




# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Services Board
<b>BOARD MEETING DATE:</b>	September 23, 2022
<b>SUBJECT:</b>	2021 Year End Report – Communications
<b>REPORT NUMBER:</b>	22-077
<b>SUBMITTED BY:</b>	Frank Bergen, Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

- Hamilton Police Service (HPS) Communications Section is the Primary Public Safety Access Point (PSAP) for all 911 call placed within the City of Hamilton.
- This report contains telephone calls handled and CAD (Computer Aided Dispatch) calls handed from 2012 to 2021. There was a 5.7% increase in total CAD events from 2020 to 2021.
- This report further contains call volume statistics created from 2012 to 2021. There was an 8.7% increase in answered 911 calls from 2020 to 2021.
- Staffing and training continued to be complied with and impacted by the Covid Pandemic in 2021.
- 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.

### INFORMATION

#### Background

The 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.

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## Report Statistics

This Annual Report provides both narrative and statistical summaries of significant activities of this section for 2021.

Appendices A, B and C illustrate telephone call volume and CAD events created for the years from 2018 to 2021. 911 calls 'abandoned and called back' refer to 911 callers who hang up prior to reaching our call takers. These calls are always followed up by the 911 operator to determine if there is an emergency. The number of abandoned calls increased by 8.0% in 2021. This could be 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 has increased to 88% in 2021. These numbers are obtained through the Bell User Portal, however Bell will no longer be tracking these statistics and this metric will not be available in future reports.

Appendix B outlines the calls accepted into our Computer Aided Dispatch system from 2018 to 2021. Call takers field telephone calls and determine if a call for service is required. They enter all calls for service on the CAD terminal. Total CAD events increased by 5.7% in 2021 compared to 2020.

Appendix C captures how many events are created and transferred to our emergency services partners at Hamilton Fire, Hamilton Paramedic Service and the OPP. This includes how many events are '911-ADV' (Advised Events) which includes misdials and hang up calls. There was a notable increase in misdial and hang up 911 calls in 2021.

In summary, Communications received 398,340 telephone calls in 2021, resulting in 334,893 CAD events created. Furthermore, when comparing to 2021 to the previous year:

- The total number of telephone calls to Communications increased by 7.3%
- The number of answered 911 calls increased by 8.7%
- The numbers of abandoned 911 calls increased by 8.0%
- Administrative calls increased by 5.5%
- The total CAD events increased by 5.7%
- The number of calls processed by TRU (Telephone Reporting Unit) increased by 6.3%
- Calls transferred or tiered by Communications to other agencies include Fire (3,472), Ambulance (54,406), OPP (5,249), and a number were dealt with through our Telephone Reporting Unit (11,055)

Appendices 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 special units, which account for the difference.

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It is clear that while both CAD and 911 events have been trending upward, the pandemic had an impact on 2020 call volumes. In response to the Covid pandemic, the HPS implemented an Alternative Response Officer (ARO) protocol to reduce in-person response to calls for service where appropriate. The ARO program handled 26.7% of all priority 3 and 4 calls in 2020 and 44% of all priority 3 and 4 calls in 2021. This minimized the risk of infection to our members and the public as well as improving overall efficiency in service for the HPS.

### **Service Percentage Levels (2021)**

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 2021, our Service Levels decreased slightly and as a result we achieved a Service Level of 82%. We have reviewed this and have determined that an increase in call volume, for both 911 and Non-Emergency calls, coupled with staffing levels and staffing challenges relating to Covid, resulted in the decline in our Service Levels.

Appendix F displays monthly service percentage levels.

