



MEDIA RELEASE

Review of 9-1-1 Call Connection Delay January 8, 2019 Concluded

February 1, 2019- At the request of the Peace River Regional District and North Island 9-1-1, E-Comm (9-1-1 answer point for the Peace River Regional District) has provided the following information after a report of a 9-1-1 call connection delay on January 8, 2019:

Findings

- In total, there were seven calls placed to 9-1-1 regarding the fire event, six from cellphones and one from a Voice over Internet Protocol (VoIP) phone.
- The first two calls were placed from cellphones and were immediately routed to North Island 9-1-1 by E-Comm per protocol. These calls initiated the dispatch of the Fort St John Fire Department, which occurred within 25 seconds of the first calls.
- The remaining four cellphone calls were received at varying intervals following the first calls (approximately 1-5 minutes after). One call was routed by E-Comm to North Island 9-1-1 per protocol, three others were sent to Prince George Fire Operations Centre in error, but were re-directed to North Island 9-1-1 without delay.
- The 9-1-1 call placed from a Voice over Internet Protocol (VoIP) phone experienced a delay in being connected to North Island 9-1-1:
 - VoIP phones, unlike landlines and cellphones, do not connect directly with any 9-1-1 call answer centre in Canada, including E-Comm. Rather, the 9-1-1 call must first go to an out of province third-party call centre, in order to confirm the caller's location. The VoIP call centre then routes the call to the appropriate 9-1-1 centre based on location.
 - E-Comm has determined that when the VoIP call was routed to its centre by the VoIP provider, it was immediately answered by an E-Comm call-taker. However, the call was routed to the Prince George Fire Operations Communications Centre in error. This resulted in an additional delay for this caller.

There are protocols in place with regard to 9-1-1 call transfer between E-Comm and local emergency dispatch centres. While this situation was a variance from protocol, and a result of human error, E-Comm has advised the Peace River Regional District and North Island 9-1-1 that the appropriate corrective actions have taken place to mitigate against any errors of this nature in the future.

More information on VoIP calls can be found at <https://crtc.gc.ca/eng/phone/911/voip.htm>

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