

HAMILTON POLICE SERVICES BOARD

- INFORMATION -

DATE: 2019 April 11

REPORT TO: Chairman and Members
Hamilton Police Services Board

FROM: Chief Eric Girt
Chief of Police

SUBJECT: *Year-End Report: Communications - 2018*
PSB 19-024

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 2018.

TELEPHONE CALLS HANDLED	2016	2017	2018
911 calls answered	194,784	193,565	194,828
911 calls abandoned and called back	4,576	4,501	4,606
Administrative calls answered	184,710	169,659	173,916
Total Calls Answered in Communications	384,070	367,725	373,350

CAD	2016	2017	2018
Events created by Call Takers	220,863	228,477	242,377
Events created by Dispatchers	26,054	25,589	24,710
Events generated by Mobile Officers	33,299	29,926	28,159
CAD events to Telephone Reporting Unit (TRU)	10,403	8,942	9,769
CAD Events created by Station Duty and Specialty Units	11,141	15,035	12,709
Total CAD Events Created by HPS	301,760	307,969	317,724

ADVISED EVENTS:	2016	2017	2018
Ambulance Advised Events	45,687	46,927	48,434
Fire Advised Events	3,150	3,225	3,505
911 Advised Events	50,134	51,019	61,766
OPP Advised Events	4,798	5,091	5,408
Cellular Advised Events	56,976	58,230	60,230
Total Advised Events	160,745	164,492	179,343

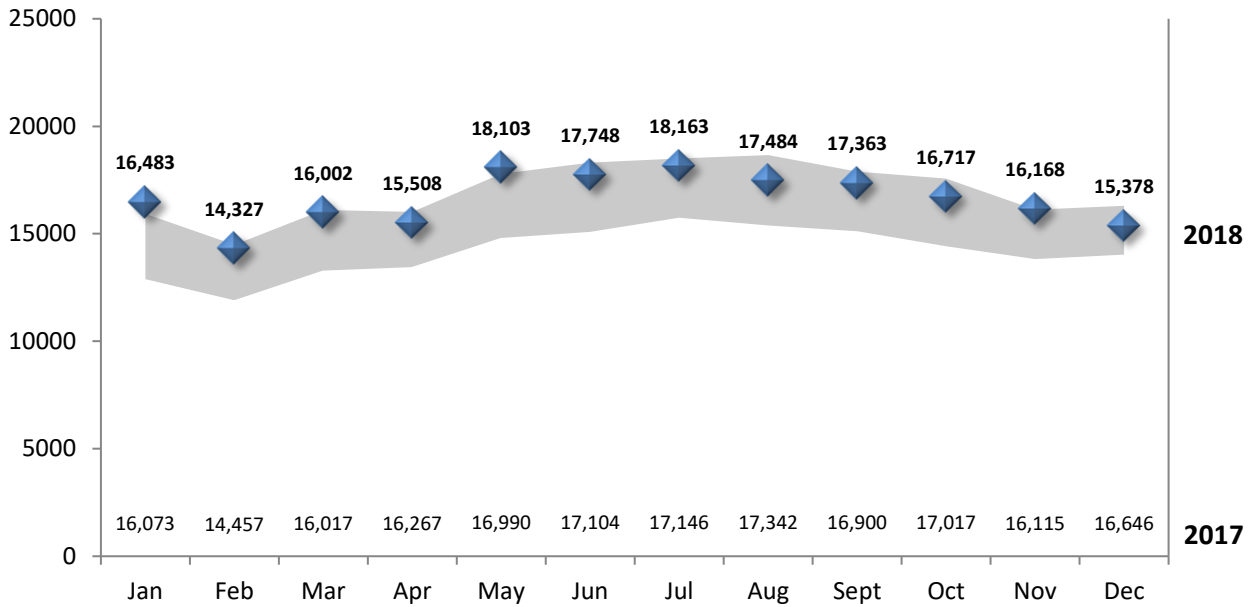
The above tables illustrate telephone call volume and Computer Aided Dispatch (CAD) events created during 2018. A comparison with the two preceding years is also provided.

