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Glitch in 911 sends crews to wrong house

BY RICK VANDERLINDE
Staff Writer

Talk about getting the wrong number. When Patricia Paus called 911 Aug. 25 to report a chimney fire, the automated Bell Canada system told Newmarket firefighters to go to the wrong house.

Instead of telling the dispatcher to send firetrucks to Paus' Huron Heights Drive home, the 911 system indicated the fire was several houses away.

"It's certainly very rare," said Fire Chief John Molyneux.

"It's the first time it's ever happened in town." But the fire department quickly caught the error when it contacted Paus to confirm the address.

That's when Paus told them where she lived — which was not the same address reported by the automated 911 system.

The chief pointed out that even if they couldn't confirm the address, firefighters would have seen the smoke coming from Paus' house when they rushed to the nearby, wrong, address.

Judy Tottman, regional 911 manager, couldn't say how the wrong address was assigned to the Paus household.

But she said it was likely human error — caused when the wrong data was keyed into the computer system.

"It shouldn't happen, but I'm not saying it's impossible," she said.

The 911 mix-up may have been slightly embarrassing for Bell, but it didn't end there for the Newmarket fire department. In an incredible coincidence, the burning house with the wrong 911 number belongs to Dale Paus, the same person who helped install the fire department's computer-aided dispatch system in 1991.

"The only way it could've been any worse would be if it was the fire chief's house, or maybe the mayor's," Paus said.

When the dispatcher punched the correct address into the computer, up popped information saying there were hazardous chemicals in Paus' garage.

So the dispatcher sent out the fire department's hazardous materials response unit, just in case the fire turned into an explosive situation. Equipped for the worst, the firefighters were surprised to find nothing more hazardous than a single can of gasoline sitting in the garage.

Paus, who works for CriSys Ltd., explained he had used his own address as an example when he showed Newmarket dispatchers how to store hazardous material warnings in the system.

"I guess we forgot to erase it — and there it was," he said.

"It was a little embarrassing. I guess I'll be ribbed about it for years to come. But in the end, the system did work."

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Sunday September 12th, 1999

Sixteenth Sunday after Pentecost

8:00 a.m. Holy Communion
10:00 a.m. Choral Eucharist
with Church School & Nursery,
provided followed by
"Welcome Back" corn Boil & BBQ
with Pot Luck salads & desserts
Wednesday, September 8th
10:00 a.m. Senior's Service & Tea

Everyone Welcome

DURHAM COMMUNITY CHURCH

invites you to come out and worship with us

SUNDAY 10:30 a.m.

Enjoy a warm welcome, fun & fellowship

At Altona - 5460 Sideline 30

640-4356

BLOOMINGTON GOSPEL CHURCH

13660 Ninth Line
(South of 47 Highway formerly Bloomington Rd.)
Pastor: Dr. John Howarth

Sunday, September 12th, 1999

9:45 a.m. Sunday School
11:00 a.m. Restored To Be Righteous
Psalm 23:3
5:00 p.m. Community Corn Roast
Get Acquainted Evening
Everyone Welcome

NON-DENOMINATIONAL GOSPEL SERVICE - CLAREMONT

Sundays 7:00 p.m.
Community Centre

Wednesday 8:00 p.m.
Masonic Temple

Bringing the teachings of the New Testament and Believing that Jesus is the Way, the Truth, the Life.

Meetings are quiet & reverent.

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Information call 649-2060

STOUFFVILLE BAPTIST CHURCH

A Fellowship Church
6273 Main Street

Pastor: Gordon M. MacCormack

SUNDAY, September 12th

10:00 a.m. - Sunday School

11:00 a.m. - Morning Worship

Message: Continuing With Elijah

Music: Jim Dickersen

God Bless

When you give your word, Keep it

WE CARE

VIVIAN BAPTIST CHURCH

473-3543
On Hwy. 48 at Vivian Rd.
Pastor Robert Okum

Holding forth the doctrines of grace

9:45 a.m. Sunday School
11:00 a.m. Morning Worship

7:00 p.m. Evening Service

Everyone is Welcome

Come To Church
on
Sunday

Springvale Baptist Church

Stouffville Rd. at Kennedy Rd.
887-5651

Senior Pastor: Bob Flemming
Associate Pastor: Bill Thornton

Associate Pastor/Student Ministries: Brian G. Simcoe
Worship & Music Co-ordinator: Heather Thornton
Children's Ministries Co-ordinator: Sharon Russell

Sunday, September 12th, 1999

9:45 a.m. & 11:00 a.m.

Celebration Service

Pastor Bob Flemming

6:00 p.m.

