



*"Working together to build a safer New Brunswick"*

## Operating Procedures Directive

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**Public Safety**

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## **Introduction**

In New Brunswick, 9-1-1 service is a province-wide telephone service for the reporting of emergencies to emergency service providers through a public safety answering point. The NB 9-1-1 Bureau is responsible for the administration of provincial 9-1-1 services under the legislative authority of the Minister of Public Safety and the *Emergency 911 Act*. The NB 9-1-1 project began in October 1994 and was fully implemented in September 1997 with border to border 9-1-1 service. At the time of implementation, New Brunswick was the second jurisdiction in Canada, and fourth in North America to establish a province or state-wide enhanced 9-1-1 system.

As a result of the 2005/06 regionalization of 9-1-1 call taking and call transfer services, all provincial 9-1-1 services are now currently provided by six (6) municipal Public Safety Answering Points (PSAPs):

- Bathurst
- Edmundston
- Fredericton
- Miramichi
- Codiac
- Saint John

Emergency services are provided by various police agencies, fire departments, ambulance services, and poison control.

The purpose of the Operating Procedure Directives contained herein is to provide a standardized level of service to all citizens of New Brunswick. Developed in consultation with representation of PSAP and emergency service providers, they are intended to provide guidance in service delivery built on a foundation of safety and customer service.

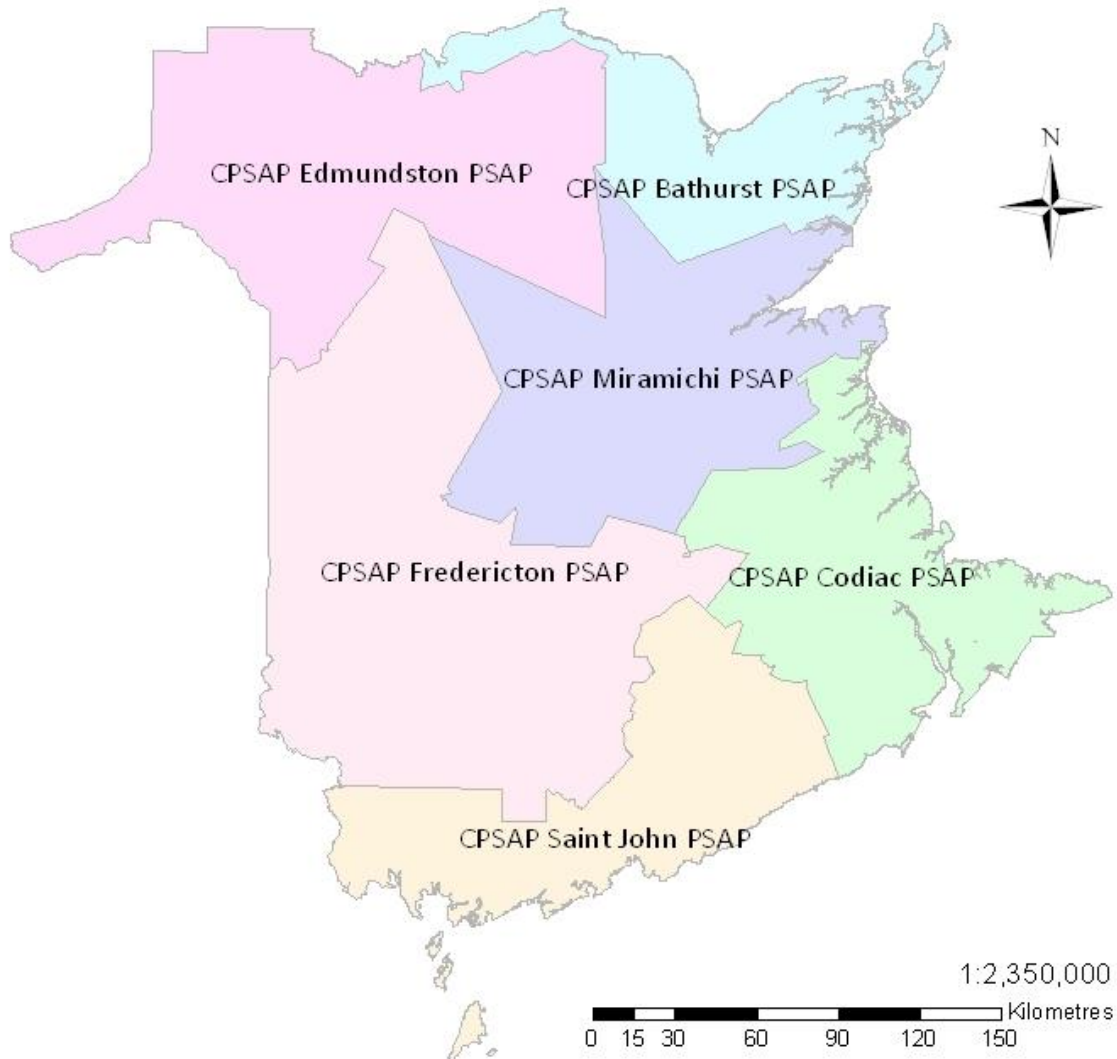
This document is published under the direction of the Director of NB 9-1-1 Bureau and under the authority of the *Emergency 911 Act*.

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## PSAP Boundaries of New Brunswick





## **Compliance**

- The NB 9-1-1 Bureau depends on maintaining operational and technical integrity at all times; it is expected that any discrepancy will be dealt with in the normal course of events through the incident reporting process. *Incident Report Form* (Appendix A).
  - The Public Safety Answering Points (PSAP) and Emergency Service Providers (ESP) are responsible for operating in compliance with the NB 9-1-1 Operating Procedure Directives. Recommendations for improvements or amendments should be submitted to the OPD Review Committee using the form attached as *OPD Amendment Request Form* (Appendix B) to this document.
  - Failure to adhere with the criteria set out in the NB Operating Procedure Directives will result in a written or verbal report outlining the discrepancy and necessary corrective actions.
  - Any person who violates or fails to comply with any provision of the Regulation 96-104 commits an offense that is punishable under Part II of the Provincial Offenses Procedure Act as a category B Offense.
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Public Safety

**Subject:** 9-1-1 Caller to Public Safety Answering Point (PSAP)

**Policy:** All 9-1-1 calls shall be answered in both Official Languages. The caller shall have the choice to proceed in the official language of his/her choice.

**Authority:** Official Languages Act  
Emergency 911 Act

**Procedure:** The PSAP Operator will:

*Answer calls in both official languages*

Answer the NB 9-1-1 telephone line with a bilingual variation of

**“Nine one-one, where is your emergency?  
Neuf-un-un, où est votre urgence?”**

Land Line

Land Line

*Confirmation of emergency’s location*

- Confirm the Automatic Location Identifier (ALI) information by asking for the emergency address and municipality if not already stated.

*Note: Avoid stating the address information unless the caller is unable to communicate the information clearly or the information conflicts with ALI.*

*Confirmation of telephone number*

- Confirm the Automatic Number Indicator (ANI) information by asking what number the person is calling from.

*Identify emergency*

- Identify the nature of the emergency.

*Identify Emergency Service Providers required*

- Identify the appropriate Emergency Service Providers (ESPs) required. ESPs will be contacted in order of priority based on the PSAP Operator’s knowledge of the emergency as described by the caller.



Reverse ALI

If required, and the feature is available, a PSAP Operator may manually request an ALI record for any Land line or fixed VoIP service, whether or not a 9-1-1 call is in progress.

*Note: Access to ALI data is only permitted for immediate 9-1-1 calls or emergency situations that constitute an immediate or imminent threat to life and public safety. ALI data cannot be used for investigative and non 9-1-1 purposes. **Any abuse of this feature shall be reported to the NB 9-1-1 Bureau.***

VIP

*Note: VIP calls present the same as a Land Line call. The Class of call will display as "VIP", the ANI/ALI will display and hot keys can be used to complete the transfer. VIP calls do not have the ability to hold and ring back abandoned calls.*

Cellular

Cellular

*Confirm location and telephone number*

- Confirm the location and telephone number of the caller.

*Ask for the municipality*

- Ask the caller what municipality they are in or near.

*Identify emergency*

- Identify the nature of the emergency.

*Identify Emergency Service Providers required*

- Identify the appropriate Emergency Service Providers (ESPs) required. ESPs will be contacted in order of priority based on the PSAP Operator's knowledge of the emergency as described by the caller.

*Use Cross-Reference Table to complete transfer*

- Complete the transfer to the appropriate ESP using the Cross-Reference Table and/or electronic or paper maps provided by NB 9-1-1 as a reference.



- In the event the PSAP Operator requires help in determining the emergency location, the PSAP Operator may contact another PSAP for their assistance but will not transfer the caller to the PSAP.

In Call Location Update (ICLU)

- If required, and the feature is available, a PSAP Operator may manually request an updated location for a wireless E9-1-1 call in progress.

*Note: The ICLU feature has been designed so that a request can only be made by PSAPS once every 35 seconds.*

- Once a PSAP Operator transfers the caller to a Primary or Secondary PSAP, the other PSAP becomes responsible to request additional ICLUs if required. When transferring to an ESP (with no ANI/ALI), the PSAP Operator, may choose to stay on the line to obtain updated location information for the ESP.
- In the event that ICLU information does not provide successful location results, the PSAP Operator can contact the Wireless Service Provider call trace centre as per telephone number found in OPD D-6.

Cellular Calls Originating Outside of Province

Cellular Calls Originating Outside of Province (Nova Scotia, Prince Edward Island, Maine, Quebec)

Confirm location and telephone number

- Confirm the location and telephone number of the cellular caller.

Transfer call

- Transfer the call to the appropriate outside agency as identified in the Cross Reference Table.

T9-1-1

T9-1-1 (Text with 9-1-1)

*The PSAP Operator will:*





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*Confirm Class of Service is showing TXE/TFX*

- Identify that the call is originating from a T9-1-1 registered individual (TXE/TFX).

*Note: T9-1-1 calls will present the same as a Cellular call. The Class of service will display as "TXE" or "TFX", the ANI/ALI will display and hot keys cannot be used to complete a transfer.*

*Launch the Agent511 application at the PSAP*

- Attempt to communicate with the caller by text message using the Agent511 application at the PSAP.
- Keep the line open to listen for background noise which may be indicative of what is taking place.

*Note: The Operator will still be able to communicate by voice if necessary.*

*Confirm location*

- Confirm the location of the incident.

*Ask for the municipality*

- Ask the caller what municipality they are in or near.

*Identify emergency*

- Identify the appropriate ESPs required. ESPs will be contacted in order of priority based on the PSAP Operator's knowledge of the emergency as described by the caller.

*Retain the caller*

- Retain the TXE/TFX caller and communicate and relay all relevant information received; the caller will not be transferred.
- Contact the appropriate ESP using the Cross-Reference Table and/or electronic or paper maps provided by NB 9-1-1 as a reference.
- In the event the PSAP Operator requires help in determining the emergency location, the PSAP Operator may contact another PSAP for their assistance but will not transfer the caller to the PSAP.



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*If unable to determine nature of emergency*

- If the PSAP Operator is unable to determine if an emergency exists, the Operator will pass on any available caller information to the police force having jurisdiction, indicating that a T9-1-1 call was received.

*Relay additional pertinent information to ESP*

- The PSAP Operator shall provide the cellular telephone number, tower location, X, Y coordinates, and relay all observations to the ESP.

*Note: Additional billing information is available from the appropriate wireless service provider if required.*

VoIP (Voice over Internet Protocol)

VoIP Calls:

*The PSAP Operator will:*

*Confirm location and telephone number*

- Speak to the caller and confirm the location of the emergency
- Confirm the telephone number of the caller

*Identify emergency*

- Identify the nature of the emergency

*Identify Emergency Service Providers required*

- Identify the appropriate Emergency Service Providers (ESPs) required. ESPs will be contacted in order of priority based on the PSAP Operator's knowledge of the emergency as described by the caller.

*Use Cross-Reference Table to complete transfer*

- Complete the manual transfer to the appropriate ESP using the Cross-Reference Table and/or electronic or paper maps provided by NB 9-1-1 as a reference.

*Note: Hot Keys cannot be used to transfer a VoIP caller to Emergency Service Providers (ESPs).*



- In the event the PSAP Operator requires help in determining the emergency location, the PSAP Operator may contact another PSAP for their assistance but will not transfer the caller to the PSAP.

If 9-1-1 caller is not on the line:

*The VoIP Operator will:*

*Identify connection lost*

- Indicate to the PSAP operator that the call was either a disconnect, or a hang up, and that a connection could not be established.

*Provide telephone number and address*

- Provide the PSAP operator with the VoIP caller's telephone number and registered service address.

*The PSAP Operator will:*

*Call back*

- Call back the VoIP caller and determine the reason for the initial call.

*Confirmation of emergency location*

- If contact is established confirm the emergency location, and upon determining the emergency, transfer the call to the appropriate ESP.

