

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: June 11, 2020
REPORT TO: Chairman and Members
Hamilton Police Services Board
FROM: Chief Eric Girt
Chief of Police
SUBJECT: *Year-End Report: Communications - 2019*
PSB 20-037

BACKGROUND:

The Hamilton Police Service (HPS) 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, The Lincoln Alexander and Red Hill Valley Parkways, and Highways 403 and 401.

REPORT STATISTICS:

This Annual Report provides both narrative and statistical summaries of significant activities of this Section during 2019.

| TELEPHONE CALLS HANDLED | 2017 | 2018 | 2019 |
|---|----------------|----------------|----------------|
| 911 calls answered | 193,565 | 194,828 | 204,166 |
| 911 calls abandoned and called back | 4,501 | 4,606 | 777 |
| Administrative calls answered | 169,659 | 173,916 | 173,592 |
| Total Calls Answered in Communications | 367,725 | 373,350 | 378,535 |

| COMPUTER AIDED DISPATCH (CAD) | 2017 | 2018 | 2019 |
|--|----------------|----------------|----------------|
| Events created by Call Takers | 228,477 | 242,377 | 258,661 |
| Events created by Dispatchers | 25,589 | 24,710 | 21,796 |
| Events generated by Mobile Officers | 29,926 | 28,159 | 29,334 |
| CAD events to Telephone Reporting Unit (TRU) | 8,942 | 9,769 | 10,422 |
| CAD Events created by Station Duty and Specialty Units | 15,035 | 12,709 | 10,365 |
| Total CAD Events Created by HPS | 307,969 | 317,724 | 330,578 |

| ADVISED EVENTS | 2017 | 2018 | 2019 |
|-----------------------------|----------------|----------------|----------------|
| Ambulance Advised Events | 46,927 | 48,434 | 49,843 |
| Fire Advised Events | 3,225 | 3,505 | 3,416 |
| 911 Advised Events | 51,019 | 61,766 | 74,686 |
| OPP Advised Events | 5,091 | 5,408 | 5,808 |
| Cellular Advised Events | 58,230 | 60,230 | 66,869 |
| Total Advised Events | 164,492 | 179,343 | 200,622 |

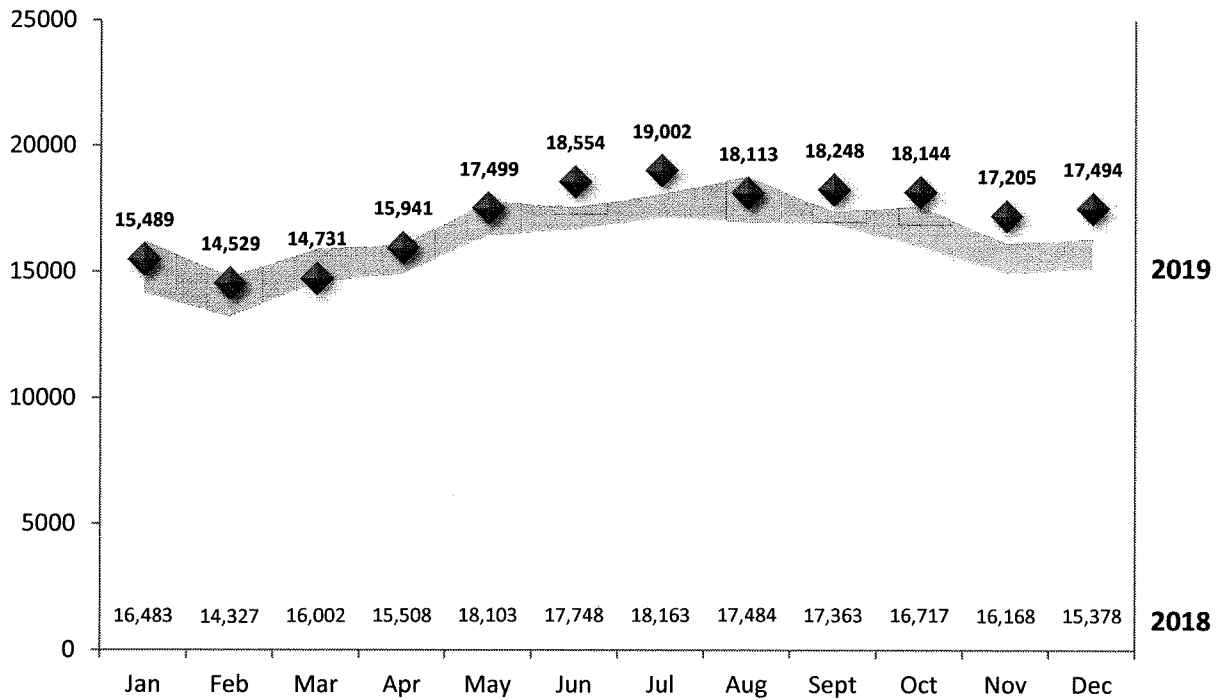
The above tables illustrate telephone call volume and CAD events created during 2019. A comparison with the two preceding years is also provided.