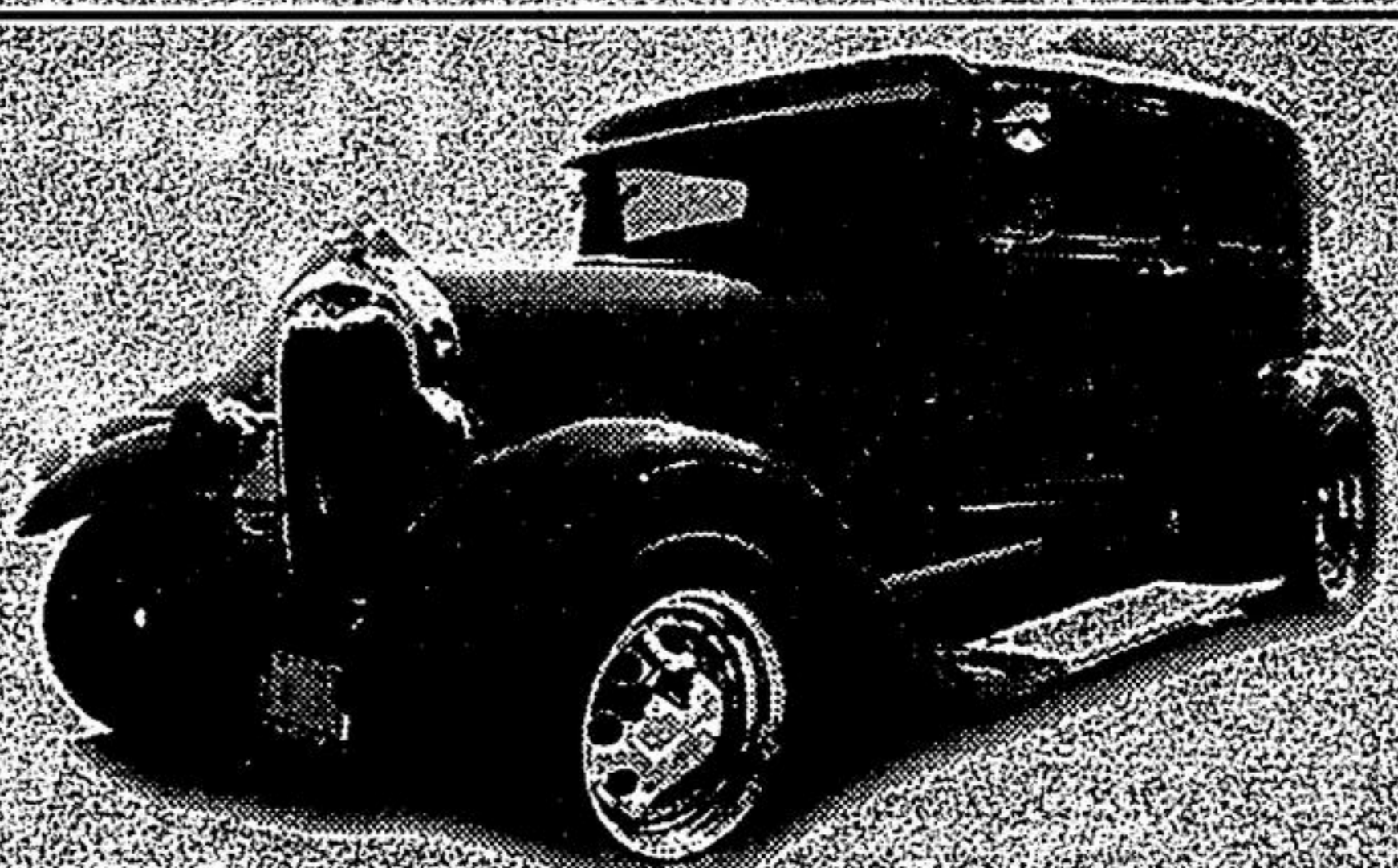
Guest Speakers
Ed & Wendy Buchanan -
Missionaries from Japan

SUNDAY SCHOOL
9:45 a.m. Seniors Class

11:00 a.m. - Other ages (2 yrs. - adults)

Commencing Wednesday, Sept. 22
7:00 p.m. - Kid's Clubs and Junior High Programs (age 2 - grade 8)

For more info call Church Office



JOIN US for the SMC CLASSIC CAR SHOW

Sat., Sept. 11th, 10 am - 2 pm
at Stouffville Missionary Church.
(6500 Main Street East • 640-3911)

PLUS... LADIES FASHION SHOW
11 AM - 12 NOON

HOME-BAKED GOODS & BBQ

All proceeds to support the work of Teen Challenge.

STOUFFVILLE UNITED CHURCH
34 Church St. N. • 640-1163
Worship Minister: Rev. Robert Nightingale
Education Minister: Nancy Montalith
Sunday, Sept. 12, 1999
10:00 a.m. Sunday School Registration
10:30 a.m. Worship Service - Rally Sunday
B.B.Q. following Worship
Everyone Welcome

WIDEMAN MENNONITE CHURCH
10530 Hwy. 48 - North of Major Mackenzie
Phone: 640-6219
Pastor Kenneth Wellington
Sunday, September 12th, 1999
9:45 a.m. - Christian Education
10:45 a.m. - Worship
Everyone Welcome

STOUFFVILLE PENTECOSTAL CHURCH
6853 Main St., Stouffville • 640-5696
Senior Pastor - Gene Clark
Assistant Pastor - Jeff Wilson
SUNDAY SEPTEMBER 12
Returning to Fall Schedule
9:30 a.m. & 11:00 a.m.
Morning Worship
6:00 p.m.
Evening Celebration
Everyone Welcome