*Non-emergency call or no connection established*

- If the caller states that there is not an emergency, transfer the call to the police force having jurisdiction.
- If unable to establish a connection with the caller, contact the police force having jurisdiction advising the address is the registered service address of a VoIP caller.

**Related Policy:**

- OPD C-2 PSAP Operator to Emergency Service Provider (ESP) Dispatcher
- OPD C-3 PSAP Unable to Contact Primary ESP
- OPD C-4 Multiple ESP Response
- OPD C-5 Multiple 9-1-1 Calls Reporting the Same Incident
- OPD C-6 Motor Vehicle Collisions (MVC)
- OPD C-7 PSAP Unable to Establish Verbal Communication with the Caller: Land Line



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- OPD C-8 PSAP Unable to Establish Verbal Communication with the Caller: Cellular Calls
- OPD C-9 Non-Emergency 9-1-1 Calls
- OPD C-10 Out of Province PSAP Transfers to New Brunswick 9-1-1
- OPD C-11 PSAP Procedures for Outside Agencies
- OPD C-12 Speech and Hearing Impaired Callers
- OPD D-1 Bilingual Requirements
- OPD D-6 PSAP Telephone Trouble Reporting
- OPD E-2 ESP Dispatcher to PSAP



**Subject:** PSAP Operator to Emergency Service  
Provider (ESP) Dispatcher

**Policy:** The PSAP shall transfer the call to the ESP(s) and relay all pertinent information. A PSAP does not have authority to cancel, upgrade or downgrade any emergency service provider.

**Authority:** *Emergency 911 Act*

**Procedure:** *The PSAP Operator will:*

*Communicate transfer* ➤ Communicate to the caller that the call is being transferred.

*Transfer call* ➤ Transfer the call to the ESP dispatcher.

*Identify PSAP* ➤ Identify oneself to the ESP as the \_\_\_\_\_ PSAP.

*Communicate emergency location and telephone number* ➤ Communicate the nature and the location of the emergency, including the municipality name and the appropriate call back number. The ESP dispatcher is to identify to the PSAP if the ESP is not the appropriate responder.

*Note: When the call is transferred to MCMC and RCMP "J" Division, confirm that the ANI / ALI has been delivered and indicate that it has been verified.*

*Communicate other information* ➤ Communicate other pertinent information obtained.

*Communicate ESP's status* ➤ Communicate to the ESP that other ESPs have been or will be contacted.

*Confirm caller's connection to ESP* ➤ Communicate to the caller that they are now connected to the ESP.



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*No Caller*

- If there is no caller, the PSAP will explain the situation to the ESP.

*Disconnect from caller*

- Once the ESP and the caller are talking, the Operator will disconnect.

*Note: At this point, the call becomes the responsibility of the ESP. In some instances, it might be necessary for the Operator to monitor the call silently to ensure that all required information is transferred prior to disconnecting.*

**Related Policy:**

- OPD C-1 9-1-1 Caller to Public Safety Answering Point (PSAP)
- OPD C-3 PSAP Unable to Contact Primary ESP
- OPD C-4 Multiple ESP Response
- OPD C-5 Multiple 9-1-1 Calls Reporting the Same Incident
- OPD C-6 Motor Vehicle Collisions (MVC)
- OPD C-10 Out of Province PSAP Transfers to New Brunswick 9-1-1
- OPD C-11 PSAP Procedures for Outside Agencies
- OPD E-1 ESP Compliance
- OPD E-2 ESP Dispatcher to PSAP
- OPD E-3 ESP to PSAP Communication
- OPD E-4 ESP Response Area



**Subject:**                    **PSAP Unable to Contact Primary ESP**

**Policy:**                    In the event the PSAP cannot reach the Primary ESP, the call shall be transferred to the designated Backup ESP.

**Authority:**                *Emergency 911 Act*

**Procedure:**                *The PSAP Operator will:*

*Try to contact Primary ESP*

- Attempt to reach the Primary ESP allowing for five rings.

*Manually transfer call*

- For RCMP “J” Division and MCMC there is no backup, stay on the line for approximately 1 minute (10 rings). If the ESP has not answered, the PSAP Operator will keep the caller on the line, by pressing the transfer key, while another Operator attempts to reach RCMP “J” Division or MCMC via an alternate or backup line. Fill out a *Five (5) Rings Plus Report* (Appendix C) if more than 5 rings.
- For all other ESPs, after five rings, manually transfer the caller to the designated Backup ESP using the ESP Cross-Reference Table. If unable to establish contact with the primary ESP, fill out an *Incident Report Form* (Appendix A) and send to the NB 9-1-1 Bureau.

*Identify situation to Backup ESP*

- Identify to the Backup ESP that they have been called in place of the Primary ESP (reference OPD E-2 ESP Dispatcher to PSAP).



**Related Policy:**

- OPD C-1 9-1-1 Caller to Public Safety Answering Point (PSAP)
- OPD C-3 PSAP Unable to Contact Primary ESP
- OPD C-4 Multiple ESP Response
- OPD C-5 Multiple 9-1-1 Calls Reporting the Same Incident
- OPD C-6 Motor Vehicle Collisions (MVC)
- OPD C-7 PSAP Unable to Establish Verbal Communication with the Caller: Land Line
- OPD C-8 PSAP Unable to Establish Verbal Communication with the Caller: Cellular Calls
- OPD C-11 PSAP Procedures for Outside Agencies
- OPD E-1 ESP Compliance
- OPD E-2 ESP Dispatcher to PSAP
- OPD E-3 ESP to PSAP Communication
- OPD F-3 Incident Reporting to NB 9-1-1 Bureau





**Subject:** Multiple ESP Response

**Policy:** The PSAP is responsible to notify all required ESPs.

**Authority:** *Emergency 911 Act*

**Procedure:** *The PSAP Operator will:*

- Contact Primary ESP* ➤ Contact the ESP of primary importance first.
- Communicate pertinent information* ➤ Communicate all pertinent emergency information.
- Communicate that other ESPs will be contacted* ➤ Communicate to the ESP that the other ESPs have been or will be contacted.
- Contact remaining ESPs* ➤ Contact the remaining ESPs required and inform them of other ESPs that have been or will be contacted.

**Related Policy:**

- OPD C-1 9-1-1 Caller to Public Safety Answering Point (PSAP)
- OPD C-2 PSAP Operator to Emergency Service Provider (ESP) Dispatcher
- OPD C-3 PSAP Unable to Contact Primary ESP
- OPD C-5 Multiple 9-1-1 Calls Reporting the Same Incident
- OPD C-6 Motor Vehicle Collisions (MVC)
- OPD C-11 PSAP Procedures for Outside Agencies
- OPD E-2 ESP Dispatcher to PSAP
- OPD E-3 ESP to PSAP Communication
- OPD E-4 ESP Response Area



**Subject:**                    **Multiple 9-1-1 Calls Reporting the Same Incident**

**Policy:**                    The PSAP shall communicate all appropriate details to the ESP, updating them if further pertinent information is reported.

**Authority:**                *Emergency 911 Act*

**Procedure:**              *The PSAP Operator will:*

*Verify for additional Information*

- Confirm the caller is reporting the same incident.

*Identify appropriate details for ESP*

- Identify the appropriate call details including additional pertinent information.

*Relay additional pertinent information to ESP*

- Relay any further pertinent information to the ESP either by transferring the caller to the ESP dispatcher or by informing the ESP dispatcher.

**Related Policy:**        OPD C-1    9-1-1 Caller to Public Safety Answering Point (PSAP)  
   OPD C-2    PSAP Operator to Emergency Service Provider (ESP) Dispatcher



Public Safety

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**Subject:** Motor Vehicle Collision (MVC)

**Policy:** The PSAP is responsible to notify all required ESPs.

**Authority:** Emergency 911 Act

**Procedure:** The PSAP Operator will:

- Transfer to primary ESP* ➤ Transfer the call to the ESP dispatcher of primary importance.
- Contact Ambulance* ➤ Contact the ambulance ESP if the caller identifies keywords such as: ambulance, bleeding, hurt, injury, flipped or rolled over, trapped, vehicle in water, airbags deployed.
- Contact Fire* ➤ Contact the fire ESP if the caller identifies keywords such as: smoke, fire, flipped or rolled over, trapped, vehicle in water, airbags deployed, spill, chemicals, dangerous goods.
- X\_ Identifier* ➤ The fire departments that opt to carry the Flag Identifier, X\_ as it appears in the Cross Reference Table, will receive all calls to motor vehicle collisions when the caller reports injuries, whether other fire related keywords are mentioned or not.
- Contact Police* ➤ Contact police for all motor vehicle collisions.

**Related Policy:**

- OPD C-1 9-1-1 Caller to Public Safety Answering Point (PSAP)
- OPD C-2 PSAP Operator to Emergency Service Provider (ESP) Dispatcher
- OPD C-3 PSAP Unable to Contact Primary ESP
- OPD C-4 Multiple ESP Response
- OPD E-3 ESP to PSAP Communication
- OPD E-4 ESP Response Area



**Subject:** **PSAP Unable to Establish Verbal Communication with the Caller: Land Line**

**Policy:** The PSAP shall attempt to make contact with the caller to identify the nature of the emergency.

**Authority:** *Emergency 911 Act*

**Procedure:** *The PSAP Operator will:*

Line Open

Line Open:

- Attempt to use ring back feature (off hook).
- Transfer to the police force having jurisdiction and provide ANI/ ALI information indicating that a 9-1-1 call was received, the line is open, no caller on the line, and relay observations.

Hang-Ups

Hang-Ups:

- Attempt to re-establish connection using the ring back feature.
- If connection is established, confirm the ALI, and upon determining the emergency, transfer the call to the appropriate ESP.
- If the caller states that there is not an emergency, transfer the call to the police force having jurisdiction.
- If unable to establish a connection with the caller, contact the police force having jurisdiction and provide ANI/ALI information.



Abandoned (missed) Calls

Abandoned (missed) Calls:

- Monitor PSAP abandoned call activity via the *E9-1-1 Call Log* to ensure all abandoned calls are identified.
- If an abandoned call has not been logged on the E9-1-1 Call Log, and the Operator suspects that there is an abandoned call, the PSAP Operator is to contact the SMC.
- Call back the caller and determine the reason for the initial call.
- If contact is established, confirm ALI, and upon determining the emergency, transfer the call to the appropriate ESP.
- If the caller states that there is not an emergency, transfer the call to the police force having jurisdiction.
- If unable to establish a connection with the caller, contact the police force having jurisdiction and provide ANI/ALI information.

Perform a Call Trace

Perform a Call Trace

- Attempt to perform a call trace for all above scenarios if there is no ANI/ ALI.

**Related Policy:**

- OPD C-1 9-1-1 Caller to Public Safety Answering Point (PSAP)
- OPD C-2 PSAP to ESP Dispatcher
- OPD C-8 PSAP Unable to Establish Verbal Communication:  
Cellular Calls
- OPD D-6 PSAP Telephone Trouble Reporting
- OPD E-2 ESP Dispatcher to PSAP



**Subject:** PSAP Unable to Establish Verbal Communication with the Caller: **Cellular Calls**

**Policy:** The PSAP shall attempt to make contact with the caller to identify the nature of the emergency.

**Authority:** *Emergency 911 Act*

**Procedure:** *The PSAP Operator will:*

Line Open Line Open:

- Attempt to determine if an emergency or potential emergency exists.
- If contact is established and an emergency is identified the Operator will obtain the telephone number and location, and transfer the call to the appropriate ESP.
- If contact is not established and the cellular telephone number is presented at the PSAP, attempt to call back the cellular telephone.
- If unable to establish a connection with the cellular caller, and the Operator suspects an emergency, the Operator will pass on any available caller information to the police force having jurisdiction, indicating that a 9-1-1 call was received, provide cellular telephone number, tower location, and relay observations. Information is available from E 9-1-1 Call Log and additional billing information is available from Bell Aliant SMC.
- For basic 9-1-1 cellular the Operator will not have the benefit of a cellular telephone number. Therefore no further action can be taken from the PSAP and the call must be dismissed.



Hang-Ups

Hang-Ups:

- Where the cellular telephone number is presented at the PSAP, attempt to call back that cellular telephone to determine if an emergency or potential emergency exists.
- If contact is established and an emergency is identified the Operator will determine the emergency location, and transfer the call to the appropriate ESP.
- If unable to establish a connection with the cellular caller, and no emergency is suspected, no further action need be taken from the PSAP and the call can be dismissed.
- If unable to establish a connection with the cellular caller, and the Operator suspects an emergency, the Operator will pass on any available caller information to the police force having jurisdiction, indicating that a 9-1-1 call was received, provide cellular telephone number, tower location, and relay observations. Information is available from E 9-1-1 Call Log and additional billing information is available from Bell Aliant SMC.
- For basic 9-1-1 cellular the Operator will not have the benefit of a cellular telephone number. Therefore no further action can be taken from the PSAP and the call must be dismissed.