- Communications received 378,535 telephone calls in 2019, resulting in 330,578 CAD events
- In 2019, when compared to 2018 –
 - The total telephone calls to Communications increased by 1.4%
 - The number of answered 911 calls increased by 4.8%
 - Administrative calls decreased by 0.2%
 - The total CAD events increased by 4.1%
 - The number of calls processed by TRU increased by 3.1%
- Some events were diverted to other agencies: Fire (3,416), Ambulance (49,843), OPP (5,808), and a number were dealt with through our TRU (10,422)

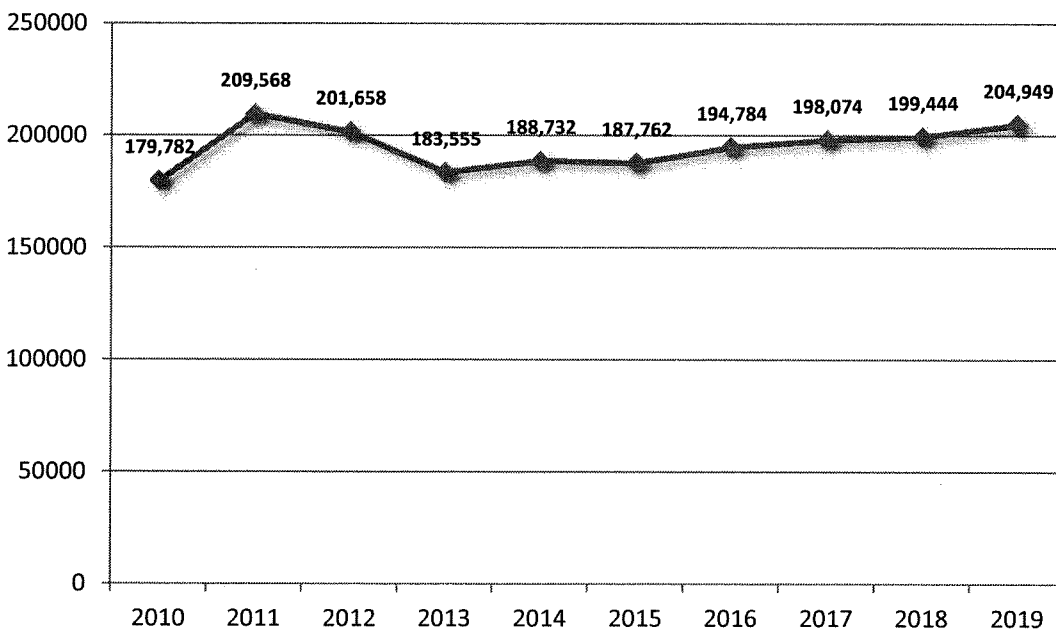
The following four charts display the number of 911 calls and the number of CAD events HPS received each month and over the past 10 years. The shaded area identifies expected monthly trends based on historical CAD data and represents the actual highest and lowest points. The bars are based on the average 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.

The charts below depict a clear increasing trend in both 911 calls and CAD events. These numbers impact workload for both front-line patrol officers, as well as communicators. In an effort to address false calls, the HPS launched a successful 911 media awareness campaign in December, 2018 to run throughout 2019 and into 2020. The intent of the campaign was to draw attention to inappropriate use of 911, as well as pocket dials and other errant uses of the 911 system.