### **Staffing**

- There were six full time vacancies in 2021, which were filled by part time members from within Communications
- A Full Time Supervisor position was filled
- Two Acting Supervisor positions were posted and successfully filled
- The Switchboard position was posted and the hiring process is ongoing

### **Training**

- All Communications members received one day of Communications Yearly Development Training
- Seven Communicators completed Crisis Intervention Training (CIT)
- Seven Communicators attended ASIST Suicide Prevention Training Program
- One Acting Supervisor/Trainer completed the Coach Officer Course
- One Acting Supervisor attended the Influencing Police Leadership Course
- Every Communicator received training on the new 9.4 CAD system
- Four newly hired members successfully completed their training

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## **Current and Future Challenges**

### **911 Disclosure Obligations**

The mandatory disclosure for all judiciary matters has increased the workload of our members (ref R v MGT & OACP/MAG Framework MOU). HPS manages disclosure requests via our administrative assistant who is further augmented by accommodated members. HPS began using DEMS (Digital Evidence Management Solution) late in 2020 and continued rolling out this program in 2021. This trial demonstrated that DEMS has improved efficiency, accuracy and provided a better tracking model going forward.

### **System Upgrades**

Communications continues to prepare for pending system upgrades in anticipation of the mandated implementation of NG911 in March of 2024. This will have an impact upon Communications with space needs, staffing and technical requirements and upgrades. The CRTC has advised that all telephone service providers shall update their systems in anticipation of NG911, supporting the idea of 911 service for everyone in Canada. This migration will be a Canada wide project. All PSAPs will be on-boarded from mid to late 2021 through to early 2024. Dates have altered this year due to delays caused by the current pandemic.

Federal Engineering has been hired to facilitate this process and have begun our needs assessment and road map for this project. As a result, the Communications Section and the HPS will be faced with a number of system upgrades.

The CAD 9.4 upgrade was completed in September, 2021.

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.

## **APPENDICES AND SCHEDULES ATTACHED**

Appendix A – Telephone Calls Handled

Appendix B – CAD Events

Appendix C – Advised Events

Appendix D – 911 Calls Handled By Year (2012 – 2021)

Appendix E – CAD Events Created by Year (2012 – 2021)

Appendix F – Service Percentage Levels

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**22-077 – 2021 Year End Report – Communications  
Appendices A-F**

Appendix A – Telephone Calls Handled

<b>TELEPHONE CALLS HANDLED</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
911 calls answered	194,828	204,166	201,226	218,803
911 calls abandoned and called back	4,606	777	935	1,010
Administrative calls answered	173,916	173,592	169,182	178,527
<b>Total Calls Answered in Communications</b>	<b>373,350</b>	<b>378,535</b>	<b>371,343</b>	<b>398,340</b>

