

Alberta

9-1-1

Standards

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Appendix A to Ministerial Order No. A:001/18

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# 1.0 Alberta 9-1-1 Standards

## 1.1 History

The Alberta 9-1-1 Standards were developed through collaboration between representatives of Alberta 9-1-1 stakeholders and the Alberta 9-1-1 Program. The Alberta 9-1-1 Standards were ratified by Alberta 9-1-1 centres, known as Public Safety Answering Points (PSAPs), and the Alberta E9-1-1 Advisory Association (AEAA), and approved and brought into force by Ministerial Order on June 12, 2018.

## 1.2 Updating Alberta 9-1-1 Standards

The Alberta 9-1-1 Standards will be regularly reviewed and updated as required.

- a) At any time, parties may submit proposed changes for the Alberta 9-1-1 Standards to the Alberta 9-1-1 Program.
- b) Prior to the Alberta 9-1-1 Standards update, the Alberta 9-1-1 Program will solicit representatives from the AEAA, non-member PSAPs, and industry representatives as appropriate, to form a standards review committee to review suggestions and recommend changes.
- c) Once the committee finalizes recommended Alberta 9-1-1 Standards changes, the recommended changes will be distributed to all PSAPs in Alberta and reviewed at the following AEAA meeting.
- d) Any recommendations received after the review period is closed, will be tabled until the next review period, unless deemed urgent or time sensitive by the Alberta 9-1-1 Program. In this case, an interim review would be initiated based on the process in section 1.2 (b) and (c).
- e) After review at the AEAA meeting, the Alberta 9-1-1 Program will seek approval of the Standards from the Minister of Municipal Affairs.

## 1.3 Coming into Force

The Alberta 9-1-1 Standards take effect when the Ministerial Order is signed by the Minister of Municipal Affairs. After the Minister of Municipal Affairs has approved the Standards, PSAPs will have one year to comply.

## 1.4 Terminology

Below are definitions/terminology used throughout the document:

- a) 9-1-1: A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency.
- b) 9-1-1 prefix call: Any 9-1-1 call generated by an unregistered wireless phone or wireless phone registered with an out-of-country area code. These phones have invalid ANI information and the default in the system is that they show up with a “9-1-1” prefix as the area code.
- c) 9-1-1 system outage: When TELUS notifies a PSAP of an outage through its client advocacy team. The Canadian Radio-television and Telecommunications Commission (CRTC) is currently looking at reliability and resiliency of 9-1-1 networks.
- d) Abandoned Call: A call placed to 9-1-1 in which the caller disconnects before the PSAP answers the call. ANI/ALI feed may or may not come through.
- e) Alberta 9-1-1 Program: A unit within the Alberta Government that administers 9-1-1 grants, and works in collaboration with Alberta PSAPs to develop and ensure compliance with provincial 9-1-1 standards.
- f) Automatic Location Identification (ALI): TELUS’ Provincial 9-1-1 Network’s capability to automatically identify the location of the telephone being used by the caller and to provide a display of the location at the Call Answer Centre.
- g) Automatic Number Identification (ANI): TELUS’ Provincial 9-1-1 Network’s capability to automatically identify the calling telephone number and to provide a display of the number at the Call Answer Centre.
- h) Call back: The capability to re-contact the calling party.
- i) Emergency Call: A telephone request for emergency services which requires immediate action. This may include situations as determined locally. Non-emergency calls do not meet the above criteria.
- j) Frivolous/Vexatious Call: Any deliberately made non-emergency 9-1-1 call that could potentially occupy public safety resources unnecessarily.
- k) Hang-up: ANI/ALI information is delivered; Connection was established and something may have been heard or said before the call was prematurely ended.