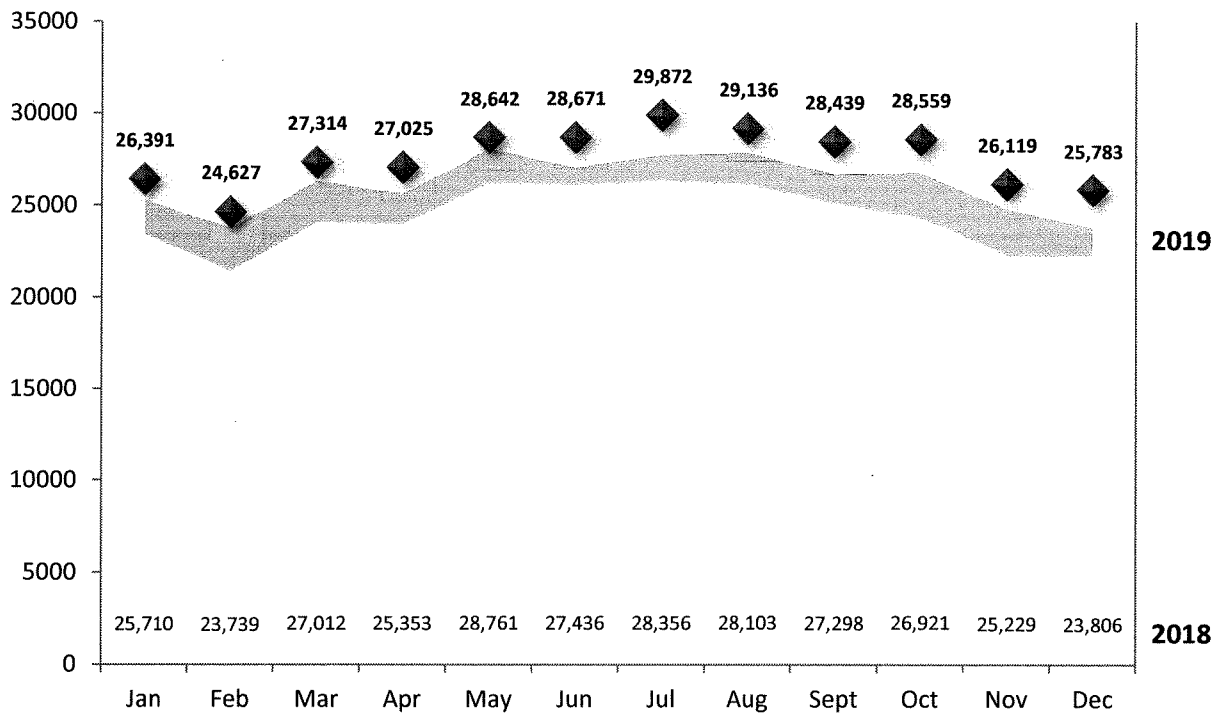
911 CALLS HANDLED BY MONTH (2019)



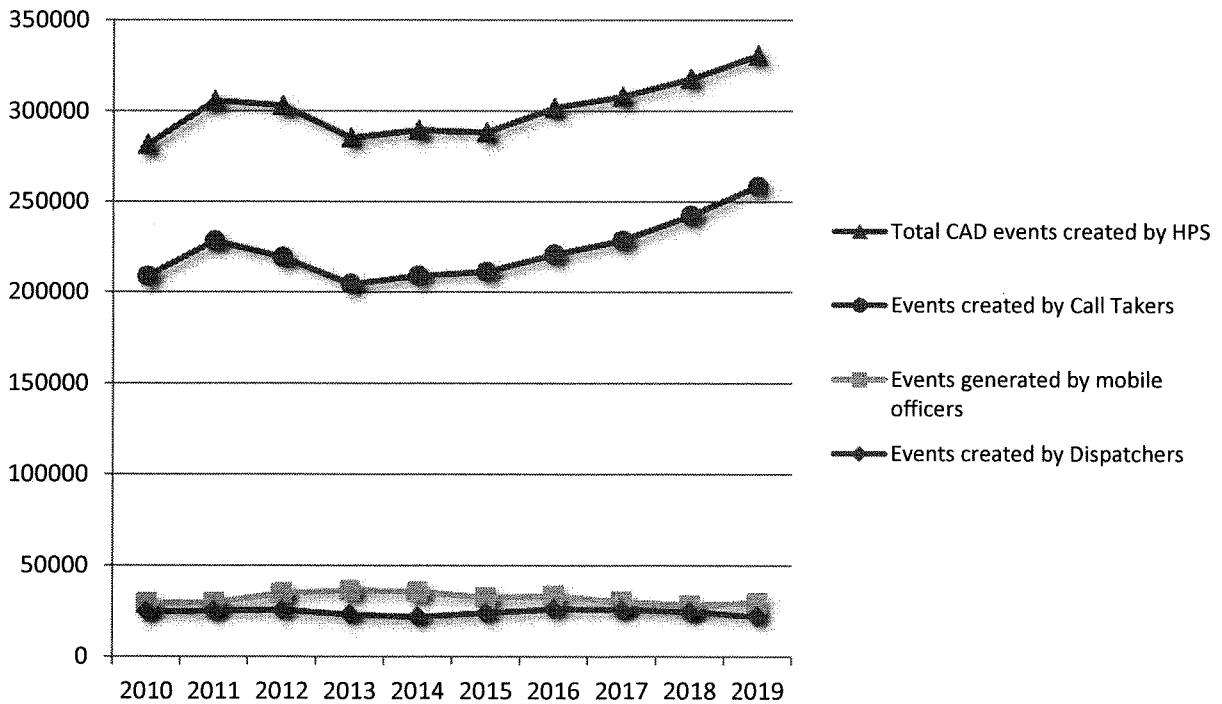
911 CALLS HANDLED BY YEAR (2010 - 2019)



CAD EVENTS CREATED BY MONTH (2019)