- Communications received 373,350 telephone calls in 2018, resulting in 317,724 CAD events
- In 2018, when compared to 2017 –
 - The total telephone calls to Communications increased by 1.5%
 - The number of answered 911 calls increased by 0.7%
 - The numbers of abandoned 911 calls increased by 2.3%
 - Administrative calls increased by 2.5%
 - The total CAD events increased by 3.2%
 - The number of calls processed by TRU increased by 9.3%
- Some events were diverted to other agencies: Fire (3,505), Ambulance (48,434), OPP (5,408), and a number were dealt with through our Telephone Reporting Unit (TRU) (9,769)

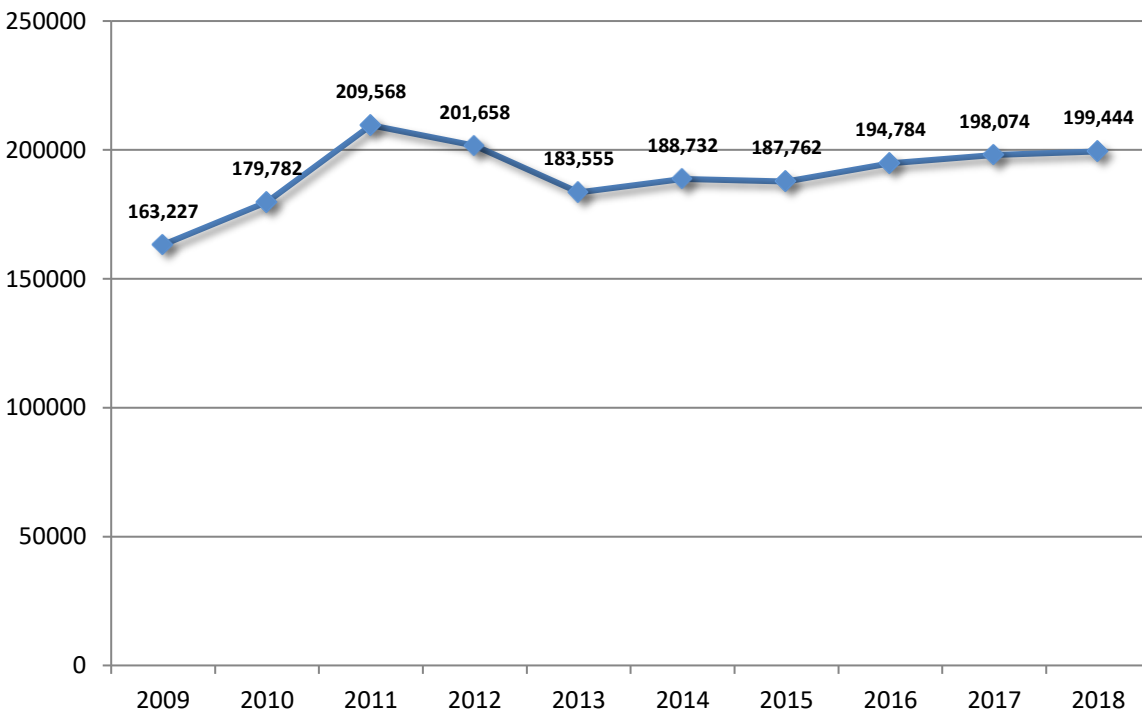
The following four charts display the number of 911 calls and the number of CAD events HPS received each month and over the past 10 years. The shaded area identifies expected monthly trends based on historical CAD data and represents the actual highest and lowest points. The bars are based on the average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

