

9-1-1 Service in the Northern Rockies

The Northern Rockies Regional Municipality (NRRM) is on track to establish 9-1-1 service in the near future.

What is 9-1-1?

9-1-1 is a phone number that is used when emergency services are required (fire, ambulance, police). It should only be used in an emergency.

When will 9-1-1 be available?

9-1-1 service is in testing phase, and we expect an announcement will be made in January that the service is officially "live".

How does 9-1-1 work?

9-1-1 is an emergency telephone system that connects callers to an answering point.

Your telephone provider will recognize the 9-1-1 digits and forward all calls to the designated Public Safety Answering Point.

A professional call taker will transfer the call to police, ambulance or fire departments serving the area. Emergency service providers will dispatch the required service.

How much will 9-1-1 cost me?

Residential properties will be taxed roughly \$2/year for 9-1-1 service. This table lists various tax rates per \$100,000 of assessed value.

How much will 9-1-1 cost the NRRM?

The NRRM will pay roughly \$68,000 (including a \$15,000 one-time start-up expense) in 2021, dropping to \$53,000 in 2022.

Annual Tax Impact on \$100,000 Assessment

Category	\$100,000
Residential	\$1.95
Business	\$5.66
Rec Non-Profit	\$0.62
Farm	\$0.95
Industry	\$6.44

Will the 10-digit emergency numbers still work?

Yes, the existing 10-digit emergency numbers for fire, police and ambulance will remain in service.



When to call 9-1-1

A crime is happening - you need the RCMP or police.

You see a dangerous fire.

You or someone else needs urgent medical help.

When NOT to call 9-1-1

Use a non-emergency number listed on this flyer

Your bicycle was stolen.

Your vehicle was broken into.

Your neighbors are making a lot of noise.

What happens when I call 9-1-1 in the Northern Rockies?

1. In an emergency, call 9-1-1

9-1-1 is the fastest way to access police, ambulance or fire services.

2. Tell 9-1-1 where you are

9-1-1 will ask what community you are in.

3. Describe the help you need

9-1-1 will ask if you need police, fire or ambulance.

4. Give 9-1-1 your phone number

9-1-1 will ask for your phone number. Follow the operator's instructions.

5. 9-1-1 will connect you to help

9-1-1 will connect you to existing services in the community you are calling from.

Additional Information

Dialing 9-1-1 on a cell phone in an area with no cell phone coverage will not work.

Texting 9-1-1 is not currently available in the Northern Rockies.

Do not hang up. Remain calm and speak clearly.

If you get disconnected, call 9-1-1 again.

9-1-1 will not know your location unless you tell them.

9-1-1 will stay on the line with you and give additional help if needed.

Non-Emergency Numbers

Police (RCMP) 250-774-2700

Fire Rescue 250-774-3955

Hospital 250-774-8100

What do you want to know about 9-1-1?

Send your questions to JustAsk @northernrockies.ca or call 250-774-2541.

We'll try and answer as many questions as possible throughout the next month.