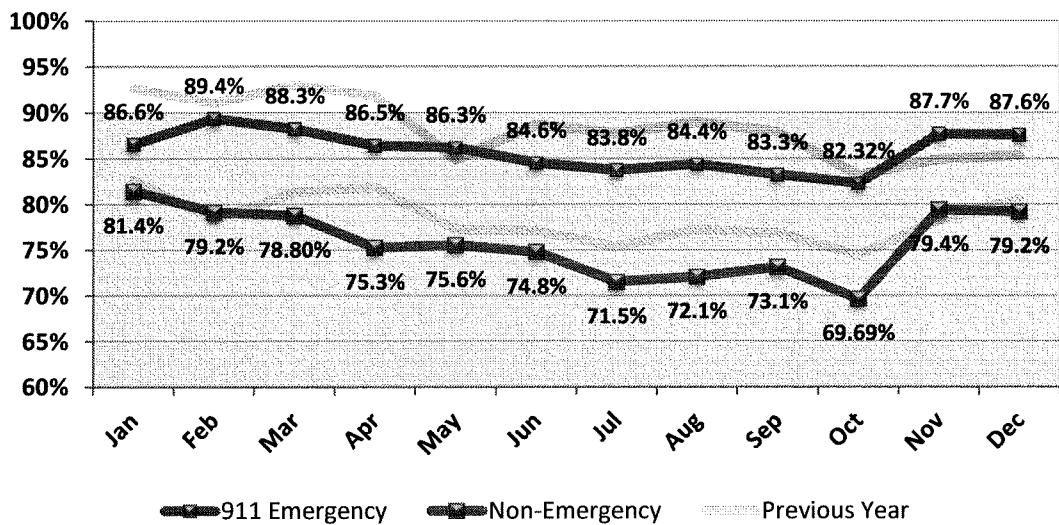


CAD EVENTS CREATED BY YEAR (2010 - 2019)



Service Percentage Levels (2019)

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% target. The annual service levels have increased from an average of 72% before Avaya (previously Call Center 7/Symposium) to an average of 88.4% in 2019 (see below chart for monthly service percentage levels). The efficiency in administering service requests by Communications 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 rings, and non-emergency calls answered within three rings.



Staffing and Training

There were three full-time vacancies in 2019 which were filled by two part-time Communication members and one was filled by an employee within the Service, but outside of Communications.

A PSAP Coordinator position was identified to assist in the transition to Next Generation (NG) 911.

A Communications Acting Supervisor position was posted and eight candidates were successful.

There were nine part-time and two full-time Communicators successfully on-boarded.

Additional Training

- Annual Block Training was provided for all members.
- All members received a one day of Communications Yearly Development training.
- Two members attended the Provincial Communicators Conference.
- One member received the Communicator of the year award with The Association of Public Safety Communications Officials (APCO). She attended the Conference with the Staff Sergeant to receive the award. Additionally, another member attended as a representative of APCO.
- The Communications Training Coordinator and the PSAP Coordinator attended the National Emergency Number Association Conference.
- Two members attended the Communications Centre Supervisor Course at the Ontario Police College.
- The Communications Training Coordinator and the PSAP Coordinator attended the Hexagon Conference.
- One member attended the Coach Officer Training.
- Six members attended the Crisis Intervention Training. To date, 40 Communicators have received this training.
- Three members attended Soft Skills Course.
- One member attended the Emergency Service Working Group (ESWG) meeting in Gatineau.
- Two members attended The 360° Dispatcher provided by Halton Regional Police Service.

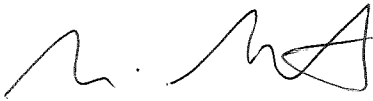
Current and Future Challenges

Effects on staffing considerations to meet demands are being assessed in anticipation of a 2021 start date for NG 911 obligations, for example:

- The CRTC is mandating all Telephone Service Providers to update their systems to facilitate NG911, which will require PSAPs to update their infrastructure.
- The Communications Section is currently facing a number of system upgrades including CAD, and the NICE audio recording system.
- An Interagency Steering Committee has been formed with HPS, Hamilton Fire Department, City of Hamilton, and the PSAP Coordinator for the future considerations of NG911.

- Communications is conducting a Priority Response System review, to ensure police response times continue to align with quality service expectations relative to calls for service.
- The HPS Space Review Committee is currently examining PSAP expansion needs relative to both NG911 and forecasted growth for an additional Patrol Division.

On January 14, 2019, the HPS PSAP celebrated 40 years of service to the City of Hamilton. This occasion was marked during Communicators Week in April, 2019. The civilian and sworn members in this Section continue to be a vital part of our emergency first response to ensure public safety for our citizens and visitors.



Eric Girt
Chief of Police

EG/M. Schulenberg

cc: Ryan Diodati, Deputy Chief – Support
Paul Evans, Inspector – Support Services
George Narozniak, Staff Sergeant – Support Services