

YORK REGION POLICE: OVERVIEW OF 9-1-1 EMERGENCY RESPONSE

AGRICULTURE AND AGRI-FOOD ADVISORY COMMITTEE

York Region Police

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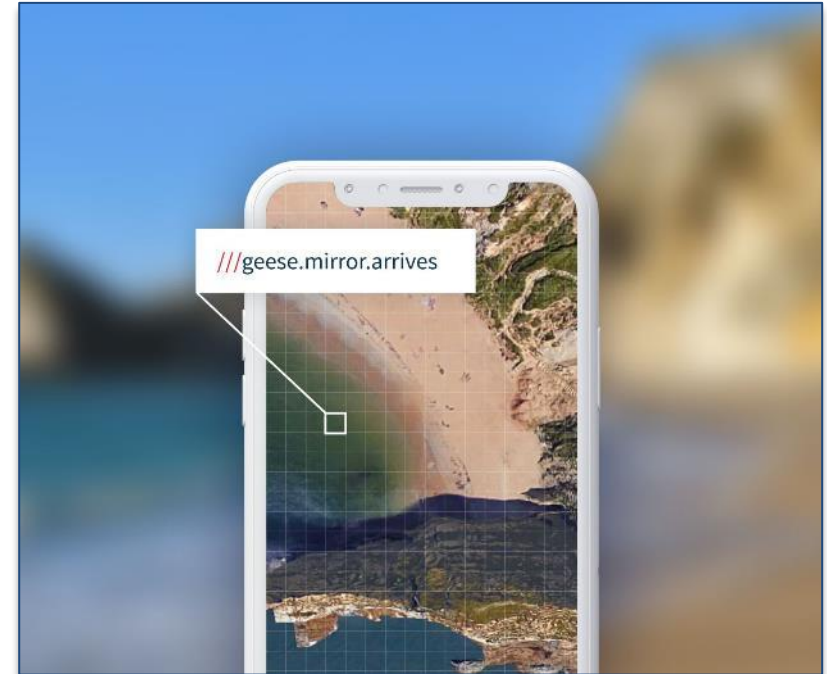
911 Communications Centre

September 29, 2021



YORK REGION 9-1-1 EMERGENCY RESPONSE

- **York Region Police: 9-1-1 Communications**
 - Share technology driven solution that will impact agriculture communities
 - Explore What3words App (what3words.com)



