




# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Services Board
<b>BOARD MEETING DATE:</b>	April 27, 2023
<b>SUBJECT:</b>	2022 Year End Report – Communications Branch
<b>REPORT NUMBER:</b>	23-035
<b>SUBMITTED BY:</b>	Frank Bergen, Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

The attached Appendix A – Communications Branch 2022 Annual Report, provides a summary of 2022 statistical information for the Hamilton Police Service Communications Branch.

### INFORMATION

The Hamilton Police Service (HPS) Communications Branch is the Public Safety Answering Point (PSAP) for the City of Hamilton. As such, the PSAP answers all 911 calls for the City as well as being the dispatch for Police. This report provides an overview of the call volume and resources associated with Communications in 2022.

The goals and objectives listed below are reflective of our most recent business plan.

- Community Safety – To ensure the safety of the communities we serve.
- People & Performance – To increase the organizational capacity and effectiveness by attracting, developing and retaining our members.
- Technology & Asset Management – To ensure we have the necessary plans in place to address facilities, fleet and technology needs.

### APPENDICES AND SCHEDULES ATTACHED

Appendix “A” - Communications Branch 2022 Annual Report

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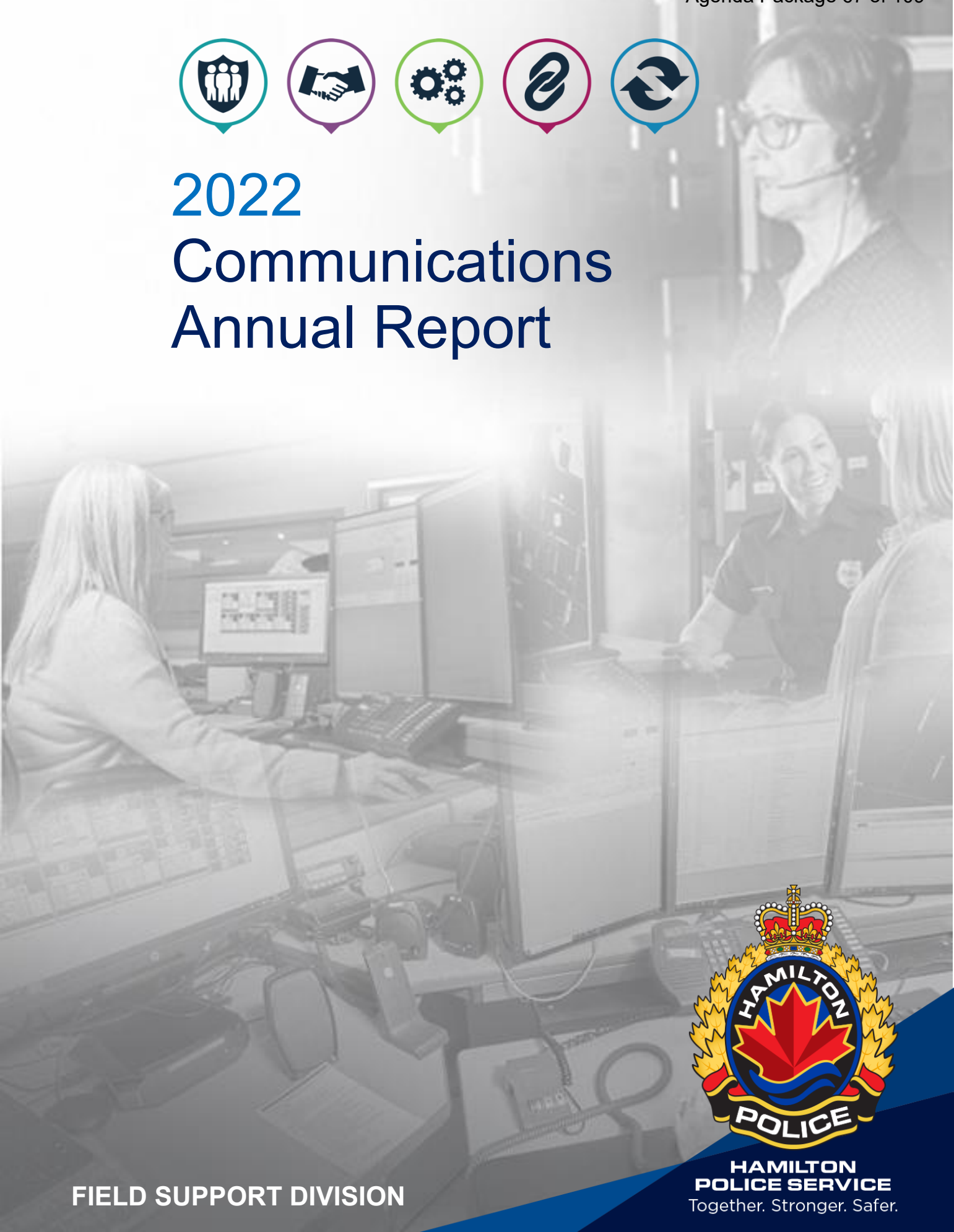
**Vision:** To be a trusted partner in delivering public safety.

