A. GOALS

To operate and administer an EMERGENCY Telephone Answering System, accessed by an easily remembered telephone number (9-1-1), so that calls can be quickly directed to Agencies with primary responsibility, according to information supplied by the caller.

### B. OBJECTIVES

- I. To maintain adequate coverage of 9-1-1 lines at all times, in order to handle EMERGENCY calls.
- II. To direct calls to the appropriate Agency without delay.
- III. To ensure breakdowns of equipment are reported IMMEDIATELY, so that service to the public is restored as soon as possible.
- IV. To maintain proper accountability for all expenditures.
- V. To maintain records and statistics for analysis, in order to identify possible changes and updates.

## POLICIES

NOTE: - POLICIES are stated in broad general terms.  
PROCEDURES are how Policies are carried out.

- I. A 9-1-1 telephone number FOR EMERGENCY CALLS ONLY, will be provided in order to contact POLICE, FIRE AND AMBULANCE SERVICES, within the Niagara 9-1-1 System based on information supplied by the caller.
- II. The EMERGENCY number will be answered by a Centralized Answering Bureau. (CAB)
- III. The bureau will be situated at Niagara Regional Police Headquarters, 68 Church Street, St. Catharines, as part of the Communications Bureau.
- IV. A minimum of two (2) CALL TAKERS at C.A.B. will be in a position to accept calls to 9-1-1 on a 24 hour basis.
- V. A Management Board will oversee the operation of the System.
- VI. The Centralized Answering Bureau conferences all calls for AGENCIES within the 9-1-1 System, regardless of apparent emergency/non emergency status.
- VII. The use of auto dialers/tapes in conjunction with the 9-1-1 number will not be allowed.
- VIII. Master tapes at the C.A.B. may be listened to by Supervisory Staff of involved Agencies or Members of the Management Board.

Master tapes of 9-1-1 calls will be held for a period of thirty one days. UNLESS REQUIRED FOR EVIDENCE OR LEGAL PURPOSES.

### IX. Load Monitoring Responsibilities

The 9-1-1 Bureau supervisors shall monitor loading on the 9-1-1 lines. When the need arises for increased 9-1-1 capacity to avoid an 9-1-1 overload situation, the 9-1-1 bureau supervisors shall switch one or more (as needed) of the Niagara Regional Police Force Communication Centre answering stations from their 7-digit complaint taking function to the 9-1-1 answering function and (for Niagara Regional Police Force calls on 9-1-1) the complaint-taking function.

X. Complaint Taking

A 9-1-1 Bureau call taker shall not act as a complaint-taker for any user agency on an 9-1-1 call except for calls for the Niagara Regional Police Force when a situation exists as outlined in the Bureau Policy/Procedure.

XI. Non-Emergency Calls

Incoming non-emergency calls on 9-1-1 shall be terminated. The caller will be instructed to call the 7-digit service number for the appropriate user agency when this can be done safely, i.e. when the caller is rational and has called 9-1-1 in error. When safety or circumstances present any doubt, the call shall be processed through 9-1-1.

XII. Bureau Manager

The Bureau Manager is subject to inquiry from individual user agencies and individual user agencies may appeal any reply or decision given or made by the Bureau Manager to the Management Board as provided for in Article 6.

XIII. Bureau Supervisor

The 9-1-1 Bureau Supervisors shall ensure that the 9-1-1 Bureau functions pursuant to directives of the Management Board. Bureau Supervisors shall monitor compliance of 9-1-1 Bureau Staff with operating requirements.

The 9-1-1 Bureau Supervisors shall ensure that 9-1-1 Bureau Call Takers follow Management Board Directories.

Nothing in this agreement affects the obligation of the Bureau Supervisors to discharge normal supervisory responsibility as assigned by the Bureau manager.

XIV. Bureau Call Takers

Bureau Call Takers shall receive and transfer incoming emergency calls to the appropriate user agency in accordance with their training and the operating requirements of the 9-1-1 Bureau as established by the Management Bureau. (See Page 7)

XV. Monitoring

In addition to any other obligations set out in this agreement, the Bureau Manager and Bureau Supervisors shall be responsible for monitoring and reporting on the 9-1-1 Bureau system performance, with the particular regard paid to minimizing call blockage. To this end the Bureau Manager and Bureau Supervisors shall ensure that such information is generated and such techniques are employed as set out in this manual.

