

## 9-1-1 Comments



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Miguela M. Jacinto  
Senior Planning Technician, Subdivision Services  
Community Planning, P & D  
The City of Calgary | Mail Code: # 8076

### **RE: COMMUNITY WARD 10 RESIDUAL SUB-AREA 10A, 10B and 10C**

Calgary 9-1-1 has reviewed the application from Tristar Communities Inc. submitted by Brown & Associates Planning Group for the proposed community name of Belvedere. Given that this name already exists in another part of Calgary, Calgary 9-1-1 does not support this naming.

Calgary 9-1-1 receives, evaluates and dispatches 9-1-1 emergency calls for Calgary and several neighbouring municipalities. To identify the location of an emergency, and to deploy the appropriate responders, Calgary 9-1-1 relies on a combination of technologies and caller-provided information. Calgary 9-1-1 takes 1.2 million calls from citizens annually, approximately 70% of which do not come from landlines

Having multiple locations with a similar name can create confusion around the true location of an emergency. For example, while a 9-1-1 call placed from a landline will provide 9-1-1 with a subscriber address, not all emergency calls originate from the address of the emergency. Examples include calls from alarm companies, which are often located in other cities or countries. Likewise, third party callers such as family members may be calling from a different location, and unable to articulate which instance of an address they need a response to.

As technology evolves, the increasing incidence of nomadic VOIP telephones and WiFi calling are creating new challenges for 9-1-1 to accurately identify new locations through technology alone. The impact of not identifying the proper address of an emergency, or deploying responders to the wrong address can be very high. This duplicate naming thus presents an unnecessary risk to citizen safety.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Hinse".

Richard Hinse  
9-1-1 Commander  
Calgary 9-1-1, Calgary Community Standards  
T 403.538.6165 | F 403.538.6125  
The City of Calgary | Mail Code: # 51

Copy: Magni Magnason. Dustin Beck, Craig Savage