**Mission:** To serve and protect in partnership with our communities.

**Our Values:** Compassionate, Dedicated, Inclusive, Integrity, Innovative, Professional, Teamwork



# 2022 Communications Annual Report



**FIELD SUPPORT DIVISION**

**HAMILTON  
POLICE SERVICE**  
Together. Stronger. Safer.

## Appendix 'A' – Communications Branch Annual Report 2022

The Hamilton Police Service (HPS) Communications section is the Primary Public Safety Answering Point (PSAP) for all 911 calls placed from residents of the City of Hamilton, and visitors and motorists passing through the City on the Queen Elizabeth Way.

The HPS Communications section consists of the communications centre and dispatch for the Hamilton Police Service.

### SUMMARY

- This report contains statistics on telephone calls handled and Computer Aided Dispatch (CAD) calls handled from 2013 to 2022. There was a 0.1% increase in total CAD events from 2021 to 2022.
- This report further contains call volume statistics created from 2013 to 2022. There was a 3.2% increase in answered 911 calls from 2021 to 2022.
- HPS continues to participate in the NG911 Steering Committee and Working Group. These groups are a collaborative composed of representatives from the City of Hamilton, Hamilton Fire Department and Hamilton Paramedic Services.

### REPORT STATISTICS

This annual report provides both narrative and statistical summaries of significant activities of the Communications section for 2022.

Tables A, B and C illustrate telephone call volume and CAD events created for the years of 2018 to 2022. A five year comparison is also provided. 911 calls 'abandoned and called back' refers to 911 callers who hang up prior to reaching our call taker stations. These calls are always followed up by a 911 operator to determine if there is an emergency. The number of abandoned calls increased by 10.7% in 2022. This is likely due to an increasing trend of cell phone usage to call 911, which results in misdials.

In 2020 approximately 87% of all 911 calls were placed by cell phone, this increased to 88% in 2021. These numbers were previously obtained through the Bell User Portal, however starting in 2022, Bell discontinued tracking these statistics making it not possible to use this metric for future reports.

**Table "A" - Telephone Calls Handled**

TELEPHONE CALLS HANDLED	2018	2019	2020	2021	2022
911 calls answered	194,828	204,166	201,226	218,803	225,796
911 calls abandoned and called back	4,606	777	935	1,010	1,118
Administrative calls answered	173,916	173,592	169,182	178,257	177,558
<b>Total Calls Answered in Communications</b>	<b>373,350</b>	<b>378,535</b>	<b>371,343</b>	<b>398,340</b>	<b>404,472</b>

Table B outlines the calls accepted into our Computer Aided Dispatch from 2018 to 2022. Call takers field telephone calls and determine if a call for service is required. They enter all calls for service on the CAD terminal. A comparison with the three preceding years is also provided. Total CAD events increased by 0.1% in 2022 compared to 2021.

**Table “B” – CAD Events**

<b>CAD</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Events created by Call Takers	242,377	258,661	237,724	250,548	262,431
Events created by Dispatchers	24,710	21,796	32,360	39,654	25,409
Events generated by Mobile Officers	28,159	29,334	24,423	28,071	20,861
CAD events to Telephone Reporting Unit (TRU)	9,769	10,422	10,402	11,055	9,276
CAD Events created by Station Duty and Specialty Units	12,709	10,365	11,982	9,043	20,873
<b>Total CAD Events Created by HPS</b>	<b>317,724</b>	<b>330,578</b>	<b>316,891</b>	<b>338,371</b>	<b>338,850</b>

Table C captures the events created and transferred to our emergency services partners including Hamilton Fire Department, Hamilton Paramedic Service and to the Ontario Provincial Police (OPP). This figure includes how many events are ‘911-ADV’ (Advised Events) which includes misdials and hang up calls.