Appendix B – CAD Events

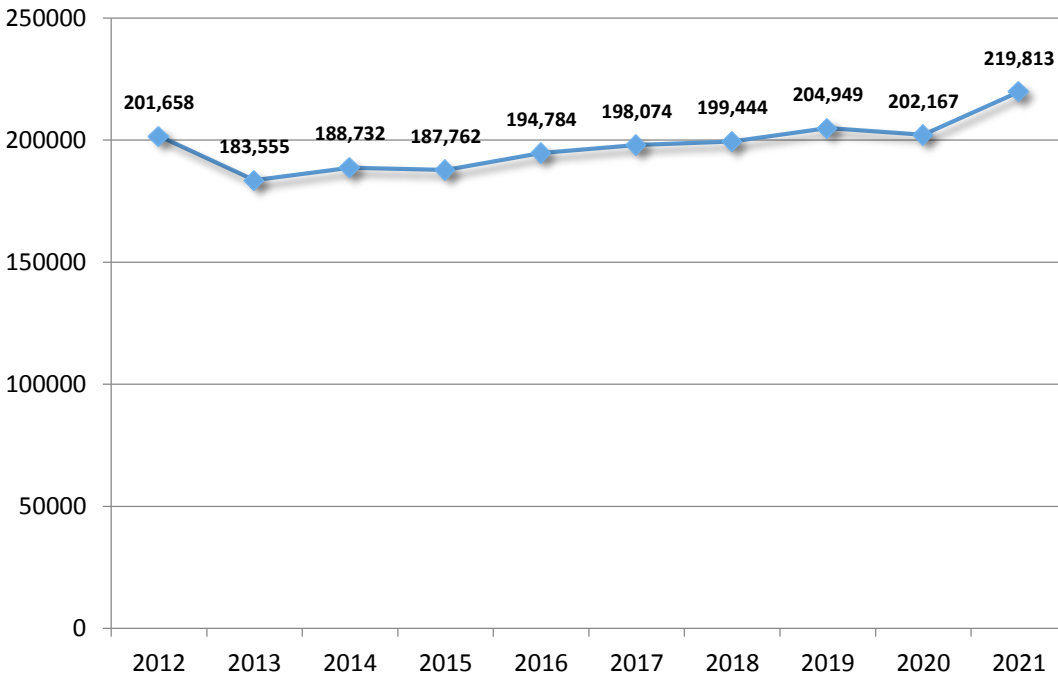
<b>CAD</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Events created by Call Takers	242,377	258,661	237,724	250,548
Events created by Dispatchers	24,710	21,796	32,360	39,654
Events generated by Mobile Officers	28,159	29,334	24,423	28,071
CAD events to Telephone Reporting Unit (TRU)	9,769	10,422	10,402	11,055
CAD Events created by Station Duty and Specialty Units	12,709	10,365	11,982	5,565
<b>Total CAD Events Created by HPS</b>	<b>317,724</b>	<b>330,578</b>	<b>316,891</b>	<b>334,893</b>

Appendix C – Advised Events

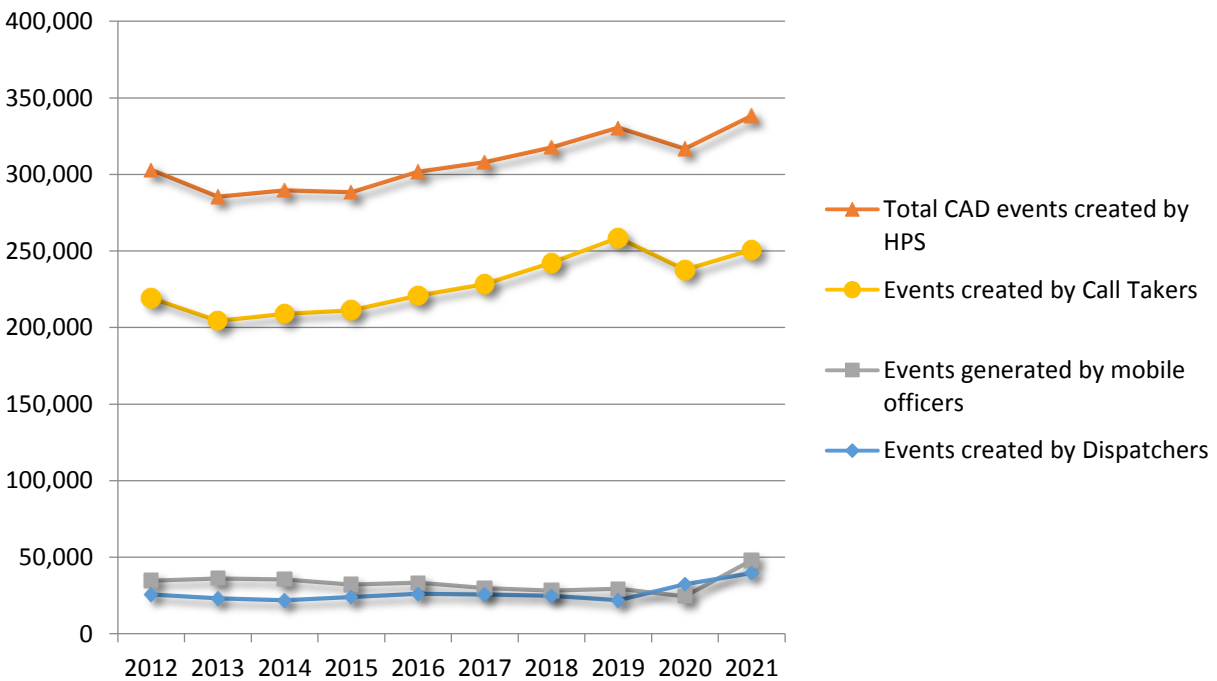
<b>ADVISED EVENTS</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Ambulance Advised Events	48,434	49,843	48,210	54,406
Fire Advised Events	3,505	3,416	3,204	3,472
911 Advised Events	61,766	74,686	81,730	88,802
OPP Advised Events	5,408	5,808	4,709	5,249
Cellular Advised Events	60,230	66,869	65,401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