- l) Major components: Primary and secondary TELUS 9-1-1 service provider platform lines, and associated routers and (Digital Subscriber Line) DSL components that support ANI/ALI.
- m) Non-Emergency Calls: A telephone request where non-emergency services are required. May depend on local situation/circumstances.
- n) Open line call: A 9-1-1 call where there is no two-way communication between the caller and the telecommunicator (this could include an accidental “pocket dial” or the caller not able to speak freely).
- o) Public Safety Answering Point (PSAP): An entity which receives 9-1-1 calls from a defined geographic area and processes those calls according to a specific operational policy.
  - i. Primary PSAPs receive 9-1-1 calls directly.
  - ii. Secondary PSAPs are downstream agencies to which 9-1-1 calls are transferred from a Primary PSAP via the 9-1-1 network.
- p) Supervised transfer: A PSAP Telecommunicator redirects a 9-1-1 call to another location and stays on the line until the intended agency is communicating with the caller.
- q) Telecommunicator (TC): Person employed by a PSAP (primary or secondary) qualified to answer incoming emergency telephone calls and provide for the appropriate emergency response either directly or through communication with the appropriate PSAP. A telecommunicator is a live person, not an interactive voice recorder.

## **1.5 Failure to Perform**

- a) In cases where the PSAP fails to meet its obligations, as outlined in these Standards, the following process will be followed on a progressive basis:
  - i. Initially, the Alberta 9-1-1 Program will advise the PSAP in person or by telephone of areas where the PSAP is not in compliance and will mutually agree on a time period for the PSAP to come into compliance. The Alberta 9-1-1 Program will follow up with a letter summarizing what was agreed to, including timelines.
  - ii. If the PSAP fails to comply within the agreed upon time period, the Alberta 9-1-1 Program will formally meet with the PSAP to discuss and develop a plan of action for the PSAP to come into compliance.

- iii. If the PSAP continues to not comply with provincial standards, a letter from the Minister of Municipal Affairs will be sent to all municipalities that the PSAP serves, indicating that the PSAP is not compliant with provincial standards.

## 2.0 Call Management

The terms “shall”, “must”, “mandatory”, “will” and “required” are used throughout this document to indicate requirements and to differentiate from those parameters that are recommendations. Recommendations are identified by the words “should”, “may”, “desirable”, or “preferable”.

### 2.1 Goal of the 9-1-1 Call Management Process

- a) Standardize 9-1-1 service (where available) to provide Albertans with timely access to emergency services.

### 2.2 Responsibilities

- a) It is the responsibility of on-duty TCs to answer all in-coming 9-1-1 calls. All 9-1-1 lines will have answering priority over non-9-1-1 lines or administrative lines. All 9-1-1 lines at a primary PSAP shall be answered beginning with only “9-1-1...” (Pronounced “Nine-One-One”, never “Nine Eleven”). Calls are answered by the PSAP as they are received.
- b) The PSAP TC is responsible for obtaining the basic information from the caller. At a minimum, this information must include:
  - i. Emergency service required
  - ii. General location of the incident
  - iii. Call back number of caller
- c) Each PSAP will determine how to obtain the basic required information (see three points above) within its policies and procedures.

### 2.3 Standard 9-1-1 Calls

- a) The TC obtains the emergency service required from the caller. The PSAP will determine how to obtain this information (for example, by asking “What is your emergency?” or “Do you require fire, police, or ambulance?”)
- b) The TC obtains from the caller the general location of the incident to determine the appropriate emergency service to transfer the call to, if required. Determining the town or city of the incident would qualify as “general location.”
- c) If the ANI information does not appear to be a valid phone number, the TC will obtain the phone number from the caller for potential call back purposes.

### 2.4 Call Transfers (when applicable)

- a) Once the appropriate emergency service or PSAP has been determined, the call shall be transferred to another TC, emergency service or PSAP as quickly as

possible according to the minimum standards outlined in section 3.1 of this document.

- b) The TC shall instruct the caller not to hang up and shall advise the caller that they are being transferred to the appropriate emergency service.
- c) When transferring a 9-1-1 call, to another PSAP, secondary PSAP, or dispatch authority, the PSAP TC will perform a supervised transfer, unless extenuating circumstances exist.
- d) Non-emergency calls will be dealt with according to existing PSAP protocols.

