

Re: VANCOUVER CITY EMERGENCY TELEPHONE NUMBER, "911"  
(ITEM 8, REPORT NO. 3, JANUARY 14, 1974)

Council, at its meeting of January 14, 1974, received the above-noted information report (copy attached) which advised of Vancouver City's planned 911 system. The report also referred to a G.V.R.D. resolution of December 19, 1973 to refer the matter of an emergency telephone service to member municipalities for their consideration.

Council is advised that Vancouver City has now installed its Police Communication Centre with capability, as of March 21, 1976, to accept and dispatch Police emergency calls and to accept and transfer Fire or Inhalator and Ambulance calls. A six-week period is provided to "de-bug" the system and to complete operator training, with full 911 capability expected to be realized by May 1, 1976. Although the Centre is manned exclusively by Police personnel, it is anticipated that City Fire dispatchers will also be located at the Centre at some future date.

When Council received Item 8, Report No. 3, on January 14, 1974, the query was raised as to the reason for adopting the number "911" rather than "999". Certain centres on this continent did adopt "999" some years ago but, when national and international interest in the need for a common emergency number increased, a number of difficulties arose as regards using "999", not the least of which were of a technical or operational nature. Consequently, "911" is accepted as a common number on this continent. We understand that approximately 150 centres, including Calgary, Winnipeg, Edmonton and other cities in Canada, and the U.S.A., have adopted "911".

With Item 8, Report No. 3, reference was made to the non-alignment of political and telephone exchange boundaries as between Vancouver and Burnaby, and the effect on Burnaby Hemlock and Cypress telephone subscribers who could dial 911 and enter the City's emergency telephone system. The City is of the opinion that the probability of Burnaby callers dialing 911 is exceedingly low and these calls will possibly represent considerably less than 1% of all calls received at the Centre. The prime function of an operator at the Centre is to identify the nature of the emergency and direct the call to the proper agency. A minimum of response time is expected of the operator and, with this in mind, the most feasible procedure in handling Burnaby fire calls reaching the Centre is for the 911 operator to simply identify the nature of the emergency and transfer the caller to the City's Fire dispatcher, who will obtain details from the caller and relay these to Burnaby's Fire dispatcher. The 911 operator will not, however, release the caller until Burnaby's dispatcher is satisfied that he has adequate information. The City has agreed to monitor the frequency of such calls for some time and will then advise us as to whether or not it is actually necessary to hold the Burnaby caller once the City Fire dispatcher has received the caller's message.

In the event of a Hemlock or Cypress caller reporting a Burnaby police matter to Vancouver's Centre, the 911 operator will transfer the caller direct to the Burnaby R.C.M.P. dispatcher and will maintain voice contact with the caller during transfer. This procedure requires a direct Vancouver Police-to-Burnaby Police trunk line, the cost for which Vancouver has agreed to share with Burnaby. Current costs are still to be determined, however, the installation cost during September, 1975 was \$27.50 and the rental cost was \$53.70 per month. Assuming some increase in costs since 1975, Burnaby's share of installation costs will be approximately \$15.00, with its share of rental costs estimated at \$330.00 per year or \$220.00 for the period May 1 to December 31, 1976. As regards trunk requirements,

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Council is advised that when Vancouver's Fire dispatchers are eventually located at Vancouver's Communication Centre, a direct line will then be required between Vancouver's Centre and Burnaby's Fire Dispatch Centre at No. 1 Fire Hall.

Calls from Burnaby for ambulance services will be transferred by the City's 911 Centre in the same manner as Police calls, with transfer to Provincial Ambulance Services (Emergency Health Services Commission), but with no additional trunking costs to Burnaby.

Although the above-noted procedures have been devised to care for emergency calls from Burnaby directed to the City's 911 Centre, education of the public as to the availability of 911 services is required. In this regard, the City and B.C. Telephone will be publicizing 911 via the news media, including radio and newspapers and, possibly, T.V. (See attached copies of newspaper inserts, B.C. Telephone inserts with its billing notices to customers, and the B.C. Telephone listing of emergency and non-emergency numbers for inclusion with the 1976 telephone directory).

As regards G.V.R.D.'s study of the feasibility of establishing a region-wide emergency phone number, our information is limited, however, we understand that consultants for the Province have recently completed a pilot study of the effects of introducing 911 in the East Kootenay area. Further, we understand that G.V.R.D. has recently met with the Provincial Minister of Transport and Communications with intent to obtain some indication of the Province's attitude toward adoption of 911 on a regional basis and, possibly, a policy statement or financial commitment in support of regional 911. Council is also advised that should the regional 911 concept be adopted, B.C. Telephone will then require a minimum of two years lead-time before 911 could become operational.