Abandoned (missed) Calls

Abandoned (missed) Calls:

- Monitor PSAP activity via the *E9-1-1 Call Log* to ensure abandoned calls are identified.
- Where the cellular telephone number is presented at the PSAP on the *E9-1-1 Call Log*, attempt to call back that cellular telephone to determine if an emergency or potential emergency exists.



- If contact is established and an emergency is identified the Operator will determine the emergency location, and transfer the call to the appropriate ESP.
- For basic 9-1-1 cellular the Operator will not have the benefit of a cellular telephone number. Therefore no further action can be taken from the PSAP and the call must be dismissed.

Perform a Call Trace

Perform a Call Trace

- Attempt to perform a call trace for all above scenarios if an emergency is suspected.

**Related Policy:**

- OPD C-1 9-1-1 Caller to Public Safety Answering Point (PSAP)
- OPD C-2 PSAP Operator to Emergency Service Provider (ESP) Dispatcher
- OPD C-7 PSAP Unable to Establish Verbal Communication with the Caller: Land Line
- OPD E-2 ESP Dispatcher to PSAP





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**Public Safety**

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**Subject:**                    **Non-Emergency 9-1-1 Calls**

**Policy:**                    The PSAP Operator, when processing non-emergency 9-1-1 calls and in order to provide appropriate customer service, shall use his or her own judgment in transferring or disconnecting the call.

**Authority:**                *Emergency 911 Act*

**Procedure:**                *The PSAP Operator will:*

Non-Emergency Calls                Non-Emergency Calls

If a call is not an emergency but still requires ESP assistance:

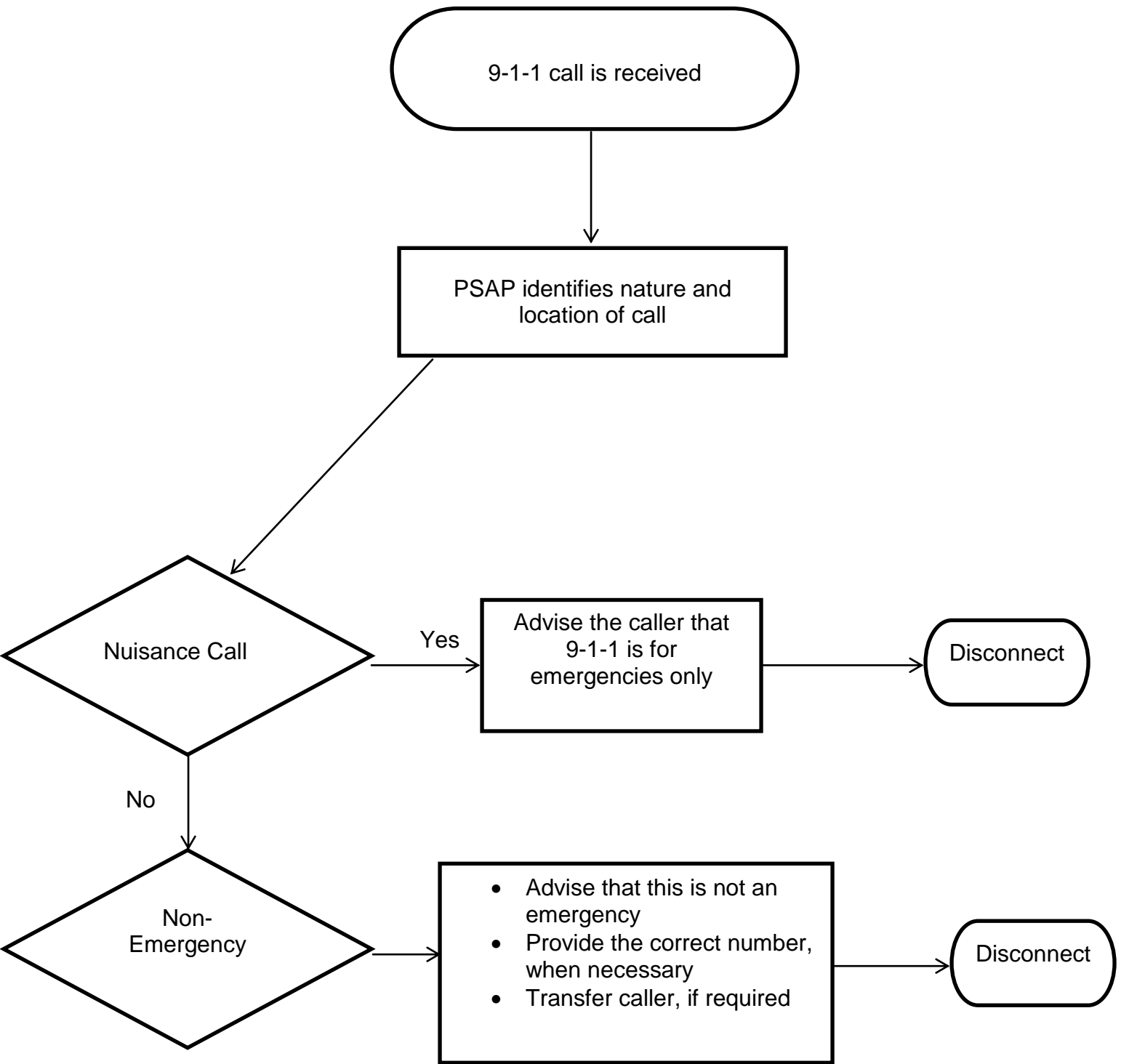
- Advise the caller that this is not an emergency.
- Provide the caller with a correct telephone number if available.
- Transfer call if required.
- Disconnect.

Nuisance Calls                    Nuisance Calls

If a call is not an emergency and does not require ESP assistance:

- Advise the caller that 9-1-1 is for emergencies.
- Disconnect.

**Related Policy:**                OPD C-1    9-1-1 Caller to Public Safety Answering Point (PSAP)





**Subject:** Out of Province PSAP Transfers to New Brunswick 9-1-1

**Policy:** In the Province of New Brunswick one PSAP shall be identified as the central point of contact for emergency calls transferred from outside the province. Bordering provinces and states shall be provided the contact telephone number for the PSAP agency identified as the central point of contact. Currently the Fredericton PSAP has been identified as the central point of contact for New Brunswick.

**Authority:** Emergency 911 Act

**Procedure:** The PSAP Operator will:

- Accept Call* ➤ Accept the call from the out of province PSAP.
- Obtain information* ➤ Obtain all pertinent information.
- Process call* ➤ Process the call using the Cross Reference Table if required.

- Related Policy:**
- OPD C-1 9-1-1 Caller to Public Safety Answering Point (PSAP)
  - OPD C-2 PSAP Operator to Emergency Service Provider (ESP) Dispatcher
  - OPD C-3 PSAP Unable to Contact Primary ESP
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  - OPD C-5 Multiple 9-1-1 Calls Reporting the Same Incident
  - OPD C-6 Motor Vehicle Collisions (MVC)
  - OPD C-11 PSAP Procedures for Outside Agencies
  - OPD E-1 ESP Compliance
  - OPD E-3 ESP to PSAP Communication
  - OPD E-4 ESP Response Area



**Subject:**            **PSAP Procedures for Outside Agencies**

**Policy:**                The PSAP shall contact the appropriate outside agency who will respond as required.

**Authority:**            *Emergency 911 Act*

**Procedure:**            *The PSAP Operator will:*

*Natural Resources*            Department of Natural Resources emergencies:

*Wildlife*                        Wildlife

- Emergency*
- Notify police agency of jurisdiction if a dead animal poses a traffic hazard and/or is involved in a motor vehicle collision.
  - If an animal poses a threat, transfer the caller to the police agency of jurisdiction.

- Non-Emergency*
- If a large dead animal is reported on any street, road or highway, and it does not pose a traffic hazard:

- Advise the caller that this is not an emergency.
- Provide the caller with the number for the Department of Natural Resources 506-453-2345 or local number if known.

*Note: This number is answered in Fredericton but will be transferred to the appropriate region if required. The number is answered by PMCC after hours.*

- Transfer call if required.
- Disconnect.



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*Note: Department of Natural Resources is responsible for large game, i.e. moose, deer and bear.*

Forest / Grass Fire

Forest / Grass Fire

- Notify fire department of jurisdiction (see also E-1).
- Notify Department of Natural Resources (DNR) via PMCC radio or telephone 506-453-2345 if fire is reported to involve wooded areas outside city or town limits at the time of the initial call.
  - Advise Department of Natural Resources that the Fire Department has been contacted.

Power

Power or electrical emergencies:

- Notify primary ESPs if an urgent electrical problem is identified during the initial call (e.g. lines down, broken electrical pole, transformer fire).
- Notify NB Power at 1-800-442-4424.

*Note: NB Power provides emergency response 24/7 and may be required for the safety of responding ESPs.*

Confederation Bridge

Confederation Bridge emergencies:

- Transfer all calls for accidents or emergencies at any point on the Confederation Bridge between New Brunswick and Prince Edward Island to the designated PSAP at (506) 444-7278.

*Note: Listed in Cross Reference Table under "Confederation Bridge."*



Natural Gas Pipeline

Natural Gas Pipeline emergencies

- Notify all appropriate ESPs.
- If known, contact the local / involved gas provider first.
- Notify all of the remaining Natural Gas Pipeline companies if they provide service in the area and/or provider is unknown:

Brunswick Pipeline 1-888-410-2220

Enbridge Gas New Brunswick 1-888-775-5535

Maritimes and Northeast Pipeline 1-888-444-6677

Point Lepreau

Point Lepreau Generating Station

- If a fire related call originates from Point Lepreau Generating Station notify the primary ESP and Saint John Fire Department for all calls.

Suspicious Letter or Package

Suspicious Letter or Package

- Transfer the call to the appropriate police force of jurisdiction.
- Indicate that a potentially contaminated package has been identified.

Off-Road Enforcement Unit

Off-Road complaints or emergencies:

*Identify emergency and ESPs required*

- If an incident is reported in a remote / off-road area notify the appropriate ESPs.
- The Off-Road Vehicle Enforcement (ORVE) Unit is a resource that may respond to assist in remote / off-road areas as required by ESPs for situations such as an off-road



accident, missing persons, etc.

*Note: ESPs have access to ORVE unit resources via PMCC as required.*

*Non Emergency Calls*

- For calls that do not require ESP response, provide the ORVE unit's toll free number 1-877-449-2244 and disconnect.

*Note: 1-877-449-2244 is answered from Monday to Friday 8:15 a.m. to 4:30 p.m.*

Road Debris

Road and Highway Debris:

*Non Emergency Calls*

- When debris is identified as a traffic hazard, transfer the caller to the police force having jurisdiction.
- When no traffic hazard is determined, either transfer or refer the caller to the Department of Transportation, the company responsible for highway maintenance or the local municipality, as applicable.

*Brun-Way* 1-888-464-7575

Highway 2 - Quebec to Fredericton;  
Highway 95 - Woodstock to US Border.

*MRDC* 1-800-494-9393

*Gateway Operations* 1-888-860-8399

Highway 1 - St. Stephen to River Glade, excluding Saint John Harbour Bridge

*Note: Department of Transportation maintains the Saint John Harbour Bridge.*

**Related Policy:**

- OPD C-1 PSAP 9-1-1 Caller to Public Safety Answering Point (PSAP)
- OPD C-2 PSAP Operator to Emergency Service Provider (ESP) Dispatcher
- OPD C-4 Multiple ESP Response



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**Public Safety**

- OPD C-6 Motor Vehicle Accidents
- OPD C-9 Non-Emergency 9-1-1 Calls
- OPD E-1 ESP Compliance





**Subject:**                    **Speech and Hearing Impaired Callers**

**Policy:**                    The PSAP shall provide 9-1-1 service to speech and hearing impaired callers.

**Authority:**                *Emergency 911 Act*

**Procedure:**                *The PSAP Operator will:*

*Communicate with callers using TTY/TDD/T9-1-1 equipment*                Provide bilingual 9-1-1 service to speech and hearing impaired callers using Text Telephone (TTY-TDD) or Text with 9-1-1 (T9-1-1) when required.

**TTY/TDD**

**TTY/TDD**

*Communicate with TTY/TDD equipment*

- Identify that the call is originating from a TTY/TDD machine.

*Document ANI/ALI*

- Document ANI/ALI information prior to transferring to the TTY/TDD equipment as not all TTY/TDD machines accept ALI delivery.

*Transferring call*

- Transfer call to TTY/TDD equipment to communicate with the speech and hearing impaired.

*Confirmation of emergency's location*

- Confirm the Automatic Location Identifier (ALI) information by asking for the emergency address and municipality if not already stated.

*Confirmation of telephone number*

- Confirm the Automatic Number Indicator (ANI) information by asking what number the person is calling from.

*Identify emergency*

- Identify the nature of the emergency.

*Retain TTY/TDD Caller*

- Retain the TTY/TDD caller, the caller will not be transferred to the ESP.



*Communicate the emergency*

- Communicate the emergency directly to the ESP.

*Contact the ESP*

- Contact the ESP dispatcher, identify oneself to the ESP as the \_\_\_\_\_ PSAP.