**Table “C” Advised Events**

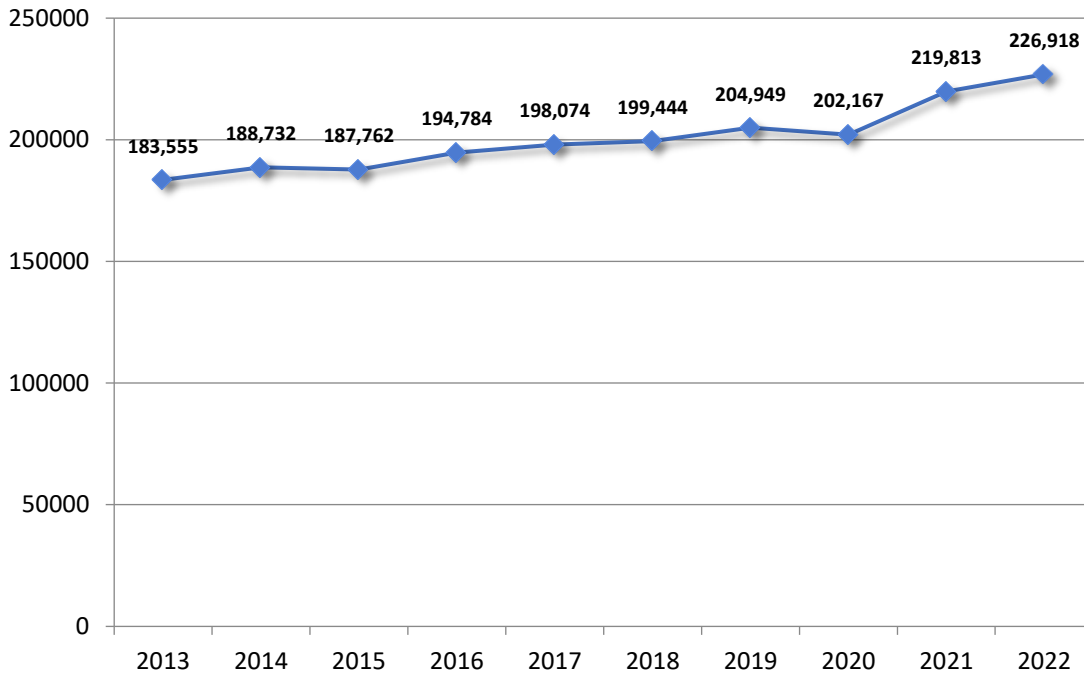
<b>ADVISED EVENTS:</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>
Ambulance Advised Events	48,434	49,843	48,210	54,406	59,902
Fire Advised Events	3,505	3,416	3,204	3,472	3,646
911 Advised Events	61,766	74,686	81,730	88,802	86,116
OPP Advised Events	5,408	5,808	4,709	5,249	5,531
Cellular Advised Events	60,230	66,869	65,401	72,932	78,471
<b>Total Advised Events</b>	<b>179,343</b>	<b>200,622</b>	<b>203,254</b>	<b>224,861</b>	<b>233,666</b>

In summary, HPS Communications handled 404,472 telephone calls in 2022, resulting in 338,850 CAD events being created. Furthermore, when comparing 2022 to the previous year:

