

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2018 May 10

REPORT TO: Chair and Members
Hamilton Police Services Board

FROM: Eric Girt
Chief of Police

SUBJECT: *Year-End Report: Communications - 2017*
PSB 18-067

BACKGROUND:

The Hamilton Police Communications Section consists of the Communications Centre and switchboard. It is the Public Safety Answer Point (PSAP) of all 911 calls from residents of the City of Hamilton, and non-residents and motorists passing through the City on the Queen Elizabeth Way (QEW), The Lincoln M. Alexander Parkway / Red Hill Valley Parkway, Highways 403 and 401.

This Annual Report provides both narrative and statistical summaries of significant activities of this Section, during 2017.

TELEPHONE:	2017	2016	2015
911 calls answered	193,565	194,784	183,793
911 calls abandoned called back	4,501	4,576	4,022
Administrative calls answered	169,659	184,710	179,582
Total calls answered in Communications	367,725	384,070	367,397

CAD:	2017	2016	2015
Events created by Call Takers	236,689	220,863	211,272
Events created by Dispatchers	26,469	26,054	23,933
Events generated by mobile officers	30,822	33,299	32,177
CAD events to Telephone Reporting Unit (TRU)	9,468	10,477	11,693
CAD Events created by Station Duty & Specialty Units	15,301	11,067	9,317
Total CAD events created by HPS	318,749	301,760	288,392

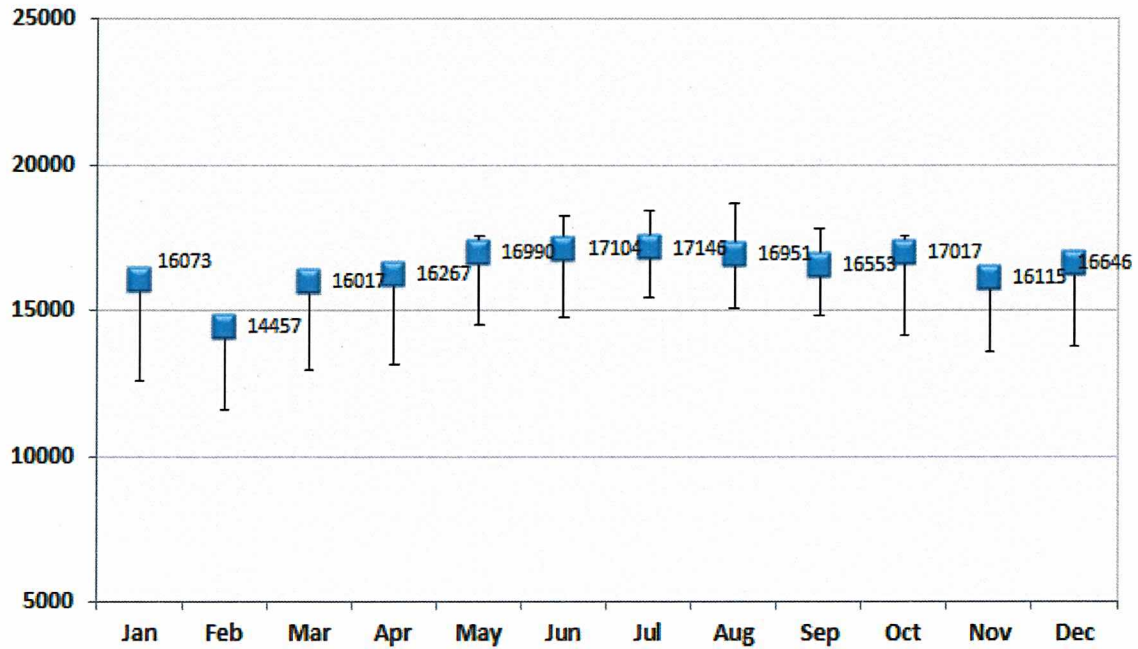
ADVISED EVENTS:	2017	2016	2015
Ambulance Advised Events	48,493	45,687	42,023
Fire Advised Events	3,338	3,150	3,453
911 Advised Events	52,901	50,134	48,846
OPP Advised Events	5,265	4,798	4,184
Cellular Advised Events	52,640	56,976	50,220
Total Advised Events	162,637	160,745	148,726

The above tables illustrate telephone call volume and Computer Aided Dispatch (CAD) events created during 2017. A comparison with the two (2) preceding years is also provided.

