

**Goal:**

The goal is to have a procedure in place to ensure the telephone lines in the centre are answered using consistent identifiers specific to the use of the incoming telephone line.

**Scope:**

To develop a procedure for:

1. 911 Lines;
2. Emergency Dispatch Lines;
3. Call Centre Line;
4. CPO Line.



Chapter 9	Operational Guidelines – Communication Centre	February 15, 2018
Section 4	<b>Phone Lines</b>	Page 2 of 2

### **1.0 911 Lines**

- 1.1 911 lines will be answered in accordance with the requirements of the Alberta 911 Standards, as revised from time to time.
- 1.2 911 lines will be answered beginning with 9-1-1 (pronounced nine one one)
- 1.3 Followed by “For what town or city?” Followed by “What is your emergency?” **or** “What is your emergency?” followed by “What is your location?”

### **2.0 Emergency Dispatch Lines**

- 2.1 Emergency dispatch lines are identified on the telephone as CC1 – CC4.
- 2.2 CC1 – CC4 will be answered “Bonnyville Emergency Dispatch, how can I help you?”

### **3.0 Call Centre Line**

- 3.1 CC5 is an administrative line for the call centre.
- 3.2 CC5 will be answered “Bonnyville Call Centre”
- 3.3 Should an emergency call be received on CC5, process the call as if it came in on the emergency dispatch lines.

### **4.0 CPO Line**

- 4.1 Public safety line is dedicated to the M.D’s Public Safety Department. Calls are received on this line after normal business hours or if the main office line is busy. **This line will be answered “Public Safety Dispatch, how can I help you?”**
- 4.2 SPME line is dedicated to the Town of St. Paul Municipal Enforcement Department. Calls are received on this line after normal business hours or if the main office line is busy. **This line will be answered “St. Paul Enforcement, how can I help you?”**

