



9-1-1 PUBLIC EMERGENCY REPORTING SERVICE (PERS)

9-1-1 is the universal 3 digit phone number reserved for reporting and requesting emergency assistance. 9-1-1 is a municipal service where the residents of the community identify the need for the service and the decision to install 9-1-1 is made by the elected officials of the municipality. The Township of South Algonquin activated the 9-1-1 system as of September 30, 2015.

CIVIC ADDRESS PROCESS

The underlying reason for addressing rural properties is to enable the operation of the 9-1-1 system. A property must have its own unique address to ensure that the 9-1-1 system can work. Aside from being a requirement to 9-1-1 service a civic address can be used as the address for your property, your mailing address and the address on your driver's license.

HOW DOES 9-1-1 WORK?

Calls for 9-1-1 travel over a dedicated network which by-passes the public telephone system. The 3 digit number connects the caller to a Community Emergency Reporting Bureau (C.E.R.B.) Professionally trained call takers determine the location and nature of the emergency and routes the call to the appropriate emergency agency (Police, Fire or Ambulance).

ENHANCED 9-1-1 ALI /ANI

The moment a 9-1-1 call is answered by the call taker the address, phone number and the name of the residence is displayed on the ALI or Automatic Location Identification screen (only applies when call is placed on a "land-line" as the information is not available from cellular phones). The ALI screen displays everything from the phone number and address of the caller, to the phone company the residence uses. This becomes particularly useful in situations where the caller is unable to speak. The Automatic Number Identification screen (ANI) identifies the number of the caller.



9-1-1 HANG-UPS

A 9-1-1 hang-up occurs when 9-1-1 is dialed and the call is terminated on the caller's end before the call taker answers the phone. Although the caller hangs up the information is still displayed on the ALI / ANI screens. The call taker will attempt to re-establish contact with the caller, if no contact can be made Police will be dispatched to the address.

9-1-1 WHAT IS AN EMERGENCY?

A situation where the safety of people or property is at risk. Examples of 9-1-1 emergencies may include a fire, a crime in progress or a medical crisis.

WHAT INFORMATION DO CALL TAKERS NEED?

1. Phone number and address from where you are calling from.
2. What happened ?
3. Where it happened ?
4. Is anyone injured ?

Stay on the line, if safe to do so, while the call taker notifies the emergency service as additional details may be required.

For more information on the 9-1-1 system for the Township of South Algonquin please contact:

Municipal Operations Clerk

613-637-2650 Extension 203

operations@southalgonquin.ca