

# Public Safety Communications Centre - Contingency Plan

Written by Sean Rocca | September 18, 2023 at 04:29:pm

Despite the ongoing labour dispute involving CUPE Local 486 inside workers, the Saint John Police, the City of Saint John, and the Public Safety Communications Centre would like to reassure the public that emergency calls are being answered promptly, and non-emergency inquiries are being processed efficiently.

Regardless of challenges we have faced, we are pleased to announce that the contingency plan we implemented for the Public Safety Communications Centre has been successful. Our dedicated team has worked tirelessly to ensure that both emergency and non-emergency calls are being processed successfully, guaranteeing the safety and well-being of our community.

In the face of adversity, including the ongoing strike action, a large-scale fire at AIM, and the impact of post-tropical storm Lee, our team has shown resilience and determination. This is also a testament to the remarkable efforts of our first responders who have quickly adapted despite difficult circumstances. The implementation of the contingency plan was no small feat, and we commend every individual involved for their unwavering dedication and professionalism.

Although we recognize that our permanent 911 operators and dispatchers cannot be replaced, our assembled team of professionals have stepped up to fill the gaps left by striking employees. During this labour dispute, our primary concern has been to maintain the highest standards of service to our community.

We are most appreciative of our regional public safety partners who have shown their full support and assistance in the implementation of this plan. Most importantly, we would like to thank the public for their continued patience and understanding during this challenging time.