This is for the information of Council.

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8. Re: Area Emergency Telephone Number, 911

Attached is a copy of a letter dated January 4, 1974 from Mr. G.W. Carlisle, Director of Finance and Administration, Greater Vancouver Regional District, to the Municipal Manager advising of a resolution passed on December 19, 1973 by the Board of the District, as follows:

"Moved and Seconded:

That the City of Vancouver's report on a 911 Emergency Telephone Number be received and referred to the member municipalities of the District for concurrent, co-operative consideration of similar arrangements. - CARRIED."

Attached, also, to Mr. Carlisle's letter is a copy of a letter dated November 29, 1973 from the Clerk, City of Vancouver, to the Board, together with a copy of a report and recommendations dated November 15, 1973 from Vancouver's Standing Committee of Finance and Administration. Council will note from that report that Vancouver City Council has approved recommendations concerning installation of an Emergency Reporting Telephone Service to be called "911". Council will also note from the report that installation of 911 in Vancouver is planned for November 1, 1974, however, our latest advice from the City's Engineering Department is that installation is now planned for July 1, 1975.

Vancouver's plans include construction of an Information Centre in its Public Safety Building to be supervised and manned by the Police Department. A caller located within the area serviced by 911 would, rather than first referring to a telephone directory for a specific number for Fire, Police, Poison Control or Ambulance service, as is now required, would dial 911, have his call routed by means of an Automatic Call Distributor to a dispatcher who would refer the call to the appropriate unit for attention.

At this initial stage, transmittal of calls to the Crisis Centre is not included with Vancouver's plans, partly for economic reasons and partly because all calls will be monitored and recorded and callers experiencing emotional crises would be strongly averse to recording of their conversations. In addition, the Centre is designed for fast service and not to accommodate somewhat lengthy conversations often conducted when persons are under severe emotional stress.

For information of Council, the City of Seattle, one of an increasing number of centres utilizing 911, claims that emergency calls are now answered and completed 50% faster than without 911. The average time to handle calls requiring a field response has dropped from 147 seconds to 60 seconds.

Installation of 911 in Vancouver will provide service only to those situated within the City's political boundary. The matter of non-alignment of telephone exchange boundaries and political boundaries is of concern. Exchanges common to Vancouver and Burnaby include the Hemlock (43) and Cypress (29) exchanges. Burnaby residents in these two exchanges will not be served by 911 but will be advised by Vancouver's dispatchers to consult the local directory for emergency numbers. Vancouver plans an intensive publicity campaign, by means of direct mail, in this respect.

Should Burnaby adopt 911, consideration must be given to the fact that not only do the Hemlock and Cypress exchanges serve Burnaby and Vancouver, but that Burnaby shares exchanges with New Westminster (Lakeview (52)), and Coquitlam (Webster (93)).

Vancouver City has provided \$24,000 with its Capital Budget for the installation of trunk lines, construction of an equipment room, and expansion of its existing recording system. \$35,000 is included with its Annual Operating Budget for rental of various pieces of equipment including telephone trunks, the Automatic Call Distributor and counter equipment, and to provide 24 hour staffing at the Centre.

Continued ...

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8. Re: Area Emergency Telephone Number, 911 Cont'd.

It is understood that between \$600,000 and \$1,000,000 will be expended by B.C. Telephone to modify its exchange system to accommodate 911 in Vancouver City and, possibly, to provide for eventual adoption of 911 by other municipalities in the immediate area.

The Vancouver City Engineering Department, which conducted research and provided initial recommendations as regards the City's plan to incorporate 911, informs us that it hopes to meet with staff representatives of surrounding municipalities to discuss 911. B.C. Telephone will also be prepared to discuss 911 with Burnaby. Further, in consideration of economics, it would appear to be best for two or more municipalities, such as Burnaby and New Westminster, to provide 911 services on a cost-sharing basis, but any thought of such an arrangement will require considerable liaison and research.

Additional information will be submitted to Council as we proceed with our investigation. Our proposed Centrex equipment will be quite compatible with a "911" emergency number system.

This is for the information of Council.

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Greater Vancouver Regional District

2294 WEST TENTH AVENUE VANCOUVER 9, BRITISH COLUMBIA TELEPHONE 731-1155

Please refer to our file number: 14.01  
10.02

January 4th, 1973.

Mr. M.J. Shelley,  
Municipal Manager,  
District of Burnaby,  
Municipal Hall,  
4949 Canada Way,  
Burnaby 2, B.C.

Re: 911 Emergency Reporting Service

Dear Sir:

I am enclosing a copy of a letter dated November 29, 1973 from the City of Vancouver regarding an Emergency Reporting Service.

