

**Report to  
Rapport au:**

**Community and Protective Services Committee  
Comité des services communautaires et de protection  
15 September 2016 / 15 septembre 2016**

**and Council  
et au Conseil  
28 September 2016 / 28 septembre 2016**

**Submitted on September 8, 2016  
Soumis le 8 septembre 2016**

**Submitted by  
Soumis par:  
Anthony Di Monte, Acting General Manager / Directeur général par intérim,  
Emergency and Protective Services / Services d'urgence et de protection**

**Contact Person  
Personne ressource:  
Pierre Poirier, Chief/Chef Security and Emergency Management/Sécurité et  
Gestion des mesures d'urgence  
613-580-2424 ext./poste 27833, [pierre.poirier2@ottawa.ca](mailto:pierre.poirier2@ottawa.ca)**

**Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE      File Number: ACS2016-EPS-GEN-0002**

**SUBJECT: 9-1-1 ANNUAL REPORT 2015**

**OBJET: RAPPORT ANNUELLE 2015 SUR LE SERVICE 9-1-1**

#### **REPORT RECOMMENDATIONS**

**That the Community and Protective Services Committee receive this report for information.**

#### **RECOMMANDATIONS DU RAPPORT**

**Que le Comité des services communautaires et de protection prenne connaissance du présent rapport.**

## **BACKGROUND**

The Security and Emergency Management Branch (SEM) of the Emergency and Protective Services Department has the responsibility to manage the 9-1-1 service in the City of Ottawa. 9-1-1 is an emergency call-for-service, telephone-based response system to access first responders including Police, Paramedics and Fire Services. Ottawa's 9-1-1 service is contracted to the Ottawa Police Services Board (OPSB). Security and Emergency Management manages the contract with the OPSB and negotiates the provision of the 9-1-1 telephone service with Bell Canada.

The City of Ottawa, through the Security and Emergency Management Branch and the OPSB has a *Renewal of Purchase of Service Agreement for 9-1-1 Services* (Service Agreement) ending in March 2018 (three year term). SEM is required to report to Committee and Council annually on the OPSB's compliance with the terms and conditions of the Service Agreement. This report provides data and detail from 2015 and highlights key performance metrics and call volume statistics.

## **DISCUSSION**

Since amalgamation, the Emergency and Protective Services Department (EPS) and the Security and Emergency Management Branch (SEM) have managed the Service Agreement with the OPSB. The Service Agreement includes items related to performance management, reporting processes, testing of back up equipment, staff training, staffing levels and contract management. The information contained within the report relate to 9-1-1 Service Agreement with OPSB. The key components of the agreement are provided below.

### **Performance Management**

The following contractual performance management requirements have been met by the Ottawa Police Service (OPS) in 2015 as outlined below:

- That 97 per cent of all calls be answered within six (6) seconds from the time a call is received. In 2015, the annual performance average was 98.3% per cent.
- That a minimum number of 9-1-1 call takers are on duty at all times.
- That the number of call takers is adjusted according to call volume demand.

These annual performance measures have been consistently achieved.

### **Call Volume**

Call volume for the purpose of this report refers to emergency calls answered by the 9-1-1 service only. On occasion, 9-1-1 calls are made directly to the emergency services (Police, Fire and Paramedic Services). Accordingly, there is not a direct one-to-one relationship between calls answered by the 9-1-1 service and total calls received individually by Police, Fire and Paramedic Services at their respective dispatch centres. Therefore, the data in the table below is the sum of emergency phone calls received by 9-1-1 and does not correlate with overall calls for service.

**Table 1: 2015 Summary of Call Volume**

Type of call volume	2014	2015
<b>Total calls</b>	265,350	243, 638
<b>Daily average</b>	727	668
<b>Calls for service*</b>	Ottawa Police Service 63.4%	Ottawa Police Service 59.4%
	Ottawa Paramedic Service 30.0%	Ottawa Paramedic Service 33.2%
	Ottawa Fire Services 3.2%	Ottawa Fire Services 3.7%
	Other services: 3.4%	Other services: 3.7%

Notes for Table 1:

- Other Services includes the Ontario Provincial Police, Quebec 9-1-1 and the Royal Canadian Mounted Police.
- \*In 2015, OPS migrated their 9-1-1 operating system that manages 9-1-1 data to newer software. As a result, their data reporting changed in October 2015. OPS have yet to align the data sets pre and post migration. Therefore, the *Calls for service* in 2015 only represents a nine (9) month period (January-September).

The table below outlines the call source data of 9-1-1 calls.

**Table 2: 2011-2015 Call Source Data**

Year	Cellular	Residential landlines	*Other
<b>2011</b>	76%	13%	11%
<b>2012</b>	66%	19%	15%
<b>2013</b>	63%	20%	17%
<b>2014</b>	64%	18%	18%

<b>2015</b>	64%	17%	19%
-------------	-----	-----	-----

Notes for Table 2:

- Other sources include Commercial Single Line and Push button, Public Pay Phone, Centrex, Multi-Party Line (Commercial and residential) and unknown.