## 2.5 Non-Standard 9-1-1 Calls

- a) Abandoned/Hang-up calls
  - i. Wireless
    - When there appears to be a valid phone number in the ANI, the TC will attempt to call back **once**. The TC may leave a message according to local PSAP protocols. Wireless abandoned calls will not be forwarded to secondary PSAPs.
    - If contact is made with the caller, the TC will follow 9-1-1 call answer protocol for standard calls described in sections 2.2 and 2.3 of these Standards.
  - ii. Landline
    - The TC will follow-up at least **once**, in accordance with local PSAP protocols. If the phone is busy or there is no answer, the TC shall transfer the call to police for follow-up investigation if this has not already occurred.
    - If contact is made with the caller, the TC will follow 9-1-1 call answer protocol for standard calls described in sections 2.2 and 2.3 of these Standards.
  - iii. When there appears to be no valid phone number in the ANI, no follow up or transfer to a dispatcher or secondary PSAP is required as no action can be taken.
- b) Open-line calls
  - i. Wireless
    - The PSAP TC will make best efforts to listen for background noise for as long as needed to determine if the caller is in distress. Efforts will be made to get the attention of the caller at least **twice** according to local procedures. If background noise or other cues suggest that an emergency exists, the PSAP TC shall transfer the call to police indicating what was



heard on the line. If no apparent distress is indicated and there is a valid phone number in the ANI, the TC will disconnect the call and attempt to call back **once**. If the call back is answered and there are any signs of distress, the TC shall transfer the call to police for follow up investigation. If the call back is not answered, the TC may leave a message according to local PSAP protocols and the call will be terminated with no further action required.

- ii. Landline
  - The PSAP TC will make best efforts to listen for background noise for as long as needed to determine if the caller is in distress. Efforts will be made to get the attention of the caller at least **twice** according to local PSAP protocols. All open-line landline calls will be forwarded to police.
- iii. When there appears to be no valid phone number in the ANI, no follow up or transfer to a dispatcher or secondary PSAP is required as no action can be taken.

c) Possible distress

- i. If the caller indicated there is no emergency at the time, the TC shall ask “is it safe for you to talk?” If the caller answers “no”, then the incident shall be dealt with as an emergency and the call will be transferred to police.
- ii. If the caller answers “yes” the call is handled according to Local PSAP protocols.

d) Unintentional and misdialed calls

- i. Will be handled according to local PSAP protocols.

e) Frivolous/Vexatious calls

- i. When a caller, with no apparent emergency, continues to dial 9-1-1 after being instructed to stop phoning, the PSAP TC should forward the call to police. The PSAP TC may disconnect the call when service is not requested.
- ii. Processes regarding the handling of frivolous and/or vexatious callers are further highlighted in section 6.1 of these Standards.

## 2.6 Use Discretion

If there is any concern how a call should be dealt with, PSAP TCs will always err on the side of caution, and exercise their discretion when transferring calls.

## 3.0 Quality Assurance

### 3.1 Performance Standards/Expectations

a) The following are the minimum standards related to the answering and transfer of a 9-1-1 call:

- i. All 9-1-1 calls should be answered within 15 seconds, 95% of the time.<sup>1</sup>
- ii. All 9-1-1 lines will have answering priority over non-emergency lines.
- iii. All 9-1-1 voice calls, where the TC is not doing call evaluation, should initiate the transfer (when required) to another jurisdiction's primary PSAP, a secondary PSAP, or dispatcher within 60 seconds after the call has been answered, 95% of the time.

### 3.2 Quality Assurance Reporting

Requirement	Timeline	Evaluation criteria	Submitted to	Reviewer
Quality Assurance Plan	Reviewed and/or updated as needed by PSAP every three years or when changes to technology or call processing may impact quality assurance	Outlined in section 3.3	Alberta 9-1-1 Program	Quality assurance working group as required
Internal Audit	Completed by PSAP annually	Processes in Quality Assurance Plan and in Alberta 9-1-1 Standards (section 3.4)	Not submitted, unless requested	Reviewed internally unless requested by Alberta 9-1-1 Program
Standards Compliance Report	Completed by PSAP annually	Template provided by Alberta 9-1-1 Program based on entire Alberta 9-1-1 Standards. Details in section 3.5	Alberta 9-1-1 Program	Alberta 9-1-1 Program