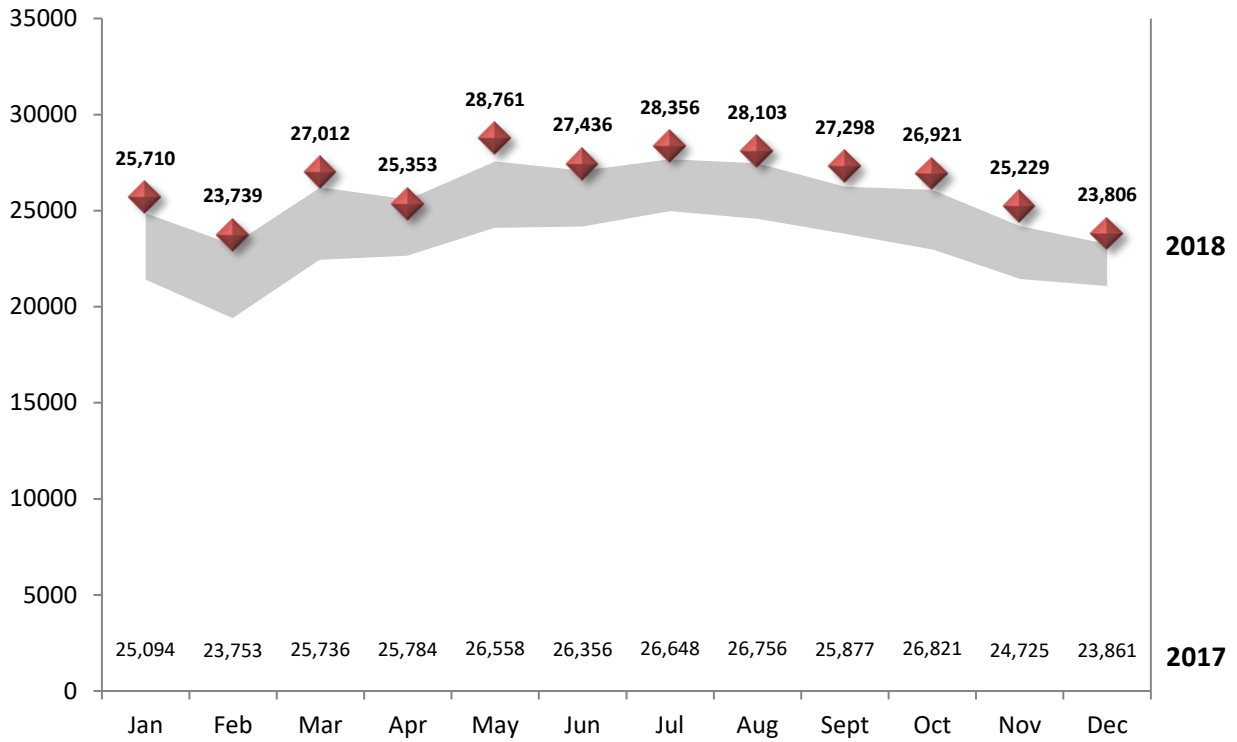
911 CALLS HANDLED BY MONTH (2018)



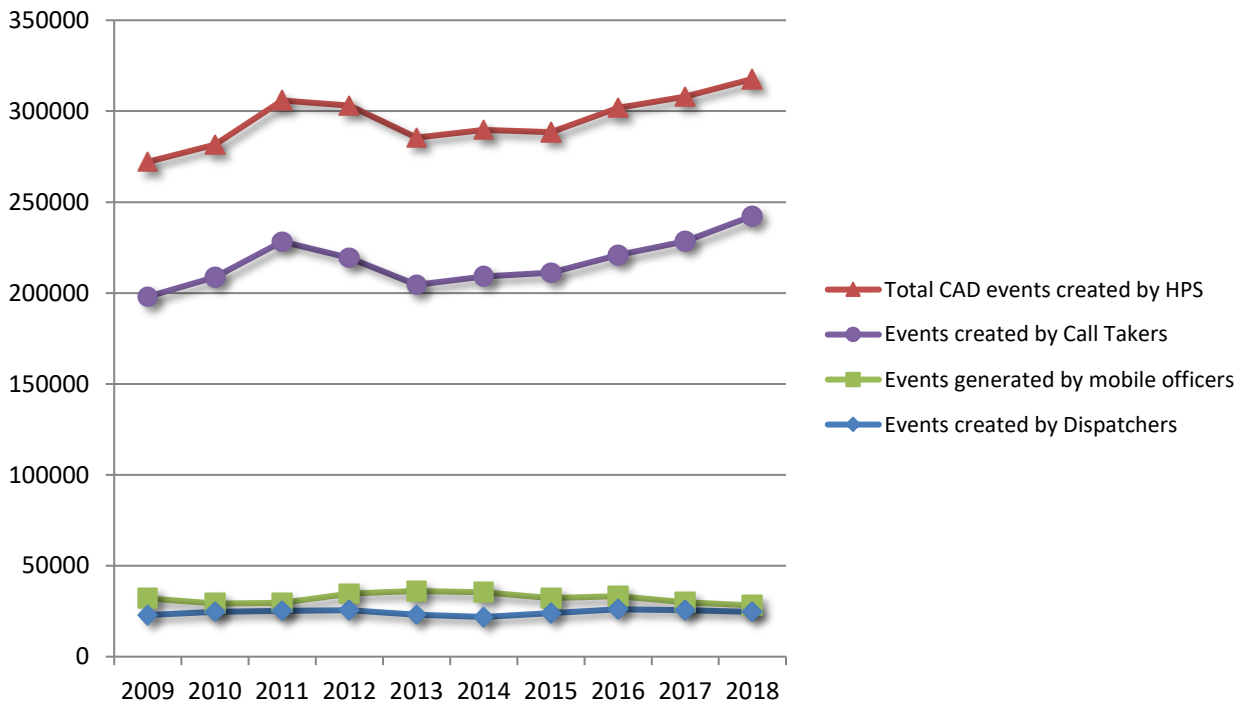
911 CALLS HANDLED BY YEAR (2009 - 2018)