*Identify Emergency Service Providers required*

- Advise the ESP dispatcher that the PSAP has a TTY/TDD caller on the line.

*Communicate the emergency information*

- Communicate the emergency, emergency location identifier (ALI), including the municipality name and automatic number indicator (ANI).
- May be required to stay on the line for the duration of the call to act as interpreter and relay all relevant information.

T9-1-1

T9-1-1 (Text with 9-1-1)

*Confirm Class of Service is showing TXE/TXF*

- Identify that the call is originating from a T9-1-1 registered individual (TXE/TXF).

*Note: T9-1-1 calls present the same as a Cellular Call. The Class of Service will display as "TXE" or "TXF". Hot keys cannot be used to complete a transfer.*

*Launch the Agent511 application at the PSAP*

- Attempt to communicate with the caller by text message using the Agent511 application at the PSAP.
- Keep the line open to listen for background noise which may be indicative of what is taking place.

*Note: The Operator will still be able to communicate by voice if necessary.*

*Confirm location*

- Confirm the location of the incident.



*Ask for the municipality*

- Ask the caller what municipality they are in or near.

*Identify emergency*

- Identify the nature of the emergency.
- Identify the appropriate ESPs required. ESPs will be contacted in order of priority based on the PSAP Operator’s Knowledge of the emergency as described by the caller.

*Retain the caller*

- Retain the TXE/TXF caller and communicate and relay all relevant information received; the caller will not be transferred.
- Contact the appropriate ESP using the Cross-Reference Table and/or electronic or paper maps provided by NB 9-1-1 as a reference.
- In the event the PSAP Operator requires help in determining the emergency location, the PSAP Operator may contact another PSAP for their assistance but will not transfer the caller to the PSAP.

*If unable to determine nature of emergency*

- If the PSAP Operator is unable to determine if an emergency exists, the Operator will pass on any available caller information to the police force having jurisdiction indicating that a T9-1-1 call was received.

*Relay additional pertinent information to ESP*

- The PSAP Operator shall provide the cellular telephone number, tower location, X, Y coordinates, and relay all observations to the ESP.

*Note: Additional billing information is available from the appropriate wireless service provider if required.*

**Related Policy:**

- OPD C-1 9-1-1 Caller to Public Safety Answering Point (PSAP)
- OPD C-2 PSAP Operator to Emergency Service Provider (ESP) Dispatcher
- OPD C-3 PSAP Unable to Contact Primary ESP
- OPD C-4 Multiple ESP Response
- OPD C-5 Multiple 9-1-1 Calls Reporting the Same Incident
- OPD C-6 Motor Vehicle Collisions (MVC)



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**Public Safety**

OPD C-11 PSAP Procedures for Outside Agencies  
OPD E-2 ESP Dispatcher to PSAP



## Text Telephone Job Aid

### Identifying TTY/TDD Calls

*If you receive a call with no response, ALWAYS check to see if it is a TDD call.*

There are three ways to identify a TTY/TDD call:

- Silence
- Electronic beeping
- A taped message announcing the call

### TTY/TDD Abbreviations

Some common abbreviations that TDD callers may use:

<b>GA</b>	Go Ahead (always used to indicate the end of a message)
<b>Q</b>	The statement was a question
<b>SK ou SKSK</b>	Stop Keying (end of conversation)
<b>ASAP</b>	As soon as possible
<b>HLP</b>	Help
<b>LIL</b>	Little
<b>NP</b>	No Problem
<b>OIC</b>	Oh, I see
<b>PLS</b>	Please
<b>CD ou CLD</b>	Could
<b>WUD</b>	Would
<b>NBR ou NU</b>	Number
<b>THX</b>	Thanks
<b>POSS</b>	Possible
<b>PBLM</b>	Problem
<b>UR</b>	Your or you're
<b>U</b>	You
<b>TMW</b>	Tomorrow
<b>SHD</b>	Should
<b>R</b>	Are
<b>MSG</b>	Message
<b>HD ou HLD</b>	Hold



### TTY/TDD Tips

- Always answer a TTY/TDD – “911 GA”
- Always type GA at the end of your message or Q if it is a question
- When ending the call one party will type GA SK, meaning they are ready to hang up. The other party will type SKSK if they are also ready to hang up
- Keep your communication short and to the point to help avoid confusion
- English grammatical punctuation is not used
- Take and review notes, if possible, during the call
- Ask clarifying questions
- Always verify address and phone number especially if caller is using a relay service
- Look for meaning rather than grammatical perfection
- If the message you receive is garbled, inform the caller and ask them to repeat - possibly misplaced hand position.
- Remember, communication between you and the caller can only go in one direction at a time—you may take turns sending and receiving.



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## Text with 9-1-1 Job Aid

### Identifying T9-1-1 Calls

*If you receive a call with no response, ALWAYS check to see if it is a T9-1-1 call.*

To identify a T9-1-1 call:

- Class of Service will display TXE or TXF

### SMS Abbreviations

Some common abbreviations that T9-1-1 callers may use:

2 to/too  
4 for  
B be  
C see  
I eye  
R are  
U you  
Y why

### T9-1-1 Tips

- TXE and TXF Class of Service indicates the caller is a registered T9-1-1 user
- Always answer a T9-1-1- "911 Where is your emergency"
- Keep the line open to listen for background noise
- Keep your communication short and to the point to help avoid confusion
- Text messages should be brief and concise
- Text abbreviations and slang should never be used so that the intent of the dialog can be as clear as possible
- Ask clarifying questions
- Always verify the location of the emergency with the caller
- If the message you receive is garbled, inform the caller and ask them to repeat-possibly typo



Public Safety

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**Subject:** Air and Water Emergencies

**Policy:** The PSAP shall contact the Joint Rescue Coordination Centre (JRCC) in the event of air or water emergencies.

**Authority:** *Emergency 911 Act*

**Procedure:** *The PSAP Operator will:*

Air Emergencies

*Examples: Aircraft crash, flying low, engine trouble or hi-jacking, missing or overdue*

Air Emergency:

- Transfer the caller to the Joint Rescue Coordination Centre (JRCC) at 1-800-565-1582.
  - Operator may stay on the line for clarification.
- Notify all appropriate ESPs.
  - JRCC will contact PSAP if additional ESPs are required.

Water Emergencies

*Examples: Boat crash, capsize, sinking, in distress, requiring assistance, missing or overdue, person overboard or missing from boat*

Water Emergencies:

- Transfer the caller to the Joint Rescue Coordination Centre (JRCC) at 1-800-565-1582.
  - Operator may stay on the line for clarification.
- Notify all appropriate ESPs.
  - JRCC will contact PSAP if additional ESPs are required.





**Public Safety**

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*JRCC Areas of Responsibility*

*JRCC is responsible for all open water, i.e. salt water bodies including:*

- *Bay of Chaleur*
- *Bay of Fundy*
- *Northumberland Strait*
- *Etc.*

*JRCC is also responsible for the following waterways:*

- *Saint John River (to Fredericton)*
- *Memramcook River*
- *Oromocto River*
- *Petitcodiac River*
- *St. Croix River*
- *Kennebecasis River*
- *Grand Lake*
- *Maquapit Lake*
- *Washdemoak Lake*

*Note: JRCC may be responsible for other waterways in New Brunswick. When in doubt, contact JRCC at 1-800-565-1582.*

*Other Inland Waterways*

*Inland Waterways emergency (excludes those listed above):*

- *Transfer the call to the appropriate police jurisdiction.*
- *Notify all appropriate ESPs.*

*Medical Assistance or Advice Required Aboard Vessel*

*Medical Assistance or Advice Required Aboard Vessel:*

- *JRCC will manage all requests for medical assistance or medical advice onboard a vessel.*
- *Transfer call to JRCC at 1-800-565-1582.*
- *Advise MCMC that JRCC has been transferred a call of this nature.*



**Public Safety**

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Near-shore Emergencies

Near-shore Emergencies

*People missing or in distress near shore*

- Transfer call to ESP dispatcher.
  - Advise ESP that other ESPs have or will be contacted.
- Notify JRCC at 1-800-565-1582, request assistance as needed.
  - Contact JRCC with updates and/or requests for further assistance as required.

*Note: Contact local Canadian Coast Guard (including Fundy Traffic) only as directed by JRCC.*

**Related Policy:**

- OPD C-1 9-1-1 Caller to Public Safety Answering Point (PSAP)
- OPD C-2 PSAP Operator to Emergency Service Provider (ESP) Dispatcher
- OPD C-4 Multiple ESP Response
- OPD C-11 PSAP Procedures for Outside Agencies



**Subject: Language Line Services**

**Policy:** The PSAP shall provide 9-1-1 service to callers in both official languages. In cases where callers are not able to communicate in either English or French, the operator shall use the Language Line Service (LLS) ©.

**Authority:** *Emergency 911 Act*

**Procedure:** *The PSAP Operator will:*

- Identify need*
  - Upon identifying that the caller speaks a language other than French or English.
- Conference caller*
  - Conference caller to Language Line Services © at 1-800-523-1786.
- Enter PSAP Account ID*
  - Using the prompts, provide the New Brunswick Language Line account number 958003 and the PSAP ID.

PSAP	PSAP ID
Bathurst PSAP	548
Codiac PSAP	859
Edmundston PSAP	735
Fredericton PSAP	460
Miramichi PSAP	623
Saint John PSAP	658



- Select known language*

  - Use the Language Line Service interactive voice response system to select the caller’s language if known.
  
- When language is unknown*

  - If unknown, say “Help” and you will be transferred to someone who can help identify the language spoken.
  
- Track the interpreter ID*

  - Note the interpreter’s ID# in case a call back is required. (i.e.: you are disconnected)
  
- Identify yourself*

  - Identify yourself once connected.

*Ex: “This is \_\_\_\_\_ 9-1-1 PSAP.”*
  
- Summarize the emergency*

  - Summarize situation for the interpreter.
  
- Connect and stay on the line*

  - Connect the caller with the interpreter and remain on the line.
  
- Via the interpreter respond to the emergency and confirm the callers information according to OPDs.*

  - Speak to the interpreter as if they are the caller.
    - e.g. “Where is your emergency?” not “Ask them to tell you where they are.”
  
  - Combine questions if possible.
    - e.g. “What is your phone number? What municipality is your emergency in?” not “What is your phone number?” and “What is your address?”
  
  - Allow time for the interpreter to relay questions and answers.
  
  - PSAP operator will maintain the call by communicating all pertinent information to ESPs.

*Note: Do not attempt to transfer the call; the interpreter will be disconnected.*



- If you are disconnected*
- The interpreter will call your PSAP's back-door number provided in the contract.
  - If you do not receive a call back within 60 seconds, call Language Line Services (LLS) © and provide interpreter ID# noted during first call.
- To end call*
- Say "Thank you, End of Call" to the interpreter when the call is completed.
- Language Line Services (LLS) Demo / Training*
- To hear a recorded demonstration of over-the-phone interpretation, call the demonstration line at 1-800-996-8808, or visit [www.LanguageLine.com](http://www.LanguageLine.com).
  - Refer to the LLS 'Quick Reference Guide (QRG).

**Related Policy:** OPD C-1 9-1-1 Caller to Public Safety Answering Point (PSAP)  
OPD D-1 Bilingual Requirements



**Subject:**                    **Bilingual Requirements**

**Policy:**                    The PSAP shall have bilingual capability twenty four (24) hours per day, seven (7) days per week. The minimum level of bilingual capability is the Provincial Intermediate (2+) standard.

**Authority:**                *Official Languages Act*  
*Emergency 911 Act*

**Procedure:**                *The PSAP Operator will:*

*When ESP cannot communicate in caller's language*                    ➤ Remain on the line and facilitate communication if an Emergency Service Provider cannot communicate with the caller in their language.

*Language Line*                    ➤ Utilize the Language Line Service © to assist with any language other than the official languages when required.

**Related Policy:**        OPD C-1    9-1-1 Caller to Public Safety Answering Point (PSAP)



**Subject:**                    **Training Criteria for 9-1-1 Operators**

**Policy:**                    The PSAP Operators shall be trained on all necessary equipment to process 9-1-1 calls as per the NB 9-1-1 Operating Procedures Directives (OPDs).

**Authority:**                *Emergency 911 Act*

**Procedure:**                *The PSAP management will:*

*Provide standardized training*

- Provide standardized training to all PSAP Operators.

*New hires*

- Notify the NB 9-1-1 Bureau when new staff have been hired and have successfully completed training as per this policy.

**Related Policy:**



**Subject:** PSAP to PSAP Communications

**Policy:** All PSAPs shall have dedicated non-emergency telephone lines for PSAP to PSAP communications.

**Authority:** *Emergency 911 Act*

**Procedure:**

*When to use lines*

- These lines will be used primarily for notification of PSAP shutdown and for other emergency needs.

*Priority line*

- Any call received over the PSAP to PSAP line is handled as a priority.