<sup>1</sup> National Fire Protection Association 1221, section 7.4.1

Site Visits	Completed every two years by the Alberta 9-1-1 Program	Standards Compliance Report, and Internal Audit records if requested. Outlined in section 3.6	Minister of Municipal Affairs	Alberta 9-1-1 Program with report to Minister of Municipal Affairs or designate
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**3.3 Quality Assurance Plan**

- a) Each PSAP must develop a written quality assurance plan for conducting quality assurance on call taking. This document should be reviewed and updated, if needed, every three years or when changes to technology or call processing may impact quality assurance. The quality assurance plan must be submitted to the Alberta 9-1-1 Program, and may be reviewed by a quality assurance working group as needed. The quality assurance working group may make suggestions to improve a PSAP’s quality assurance plan, if needed, and will be led by the Alberta 9-1-1 Program, with members from PSAPs across the province.
- b) The Alberta 9-1-1 Program will coordinate a quality assurance working group, made up of representatives from various PSAPs, who can be called upon to provide peer review of quality assurance documents and processes as needed.
- c) The PSAP quality assurance plan should include:
  - i. The minimum amount of audio and 9-1-1 call logs and related information that the PSAP will review. (PSAPs will not submit audio and 9-1-1 call logs to the Alberta 9-1-1 Program).
  - ii. How often audio and 9-1-1 call logs and related information will be reviewed.
  - iii. How much of each TC activity will be reviewed.
  - iv. Record retention policy for quality assurance records, logs, Computer Aided Dispatch (CAD) entries, and audio recordings of calls.
  - v. Statement confirming that PSAP will meet the minimum benchmarks outlined in section 3.1.

**3.4 Internal Audit**

- a) Each PSAP must complete, at a minimum, an annual internal audit. PSAPs must address any deficiencies that are identified in the annual audit.
- b) The internal audit must compare actual calls to the process each PSAP has documented to comply with these Standards. The internal audit findings must document compliance with these Standards.

- c) The Alberta 9-1-1 Program may ask to view internal audits during site visits to confirm that an internal audit exists. PSAPs must provide internal audits to the Alberta 9-1-1 Program if requested. Personal information should be redacted in any submitted reports to the Alberta 9-1-1 Program.

### **3.5 Standards Compliance Report**

- a) Each PSAP must complete an annual Standards Compliance Report according to the template established by the Alberta 9-1-1 Program. This template will be based on all categories of the provincial 9-1-1 standards. Standards Compliance Reports must be provided to the Alberta 9-1-1 Program annually.
  - i. PSAPs must retain quality assurance records in accordance with PSAP records retention policy (see section 3.3) and these records must be provided to the Alberta 9-1-1 Program upon request.

### **3.6 Site Visits**

- a) The Alberta 9-1-1 Program will conduct site visits to PSAPs at least every two years. During the visit the Alberta 9-1-1 Program will review compliance with the standards outlined in this document.
  - i. If documents are going to be reviewed during a site visit, the Alberta 9-1-1 Program will advise the PSAP at least one month prior to the visit and will advise the timeframe the review will cover. The Alberta 9-1-1 Program will provide the PSAP with a list of required information which must be accessible during the visit.
  - ii. Within eight weeks after the site visit, the Alberta 9-1-1 Program will provide the PSAP Manager with a report detailing their findings.
  - iii. If there are any deficiencies in the site visit report, the PSAP will provide the Alberta 9-1-1 Program with a written response within eight weeks, from the date of the report, identifying how and when (a mutually agreed upon time) deficiencies will be addressed. If deficiencies have been addressed in sixty (60) calendar days, the written response can indicate this. This written response will be signed by the individual designated on the grant agreements, or his/her designate.
  - iv. The Alberta 9-1-1 Program will issue a copy of the site visit report and the PSAP's response within sixty (60) calendar days after the written response is received by the Alberta 9-1-1 Program. This will be sent to the 9-1-1 Program, Assistant Deputy Minister or equivalent.

### **3.7 9-1-1 Accreditation**

- a) PSAPs in Alberta may obtain 9-1-1 accreditation from associations or bodies if they desire, so long as the PSAP meets the Alberta 9-1-1 Standards.

## 4.0 Facility and Business Continuity

### 4.1 Continuous Operation

- a) The PSAP facility must be designed, equipped, and staffed to ensure continuous operation (24 hours a day, 7 days a week). At all times, 9-1-1 calls must be answered according to the minimum standards outlined in section 3.1 of these Standards.