CAD EVENTS CREATED BY MONTH (2018)

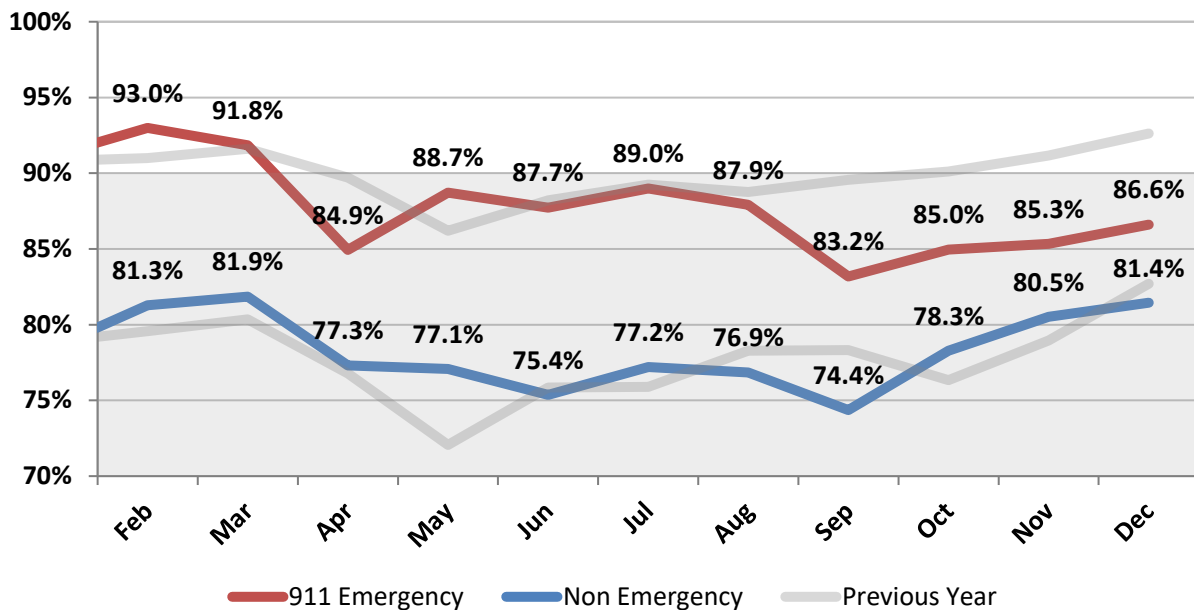


CAD EVENTS CREATED BY YEAR (2009 - 2018)



Service Percentage Levels (2018)

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 2018 (see below chart 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 rings, and non-emergency calls answered within three rings.



2018 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
- The Association of Public Safety Communications Officials (APCO) Conference was attended by three members, with one additional member attending as a representative of APCO
- The Staff Sergeant and two members of Communications attended the National Emergency Number Association Conference
- Two members attended the Toronto Police Service Civilian Coaching and Mentoring Course.
- The Communications Trainer attended the mandatory facilitating Adult Learning Course.
- Six members attended the Crisis Intervention Training. To date, 34 dispatchers have received this training.

Current and Future Challenges

- **911 Disclosure Obligations**
 - The mandatory disclosure of 911 Calls for all judiciary matters has increased the workload of our employees. (Ref: R v MGT & OACP/MAG Framework MOU)
 - HPS has historically managed intermittent disclosure requests by use of accommodated members.

- **System Upgrades**

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

- The CRTC is mandating all Telephone Service Providers to update their systems to facilitate NG911, which will demand PSAPs to update their infrastructure.
- The Communications Section is currently facing a number of system upgrades including CAD, and the NICE audio recording system.
- In the months ahead, Communications will be 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 will be 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: Marty Schulenberg, Superintendent – Support Services
Treena MacSween, Inspector – Support Services
George Narozniak, Staff Sergeant – Support Services