

FIRE DISPATCH CENTRE

The Smiths Falls Fire Department has performed fire dispatch for Lanark County since 2006. The Town of Smiths Falls renegotiated the agreement in 2010 with the County of Lanark to provide fire dispatch services to all Lanark County Fire Departments.

The Smiths Falls Fire Department provides a functional communication centre 24 hours a day, 365 days a year. Based on the NFPA 1221 Standard, the communications centre must answer emergency calls within 15 seconds for 95% of calls and within 40 seconds for 99% of the call. The communications center must dispatch the emergency call to the appropriate Fire Department within 60 seconds.

The Smiths Falls Fire Dispatch Centre receives the emergency calls from the 911 Central Emergency Reporting Bureau (911 CERB). The Smiths Falls Fire Dispatch Centre notifies the appropriate Fire Department of that emergency. The Computer Aided Dispatch (CAD) system receives details from the 911 CERB of Municipality name, location (number and street and/or road name), and phone number.

We are dispatching the following Fire Departments:

- Beckwith Township
- Tay Valley Township
- Town of Carleton Place
- Township of Drummond / North Elmsley
- Town of Mississippi Mills
- Town of Perth
- Township of Lanark Highlands
- Township of Montague
- Township of Algonquin Highlands
- Municipality of Highlands East
- Municipality of St-Charles