

PSAP and Dispatch Centre Duties/Functions

Public Safety Answering Point (PSAP)

The PSAP is responsible for answering 911 calls, determining the location of the emergency, the nature of the emergency and routing the caller to the appropriate dispatch agency.

Police Dispatch

The Police Dispatch is responsible for dispatching the police force having jurisdiction. Emergency Calls will have been transferred from the PSAP.

Ambulance Dispatch (MTCC)

The Ambulance Dispatch is responsible for dispatching the ambulance/EMS having jurisdiction. Emergency Calls will have been transferred from the PSAP.

Fire Dispatch

The Fire Dispatch is responsible for dispatching the Fire Department having jurisdiction. Emergency Calls will have been transferred from the PSAP.

New Brunswick

- There are 6 PSAPs and they all perform double duty of PSAP and Municipal Police Dispatch.
- Rural police are RCMP and they are dispatched by a provincial dispatch centre which is J-Division in Fredericton.
- Ambulances are dispatched by a provincial dispatch centre which is MTCC (Medical Transport Coordination Center) in Moncton.
- Fire dispatch differs locally/regionally/provincially.

The MTCC and RCMP dispatch centers are considered secondary PSAPs because the PSAP transfers them calls. ANI (Automatic Number Identifier) and ALI (Automatic Location Identifier) are delivered to both these centers for landline 911 calls. This means the address and telephone number are displayed automatically.

MTCC Duties/Functions

- Responsible for dispatching and tracking emergent and non-emergent New Brunswick land ambulances.
- Responsible for dispatching and tracking emergent and non-emergent New Brunswick air ambulance.
- Responsible for the processing of calls from PSAPs, the public, and health care facilities.
- Responsible for triaging and prioritizing emergent and non-emergent calls.
- Responsible for directing emergency ambulance transported Trauma patients to the appropriate Trauma facility.
- Responsible for directing the emergency ambulance transported Stroke patient to the appropriate care facility.