**Related Policy:**





**Subject:**                    **PSAP Data and Voice Recordings**

**Policy:**                    The PSAP shall record all 9-1-1 calls, store related data, and be prepared to produce a duplicate recording and associated data of specific calls.

**Authority:**                *Emergency 911 Act*

**Procedure:**                *The management of the PSAP will:*

- Prepare, upon written request, duplicate recordings of specific calls when operationally justified.
- Prepare, upon written request, data when operationally justified.
- Accept requests for recordings and/or data from 9-1-1 stakeholders such as the NB 9-1-1 Bureau, PSAPs, and ESPs.
- Maintain the 9-1-1 computer data and voice recordings for a minimum of two years.

**Related Policy:**



**Subject: PSAP Backup Procedures**

**Policy:** The PSAP shall have a backup contingency plan to implement when required, to ensure continued 9-1-1 service.

**Authority:** *Emergency 911 Act*

**Procedure:**

Primary PSAP *The Primary PSAP will:*

*Notify Backup need to shut down*

- Upon identifying the need to suspend 9-1-1 call taking, notify the Backup PSAP of the nature and status of the situation.

PSAP	Primary Backup PSAP
Bathurst	Edmundston
Edmundston	Codiac
Fredericton	Miramichi
Codiac	Bathurst
Saint John	Fredericton
Miramichi	Saint John

- Press Night Service Key*
- Press the Night Service key (excluding Saint John PSAP) to route all 9-1-1 calls to the designated Backup PSAP.

*Note: Saint John PSAP will press the Make Busy key on all 9-1-1 sets.*

- Notify the backup PSAP, MCMC, and RCMP “J” Division, when applicable, of any alternate contact numbers to be used for dispatch of ESPs for which the primary PSAP is responsible.



Note: Refer to List of PSAP Dispatch Responsibilities (Appendix D). List to be provided by the NB 9-1-1 Bureau and reviewed quarterly by the PSAP Management Committee.

- Notify the NB 9-1-1 Bureau as per OPD D-7 delayed notification.

Backup PSAP

The Backup PSAP will:

Take 9-1-1 calls

- Assume responsibility for 9-1-1 call taking from the primary PSAP.

Transfer calls

- Transfer calls to the appropriate ESPs.
- Notify the secondary backup PSAP on nature and status of the situation.

Primary PSAP

The Primary PSAP will:

Provide dispatch service

- Provide continuous dispatch service using alternate backup equipment when required.

Resume 9-1-1 service

- When able to resume 9-1-1 service to the Primary PSAP, this PSAP will open up the queue, and resume answering 9-1-1 calls.

Planned Maintenance

Planned Maintenance

The PSAP will:

Notify backup

- Notify the Backup PSAP and the NB 9-1-1 Bureau of the planned maintenance 48 hours prior to shut down. The PSAP will engage backup procedures and continue with dispatch functions remotely.

**Related Policy:**

OPD D-7 Department of Public Safety Notification Criteria for PSAPs



**subject:**                   **LOGIN Identification**

**Policy:**                   All 9-1-1 operators shall be assigned a unique LOGIN identification number to log on to the 9-1-1 Automatic Call Distribution (ACD) telephone system.

**Authority:**               *Emergency 9-1-1 Act*

**Procedure:**             *The PSAP Manager will:*

*Request LOGIN IDs*                   ➤ Contact the NB 9-1-1 Bureau to request a unique LOGIN ID for any new employee and provide:

- Employee name
- Employment status (i.e. trainee, regular employee)

*Notify of status change*           ➤ Notify the NB 9-1-1 Bureau when an employee has completed 9-1-1 operator training.

➤ Advise the NB 9-1-1 Bureau when any employee's status changes, including vacancies.

*The NB 9-1-1 Bureau will:*

*Maintain*                   ➤ Maintain and control a master list of LOGIN IDs with a limited number for each PSAP.

*Assign*                   ➤ Assign new numbers drawing from each PSAPs "pool" of LOGIN IDs first.

*Request new numbers*           ➤ Request new numbers from the Bell Aliant 9-1-1 Service Manager and the Bell Aliant Enterprise Applications Support Specialist when all of the available numbers in the PSAPs "pool" have already been assigned.



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*Notify PSAP Manager* ➤ Notify PSAP Manager, or designate via email when LOGIN IDs have been assigned.

*Notify Bell Aliant representatives* ➤ Notify Bell Aliant 9-1-1 Service Manager and the Bell Aliant Enterprise Applications Support Specialist via email when LOGIN IDs have been assigned and to whom.

*Audit* ➤ Audit the LOGIN ID list once every six months and upon request.

*The Bell Aliant 9-1-1 Service Manager will:*

- Manage*
- Control the pool of LOGIN IDs available.
  - Assign each LOGIN ID to a specific PSAP.
  - Provide new LOGIN IDs to the NB 9-1-1 Bureau upon request.

*The Bell Aliant Enterprise Applications Support Specialist will:*

*Manage Reports* ➤ Ensure that agent detail reports attribute each 9-1-1 operator to the appropriate LOGIN ID.

*Audit* ➤ Audit the LOGIN IDs list once every six months and upon request.

*Assign name* ➤ Assign the operator name associated with the LOGIN ID.

**Related Policy:** OPD F-1 9-1-1 Data Access, Record Keeping and Reporting



**Subject:** PSAP Procedures to Maintain Dispatch

**Policy:** The PSAP shall use the PMCC (Provincial Mobile Communications Centre) / EMO (Emergency Measures Operations) radio system as a backup dispatch method in the event that conventional communication is not possible.

**Authority:** *Emergency 911 Act*

**Procedure:** *The PSAP Manager will:*

*PMCC Training*

- Train all 9-1-1 operators to use PMCC radio.
- Confirm PMCC radio procedures with operators at least semi-annually.

*PMCC Testing*

- Ensure PMCC radio system is tested monthly.  
  
*i.e., "PMCC, this is \_\_\_\_\_ PSAP requesting radio test"*
- Notify NB 9-1-1 Research and Planning Officer of PSAP test date, time, and outcome.

*PMCC connectivity*

- PMCC can provide radio connectivity to:
  - PSAPs
  - RCMP
  - Other ESPs (including most Fire Departments)
  - Provincial Departments and Agencies including:
    - Department of Natural Resources (DNR)
    - Department of Transportation and Infrastructure (DTI)
    - Emergency Measures Operations (EMO)



**Policy:** D-9

**Name:** PSAP  
Procedures to  
Maintain  
Dispatch

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- Commercial Vehicle Enforcement (CVE)
- Off-Road Vehicle Enforcement (ORVE)
- Coroner Services
- Sheriff Offices

**Related Policy:**

OPD D-5 Backup PSAP Procedures

OPD D-7 Notification Criteria for PSAPs







Public Safety

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*Authority*

- Be the authority having jurisdiction to cancel, upgrade or downgrade their own service response.

*Contacting Backup or Mutual aid*

- Contact the Backup ESPs or mutual aid services if they are required.

*Note: 9-1-1 is not to be used to contact backup ESPs.*

Forest Fire

During a Forest Fire the ESP will:

- Respond to all fire calls within their jurisdiction. If the response is to a grass fire outside city or town limits, and/or at the time of the call, it is identified that forest land may be involved, the Department of Natural Resources must be notified immediately by the Fire Department. If it is not identified that forest lands are involved until the fire department is on the scene, DNR must then be notified immediately.
- The fire department will call the DNR Regional office or radio through the PMCC, relaying the basic information about the fire, including the name of the local fire department that is responding. PMCC will in turn notify DNR with this basic information.

**Related Policy:**

- OPD C-1 9-1-1 Caller to Public Safety Answering Point (PSAP)
- OPD E-3 ESP to PSAP Communication
- OPD E-4 ESP Response Area
- OPD E-5 ESP Procedures with Alarm Services
- OPD F-6 Planned Emergency Exercises
- Appendix H Notice of Planned Exercise



**Subject:**                    **ESP Dispatcher to PSAP**

**Policy:**                    The ESP Dispatcher shall accept the call from the PSAP on a 24/7 basis.

**Authority:**                *Emergency 911 Act*

**Procedure:**                *The ESP Dispatcher will:*

*Answer the call*                    ➤ Answer the call from the PSAP by identifying the full service name, i.e. "\_\_\_\_\_ Fire Department".

*Record emergency information*                    ➤ Record the nature of the emergency and emergency location information (ALI including municipality name and ANI).

*Record time*                    ➤ Record the call receipt time.

**Incorrect ESP**                    **Incorrect ESP**

➤ The ESP dispatcher is to identify to the PSAP if the ESP is not the appropriate responder.

**Correct ESP**                    **Correct ESP**

*Caller on line*                    ➤ Control of the call is taken by the ESP.

*No caller on line*                    ➤ If there is no caller, the ESP will ask the PSAP to explain the situation.

*ESP can not accept call*                    ➤ The ESP dispatcher is to identify to the PSAP if the ESP is unable to respond to the call.

*Identify situation to Backup ESP*                    ➤ Identify to the Backup ESP that they have been called in place of the Primary ESP.



- The PSAP will communicate the emergency to the designated backup ESP.

**Related Policy:**

- OPD C-2 PSAP Operator to Emergency Service Provider (ESP) Dispatcher
- OPD C-3 PSAP Unable to Contact Primary ESP
- OPD C-4 Multiple ESP Response
- OPD C-7 PSAP Unable to Establish Verbal Communication with the Caller: Land line
- OPD C-8 PSAP Unable to Establish Verbal Communication with the Caller: Cellular Calls
- OPD E-3 ESP to PSAP Communication
- OPD E-4 ESP Response Area







**Subject: ESP Procedures with Alarm Services**

**Policy:** The ESP shall provide their non-published emergency numbers to alarm companies operating in their area of responsibility when requested.

**Authority:** *Emergency 911 Act*

**Procedure:** *The ESP will:*

- Identify to the alarm companies that as members of CANASA they can obtain a complete, up to date list of ESPs backdoor telephone numbers.
- Provide their non-published emergency numbers to alarm companies operating in their area of responsibility when requested.

*Note: It is the responsibility of all alarm services to maintain and keep current ESP contact numbers.*

*Auto-dialing and pull stations* ➤ Not permit auto-dialing alarms and pull stations into the 9-1-1 service.

*NB 9-1-1* *The NB 9-1-1 Bureau will:*

- Not provide non-published emergency numbers to alarm companies or individuals.
- Refer callers to CANASA or the appropriate ESP for response.

**Related Policy:** OPD E-1 ESP Compliance  
OPD E-4 ESP Response Area



**Subject:**            **NB 9-1-1 Data Access, Record Keeping and Reporting**

**Policy:**                The NB 9-1-1 Bureau, ESPs and PSAPs shall maintain all records related to 9-1-1 calls which may need to be accessed for investigation purposes.

**Authority:**            *Emergency 911 Act*

**Procedure:**            Records to be maintained include:

*List of records to maintain*

- Voice Recordings.
- CAD entries.
- Bell Aliant call log at the switch.
- Statistical data from ACD perimeter reports.
- Cross Reference Table and accompanying tracking document.
- Yearly records of previous incident investigations.
- PSAP Queries.
- Bell Aliant Query report regarding ANI/ALI discrepancies.

**Related Policy:**      OPD D-4 PSAP Data and Voice Recording  
OPD F-3 Incident Reporting to NB 9-1-1 Bureau



**Subject:** NB 9-1-1 PSAP Audit

**Policy:** The NB 9-1-1 PSAP Audit shall be conducted annually.

**Authority:** Emergency 911 Act

**Procedure:** The PSAP managers, supervisors and Operators should prepare to spend time during the day in interviews with the auditors. The PSAP must make available, the following documents:

*Documents the PSAP must make available at time of audit.*

- Staffing schedules;
- CAD and ALI logs;
- Voice tapes for NB 9-1-1 calls;
- Bilingual certification reports;
- Training plans;
- Incident reports;
- Pertinent internal policy documents;
- Other information as required by the auditor.

**Related Policy:**





**Subject:** Incident Reporting to NB 9-1-1 Bureau

**Policy:** The NB 9-1-1 Bureau shall accept and investigate all 9-1-1 related complaints and/or incident reports from any person.

**Authority:** *Emergency 911 Act*

**Procedure:** *The NB 9-1-1 Bureau will:*

- Accept complaints* ➤ Accept verbal or written communications identifying complaints and/or incidents.
- Action complaints with negative impact on life or property* ➤ Action complaints and/or incidents which resulted in negative impact on life, property or resources, within 1 business day upon receipt.
- Action all other complaints* ➤ Action all other complaints and/or incidents within 5 business days.
- Collect information* ➤ Collect all pertinent information from relevant parties.
- Notify NB 9-1-1 of related complaints* ➤ Notify the 9-1-1 Bureau of 9-1-1 related complaints and relay all pertinent information.
- Respond to the complainant* ➤ Respond to the complainant within 5 business days of actioning with update of findings.
- Report the Outcome* ➤ Report the outcome and closure of incident to the complainant.
- Forward the investigation* ➤ Forward the incident and investigation summary to related stakeholders as required.
- Notify partners of complaints* ➤ Notify the partner agencies of complaints as required and relay all pertinent information.