**22-077 – 2021 Year End Report – Communications  
Appendices A-F**

Appendix D – 911 Calls Handled By Year (2012 – 2021)

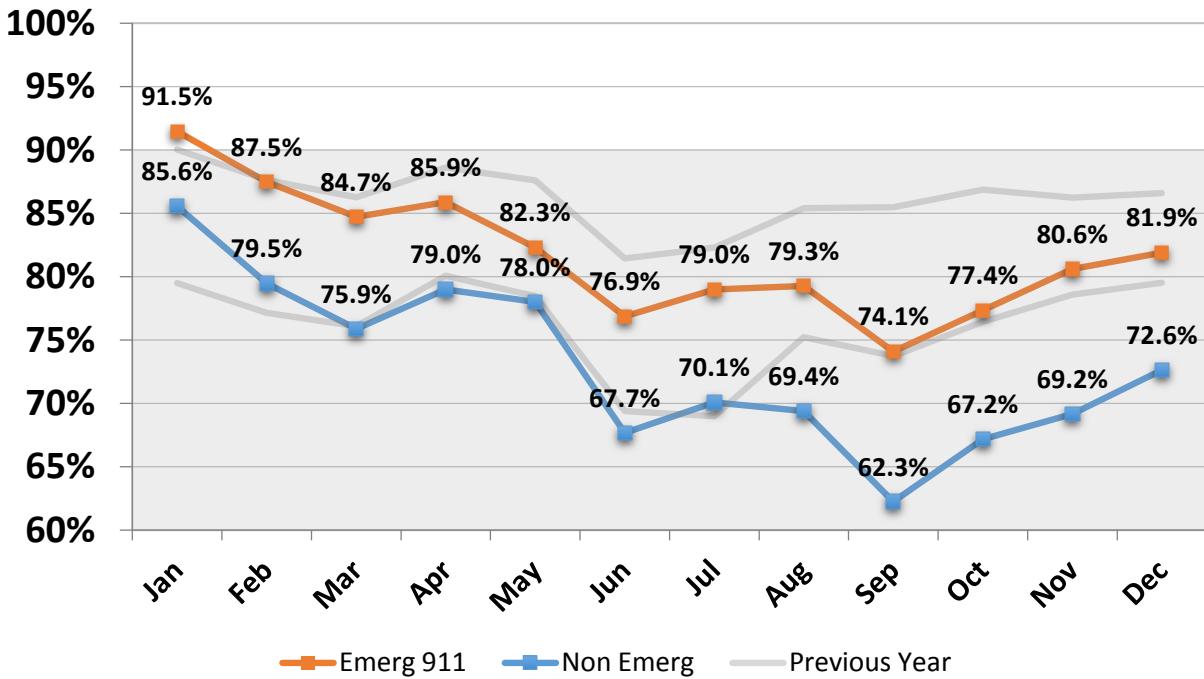


Appendix E – CAD Events Created by Year (2012 – 2021)



**22-077 – 2021 Year End Report – Communications  
Appendices A-F**

Appendix F – 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.)*