

<p>3. 2016 9-1-1 ANNUAL REPORT RAPPORT ANNUELLE 2016 SUR LE SERVICE 9-1-1</p>
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COMMITTEE RECOMMENDATION

That Council receive this report for information.

RECOMMANDATION DU COMITÉ

Que le Conseil reçoive le rapport aux fins d'information.

DOCUMENTATION/DOCUMENTATION

1. Manager, Security and Emergency Management report dated 14 September 2017 (ACS2017-EPS-GEN-0014)

Rapport du Gestionnaire, Sécurité et Gestion des mesures d'urgence, daté le 14 septembre 2017 (ACS2017-EPS-GEN-0014)

2. Extract of draft Minutes, Community and Protective Services Committee, 21 September 2017.

Extrait de l'ébauche du procès-verbal, Comité des services communautaires et de protection, le 21 septembre 2017

**COMMUNITY AND PROTECTIVE
SERVICES COMMITTEE
REPORT 26
27 SEPTEMBER 2017**

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**COMITÉ DES SERVICES
COMMUNAUTAIRES ET DE
PROTECTION
RAPPORT 26
LE 27 SEPTEMBRE 2017**

**Report to
Rapport au:**

**Community and Protective Services Committee
Comité des services communautaires et de protection
21 September 2017 / 21 septembre 2017**

**and Council
et au Conseil
27 September 2017 / 27 septembre 2017**

**Submitted on September 14, 2017
Soumis le 14 septembre 2017**

**Submitted by
Soumis par:
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Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2017-EPS-GEN-0014

SUBJECT: 2016 9-1-1 Annual Report

OBJET: Rapport Annuelle 2016 sur le service 9-1-1

REPORT RECOMMENDATIONS

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

RECOMMANDATIONS DU RAPPORT

Que le comité des services communautaires et de protection recommande au Conseil de recevoir le rapport aux fins d'information.

EXECUTIVE SUMMARY

The 9-1-1 Services Purchase of Service Agreement is managed through the Security and Emergency Management (SEM) branch. SEM is required to report on this contract annually to Committee and Council. Performance measures have been consistently achieved. All contractual obligations have been met in 2016.

RÉSUMÉ

L'entente d'achat de services 9-1-1 est gérée par la Direction de la sécurité et de la gestion des mesures d'urgence. La Direction doit faire rapport de cette entente au Comité et au Conseil tous les ans. Les mesures de rendement ont toujours été atteintes, et les obligations contractuelles ont toutes été honorées en 2016.

BACKGROUND

The Security and Emergency Management branch (SEM) within the Emergency and Protective Services department has the responsibility to manage the 9-1-1 service for 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 2016 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 2016 as outlined below:

- That 97 per cent of all calls be answered within six (6) seconds from the time a call is received. In 2016, the annual performance was 98% 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, Paramedic and Fire 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, Paramedic and Fire 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: 2016 Summary of Call Volume

Type of Call Volume	2015	2016
Total Calls	243, 638	241, 680
Daily Average	668	662
Calls for Service – Ottawa Police Service	59.4%	56%
Calls for Service – Ottawa Paramedic Service	33.2%	36.1%
Calls for Service – Ottawa Fire Services	3.7%	3.8%
Calls for Service – Other Services*	3.7%	4.1%

* Other services include the Ontario Provincial Police, Quebec 9-1-1 and the Royal Canadian Mounted Police.

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

Table 2: 2012 - 2016 Call Source Data

Year	Cellular	Residential landlines	Other*
2012	66%	19%	15%
2013	63%	20%	17%
2014	64%	18%	18%
2015	64%	17%	19%
2016	66%	14%	20%

* 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 Manager, 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 Inspector, Communications Centre, Support Services at OPS is required to contact the Manager, SEM. In 2016, the Manager was not contacted as the nature of the complaints received was not significant.

In 2016, the 9-1-1 Service received a total of 11 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 8 out of the 11 incidents, the call centre agent's actions were deemed appropriate. In one case, faulty equipment was discovered and was immediately replaced and the problem was solved. In two cases, complaints were justified and performance issues were addressed with the staff involved.

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 2016.

Contract Management

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

Infrastructure Upgrade

In 2015, the Deaf, Deafened, Hard of Hearing, and Speech Impaired (DHHSI) hardware upgrade was complete to allow for the receipt of text messages. The DHHSI service implementation was completed in Q1 2016. The 9-1-1 service is now able to receive text messages from registered DHHSI individuals.

Looking Ahead to 2017

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.

ADVISORY COMMITTEE(S) COMMENTS

There are no comments from any Advisory Committee 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 report.

ENVIRONMENTAL IMPLICATIONS

There are no environmental implications associated with this 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.