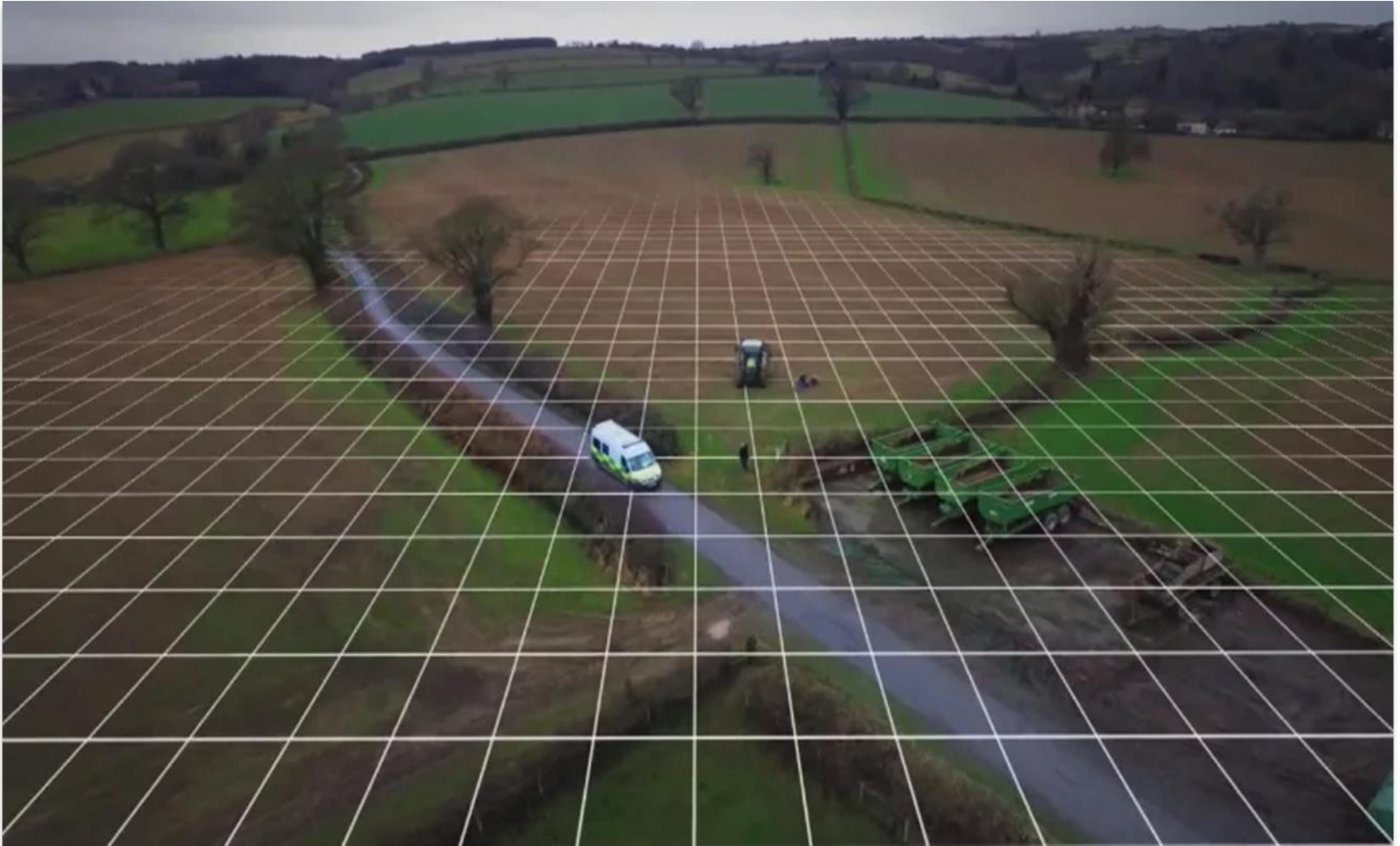
What3words.com

The APP does not require data/Wi-Fi for use (but only at the time of downloading from APP Store)

WHAT3WORDS APP – OPP FIND LOST HIKERS



YORK REGIONAL POLICE RESPONSE TO 9-1-1



NATIONAL 9-1-1 RESPONSE IN THE FUTURE

WHAT ARE THE BENEFITS OF NG9-1-1?

How Canada Benefits from Next Generation 9-1-1 (NG9-1-1) Technologies and Services

Once PSAPs have a Next Generation 9-1-1 network and related communications technologies in place, they will have the key foundational components required to enable the implementation of the new capabilities (listed below) over the next 3-7 years. As capabilities are deployed, this will give calltakers/dispatchers the ability to keep field responders and the public safer. NG9-1-1 solutions will also provide 9-1-1 communication centres with the vital tools to make them more effective and efficient, as the community's public safety responders.

Public Safety Communications Centre

Information to 9-1-1
Information from 9-1-1

KEY: VIDEO, IMAGES LOCATION DATA

Better Location Accuracy

NG9-1-1 tools allow PSAPs to get not just a caller's latitude and longitude, but also provide an accurate dispatchable location. In the future, PSAPs will be able to view a three-dimensional map showing which floor in a building someone is calling from. Even better, all the data that comes in with a next-generation call can be immediately transferred to field responders, medical providers, or other authorized parties who may need the additional location data.



Improved Crash Data

Telematics, already integrated into many vehicles, are capable of notifying 9-1-1 with additional precise location information and crucial details like speed at impact, airbag deployment, number of occupants, and how many seat belts were in use. This data, available at dispatch, helps fire services and EMS prepare appropriate equipment and provides EMS staff with key information to plan for transport to the appropriate medical or trauma centre.



Safer Communities

In the future, once PSAPs are able to easily and quickly access media such as videos and photos, citizens can readily report crimes, enabling calltakers/dispatchers to better understand a situation and more effectively dispatch law enforcement. For example, a witness might capture a video of a hit-and-run in progress and send it to NG9-1-1 PSAPs so dispatchers, and then officers can see the situation and the suspect.



More Ways to Help All Types of Callers

NG9-1-1 will enable new services like language assistance/translation for non-native English speakers and help for the deaf and hard-of-hearing. These technologies will be able to be potentially embedded in Next-Gen platforms, making them seamless for calltaker/dispatchers to use.



Improved Field Responder Safety & Awareness

New and emerging technologies in the NG9-1-1 environment provide information in the form of photos, streaming video, texts and other data that helps colleagues in law enforcement, fire services, and EMS better understand what's happening, even before they're on the scene. Calltakers/dispatchers could potentially access building sensors and video feeds, helping identify hazardous materials, environmental conditions or the location of potential victims.



Greater Reliability & Coordination with Other Agencies

During a natural disaster, large-scale emergency or an event that generates large call/transaction volumes, the NG9-1-1 system can automatically reroute calls when necessary to additional staff and/or another PSAP. The system also allows for better coordination with first responders and between other emergency services and agencies in the serving area and beyond, ensuring that all 9-1-1 calls are answered, even if one PSAP experiences an outage or call/transaction overload.



Also see: [CRTC's 9-1-1 website](https://www.cpsc.ca/en/2021/04/2021-04-09-ng9-1-1-website/), for the related CSC Emergency Services Working Group FAQs and additional documents
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Images and concept provided by 911.gov and NENA, used with permission.

QUESTIONS

9-1-1 Communications Centre

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