### 4.2 Facility Standards

- a) The PSAP facility must be designed and equipped for continuous operation as listed above:
  - i. The design of the PSAP shall be based on the number of personnel needed to meet Performance Standards as detailed in section 3.1.
  - ii. PSAPs should conduct a risk assessment of likely hazards when choosing locations. The Alberta Emergency Management Agency has provided some guidance for this assessment in Appendix B.

### 4.3 Security

- a) Entry to the PSAP and other buildings and structures that contain equipment essential to the operation of the PSAP shall be restricted to authorized personnel as defined by the PSAP's internal policy.
  - i. Entryways and doorways to the PSAPs shall be protected by self-closing locking doors.
  - ii. Security cameras should be in place to view the entryway and exits to the PSAP at all times. PSAP personnel should be able to view live footage of the entryway and exits. This video footage should be retained for a minimum of 48 hours.

### 4.4 Electrical Power

- a) Each PSAP will have alternate sources of electrical power capable of carrying the full electrical load of the PSAP and supplying sufficient power for the regular operation of all the PSAP's functions including environmental systems (lighting, HVAC etc.).
- b) All equipment required for continuous operations of a PSAP shall have an Uninterrupted Power Supply (UPS).
- c) Alternate sources of electrical power will be full-load tested annually, and operationally tested at least monthly. A full-load test can either be a live test or a

dummy load test on the alternate sources of electrical power. The test results will be documented in the PSAP's Standard Compliance Report (See section 3.5).

- d) Agreements must be in place with a fueling facility to include 24/7 delivery and contact information. Attention should be given to how fuel will be delivered if normal transportation routes are impacted by a local disaster.
- e) If critical PSAP staff or fuel truck operators cannot access an area during a state of emergency, they can call the local Emergency Operations Centre or the Provincial Operations Centre at 1-866-618-2362.

#### **4.5 Emergency Response Plan**

- a) Each PSAP must develop and adopt an emergency response plan for preparing for, responding to, and recovering from situations that either require the primary PSAP site to be vacated or where the PSAP is unable to operate to the level outlined in section 3.1. This plan must be submitted to the Alberta 9-1-1 Program within one year after the provincial 9-1-1 standards take effect, and a minimum of every three years after the initial plan is submitted. If the plan changes significantly, the most recent copy must be submitted within one calendar year. If a PSAP changes any of the seven points below, it is considered a "significant change." The emergency response plan must be tested twice per year, and it is the PSAP's responsibility to keep the plan current and updated. This plan will include:
  - i. The identity and location of the backup PSAP (or PSAPs), known as a "business partner(s)", with which the PSAP has entered into an agreement to handle 9-1-1 calls, if the 9-1-1 calls are not being answered in the timeframes outlined in section 3.1 of these Standards. If a PSAP does not have a business partner, they must identify their internal business practices to ensure 9-1-1 continuity.
  - ii. The location of an evacuation facility the PSAP would move to if the primary site is no longer functioning or safe.
  - iii. The procedures for establishing operations at the evacuation facility within one hour.
  - iv. The details of how backup procedures will be tested at least twice per year.
  - v. Manual procedures that will be enacted in the event of electronic failures (such as use of printed maps, and procedural manuals).
  - vi. Evacuation and staff notification procedures.
  - vii. How to maintain and operate the evacuation facility.

#### **4.6 Evacuation Facility (second physical location)**

- a) Every PSAP shall designate an evacuation facility location.
- b) Evacuation facilities must be operational until the primary site can resume operations. If PSAP operations cannot resume at the primary site, PSAPs must bring the evacuation facility up to the original standard of the primary centre. In this case, PSAPs must also re-establish a new evacuation facility within one year.
- c) The evacuation facility shall be capable, when staffed, of performing the 9-1-1 call answer and transfer process/functions performed at the primary site as outlined in section 3.1 of these Standards.
- d) The evacuation facility shall be separated geographically from the primary site at a location that minimizes or eliminates the impacts that may affect the primary location. Operations must be established within one hour at the evacuation facility. Evacuation facilities should consider other likely hazards when choosing locations based on a checklist provided by the Alberta Emergency Management Agency.
- e) Evacuation facilities shall not depend on the functioning of any equipment or technology at the primary site.
- f) 9-1-1 calls to the primary site shall automatically overflow to a pre-arranged alternate call answer process until the transfer of operations to the evacuation facility is complete. The alternative call answer process must ensure that no 9-1-1 calls are lost or left unanswered.
- g) Backup mapping (either paper or electronic) must be available at the evacuation facility.