*Maintain a record*

- Maintain a record of the investigation including date received, assigned incident #, date of incident, date actioned, date resolved and a summary of findings.

*The related agencies will be requested to:*

*Submit requested information*

- Submit requested information within 5 business days.

*Notify NB 9-1-1 when investigation is actioned*

- Notify the 9-1-1 Bureau when they have actioned an investigation as required.

**Related Policy:**



**Subject:**                    **ESP Change Request**

**Policy:**                    The NB 9-1-1 Bureau shall ensure that ESP boundary information, telephone number, name and backup are accurately recorded into the 9-1-1 system.

**Authority:**                *Emergency 911 Act*

**Procedure:**                *The ESP(s) or designate will be requested to:*

- Submit change request*
- Submit a request for change in telephone number, dispatcher, jurisdictional boundary, name, or backup with the *Emergency Service Provider Change Request Form* (Appendix F) at least 45 days prior to the proposed effective date.
  - Not proceed with any change without authorization from the NB 9-1-1 Bureau.

*The NB 9-1-1 Bureau will:*

- Contact Bell Aliant*
- Contact Bell Aliant Data Centre to arrange an effective date for the change.
- Communicate date to ESP*
- Communicate the effective date to the ESP in writing.
- Update SOS database*
- Make necessary changes in Service Operational System (SOS) database as required.
- Update Arc Reader Map*
- Make necessary changes in Arc Reader Map as required.
- Transmit to Bell Aliant*
- Transmit information to Bell Aliant, as required for their database updated.



*Transmit Data*

- Transmit Cross Reference Table changes to PSAPs and to the other recipients as per the distribution list.

*Note: The distribution list is maintained by the NB 9-1-1 Bureau.*

*Update Cross Reference Table*

- Update Cross Reference Table as required.

*Confirm Changes*

- Officially confirm in writing to the ESPs that all required test calls have been completed and the effective date of the change.

**Related Policy:**

OPD F-1 NB 9-1-1 Data Access, Record Keeping and Reporting



**Subject:** Test Call Procedure

**Policy:** PSAP shall accept test calls from Telecommunication Service Providers (TSP) to help ensure 9-1-1 network functionality.

**Authority:** *Emergency 911 Act*

**Procedure:** *The NB 9-1-1 Bureau will:*

*Receive and Review*

- Receive and review requests from TSPs.

*Coordinate, advise and review response*

- Coordinate all 9-1-1 test call requests with appropriate PSAP manager or designate.
- Advise TSP to call PSAP on a non-emergency line before completing any test to ensure PSAP availability.

*Investigate unforeseen disruptions*

- Investigate unscheduled non-telecommunication service provider test calls.

*The PSAP Manager or designate will:*

*Scheduled Test Calls*

- Receive and review test call requests from the NB 9-1-1 Bureau on behalf of partner TSPs and others.

*Receive, schedule and liaise*

- Schedule and accept all test call requests for times that are typically less busy.
- Liaise with the NB 9-1-1 Bureau to ensure the PSAP is called on a non-emergency line before completing any test to ensure PSAP availability.

*Forward any other Requests*

- Re-direct any other test call requests for 9-1-1 service to the NB 9-1-1 Bureau.



**Public Safety**

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*Unscheduled Test Calls*

- Accept immediate unscheduled requests for testing from a partner TSP technician making necessary repairs without prior notice on behalf of the NB 9-1-1 Bureau operations.
- Report any unscheduled non-TSP test calls to the NB 9-1-1 Bureau.

*Confirm information*

- Confirm call information required by TSP or client.

*The Bell Aliant Operations Manager or designate will:*

*Scheduled and  
Unscheduled test calls*

- Liaise with all clients who wish to test telephone communications functionality, including business and residential callers.
- Contact the NB 9-1-1 Bureau to schedule test calls.
- Advise customer(s) when they may proceed.

*The Telecommunications Service Providers will:*

*Request Test Calls*

- Place a request for all Scheduled Test Calls to the NB 9-1-1 Bureau at least one week prior to the date of the test advising:
  - Request must include:
    - contact information for the TSP
    - the date and time of the test call(s)
    - the PSAP(s) involved as well as any other participants
    - the number of calls to be made
    - who will be placing the call(s)



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**Public Safety**

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*Confirm Test Calls*

- Ensure a confirmation is received from the NB 9-1-1 Bureau prior to the test.

*Confirm Availability*

- Call or advise the client to call the PSAP on the non-emergency line prior to test to confirm availability of the PSAP.

**Related Policy:**

OPD C-1 9-1-1 Caller to Public Safety Answering Point (PSAP)



**Subject:**                    **Planned Emergency Exercises**

**Policy:**                      The PSAP shall participate in planned emergency exercises.

**Authority:**                 *Emergency 911 Act*

**Procedure:**                *The Emergency Exercise Coordinator will:*

*Provide Information*                    ➤ Submit the Notice of planned Emergency Exercise form to the NB 9-1-1 Bureau at least one week in advance.

*Provide detail of PSAP participation*                    ➤ Provide detail of the level of the PSAP's participation in the exercise and actions required to be performed by the PSAP.

*Follow Instructions*                    ➤ Follow the instructions provided by the NB 9-1-1 Bureau or PSAP (see below).

*The NB 9-1-1 Bureau will:*

*Coordinate with Organizers and PSAPs*                    ➤ Work with Exercise Coordinator to schedule planned emergency exercises.

➤ Request and review the emergency exercise details.

➤ Identify which PSAP will be involved, and coordinate all emergency exercise details with appropriate PSAP manager or designate.

*Advise to proceed*                    ➤ Advise emergency coordinator to proceed with exercise at the agreed upon time once confirmed by the PSAP.

*Advise of procedures*                    ➤ Advise emergency coordinator to call PSAP on their administrative line within 15 minutes of all planned exercises, to ensure PSAP availability, and advise PSAP of any changes to emergency exercise.





- Advise emergency exercise coordinator, that all transmissions/dispatches via radio or telephone shall begin with “Exercise, Exercise, Exercise.”

*Investigate unscheduled exercises*

- Investigate all unscheduled emergency exercises and provide advice about correct procedure.

*The PSAP will:*

*Participate*

- Participate in planned exercises as needed.

*Advise if unavailable*

- Advise the NB 9-1-1 Bureau and/or Exercise Coordinator if unavailable to participate.

*Halt exercise*

- Halt the PSAP participation if circumstances warrant.

*Confirm status of exercise*

- Confirm (if unclear) whether it is an exercise or real event.

*Report unscheduled exercises*

- Report all unscheduled exercises to the NB 9-1-1 Bureau using the Incident Report form.

**Related Policy:**

OPD D-7 Notification Criteria for PSAPs  
Appendix H Notice of Planned Exercise



**Term**

**Definition**

**Abandoned Calls**

A 9-1-1 call that has been offered to the PSAP but the caller has disconnected before the call has been answered. Missed calls may or may not ring at the PSAP.

**Alternate Site PSAP (Backup)**

An alternate facility adequately equipped to provide uninterrupted 9-1-1 service in the event that the regular PSAP is disabled.

**Arc Reader Map**

An electronic mapping tool used to view geographic information. Typically used to search for roads, communities, ESPs, and view other mapping information.

**Automatic Call Distribution (ACD)**

A service which typically handles large volumes of incoming calls by distributing them among a designated group of answering positions. Normally ACD allows the longest waiting call to be answered by the agent who has been idle longest.

**Automatic Location Identification (ALI)**

Civic address information associated with a telephone number, including the municipality and the name used for billing. Usually displayed on a (CAD/Call Taking) screen at the Operator's position.

**Automatic Number Identification (ANI)**

The automatic display of the caller's telephone number. The ANI identifies the primary Public Safety Answering Point (PSAP) where the call is answered.

**Backdoor Telephone Number**

An unpublished seven (7) digit telephone number into the PSAP. Calls to this number are treated as priority after the 9-1-1 line and ESP radio communications.

**Backup Emergency Service Provider**

An Emergency Service Provider that provides redundancy to a Primary ESP if that Primary ESP cannot be contacted or is unavailable. Backup Emergency Service Providers are predetermined / identified to the NB 9-1-1 Bureau and are identified in the cross reference table as the Backup ESP.



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<b>Backup Public Safety Answering Point</b>	A designated PSAP that will handle 9-1-1 calls on behalf of another PSAP when required.
<b>Basic Cellular</b>	A cellular call that is not Phase I capable. Cellular service without any associated information (i.e. Phase I Cellular or Phase II Cellular).
<b>Computer Aided Dispatch (CAD)</b>	A computer based system which aids PSAP operators by automating selected call taking, dispatching and record keeping activities.
<b>Canadian Security Association (CANASA)</b>	A national non-profit organization representing segments of the security industry (alarm installers and monitoring companies) in Canada. <a href="http://www.canasa.org">www.canasa.org</a>
<b>Cross Reference Table</b>	A confidential document provided by the NB 9-1-1 Bureau in electronic and paper based format containing a listing of community names with their primary and backup ESPs and their respective telephone numbers.
<b>Customer Reporting Centre (CRC)</b>	A 7/24 operation of Bell Aliant primarily used for reporting data troubles or network issues.
<b>Customer Service Representative (CSR)</b>	A Customer Service Representative located at Bell Aliant's Business Office.
<b>Dispatch</b>	The process by which a designated Emergency Service Provider dispatcher activates an Emergency Service Provider to respond to an emergency call.
<b>E 9-1-1 Call Log</b>	A record that shows the 9-1-1 calls made on the 9-1-1 network. It shows where the 9-1-1 call was answered, time and date of answer, when the call was transferred etc. It is available to each PSAP via email. It is maintained and archived by Bell Aliant.



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Public Safety

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<b>Emergency Call</b>	A 9-1-1 call received at a Public Safety Answering Point whereby the caller reports situations of emergencies such as a fire, serious accident, crime in progress, person or property in immediate danger, emergency medical situation or poisoning.
<b>Emergency Measures Operations (EMO)</b>	New Brunswick Emergency Measures Organization (NB EMO) co-ordinates provincial response operations during emergencies and administers disaster financial assistance programs.
<b>Emergency Service Provider (ESP)</b>	A police force as defined in the <i>Police Act</i> , a fire department organized to serve any area of the Province, an ambulance service provided in accordance with the <i>Ambulance Services Act</i> , where the Royal Canadian Mounted Police agrees to participate in the development, establishment or operation of the NB 9-1-1 service and except in section 3, the Royal Canadian Mounted Police, and such other person or service as may be designated by the Minister of the Department of Public Safety. <i>Emergency 911 Act</i> Chapter E-6.1 Section 1(a) (b) (c) (d) (e).
<b>ESP Dispatcher</b>	A person(s) and or organization(s) identified by the emergency service provider (fire, police, ambulance, poison control) whose responsibility it is to receive and or retransmit a 9-1-1 call from the Public Safety Answering Point for an emergency service provider. This person is also responsible to receive and transmit messages for an ESP.
<b>Flag Identifier</b>	A notation in the Cross Reference Table indicated by X_. This identifies fire departments that respond to motor vehicle collisions with injuries or when the call taker identifies other keywords as detailed in OPD C-6.
<b>Hang-Up, Cellular</b>	A 9-1-1 call from a cellular telephone that has been disconnected after the Operator has connected the call.
<b>Hang-Up, Land Line</b>	A 9-1-1 call from a land line telephone that has been disconnected after the Operator has connected the call.



<b>Hot Key</b>	Automatic dial key on the 9-1-1 telephone set that connects the caller and Operator to the ESP provided with the ANI/ALI. Each 9-1-1 telephone set has one key each for Police, Fire, Ambulance and Poison Control.
<b>In Call Location Update (ICLU) (REBID)</b>	A network feature that provides the ability for a PSAP Operator to manually request an updated location for a wireless E9-1-1 call in progress (Phase II stage 2) This feature can sometimes be referred to as REBID.
<b>Internet Protocol Virtual Private Network (IPVPN)</b>	An IPVPN network established by Bell as a new ALI Platform for 911 data delivery to the PSAPs. This enhancement enables new features and capabilities such as T9-1-1, ICLU, and Reverse ALI lookup.
<b>Inland Waterways</b>	All fresh water rivers and lakes within the Province and bordering on the Province.
<b>Language Line Service ©</b>	A telephone based language interpretation service. <a href="http://www.language.com">www.language.com</a>
<b>Make Busy</b>	An ACD set function that logs the agent out of the ACD queue. This feature is used when the agent logs off from a shift and or leaves for an extended time period. By going in Make Busy, the agent's position is no longer visible in Perimeter during the time they are in Make Busy. Also known as Make Busy Set.
<b>Master Street Address Guide (MSAG)</b>	A database that contains roadway, the community in which it is located, the potential range of civic addresses assignable, the PSAP to which 9-1-1 calls from this location will be directed and the associated ESPs. This database is available to ESPs.
<b>Medical Coordination and Management Centre (MCMC)</b>	A central dispatch for all air and ground ambulance movement in the Province of NB.



