

**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**

**EXTRACT OF DRAFT MINUTES 26
COMMUNITY AND PROTECTIVE
SERVICES COMMITTEE
21 SEPTEMBER 2017**

**EXTRAIT DE L'ÉBAUCHE DU
PROCÈS-VERBAL 26
COMITÉ DES SERVICES
COMMUNAUTAIRES ET DE
PROTECTION
LE 21 SEPTEMBRE 2017**

4. 2016 9-1-1 ANNUAL REPORT

ACS2017-EPS-GEN-0014

CITY WIDE

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

Councillors Brockington and Fleury queried if all 911 calls were locatable and the protocol regarding cell 911 calls picked up by 911 dispatch in Québec. Pierre Poirier, Manager, Security and Emergency Management replied by saying that land lines were more accurate than cell phones but that is supposed to improve greatly within the next couple of years. With regards to Québec, the protocol is that the dispatch there is to call the Ottawa dispatch and patch the call through. Other technology such as texting is being developed for 911 calls. More education is being done on those who call 911 too frequently but such things as pocket dials and swatting have improved.

The report was RECEIVED as presented.