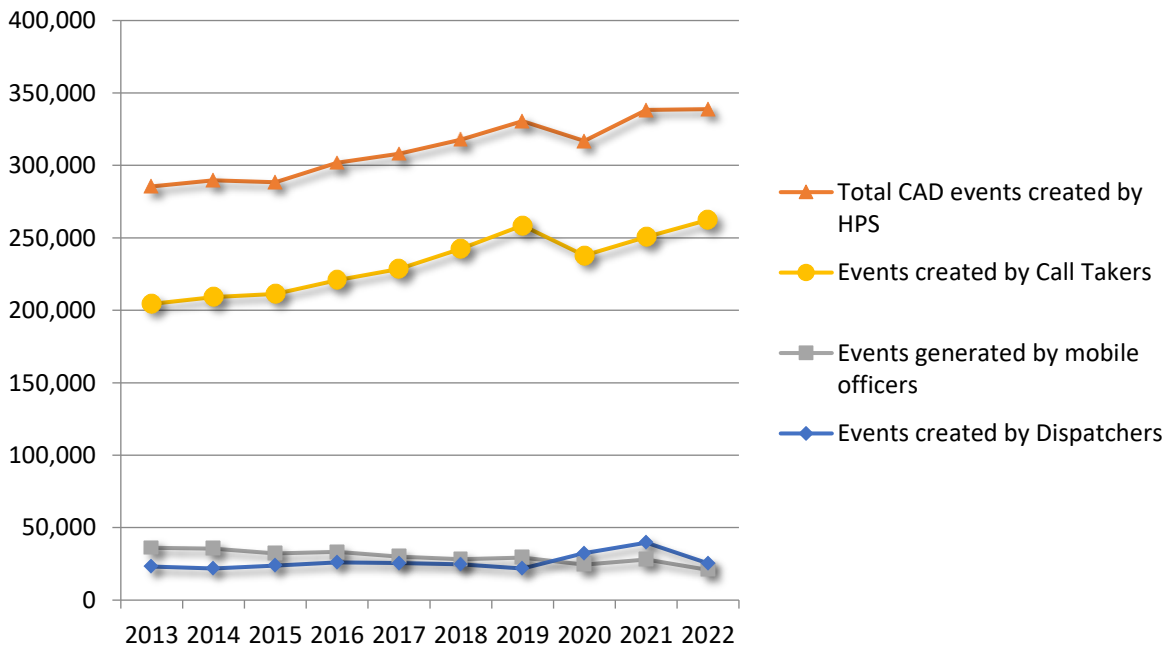
- The total telephone calls to Communications **increased** by **1.5%**
- The number of answered 911 calls **increased** by **3.2%**
- The numbers of abandoned 911 calls **increased** by **10.7%**
- The total CAD events **increased** by **0.1%**
- Calls transferred or tiered to other emergency agencies **increased** by **9.4%** (includes Fire, Ambulance and the OPP)
- Administrative calls **decreased** by **0.5%**

Figures D and E chart the number of 911 calls and number of CAD events HPS received in each of the past 10 years. 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 (front desk) and self-generated events by specialty units, which account for the difference.

**Figure “D” 911 Calls Handled By Year (2013 – 2022)**



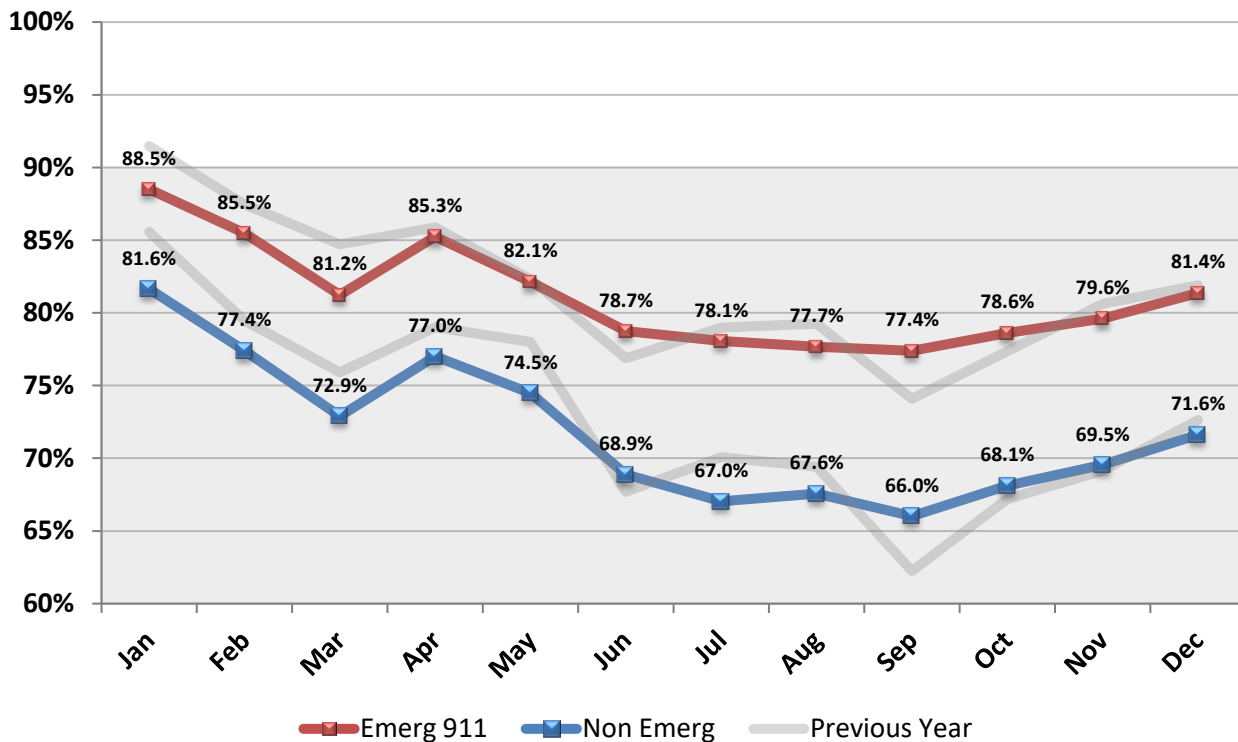
**Figure “E” CAD Events Created by Year (2013 – 2022)**



