

# Mass Casualty Commission

PUBLIC PROCEEDING

||| MASS CASUALTY  
COMMISSION  
COMMISSION  
DES PERTES MASSIVES

JUNE 9, 2022

---

NOW SPEAKING

**Jennifer Cox, QC**

COMMISSION COUNSEL

# Exhibits

## FOUNDATIONAL DOCUMENT

- **911 Call Taking and Dispatch**
- **All supporting documentation**



**MASS CASUALTY  
COMMISSION**  
**COMMISSION  
DES PERTES MASSIVES**

**911 Call Taking and  
Dispatch**

Foundational Document

Prepared by: Counsel for the Mass Casualty Commission



# 911 Call-Taking and Dispatch

# Subject Matter

## AREAS OF FOCUS

- **This document is provided to supplement the testimony of Darryl Macdonald who provided the Commission with evidence on the 911/dispatch system in Nova Scotia given on March 1, 2022.**

# The 911 System in Nova Scotia

- Administered by the Nova Scotia Emergency Management Office (EMO) under the Department of Municipal Affairs.
- All 911 calls in Nova Scotia are received by one of four Public Safety Answering Points (PSAPs) located in Sydney, Kentville, Halifax and Dartmouth (formerly based in Truro). There are also backup PSAP centres such as IES in Bedford.
- The Dartmouth PSAP also acts as an Operational Communication Centre (OCC) for the RCMP.
- There are standard policies and procedures for 911 call taking/dispatching and these are listed. Some of these policies have been implemented or updated since April 2020.
- Training process for 911 operators/dispatching.
- The number of Call Takers and Dispatchers working on April 18 and some of the work they tried to do to warn local residents.

# Call-taking and Dispatching

## Call-taking

- Call is answered
- Information is obtained from caller about the type of call or emergency
- Call Taker connects the caller to appropriate dispatch centre(s)

## Dispatching

- Receives call from Call Taker (Sometimes they are the same person)
- Dispatches appropriate service to the call- Anything from a Tow Truck to Police.
- Dispatchers provide information obtained from the call to responding service and may monitor their status during the call

# Tools available to Call Takers and Dispatchers

## CAD- COMPUTER AIDED DISPATCH

- At RCMP OCC locations in Canada, each Call Taker and Dispatcher has access to a Computer Aided Dispatch (CAD) system known as a Computerized Integrated Information and Dispatch System (CIIDS).
- CIIDS is an RCMP-owned custom-built system which serves the CAD and information access needs of the RCMP OCC's and front-line officers in their police vehicles, except in the Halifax Regional Municipality.
- The tools available to dispatchers in Nova Scotia are not all the same. Some municipal police forces use a different dispatching system and the two systems do not “talk” to each other.



# 911 Mapping

## AUTOMATIC NUMBER INDEX (ANI) & AUTOMATIC LOCATION INDICATION (ALI)

- Automatic Number Index (ANI) & Automatic Location Indication (ALI) assist Call Takers in locating an emergency.
  - Loads a caller's location, allowing Call Takers to see the caller's full address and name from a data base created by the Province of Nova Scotia.
- The CAD software utilized by the Dispatcher has mapping software built in to assist Call Takers and Dispatchers to determine the location of the call.
- Reverse 911 calling is not easily accomplished as the addresses associated with telephone numbers do not always match the current location of the telephone user.



||| MASS CASUALTY  
COMMISSION  
COMMISSION  
DES PERTES MASSIVES