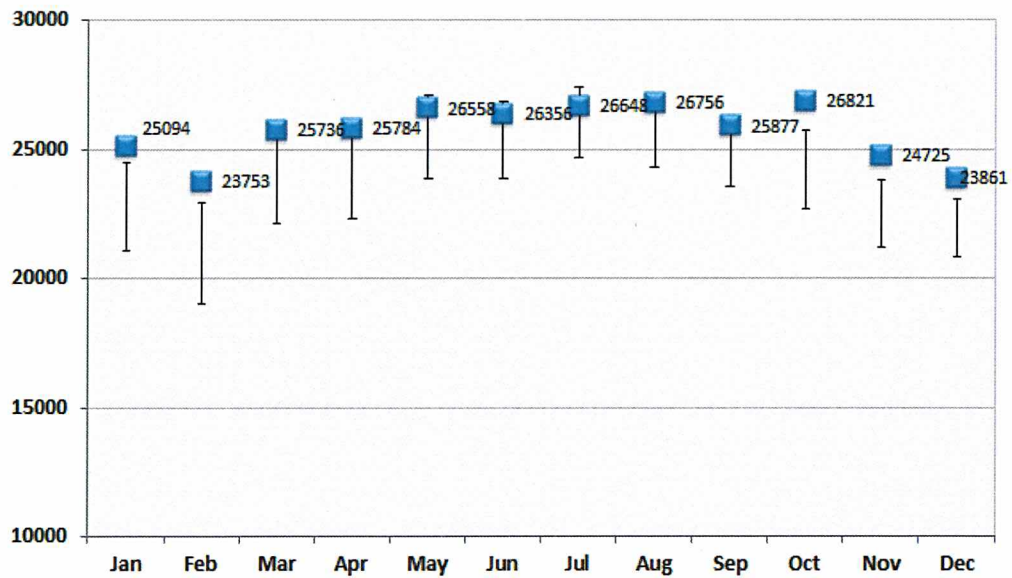
- Communications received 367,725 telephone calls in 2017, resulting in 318,749 CAD events
- The total telephone calls to Communications decreased by 4.3% (16,345) in 2017 from 2016
- The total CAD events increased by 5.6% (16,989) when compared to 2016 figures
- The number of 911 calls decreased by 0.6% (1,219) when compared to 2016 figures
- The number of abandoned calls decreased by 1.6% (75) when compared to 2016
- Administrative calls decreased by 8.1% (15,051) in 2017 from 2016
- Some events were diverted to other agencies: Fire (3,338), Ambulance (48,493), OPP (5,265), and a number were dealt with through our Telephone Reporting Unit (TRU) (9,468)
- The number of calls processed by TRU decreased by 9.6% (1,009) in 2017 from 2016

The following two charts display the number of 911 calls and the number of CAD events the Hamilton Police Service (HPS) received each month. The capped bars identify expected monthly trends on historical CAD data and do represent actual highest and lowest points. The bars are based on the average and standard deviation for each month giving us a normal range of expected values. The number of CAD events is higher than the number of 911 calls as not all CAD events are created by a 911 call. CAD events are also generated by administrative calls, self-initiated proactive stops by officers, station duty and specialty units self-generated events which account for the difference.

911 CALLS BY MONTH (2017)



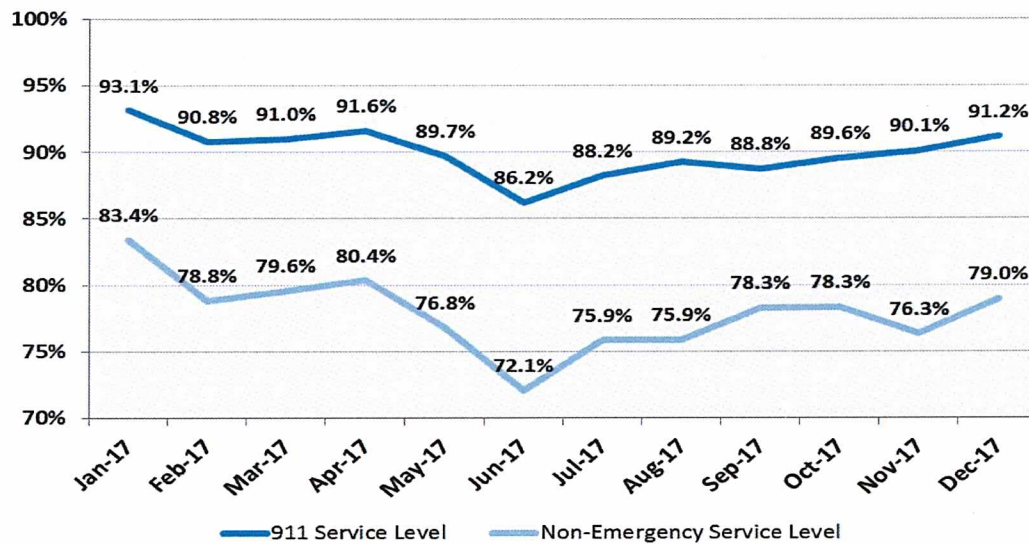
CAD EVENTS CREATED BY MONTH (2017)



The Avaya telephone software continues to distribute calls efficiently. With the “forced answer” feature, calls are answered as soon as a Call Taker’s telephone is available. Service levels have improved to meet our 90.0% target. The annual service levels have increased

from an average of 72.0% before Avaya (previously Call Center 7 / Symposium) to an average of 90.1% in 2017 (see chart below for monthly service percentage levels). Communication's efficiency in administering service requests are measured at two critical points. First, the ability to answer telephone calls and second, monitoring the manner in which each call is processed. Telephone answering performance is measured through Service Levels - the percentage of 911 calls answered within two (2) rings and non-emergency calls answered within three (3) rings.