**Service Percentage Levels (2022)**

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. Telephone answering performance is measured through service levels – the percentage of 911 calls answered within 2 rings/12seconds, and non-emergency calls answered within 3 rings/20 seconds. In 2022, our service levels decreased slightly and as a result we achieved a service level of 81% (82% in 2021). We have reviewed this and have determined that an increase in call volume, for both 911 and non-emergency calls, coupled with staffing challenges, resulted in the decline in our service levels.

**Figure ‘F’ – 2022 monthly service percentage levels**



*(Telephone answering performance is measured through Service Levels – the percentage of 911 calls answered within 2 rings/12seconds, and non-emergency calls answered within 3 rings/20 seconds.)*

*\*\*On July 22<sup>nd</sup>, 2022 HPS Communications had to ‘bug out’ to our back up site due to a power failure with one of our generators. HPS Communications remained at the back up site until July 28<sup>th</sup>, 2022. As a result we were unable to track call taking statistics for this 7 day period. As such, there are minor variations with the previously listed statistics. Of note, the power failure issue has since been repaired\*\**

**Staffing**

- There were four full time vacancies in 2022, which were filled by part time members from within Communications
- A full time Supervisor position was filled
- Four Communications members were awarded Acting Supervisor positions
- Two Switchboard Operators were hired
- Ten part time Communicators were hire with nine successfully completing their training

**Training**

- All Communications members received eight hours of Communications Yearly Development Training
- Six Communicators completed Crisis Intervention Training (CIT)
- Four Communicators attended ASIST Suicide Prevention Training Program
- One Acting Supervisor/Trainer completed the Coach Officer Course
- Four Acting Supervisors attended the Ontario Police College Communications Supervisor Course
- Four newly hired members successfully completed their training and five more are schedule to have their training completed by April 2023

**Current and Future Challenges****System Upgrades / NG9-1-1**

Communications continues to prepare for ongoing system upgrades in anticipation of the implementation of NG9-1-1 in March of 2025. This will have an impact on Communications in relation to space needs, training, staffing, and technical requirements and upgrades.

The Canadian Radio-television and Telecommunications Commission (CRTC) has directed all telecommunication providers to update their networks from analog to digital in anticipation of NG9-1-1 voice and text messaging services accessible to all Canadians. All PSAPS must also upgrade their Call Handling Systems and various associated 911 equipment to ensure they are NG9-1-1 compliant. PSAPs will be onboarded from 2023 up until the end of 2024 in anticipation of NG9-1-1 implementation in March of 2025. As a result, the Communications Section, the HPS and the City of Hamilton will be faced with numerous system upgrades. This transition will also have an impact upon our Telecommunicators who will require additional training on both hardware and software in order to be ready for the 2025 go live date.

The members of communications continue to be an integral part of our emergency first response to ensure public safety for the citizens and visitors of Hamilton.

*Report Prepared by: Staff Sergeant Jon Curtis*