### **Complaints Reporting**

As part of the Service Agreement with OPSB, complaints must be reported to the Chief of SEM. Once a service complaint is received from the public to 9-1-1, the complainant is contacted by OPS to review the circumstances surrounding the complaint including the information exchange that occurred with the call taker and a review of the 9-1-1 protocols. Where issues and/or complaints are of a significant nature and could result in corporate risk, the Superintendent, Support Services at OPS is required as per the Service Agreement with OPSB to contact the Chief of SEM. In 2015, the Chief was not contacted as the nature of the complaints received was not significant.

In 2015, the 9-1-1 Service received a total of ten (10) public complaints, all of which were service related and not significant in nature. Upon investigation of the complaints by the OPS Superintendent it was determined that in eight (8) out of the ten (10) incidents, the call centre agent's actions were deemed appropriate. In one instance, the caller indicated that they wanted the Ottawa Police emergency telephone number and not the 9-1-1 emergency number. After an investigation, it was determined that the agent did not process the call correctly and the staff member was counselled accordingly. In the other instance, the caller indicated that they were unhappy with the demeanour of the agent. After an investigation, it was determined that the staff member could have acted more appropriately, and as a result the staff member was counselled accordingly.

### **Testing of Backup Equipment**

The 9-1-1 backup facility and equipment is visually inspected by OPS and tested on a monthly basis and a written log is maintained and submitted to the Security and Emergency Management Branch on an annual basis.

### **Training Requirements for Staff and Staffing Levels**

The Ottawa Police Service is responsible for providing on-the-job and classroom training to all staff performing 9-1-1 duties such that performance standards, standard operating procedures and accredited standards for Communicators/Dispatchers as

provided by the Ministry of Community Safety and Correctional Services of Ontario are met. For security reasons, the number of agents on duty remains confidential. The minimum staffing levels as outlined in the 9-1-1 Purchase of Service Agreement was met in 2015.

### **Contract Management**

The Service Agreement is reviewed annually, prior to budget, by the Superintendent, Support Services at Ottawa Police and by the Chief of Security and Emergency Management. In addition, the OPS submit a bi-annual report to the Chief of SEM outlining performance measure results and other relevant information regarding the operation of the 9-1-1 system.

### **Children's 9-1-1 Achievement Awards**

Annually, children under the age of twelve who have used the 9-1-1 system effectively in emergency situations are celebrated at the Children's 9-1-1 Achievement Awards. The Mayor, Ward Councillors, Bell Canada and representatives of the Ottawa Police, Ottawa Paramedic and Ottawa Fire Services honour these children for their bravery, quick thinking, and good judgment during emergency situations. In 2015, eleven (11) children were recognized.

### **Infrastructure Upgrade**

In 2014, the Canadian Radio-Television and Telecommunications Commission (CRTC) mandated that the current 9-1-1 infrastructure be upgraded to permit the implementation of a software solution allowing the receipt of texts to 9-1-1 from members of the Deaf Hard of Hearing Speech Impaired (DHHSI) community. In 2015, the DHHSI hardware upgrade was complete. The DHHSI scheduled service implementation was also completed in Q1 2016.

### **Looking Ahead to 2016**

The CRTC technology upgrade was the first of several 9-1-1 initiatives that will enhance the current 9-1-1 system over the next decade.

With the improvements to the 9-1-1 system that were completed in 2015, OPS anticipates the implementation of a text service for the DHHSI community in Q1 2016.

Security and Emergency Management will continue their collaborative partnership with the Ottawa Police Service and the Ottawa Police Services Board.

**RURAL IMPLICATIONS**

There are no rural implications associated with this report.

**CONSULTATION**

There was no public consultation required as part of this information report.

**COMMENTS BY THE WARD COUNCILLOR(S)**

Not applicable to this City-wide report.

**ADVISORY COMMITTEE(S) COMMENTS**

There are no comments from any Advisory Committees associated with this report.

**LEGAL IMPLICATIONS**

There are no legal impediments to receiving the information in this report.

**RISK MANAGEMENT IMPLICATIONS**

There are no risk management implications associated with this report.

**ASSET MANAGEMENT IMPLICATIONS**

There are no asset management implications associated with this report.

**FINANCIAL IMPLICATIONS**

There are no financial implications associated with this report.

**ACCESSIBILITY IMPACTS**

There are no accessibility impacts associated with this information report.

**ENVIRONMENTAL IMPLICATIONS**

There are no environmental implications associated with this information report.

**TECHNOLOGY IMPLICATIONS**

There are no technology implications associated with this report.

**TERM OF COUNCIL PRIORITIES**

The 9-1-1 Service fits into the *Healthy and Caring Communities* Term of Council Priorities, as this service provides residents and visitors a “healthy, safe, secure” services to the public.

**DISPOSITION**

Security and Emergency Management will action any direction received as part of consideration of this report.