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<b>Mutual Aid</b>	The combination of resources of two or more fire departments.
<b>NB 9-1-1 Bureau</b>	A section within the Department of Public Safety which is the provincial management authority for the 9-1-1 service.
<b>NB 9-1-1 Service</b>	A province-wide 911 emergency telephone service for the reporting of emergencies to emergency service providers through a Public Safety Answering Point.
<b>Non-Emergency Call</b>	A call which may require Emergency Service Provider assistance but is not an emergency.
<b>Not Ready</b>	An ACD set function which is used when the agent is not ready to accept an ACD call. This function will allow calls to come into the set on the secondary line but not the ACD line. The agent is visible in Perimeter while in Not Ready.
<b>Nuisance Call</b>	A 9-1-1 call which does not require emergency service provider assistance and is not an emergency.
<b>Off-Road Vehicle Enforcement Unit (ORVEU)</b>	The Off-Road Vehicle Enforcement Unit, with other law enforcement agencies, including the RCMP and local/regional police, conduct regular patrols and investigate complaints. Officers are based throughout the province.
<b>Official Languages</b>	French and English are the official languages of New Brunswick with equality of status and rights.
<b>Operating Procedures Directive (OPD)</b>	A manual that outlines the procedures and guidelines used by PSAP Operators, ESPs, and the NB 9-1-1 Bureau in providing a provincial 9-1-1 service.
<b>Operating Procedures Directives Committee</b>	A committee comprised of representatives from the PSAPs, the Provincial Ambulance Dispatch, the RCMP Provincial Dispatch and the Department of Public Safety with the responsibility to maintain the NB 9-1-1 Operating Procedures Directives.



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Public Safety

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<b>Operator</b>	An individual who is responsible for answering incoming 9-1-1 calls and transferring to the appropriate ESP dispatcher.
<b>Perimeter Reports</b>	Daily and monthly summaries of ACD queue information including the number of calls, status of the agents and grade of service that are provided to NB 9-1-1 and Public Safety Answering Points by Bell Aliant.
<b>Phase I Cellular</b>	A cellular feature which allows for the caller's wireless telephone number to be received at the PSAP, along with the civic address of the transmitting tower.
<b>Phase II Cellular</b>	A cellular feature which provides to the PSAP both the caller's wireless telephone number, the civic address of the transmitting tower and the X,Y coordinates of the caller's location.
<b>Poison Control</b>	A communication centre set up to inform the public about how to respond to potential poisoning. Such centres maintain a database of poisons and appropriate emergency treatment.
<b>Provincial Mobile Communication Centre (PMCC)</b>	The communication centre for the New Brunswick Integrated Radio Communications System (IRCS).
<b>Public Safety Answering Point (PSAP)</b>	A communication centre that receives emergency calls and transfers such calls to emergency service providers. <i>Emergency 911 Act</i> Chapter E-6.1 Section 1(a) (b).
<b>Primary ESP</b>	A predetermined emergency service provider as identified by the NB 9-1-1 Bureau. A primary ESP can consist of a fire department, police department, ambulance service, and/or poison control.
<b>PSAP Committee</b>	A committee consisting of managers from the 6 PSAPs, Bell Aliant, MCMC, RCMP, NB 91-1 Bureau and the New Brunswick Association of Fire Chiefs. The committee provides input on matters relating to the development and promotion of the NB 9-1-1 Bureau policies and programs that





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will best service the public needs as well as ensuring a safe, effective and efficient 9-1-1- service throughout the province.

**PSAP Incident**

Any situation resulting from a 9-1-1 call that has abnormal technical results or involved non-compliance of operational procedures.

**Reverse ALI**

A network feature that provides the ability for a PSAP Operator to manually request an ALI record for Land line and fixed VoIP services.

**Ring Back Feature**

A feature on the 9-1-1 ACD system to automatically redial the telephone number of a 9-1-1 call received and then hung up/disconnected by the caller, providing the Operator has not released the call. Only available on a land line call.

**Secondary PSAP**

An ESP communications centre designated to receive ANI/ALI. In New Brunswick MCMC and "J" Division RCMP as designated secondary PSAPs.

**Service Operational System (SOS) Database**

An internal database maintained by the NB 9-1-1 Bureau that contains information on civic addressing, communities, road names, and ESP jurisdictional boundaries. It provides the data for the Master Street Address Guide (MSAG).

**Switch Maintenance Centre (SMC)**

The facility where the Bell Aliant Digital Modulated System (DMS) Switches are monitored and maintained. This area is responsible for all 9-1-1 network operations.

**T9-1-1**

Text with 9-1-1 provides the Deaf, hard of hearing or speech-impaired individuals the ability to communicate with 9-1-1 emergency PSAP Operators from a wireless device.

**Telecommunications Service Provider (TSP; "telco")**

A company that provides a land line-based telephone service or a wireless service in the province, i.e. Bell Aliant, Roger's, Eastlink, etc.

**Test Call**

Testing of infrastructure that proceeds the 9-1-1 service. Typically conducted by TSPs.





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<b>TDD/TTY (Text Typewriter)</b>	A text based communications device used to communicate with the hearing and/or speech impaired.
<b>TXE/TFX (Text with 9-1-1 English or French)</b>	A class of service category delivered to the PSAPs with ANI ALI. This class of service indicates a Deaf, hard of hearing or speech-impaired individual has registered their cellular phone with their wireless service provider for T9-1-1 purposes.
<b>VIP</b>	A Land Line service using Voice Over Internet Protocol. This service has all the characteristics of a Land Line call but may have limitations in the call control features such as caller hold, ring back and switch hook status.
<b>Voice over Internet Protocol (VoIP)</b>	Voice data is transmitted using Internet Protocol instead of by traditional land line or cellular technology. Service may be provided over a private communication network from a fixed address ("fixed VoIP") or via any high speed internet connection from any location ("nomadic VoIP"). Fixed VoIP provides ANI/ALI, and presents itself as a landline. Nomadic VoIP calls do not have the capability to provide ANI/ALI and are routed to the 9-1-1 PSAP via a third-party PSAP operator. Any information gathered by the third party PSAP operator will be relayed to the 9-1-1 PSAP.



**APPENDIX A**  
**INCIDENT REPORT FORM**

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1. Reporting Agency: \_\_\_\_\_
2. Reporting Person: \_\_\_\_\_
3. Reporting person Tel. No: \_\_\_\_\_
4. Reporting person email: \_\_\_\_\_
5. Date of Incident: \_\_\_\_\_
6. Time of Incident: \_\_\_\_\_
7. Emergency call originated from telephone number: \_\_\_\_\_
8. Emergency Service Providers involved:  
\_\_\_\_\_  
\_\_\_\_\_
9. Public Safety Answering Point involved:  
\_\_\_\_\_
10. ESP Dispatcher involved:  
\_\_\_\_\_
11. Members of the public involved:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
12. Description of incident:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
13. Other pertinent information:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**APPENDIX B**  
**OPD AMENDMENT REQUEST FORM**

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Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Reference Article: \_\_\_\_\_

Specific Concern:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recommendations:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**APPENDIX C**  
**FIVE (5) RINGS PLUS REPORT**

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(Applies to transfers to "J" Division or MCMC Dispatch not answered within 5 rings)

**Report Date:** \_\_\_\_\_

<b>ORIGINATING PSAP</b>	<b>TRANSFER TO</b>	<b># OF RINGS</b>	<b>TIME OF CALL</b>	<b>PHONE # OF CALLER</b>

\_\_\_\_\_  
**Operator's Signature**

*Please fax to NB 9-1-1 Bureau at (506) 457-6913 on a daily basis if applicable.*



**APPENDIX D**

**LIST OF PSAP DISPATCH RESPONSIBILITIES**

**List of PSAP Dispatch Responsibilities**

<b>PSAP</b>	<b>Responsible to Dispatch</b>
<b>Bathurst</b>	Bathurst Police
	BNPP Police
	Allardville Fire Department
	Atholville Fire Department
	Balmoral Fire Department
	Bathurst Fire Department
	Beresford Fire Department
	Bertrand Fire Department
	Campbellton Fire Department
	Charlo Fire Department
	Dalhousie Fire Department
	Eel River Fire Department
	Glen Levitt Fire Department
	Grande Anse Fire Department
	Lameque Fire Department
	Lorne Fire Department
	Maisonnette Fire Department
	Miscou Fire Department
	New Bandon Fire Department
	Notre Dame des Erables Fire Department
	Paquetville Fire Department
	Petit Rocher Fire Department
	Pointe Verte Fire Department
	Rivière du Portage/Tracadie Beach Fire Department
	Robertville Fire Department
	Robinsonville Fire Department
	St. Anne Regional Fire Department
	St. Arthur Fire Department
	Saint-Isidore Fire Department
	Sainte-Marie-Saint-Raphaël Fire Department
Shippagan Fire Department	
St. Leolin Fire Department	
St. Sauveur Fire Department	
Tide Head Fire Department	
Tracadie Fire Department	
Tracadie Beach/ Rivière du Portage Fire Department	
Val D'Amours Fire Department	
<b>Codiac</b>	Codiac RCMP
	Dieppe Fire Department
	Moncton Fire Department



**APPENDIX D**

**LIST OF PSAP DISPATCH RESPONSIBILITIES**

<b>Edmundston</b>	Riverview Fire Department
	Edmundston Police
	Grand Falls Police
	Baker Brook Fire Department
	Clair Fire Department
	Drummond Fire Department
	Edmundston Fire Department
	Grand Falls Fire Department
	Kedgwick Fire Department
	Lac Baker Fire Department
	Rivière-Verte Fire Department
	Saint Andre Fire Department
	Saint Jean Baptiste Fire Department
	Saint Leonard Fire Department
	Saint Quentin Fire Department
	Saint-Basile Fire Department
	Saint-François Fire Department
	Saint-Jacques Fire Department
Saint-Joseph Fire Department	
Sainte-Anne Fire Department	
<b>Fredericton</b>	Fredericton Police
	Woodstock Police
	Fredericton Fire Department
	Harvey Fire Department
	Nashwaak Valley Fire Department
	New Maryland Fire Department
	Oromocto Fire Department
	Upper Gagetown Fire Department
<b>Miramichi</b>	Miramichi Police
	Baie Sainte Anne Fire Department
	Blackville Fire Department
	Doaktown Fire Department
	Miramichi Fire Department
	Neguac Fire Department
	Renous Fire Department
	Rogersville Fire Department
	St. Louis de Kent Fire Department
	Sunny Corner Fire Department
	Upper Miramichi Fire Department
<b>Saint John</b>	Kennebecasis Regional Police Force
	Saint John Police Force
	Grand Bay - Westfield Fire Department
	Hampton Fire Department



## APPENDIX D

### LIST OF PSAP DISPATCH RESPONSIBILITIES

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	Kennebecasis Valley Fire Department
	Musquash Fire Department
	Saint John Fire Department
	Simonds Fire Department
	St. Martins Fire Department



**APPENDIX E**

**FIRE SERVICE ENHANCED CHANGE REQUEST FORM**

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**DO NOT PROCEED WITH CHANGE WITHOUT PRIOR AUTHORIZATION FROM THE APPROPRIATE APPROVAL AUTHORITY**

(\* Minimum of 45 days advance notice for any change)

Date : \_\_\_\_\_ Date requested for change: \_\_\_\_\_

Requestor's name : \_\_\_\_\_ Approval authority: \_\_\_\_\_

Contact name: \_\_\_\_\_ Contact phone: \_\_\_\_\_

Request **to be notified** for all Motor Vehicle Collisions with Injuries

Request **not to be notified** for all Motor Vehicle Collisions with Injuries

By requesting to be notified for all Motor Vehicle Collisions in the area covered by the \_\_\_\_\_ Fire Department, the Fire Chief and the Municipal Services

Representative / Town or Village Administrator understand that:

1. Fire departments providing this enhanced emergency service are mandated to respond once notified. The ability to respond with qualified personnel is imperative.
2. The following have been considered: enhancing and maintaining the current level of training, availability of personnel 24 hours, seven days a week, liability and compensation benefits.
3. The fire service response, in the case of a local service district fire department, will be responsible to render first aid assistance as recognized by the Level 1 – NFPA 1001 Standard for Firefighters Professional Qualifications.

