

Next Gen 9-1-1 Frequently Asked Questions

1. Will 9-1-1 still work for me during the NG9-1-1 migration project?

Yes. In an emergency, call 9-1-1 for an Ambulance, Police, or Fire response. Significant investments are being made by local and provincial governments across Canada to improve the 9-1-1 infrastructure to enhance the level of service for residents and visitors. These investments are crucial for improving emergency response times and ensuring that the 9-1-1 system is equipped with the latest technology to meet the needs of residents and visitors in our community.

2. Can I still get 9-1-1 service without updating the Peterborough County and First Nations Address Authenticator tool?

Yes. Ambulance, Police, and Fire will continue to respond in a timely and reliable way whether you update the tool or not. Verifying your address helps technical teams to build quality data for future enhancements.

3. My phone number is from outside the region. Can 9-1-1 responders find me?

It depends on how you're calling. **Mobile phones** use the strength of cell tower signals to triangulate your position, rather than GPS, regardless of what the phone number is. The exact location may be difficult to determine, and emergency call takers may need additional information to verify your position. If you are at a dispatchable address, always provide the civic address. If you are in a remote location, away from a dispatchable address, providing dispatchers with the unique 3 words for your position from the What3Words app will help navigate responders right to you.

If you are using a **VoIP phone number**, you must be sure to register the change in your address with your provider. Emergency responders will be directed to whatever location you have registered. For instance, if you have traveled several hours to a cottage and haven't updated the address with your VoIP provider, calling 9-1-1 from this number may direct emergency responders to your home address hours away.

4. What is a dispatchable address?

- a. There are several different address types - civic address, postal address, service address, and subaddress. Emergency responders require a city-style address that includes a house number, street name, and community name (e.g., 123 Main Street, Anytown) – this is a **civic address**. Each Township and First Nation in Peterborough County has a unique addressing within it – this is the community name to use (e.g., Otonabee-South Monaghan Township, Selwyn Township, Curve Lake First Nation).
- b. Your civic address may be the same as your postal address, however, if your postal address is a P.O. Box or Rural Route (R.R. #), emergency responders cannot use this information – always provide your **civic address** when calling 9-1-1.
- c. If there are multiple subaddresses on a single property (e.g., apartment, suite, lot, condo, trailer unit), know your building name, unit number, or unique trailer park unit to help emergency responders find you quickly. If there is an access code or gate code required to get to your unit, be sure to provide it during the 9-1-1 call so responders can get to you.

5. Why does the Authenticator tool zoom to somewhere other than where my address is shown?

The tool zooms to the centre of your property. You may need to zoom in or move the map to centre it on your home or business to view your address number.

6. Why won't my address populate Page 2 of the Authenticator tool when I click on my address on the map?

You'll need to wait until Page 2 is visible before clicking on the address number. If you clicked too early on the first page, try clicking any other number and then clicking on your address number again to populate Page 2.

7. Why isn't my address correct in other online maps?

Peterborough County is an authoritative source for local roads, property, addresses, and other data. Commercial third-party map providers often rely on external updates to make changes to their mapping which may result in errors or omissions. You can try reporting errors to a third-party map provider directly or message gis@ptbocounty.ca to see if we can assist. Ensuring Peterborough County has your address correct will ensure that your address is provided correctly to emergency dispatchers.