XVI.. "HOLD" for Bell Trace/Address Verification procedures will only be used for calls which, in the opinion of the requesting Agency, are serious enough to warrant a line trace.

XVII. Any malfunction in the 9-1-1 System must be recorded and reported to the Bell Repair Service, (refer to the Trouble Report Section of the Operations Training Manual)

XVIII. Enquiries from the media with regards to the 9-1-1 System in general will be handled by the Central Answering Bureau Manager

XIX. Enquiries regarding a particular Service will be handled by the individual agency.

XX. The 9-1-1 Call Taker will monitor conferenced calls until voice contact is made between the Caller and the Primary Agency.

XXI. Staffing expenditures for the 9-1-1 System will be monitored and controlled by the Supervisor of the Niagara Regional Police Communications Bureau.

XXII. Any use of the 9-1-1 Logo and Literature must be approved by the Management Board.

XXIII. All printed statistical information is the property of the Regional Municipality of Niagara.

## COMPLAINTS PROCEDURE

All complaints involving the System will be investigated by the Appropriate Agency and reported to the Management Board.

### A. Problem Solving Procedure:

- I. Should an agency feel there is any problem or complaint with 9-1-1 or its operation, the problem shall be referred to the 9-1-1 Bureau Manager in writing.
- II. An answer to the problem or complaint shall be given, in writing, within thirty days.
- III. If the agency reporting the problem or complaint is not satisfied with the response given by the 9-1-1 Bureau Manager, the problem or complaint shall be referred to the Management Board in writing.
- IV. The Management Board shall consider the problem or complaint and within 30 days render a decision in writing.
- V. The decision of the Management Board shall be final.
- VI. It is understood that time limits may be extended, if agreed upon by all parties involved.

LIST OF MEMBERS AGENCIES IN NIAGARA 9-1-1

EMERGENCY TELEPHONE SYSTEM

POLICE DEPARTMENTS:                   Niagara Parks Police  
  Niagara Regional Police Force

FIRE DEPARTMENTS:                   Fort Erie Fire Department  
   Grimsby Fire Department  
   Lincoln Fire Department  
   Niagara Falls Fire Department  
   Niagara-on-the-Lake Fire Department  
   Pelham Fire Department  
   Port Colborne Fire Department  
   St. Catharines Fire Department  
   Thorold Fire Department  
   Wainfleet Fire Department  
   Welland Fire Department  
   West Lincoln Fire Department

AMBULANCE:                           Ministry of Health, St. Catharines

FIRE DISPATCH CENTRE

FOR MUNICIPALITY/LOCATION

NIAGARA FALLS                       for calls for service in  
   Niagara Falls

PORT COLBORNE                       for calls for service in Wainfleet  
   and Port Colborne

ST. CATHARINES                       for calls for service in, Fort Erie,  
   Grimsby, Lincoln, Niagara-on-the-  
   Lake, West Lincoln, St. Catharines

THOROLD                               for calls for service in Thorold

WELLAND                               for calls for service in Pelham, and  
   Welland

EMERGENCY DISPATCH BACK UP LOCATIONS

AGENCY

BACK UP DISPATCH

Niagara Falls Fire Dept.	St. Catharines Fire Dept.
Port Colborne Fire Dept.	St. Catharines Fire Dept.
St. Catharines Fire Dept.	Thorold Fire Dept.
Thorold Fire Dept.	Niagara Falls Fire Dept.
Welland Fire Dept.	St. Catharines Fire Dept.