This letter was received by the Board of this District on December 19th, at which time, I wish to advise you that the following resolution was passed:

"Moved and Seconded:

That the City of Vancouver's report on a 911 Emergency Telephone Number be received and referred to the member municipalities of the District for concurrent, co-operative consideration of similar arrangements. - CARRIED."

Yours truly,

G.W. Carlisle,  
Director of Finance and Administration.

GWC:evd  
Enclosure

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OFFICE OF THE CITY CLERK  
CITY OF VANCOUVER - CANADA

REPLY ATTN. R. Henry

DOUGLAS H. LITTLE  
CITY CLERK  
ROBERT HENRY  
DEPUTY CITY CLERK

14.01 ✓  
10.02

November 29, 1973

Chairman & Members  
Greater Vancouver Regional  
District  
2294 West 10th Avenue  
Vancouver, B. C.

ROUTE  
Original ALC  
Date 11/29 NBM  
Info. App. \_\_\_\_\_

Chairman and Members

Re: 911 Emergency Reporting Service

I wish to inform you that Vancouver City Council, on November 27, 1973 approved the recommendations contained in the attached clause of the report of the Standing Committee on Finance and Administration, dated November 15, 1973.

Yours faithfully

*D. H. Little*  
CITY CLERK

Att.

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RECEIVED  
NOV 30 1973

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STANDING COMMITTEE OF COUNCIL  
ON FINANCE AND ADMINISTRATION  
November 15, 1973 . . . . . 2

The Committee noted a Department report on the subject, dated November 14, 1973 as submitted from the City Engineer, Chief Constable, and the Fire Chief. The report included details on costs and technicalities, some of the problems and advantages, and concluded with a number of recommendations.

In addition, the officials requested that a further recommendation be added as follows:

- f) that an expenditure of \$3,000 per month be allocated from the Police Department's operating budget with respect to the telephone rental.

The Committee, after further consideration, amending, and adding to the official's recommendations;

RECOMMENDS:

- a) THAT the 911 telephone system be initiated in the City of Vancouver, preferably by November 1, 1974, to coincide with the planned new communication centre in the Public Safety Building.
- b) THAT the sum of \$24,000 be allocated in the 1974 Supplementary Capital Budget for installing the new telephone trunks, the construction of an equipment room and the expansion of the existing recorder.
- c) THAT Council undertake a publicity campaign in cooperation with the B. C. Telephone Company to inform the citizens in Vancouver and neighbouring municipalities about the system.
- d) THAT the Telephone Company be requested to provide for operator answer to all 911 calls on all exchanges where a 911 centre is not provided.
- e) THAT the Telephone Company be requested to modify all pay phones in the City of Vancouver to provide for a coin-free operation of pay phones for 911 calls, to be effective when the 911 system is put in service or as soon thereafter as possible.
- f) THAT an expenditure of \$3,000 per month be allocated from the Police Department's operating budget with respect to the telephone rental.
- g) THAT the neighbouring municipalities through the Greater Vancouver Regional District be notified of the action taken this date and invite each municipality to make similar arrangements concurrently and cooperatively."

RECEIVED  
NOV 30 1973

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RECOMMENDATION

Extract from the minutes of the Finance & Administration Standing Committee meeting dated November 15, 1973

1. 911 Emergency Reporting Service

City Council, on August 28, 1973 approved recommendations of this Committee concerning the proposed installation of an Emergency Reporting Telephone Service to be called 911. At that time, Council approved in principle certain points outlined in a letter from the British Columbia Telephone Company and Civic officials involved were to report back to the Committee giving more details of the technicalities and the costs involved. The Regional District was also informed of this action being taken by the City of Vancouver.

At this meeting the Committee was joined by representatives of the Telephone Company, Police Department, together with the Fire Chief and the City Engineer. The representatives of the Regional District, who had been invited by the Chairman were not present.

The Telephone Company representatives, by means of audio-visual equipment explained the functions of a common emergency telephone number and later answered a number of technical questions on the installation of such service. Such cities as Red Deer, Calgary, Winnipeg, Edmonton, Toronto, and Montreal either have an emergency system or it is to be instituted.

The audio-visual presentation mainly showed that an emergency service could produce time saving features. The representatives of the Police Department, upon being questioned advised that 80 percent or more emergency calls would be calls requiring the attention of the Police Department. The Fire Chief explained how the system would require to be integrated with the present fire alarm system.

When discussing the matter of cooperation with other municipalities the Committee was advised that there would be no significant savings, if any, if Vancouver waited and proceeded in conjunction with the other municipalities. Considerable discussion took place with regard to the request to provide coin-free operation of pay phones and the telephone officials suggested they would examine this, although it certainly wasn't possible, within the next 2 years. The Committee also inquired about the Company providing for an operator answering all 911 calls on exchanges where a 911 centre is not provided. The Company doubted if this suggestion could be carried out.