SERVICE PERCENTAGE LEVELS (2017)



Staffing and Training

- There were five (5) full time vacancies in 2017 which were filled by 4 part time Communication members and one was filled by an employee within the Service, but outside Communications
- A Communications Training Coordinator position was posted and a successful candidate was selected
- A Communications Training Operator (CTO) position was posted and nine candidates were successful

Additional Training

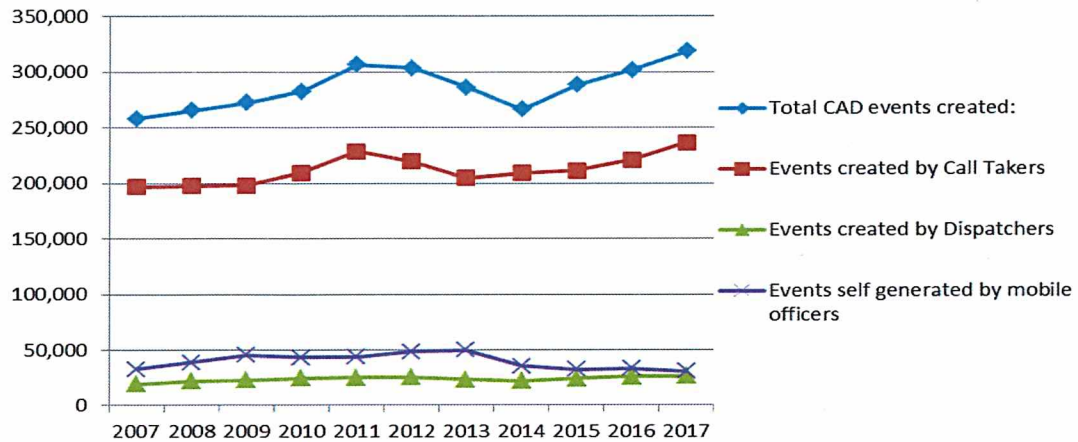
- Block Training for all members
- Two Members successfully completed the Front Line Supervisors Course at OPC
- The Association of Public Safety Communications Officials (APCO) conference in Windsor was attended by three members (One additional member attended as a representative of APCO)

- The National Emergency Number Association (NENA) conference in Mississauga was attended by two members and the Staff Sergeant of Communications
- One member attended the Coach Officer Course offered by the HPS Training Branch
- Four members attended the Crisis Intervention Training (CIT); 27 Dispatchers in total are now trained in CIT

Current and Future Challenges

- **911 Disclosure Obligations**
 - A recent Court of Appeal decision requires that *all* 911 calls be disclosed in a timely matter. This is currently done by request only. (Ref. R. vs M.G.T. 2017 Ontario Court of Appeal.
 - Presently one communication dispatcher is tasked to process the requests for 911 tapes, and processes 2,400 requests per year on a part time basis.
 - Approximately 8,000 HPS criminal cases are brought before the courts annually. It is anticipated that compliance with this disclosure will increase the workload demand equivalency of one full time employee.
- **911 Call Answer Response Times**
 - The 10 year CAD call volume data shows an increase of 60,000 calls – a 23% increase from 2007 - 2017. PSAP staffing levels have not changed since 2007.
 - VOIP 911 calls may take longer at the onset due to their required preamble and verification process before the call gets accepted.
 - 2016 statistics show 8,103 persons-in-crisis calls being processed. Many of these calls now require call-takers to work with cell phone service providers to assist in locating despondent persons in order to facilitate treatment by emergency responders. This can occupy phone lines and, by association, increase the available answer time for other incoming 911 calls.
 - Due to the improvement of technology, the HPS PSAP now has the ability to capture all subscribed 911 calls that are dropped prior to a ring. This entails a call back duty from call-takers in order to check on 911-caller well-being. The result is an improvement to public safety, and an increased workload for communicators.

CAD (2007-2017)



- **CRTC – E-9-1-1 Text and Video Calls (Ref PSB 13-096)**
 - The CRTC is mandating all Telephone Service Providers to update their systems to facilitate next generation Text to 911, by December 31, 2020
 - Beyond this date it is anticipated that service providers will have technology that enables them to stream real time texts, photos and videos to PSAPs
 - This enhancement to emergency service reporting will significantly impact both technology and staffing levels in PSAP

Eric Girt
Chief of Police

EG/M. Schulenberg

cc: Frank Bergen, Deputy Chief – Support
 Jamie Anderson, Superintendent – Support Services
 Marty Schulenberg, Inspector – Support Services