ADMINISTRATION OR INFORMATION TELEPHONE NUMBERS FOR  
AGENCIES WITHIN NIAGARA 9-1-1 SERVICE AREA

AMBULANCE:	Fort Erie	871-4271
	Grimsby	945-3838
	Port Colborne	835-5029
	Smithville	957-9657
	St. Catharines	688-2191
	Welland	734-9844

FIRE DEPARTMENTS:	Fort Erie	871-1600
	Grimsby	945-2113
	Lincoln	563-7732
	Niagara Falls	356-1321
	Niagara-on-the-Lake	468-3266
	Pelham	892-3943
	Port Colborne	834-4512
	St. Catharines	684-4311
	Thorold	227-6412
	Wainfleet	899-3463
	Welland	735-9922
West Lincoln	957-7038	

POLICE DEPARTMENTS:	Niagara Regional Police	
	Fort Erie	871-2300
	Grimsby/Lincoln/West Lincoln	945-2211
	Niagara Falls/St. Catharines	688-4111
	Port Colborne/Welland	735-7811
	All Other Exchanges That Cannot Direct Dial One of The Above Numbers:	
		Zenith 38030
	O.P.P. St. Catharines	684-7433
	O.P.P. Welland	732-1368
	All Other Exchanges	
		Zenith 50000
	Niagara Parks Police	356-1338
	Royal Canadian Mounted Police	641-1540



TELEPHONE NUMBERS FOR OTHER AGENCIES

Police Departments:

Haldimand/Norfolk Regional Police	
O.P.P. - Cayuga	772-3322
Hamilton Wentworth Regional Police Force	522-4925
O.P.P. - Burlington	681-2591

Canadian Coast Guard:

RESCUE CO-ORDINATION CENTRE - TRENTON WATS:	1-800-267-7270
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U.S. Coast Guard	1-716-846-4151
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Canadian Immigration

(Main Office: Victoria Avenue)	354-6043/2741
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Peace Bridge	(Fort Erie)	871-5660
Rainbow Bridge	(Niagara Falls)	354-6043
Queenston/Lewiston Bridge	(Queenston)	262-4742
Whirlpool Bridge	(Niagara Falls)	354-6131

Buffalo Police Department	1-716-855-4444
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Erie County Sheriffs Department	1-716-662-5554
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Niagara County Sheriffs Office	1-716-439-9393
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Niagara Falls New York Police Department	1-716-278-8111
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U.S. BORDER PATROL	1-716-846-4101
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U.S. Immigration & Naturalization:

Peace Bridge:	1-716-885-6375
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Lewiston Bridge:	1-716-285-1676
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Rainbow Bridge:	1-716-282-3141
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Whirlpool Bridge:	Call Peace Br.
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Fire Departments:

Burlington	335-1867
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Cayuga

Dunnville

Hamilton (Mountain)

Stoney Creek

Ambulance:

Burlington	844-4242
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Cayuga	768-3356
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Dunnville	774-7431
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Hamilton	525-6611
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## THE PRIMARY AGENCIES

### A. PURPOSE:

To describe the responsibilities of the Primary Agency, with regards to the 9-1-1 System.

### B. GENERAL:

The Primary Agency is the Police, Fire, or Ambulance Dispatch Centre to which the caller will be connected.

### C. RESPONSIBILITIES

- I. To answer 9-1-1 calls promptly
- II. To give 9-1-1 calls priority over all other calls.
- III. To establish criteria for emergency/non-emergency calls and advise non-emergency callers not to use the 9-1-1 number.
- IV. To ascertain that the call has been correctly directed to your agency.
- V. If call is incorrectly directed and CAB Call Taker is still on the line, to ask Call Taker to conference to the correct Primary Agency.
- VI. If call is incorrectly directed and CAB Call Taker is no longer on the line, to record the information and relay it to the correct Primary Agency as quickly as possible.
- VII. To determine if other Agencies should be involved and advise them of the emergency.
- VIII. To use the Ring Back Procedure, where necessary.
- IX. To request a Trace, where necessary.

- X. To advise the On-Duty Supervisor at the CAB, IMMEDIATELY, regarding equipment breakdown or trouble with the 9-1-1 System.
- XI. To request tape replaying from Communication/CAB in situations where necessary and warranted.
- XII. To Direct requests from the media to the designated supervisory member within each Primary Agency.
- XIII. To document compliments/complaints and suggestions for forwarding to the On-duty Supervisor.
- XIV. To ensure that any automatic dialling/message recording equipment not be connected to the 9-1-1 System.
- XV. To maintain statistics and prepare reports according to Management Board requests.