#### **4.7 Overflow Alternative Call Answer Process**

- a) In the event of high call volume, planned maintenance, or failure of a PSAP, 9-1-1 calls will be automatically routed to the pre-arranged backup PSAP or process. If the outage is planned, the PSAP will notify their backup PSAP or process individuals in advance.
- b) All 9-1-1 primary/secondary lines into a PSAP, backup PSAP, and evacuation facility should be on the TELUS 9-1-1 service provider platform.
- c) TCs at backup PSAPs, or individuals in charge of backup processes, will make every reasonable effort to answer and transfer calls according to the standards outlined in section 3.1 of these Standards.
- d) PSAPs must provide backup PSAPs, or individuals in charge of backup processes, with relevant information such as agency telephone lists and maps etc.



- e) 9-1-1 TCs at backup PSAPs, or individuals in charge of backup processes, should familiarize themselves with the processes and maps from the PSAPs they provide backup support to.
- f) Backup PSAPs and processes must be reviewed and validated annually.

#### **4.8 Equipment**

- a) PSAPs must have the ability to:
  - i. Capture ANI/ALI information from the telephone providers.
  - ii. Transfer voice call communications to other PSAPs, dispatch agencies, and other downstream entities.

#### **4.9 Redundant Systems**

- a) Component (hardware and application) failure is inevitable. Any issue which prohibits the ability to receive, process, or transfer emergency calls must be quickly handled with minimal disruption. Redundant systems are required to continue operation when a failure causes the loss of a needed resource.
- b) The method of redundancy and resiliency will vary between PSAPs/PSAP Authorities. Major components (defined above in section 4.8) within primary PSAPs after the demarcation point should be available 99.999% of the time (annual unscheduled downtime no more than 5.25 minutes in a year). PSAPs should test major components for redundancy monthly.

#### **4.10 Telephone Service Outages**

- a) In the event of a failure of the primary phone system, each PSAP shall have:
  - i. An automatic failover in place with TELUS to reroute calls to a pre-arranged backup PSAP in another jurisdiction; or the PSAP will transfer calls to an operational backup facility in the same jurisdiction. PSAPs will need “night service routing”, via network automatic call distribution (ACD), in place.
  - ii. A procedure to reroute 9-1-1 phone calls.
  - iii. Upon learning of a 9-1-1 system outage, PSAPs should contact a designated representative from the affected community. Communities, at their discretion, can use the Alberta Emergency Alert (AEA) System to notify citizens in these circumstances. The AEA instructions to the public shall clearly outline backup procedures for reporting emergencies.

#### **4.11 Rationale for Evacuation**

- a) Relocation of personnel may be required for a variety of reasons. Safety of PSAP staff needs to be of paramount concern. Reasons for evacuating a PSAP include:

- i. Uninhabitable environment. (Situations when the PSAP is unsafe for personnel to continue daily operations). These conditions may include but are not limited to:
  - Fire/Smoke Condition;
  - Gas leak;
  - Radiation/Hazardous Materials threats;
  - Structural damage;
  - Flooding;
  - HVAC failure; and
  - Bomb Threats/Found.
- ii. Power failure including backup generator, or 9-1-1 phone system failure.
- iii. Any other circumstances for which the PSAP determines an evacuation is warranted.

#### **4.12 Return to Primary Centre**

- a) Prior to returning to the Primary 9-1-1 Centre, the PSAP shall ensure that it is safe for personnel to return. Returning to a primary centre can occur when the PSAP can sustain continuous operations in accordance with section 3.1 of these Standards.