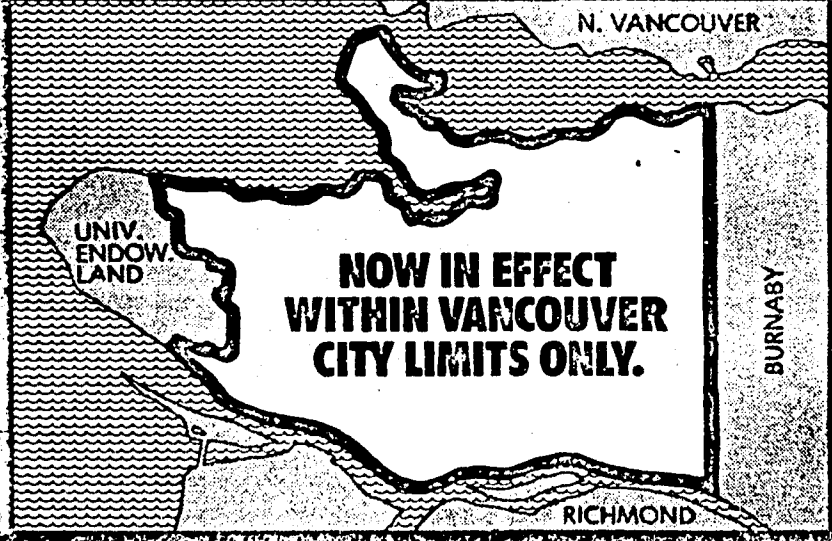
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*Newspaper Inserts*

**For emergency help**  
**Dial 911**  
**for fire, police, ambulance.**



N. VANCOUVER  
 UNIV. ENDOW. LAND  
 NOW IN EFFECT WITHIN VANCOUVER CITY LIMITS ONLY.  
 BURNABY  
 RICHMOND

Ad No. 42-15  
 400 Lines - B & W  
 Newspaper

**For emergency help**  
**Dial 911**  
**for fire, police, ambulance.**  
 Now in effect within Vancouver City limits only.

Ad No. 42-16  
 150 Lines - B & W  
 Newspaper  
 Mc. Kin. Vanc. (March '76)

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BC Telephone Bill Insert.

BILL INSERT -- 911

IN CASE OF EMERGENCY.....

Effective May 1, 1976 the City of Vancouver introduced a new emergency reporting number -- 911. This number is for Fire, Police, and Ambulance WITHIN VANCOUVER CITY LIMITS ONLY.

For emergency help in communities outside the City of Vancouver, please continue to dial your existing local safety agency numbers.




We have provided space on the reverse side of this card to list emergency numbers in your area.

B.C. Tel

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*B.C. Telephone Directory-1976*


## EMERGENCY CALLS

	 FIRE OR INHALATOR	 POLICE	 AMBULANCE
VANCOUVER	911	911	911
BURNABY	291-1234	299-8822	872-5151
UNIVERSITY ENDOWMENT LANDS	228-4567	666-3198	872-5151

## NON-EMERGENCY CALLS

VANCOUVER	665-3535	665-3535	872-5151
BURNABY	294-7190	294-7922	872-5151
UNIVERSITY ENDOWMENT LANDS	228-2505	224-1322	872-5151

Ⓢ POISON CONTROL CENTRE VANCOUVER 874-5000 BURNABY 434-2600

 DOCTOR (after hours-locating assistance) ..... 683-2474

CRISIS CENTRE (for persons in emotional crisis) ..... 733-4111

or dial 'O' for Operator

Give the Operator the AREA Name where help is needed. If you cannot stay at the telephone tell her the exact LOCATION of the emergency.

(Insert your address and telephone number for emergency use)

### HOSPITALS

See Yellow Pages under "Hospitals".

### EMERGENCY CALLS ON PARTY LINES

In the interest of the protection of life, health and property it is important that the user relinquish the telephone line when requested by the Operator or other person in emergencies such as fire, accident, sickness, commission of crime or similar emergency.

### AIRCRAFT & MARINE DISTRESS

To report an aircraft or marine distress, call Operator and say "Aircraft Distress" or "Marine Distress" (as the case may be). Your information will be received by the Rescue Coordination Centre. (All long distance calls are paid for by the Department of National Defence.)

### EMERGENCY PROGRAMME

See White Pages under "E" "Emergency Programme".

The above list has been prepared from the best information obtainable; the Company, however, does not assume responsibility for omissions, nor for errors or subsequent changes in these numbers.



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