\_\_\_\_\_  
Fire Chief

\_\_\_\_\_  
Municipal Services Representative  
Town/Village Administrator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Please forward the completed form to the NB 9-1-1 Bureau at least 45 days in advance.**





## APPENDIX E

### FIRE SERVICE ENHANCED CHANGE REQUEST FORM

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<b>Telephone</b>	1-888-353-4444
<b>Email</b>	<a href="mailto:NB9-1-1@gnb.ca">NB9-1-1@gnb.ca</a>
<b>Fax</b>	506-457-6913
<b>Mail</b>	NB 911 Bureau, Department of Public Safety, P.O. Box 6000, Fredericton, NB E3B 5H1



**APPENDIX F**  
**EMERGENCY SERVICE PROVIDER CHANGE REQUEST FORM**

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**DO NOT PROCEED WITH CHANGE WITHOUT PRIOR AUTHORIZATION FROM THE APPROPRIATE APPROVAL AUTHORITY**

(\* Minimum of 45 days advance notice for any change)

Date : \_\_\_\_\_ Date requested for change: \_\_\_\_\_

Requestor's name : \_\_\_\_\_ Approval authority: \_\_\_\_\_

Signature of Approval authority: \_\_\_\_\_

Contact name: \_\_\_\_\_ Contact phone: \_\_\_\_\_

**TYPE OF CHANGE:**  
(Circle all applicable)

- a) Telephone #    b) Dispatching change    c) Boundary    d) Name    e) Back-Up

Telephone #:

(All old telephone numbers will be disconnected within 48 hrs unless specified.)  
ESPs must contact the Bell Aliant Business Office to obtain new telephone numbers.

Present telephone number: \_\_\_\_\_

New telephone number: \_\_\_\_\_

Requested effective date of change(yyyy/mm/dd): \_\_\_\_\_

b) Dispatching change:

1. Where are your calls presently being answered?

Name of service: \_\_\_\_\_

Telephone #: \_\_\_\_\_

2. Where would you like your calls to be answered in the future?

Name of service: \_\_\_\_\_

Telephone #: \_\_\_\_\_

Requested effective date of change(yyyy/mm/dd) \_\_\_\_\_



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c) Boundary:

Please provide full details of the changes taking place within your territory.  
(Areas being added, areas being removed and where they are reassigned to etc.)  
(Add additional pages if necessary) Details:

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d) Name

1. Old Name: \_\_\_\_\_
2. New Name: \_\_\_\_\_

e) Back-up Change

1. Community Name: \_\_\_\_\_
2. Old Back-up Name: \_\_\_\_\_
3. New Back-up Name: \_\_\_\_\_

*Related information required for change*

- 1) Does your radio/paging system require changing?    Yes    No

If yes, please provide the name of the company, technician name and contact number of who will effect the changes.

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- 2) Have you been in touch with this person?    Yes    No

If yes, what date have these changes been scheduled for? \_\_\_\_\_



**APPENDIX F**  
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3) Who is authorizing these changes: (Chief, Municipal Service Representative, Administrator, etc.): \_\_\_\_\_

4) Does your boundary change affect another ESP?    Yes    No

    If so, have they been contacted?    Yes    No

    Do they agree with the proposed changes?    Yes    No

    Please provide the name and contact number of the person who approved.  
\_\_\_\_\_

5) Have you received approval from other responsibility areas (fire, police, and ambulance)?    Yes    No

    If yes, please provide the approval name, contact name and number.  
\_\_\_\_\_

**Other pertinent information required for change:**

**Please forward the completed form to the NB 9-1-1 Bureau at least 45 days in advance.**

<b>Telephone</b>	1-888-353-4444
<b>Email</b>	<a href="mailto:NB9-1-1@qnb.ca">NB9-1-1@qnb.ca</a>
<b>Fax</b>	506-457-6913
<b>Mail</b>	NB 911 Bureau, Department of Public Safety, P.O. Box 6000, Fredericton, NB E3B 5H1



## APPENDIX G

### REGIONAL FIRE DISPATCH MINIMUM STANDARDS

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The standards contained herein constitute the minimum, acceptable standards for the provision of a Regional Fire Dispatch (RFD) Service in New Brunswick. These standards of protocol, performance and service delivery have been developed for the unique delivery service model expected of the New Brunswick Regional Fire Dispatch. They are subject to review and revision by the RFD Steering Committee as required.

#### 1.0 Operations

- 1.1 Dispatch services shall be provided in an uninterrupted manner, twenty-four (24) hours per day, and seven (7) days per week.
- 1.2 All incoming calls shall be answered. Ninety-five (95) % of all calls will be answered within eighteen (18) seconds (approx. 3 rings).
- 1.3 Dispatch service will be done via two-way voice communications between the communications centre and the fire service.
- 1.4 All radio and/or telephone communications with the communication centre shall be voice recorded with a date and time stamp.
- 1.5 All two-way communication shall be in plain language.
- 1.6 Dispatch services shall be offered to the fire service in the official language of choice.
- 1.7 Standard Operating Guidelines (SOG) shall be developed and maintained with consultation from the NB 9-1-1 Bureau, the Regional Fire Dispatch Steering Committee (RFSC), and the Emergency Service Communications Committee (ESCC).
- 1.8 Dispatch services shall be supported by Computer Aided Dispatch (CAD).
- 1.9 Communications dispatch equipment (radios, pagers and/or phones) shall be tested as per agreed upon schedule with each fire service and dispatch service provider.
- 1.10 An incident reporting process shall be followed as defined by the NB 9-1-1 Operating Procedures Directives (OPD).



## APPENDIX G

### REGIONAL FIRE DISPATCH MINIMUM STANDARDS

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#### 2.0 Facility

- 2.1 Each facility shall have an Uninterruptible Power Supply (UPS) and back up generator system that ensures continuous uninterrupted services at the dispatch centre.
- 2.2 Each facility shall have dedicated phone line(s) for fire communication and dispatch purposes.
- 2.3 Each communications centre shall develop a written protocol to maintain and operate an alternative communications system capable of providing emergency functions within 60 minutes, if required.
  - 2.3.2 Written protocols shall include a description of an alternate physical location.
  - 2.3.3 Written protocols shall include a description of the ability to re-route incoming calls for processing and response.
  - 2.3.4 Written protocols shall include a scheduled, annual testing procedure.
  - 2.3.5 The dates of testing completion and all findings shall be documented and a copy available to the Regional Fire Dispatch Steering Committee upon request

#### 3.0 Records management

- 3.1 Each communications centre and fire service shall possess and maintain maps for all areas of dispatch jurisdiction and coverage.
  - 3.1.2 Maps in electronic and hard copy formats shall be provided to each communications centre by the NB 9-1-1 Bureau. Electronic mapping format shall be provided to each fire service upon request.
  - 3.1.3 All maps shall be updated as required and provided to each communications centre and fire service by the NB 9-1-1 Bureau.
  - 3.1.4 Cross reference tables (electronic and hard copy) shall be provided and updated as required to each communications centre by the NB 9-1-1 Bureau.
- 3.2 Electronic and paper documentation specific to the communication services shall be maintained for a minimum of two years.
- 3.3 A copy of all call reports shall be forwarded to each fire service as per agreed upon form and substance schedule.



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### REGIONAL FIRE DISPATCH MINIMUM STANDARDS

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#### 4.0 Training

4.1 Dispatch staff shall be trained in emergency services dispatch.

4.1.1 Emergency services dispatch training objectives and content shall be as mutually agreed between the ESCC and the Regional Fire Dispatch Steering Committee.

4.1.2 Training topics shall include, but not be limited to: efficient use of all communications equipment, communications centre evacuation protocols, proper use of resource materials such as the Hazardous Materials Handbook, knowledge of formal mutual aid fire service plans.

4.2 Each communications centre shall maintain a current resource listing to contact emergency support service agencies for their response areas. Agencies identified shall include, but not be limited to: Provincial Mobile Communications Centre (PMCC), Canutec, Emergency Measures Organization (EMO), Dept. of Natural Resources (DNR), Dept. of Energy (DOE), Dept. of Transportation and Infrastructure (DTI), NB Power, Canada Coast Guard, and relevant mutual aid agencies.

#### 5.0 Quality Assurance

5.1 The quality assurance standards will be included in the Service Level Agreement established between the communication centre for dispatch and the fire service in the region.



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### REGIONAL FIRE DISPATCH MINIMUM STANDARDS

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#### Glossary

**CAD** – Computer aided dispatch computer based system, which aids Public Safety Answering Point telecommunicators by automating selected dispatching and record keeping activities.

**Call reports** – Recorded information taken by the dispatcher as transmitted by the fire service for the duration of the response. These may also be known as occurrence or incident reports.

**Communication Centre** – A communications agency charged with the responsibility for receipt, transmission and delivery of fire dispatch.

**Cross reference table** – A confidential document containing a listing of community names with their primary and back up emergency service providers (ESPs) and their respective emergency telephone numbers. It is available in hard copy and electronic format.

**ESCC** - Emergency Service Communications Committee - A joint provincial and senior municipal Public Safety Answering Point (PSAP) committee that acts as a liaison between the Province and the PSAPs on all matters related to the NB 9-1-1 call taking and call transfer services.

**Dedicated phone line(s)** - A telephone circuit used for a single purpose.

**Dispatch services** – The process surrounding the receipt of calls from individuals who need assistance from emergency service providers. Once information is obtained from the caller, the dispatcher activates the services necessary to respond to the nature of the call for help.

#### Essential Functions:

1. Receive emergency service calls requesting emergency service; confirm nature, location, and priority of emergency;
2. Dispatch emergency and backup units as necessary;
3. Maintain compliance with established procedures for operating a dispatch system;
4. Obtain and relay estimated arrival times for units and other agencies;
5. Read and relay geographical directions as required;
6. Maintain contact with all units on assignment;
7. Contact additional agencies/resources as requested by the fire service (ex. NB Power )
8. Maintain a variety of logs, records and files related to dispatching activities.





## APPENDIX G

### REGIONAL FIRE DISPATCH MINIMUM STANDARDS

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**Electronic documents** - All documents as compiled, transmitted and stored in electronic format ex. CD, email.

**Paper documents** – Refers to all documents as compiled, transmitted and stored in hard copy format.

**Plain language** – A clear, spoken message used in radio communications transmissions. Based on common terminology, it avoids misunderstanding in complex and noisy situations and reduces the chances for error. When utilizing plain language, 10 - codes or agency-specific codes are not used. (Reference the *Operate Communication Equipment* document from the Office of the Fire Marshal)

**PSAP** – Public Safety Answering Point means a communication centre that receives emergency calls and dispatches the calls to emergency service providers.

**QA** – Quality Assurance - planned, step-by-step activities that let one know that testing is being carried out correctly, results are accurate, and mistakes are found and corrected to avoid adverse outcomes. It provides a mechanism by which the quality of the service and system can be determined based on set parameters and guidelines, issues identified and resolved to the satisfaction of the stakeholders.

**Uninterruptible Power Supply (UPS)** - A device that sits between a power supply (e.g. a wall outlet) and a device (e.g. a computer) to prevent undesired features of the power source (outages, sags, surges, bad harmonics, etc.) from the supply from adversely affecting the performance of the device.

**Voice recorded** – A process whereby a voice-band audio recorder records to and plays from a permanent storage media such as tape or disk. Logging recorders are typically multi-channel so as to simultaneously record from several sources.



**APPENDIX H**  
**NOTICE OF PLANNED EXERCISE**

Per OPD F-6, "Planned Emergency Exercises", the Emergency Exercise Coordinator will provide the following information to the NB 9-1-1 Bureau at least one week in advance.

**DO NOT PROCEED WITH EXERCISE WITHOUT PRIOR AUTHORIZATION FROM THE APPROPRIATE PSAP.**

Synopsis of Exercise:

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Name of Agency \_\_\_\_\_

Agency contact name: \_\_\_\_\_

Agency contact telephone number: \_\_\_\_\_

Emergency exercise coordinator: \_\_\_\_\_

Emergency exercise coordinator telephone: \_\_\_\_\_

Contact telephone number during exercise: \_\_\_\_\_

Date and time of exercise: \_\_\_\_\_

Location of exercise: \_\_\_\_\_

Person placing call: \_\_\_\_\_

Nature of exercise: \_\_\_\_\_

Participating ESPs:	Date Contacted:	Contacted By:
_____	_____	_____
_____	_____	_____
_____	_____	_____



**APPENDIX H**  
**NOTICE OF PLANNED EXERCISE**

**Details of Exercise:**

Will the PSAP (911) be contacted? \_\_\_\_\_

Is notification and/or dispatch of ESPs (Emergency Service Providers) required? \_\_\_\_\_

If dispatch of ESPs is required confirm that notification has been provided to them, along with any special instructions. \_\_\_\_\_

If dispatched, will further monitoring and/or communications be required? \_\_\_\_\_

Are there any other details the PSAP should be aware of?  
\_\_\_\_\_  
\_\_\_\_\_

Received by: \_\_\_\_\_ Date: \_\_\_\_\_

PSAP Notified by: \_\_\_\_\_ Date: \_\_\_\_\_

*Note: The PSAP has ultimate authority to cancel exercise if operational conditions do not allow.*

**Please forward the completed form to the NB 9-1-1 Bureau at least 7 days in advance.**

**Telephone**     1-888-353-4444  
**Email**         [NB9-1-1@gnb.ca](mailto:NB9-1-1@gnb.ca)  
**Fax**            506-457-6913  
**Mail**            NB 911 Bureau  
                    Department of Public Safety  
                    P.O. Box 6000  
                    Fredericton, NB E3B 5H1