## 5.0 Alberta 9-1-1 Program Inquiry Process

### 5.1 Public Inquiries about 9-1-1 Calls to the Alberta 9-1-1 Program

- a) The following procedure outlines the general process for public inquiries regarding a 9-1-1 call.
  - i. An inquiries link will be established on the 9-1-1 webpage after the Minister signs off on the 9-1-1 Standards: <http://www.aema.alberta.ca/911>
  - ii. The inquires link on the 9-1-1 webpage listed above will include contact information for the Alberta 9-1-1 Program.
  - iii. Alberta 9-1-1 Program staff will forward the inquiry to the relevant PSAP (or secondary PSAP if applicable).
  - iv. PSAPs must follow-up directly on inquiries within 14 days, and advise Alberta 9-1-1 Program staff of the outcome when the matter has been dealt with.
  - v. Release of information is dealt with according to PSAP procedures.

## 6.0 Frivolous and Vexatious Calls

### 6.1 Process for Handling Frivolous and Vexatious 9-1-1 Calls

- a) Under section 8 of the Alberta *Emergency 911 Act*, “No person shall make a frivolous or vexatious 911 call.”
- b) The Alberta *Emergency 911 Act* does not define frivolous or vexatious 9-1-1 calls, as this will be left up to the courts to determine. For the purpose of this document, the working definition of a frivolous or vexatious call is any deliberately made non-emergency 9-1-1 call that could potentially tie up public safety resources unnecessarily. Frivolous and vexatious 9-1-1 calls waste time and abuse the service or staff resources in non-emergency situations. Accidental calls to 9-1-1 including pocket dials will not normally be considered frivolous or vexatious. This aligns with public statements made by the Government of Alberta regarding the matter.
- c) Alberta PSAPs should handle frivolous or vexatious calls as follows:
  - i. For first time violations, PSAPs may issue a warning to the offending caller, if the PSAP determines this is appropriate.
  - ii. Following that, PSAPs could collect evidence against frivolous or vexatious callers, then report the nature and specifics of a potentially frivolous or vexatious call to local law enforcement.
  - iii. Local law enforcement may investigate and, if warranted, lay a charge, against the individual who is accused of an offence.
- d) The Alberta 9-1-1 Program will develop public education materials on appropriate use of 9-1-1 to help reduce accidental, frivolous, or vexatious 9-1-1 calls.

# Appendix A – Standards Compliance Report

All boxes in grey are for 9-1-1 Program Office usage

Did the PSAP complete and submit a Standards Compliance Report?  Yes  No

Has the PSAP complied with the Alberta 9-1-1 Standards?  Yes  No

*Note: the sections on this document refer to the relevant section of the Alberta 9-1-1 Standard.*

## Section 2.0 - Call Management

	Completed by PSAP	Verified by 9-1-1 Program
2.3 a) All incoming 9-1-1 calls are answered beginning with "9-1-1..."	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
2.3 b) i. & 2.4 a) PSAP obtains emergency service required	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
2.3 b) ii. & 2.4 b) PSAP obtains general incident location	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
2.3 b) iii. & 2.4 c) PSAP obtains call back number of caller if ANI does not appear	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
2.3 c) PSAP has documented policies for processing 9-1-1 calls and non-emergency calls	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified

Notes:

2.5 Call transfers (when applicable)

	Completed by PSAP	Verified by 9-1-1 Program
2.5 a) If a transfer is required, the 9-1-1 call must be transferred according to the metrics in 3.0	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
2.5 b) Caller is instructed not to hang up, and told their call is being transferred	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
2.5 c) Supervised transfer is performed unless extenuating circumstances exist	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified

Notes:

2.6 The following 9-1-1 call answering protocols must be demonstrated according to section 2.6 of the provincial standards:

	Completed by PSAP	Verified by 9-1-1 Program
2.6 a) Abandoned/hang-up calls	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
2.6 b) Open-line calls	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
2.6 c) Possible distress	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
2.6 d) Unintentional and misdialed calls	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
2.6 e) Frivolous/vexatious calls	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified

Notes:

### Section 3.0 - Quality Assurance

	Completed by PSAP	Verified by 9-1-1 Program
3.1 a) i. Recorded statistics demonstrate how quickly 9-1-1 calls were answered (target: within 15 seconds, 95% of the time)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
3.1 a) ii. 9-1-1 lines have answering priority over non-emergency lines	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
3.1 a) iii. Recorded statistics demonstrate how quickly 9-1-1 calls were transferred (target: within 60 seconds, 95% of the time)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
3.3 PSAP has developed a written quality assurance plan	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
3.4 PSAP has completed an annual internal audit	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified
3.5 PSAP has completed an annual Standards Compliance Report (this document), which 9-1-1 Program will verify	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Verified

Notes:

## Section 4.0 – Facility and Business Continuity

- |  |  |                                   |
|--|--|-----------------------------------|
| 4.1 a) PSAP facility is designed, equipped, and staffed to ensure continuous 24/7 operations   | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |
| 4.2 a) i. Design of PSAP accommodates number of personnel needed to appropriately staff the facility                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |
| 4.2 a) iv. Primary PSAP should conduct a risk assessment of likely hazards when choosing locations                                       | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |
| 4.3 a) Entry to PSAP restricted to authorized personnel  | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |
| 4.4 a) PSAP has adequate backup power  | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |
| 4.4 b) All equipment required for continuous operation is supported by an uninterrupted power supply                                     | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |
| 4.4 c) Generators and UPS systems fully load tested annually, and operationally tested monthly   | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |
| 4.5 PSAP has developed an emergency response plan that meets the requirements outlined in section 4.5 in the Standards                   | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |
| 4.6 PSAP has a designated evacuation facility that meets the requirements outlined in section 4.6 in the Standards                       | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |
| 4.7 PSAP has an overflow alternative call answer process that meets the requirements outlined in section 4.7 in the Standards            | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |
| 4.8 PSAP equipment captures ANI/ALI information and can transfer voice calls downstream if required                                      | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |
| 4.9 PSAP has redundant systems in place with major components having 99.999% availability  | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |
| 4.10 PSAP has automatic failover in place in the event of a phone system failure. This includes a procedure to reroute 9-1-1 phone calls | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Verified |

Notes:



# Appendix B – Alberta Risk Information

PSAPs should conduct a risk assessment to ensure that when new facilities are being built, PSAPs have accounted for local hazards and conditions. Risk assessments are the responsibility of PSAPs and they can use the resources in this appendix to conduct the assessment. The following are some hazards with the highest risk in Alberta (in no particular order). Links to more information are included.

- a) Hazardous Material (Hazmat) Transportation incident (Rail):  
[https://www.proximityissues.ca/wp-content/uploads/2017/09/2013\\_05\\_29\\_Guidelines\\_NewDevelopment\\_E.pdf](https://www.proximityissues.ca/wp-content/uploads/2017/09/2013_05_29_Guidelines_NewDevelopment_E.pdf)
- b) Wildfire: <http://wildfire.alberta.ca/firesmart/default.aspx>
- c) Flooding: <http://aep.alberta.ca/water/programs-and-services/flood-hazard-identification-program/default.aspx>
- d) High Intensity Residential Fire (HIRFs): <http://www.municipalaffairs.alberta.ca/1147>
- e) Oil and Gas emergency (pipeline): <http://www.aer.ca/providing-information/about-the-aer/contact-us/emergency-response>
- f) Road Transportation (Hazmat) incident:  
<https://www.transportation.alberta.ca/519.htm>

Note: These are only some of the highest level risks in Alberta that could affect a PSAP facility. Various other risks exist that are not facility related, or are a moderate, low, or very low level of risk in Alberta. For some more risk-based land-use guidelines, Natural Resources Canada has published a guide that can be downloaded at the following link:

[http://geoscan.nrcan.gc.ca/starweb/geoscan/servlet.starweb?path=geoscan/download\\_e.web&se arch1=R=295981](http://geoscan.nrcan.gc.ca/starweb/geoscan/servlet.starweb?path=geoscan/download_e.web&se arch1=R=295981)

PSAPs should use the Community Emergency Management Program (CEMP) online tool to perform a facility risk assessment based on the risks in their community. For more information on CEMP, please contact the Alberta 9-1-1 Program at [aema911@gov.ab.ca](mailto:aema911@gov.ab.ca).