

**Report to
Rapport au:**

**Community and Protective Services Committee
Comité des services communautaires et de protection
17 May 2018 / 17 mai 2018**

**and Council
et au Conseil
23 May 2018 / 23 mai 2018**

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**Submitted by
Soumis par:
Pierre Poirier, Manager Security and Emergency Management / Gestionnaire
Sécurité et Gestion des mesures d'urgence**

**Contact Person
Personne ressource:
Nicole Ward, Strategic Initiatives Project Officer, Business Support Services /
Agent de projets, Initiatives stratégiques, Services de soutien aux activités
613-580-2424, ext./poste 12273, nicole.ward@ottawa.ca**

Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2018-EPS-GEN-0005

SUBJECT: 9-1-1 Annual Report 2017

OBJET: Rapport Annuelle 2017 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 Service Agreement for 9-1-1 emergency call-for-service is managed through the Security and Emergency Management (SEM) branch at the City of Ottawa. 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 2017.

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, Paramedic and Fire Services. Ottawa's 9-1-1 service is contracted to the Ottawa Police Services Board (OPSB). SEM 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 SEM 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). The agreement has a bridging clause to ensure no interruption of 9-1-1 service. 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 2017 and highlights key performance metrics and call volume statistics.

DISCUSSION

Since amalgamation, the Emergency and Protective Services (EPS) department and the Security and Emergency Management (SEM) branch manages the Service Agreement with the Ottawa Police Services Board (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 relates to the 9-1-1 Service Agreement with OPSB. The key components of the agreement are provided in further detail below.

Performance Management

The following contractual performance management requirements have been met by the Ottawa Police Service (OPS) in 2017 as outlined below:

- That 97 per cent of all calls be answered within six seconds from the time a call is received. In 2017, the annual performance was 97.97 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 Table 1 below is the sum of emergency phone calls received by 9-1-1 and does not correlate with overall calls for service.

Table 1: 2017 Summary of Call Volume

Type of Call Volume	2016	2017
Total Calls	241,680	256,294
Daily Average	662	702
Calls for Service - Ottawa Police Service	56%	54.3%
Calls for Service - Ottawa Paramedic Service	36.1%	36.48%
Calls for Service - Ottawa Fire Services	3.8%	3.47%
Calls for Service - Other Services*	4.1%	5.75%

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

Table 2 below outlines the call source data of 9-1-1 calls.

Table 2: 2013 - 2017 Call Source Data

Year	Cellular	Residential landlines	Other*
2013	63%	20%	17%
2014	64%	18%	18%
2015	64%	17%	19%
2016	66%	14%	20%
2017	67%	14%	19%

* 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, Security and Emergency Management (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 2017, the Manager, SEM was not contacted as the nature of the complaints received were service related and without any corporate risk identified.

In 2017, the 9-1-1 Service received 18 public complaints, all of which were service related. Upon investigation by the OPS Inspector, it was determined that in five out of the 18 incidents, the call centre agent's actions were deemed appropriate. Of the remaining 13 incidents, three were related to the callers' expectations exceeding established policies, and ten were sustained complaints and performance issues were addressed with the staff involved.

Testing of Backup Equipment

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

Training Requirements for Staff and Staffing Levels

OPS 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. The minimum staffing levels as outlined in the 9-1-1 Purchase of Service Agreement were met in 2017.

Contract Management

The Service Agreement is reviewed annually, prior to budget, by the Inspector of the Communications Centre, Support Services at OPS and by the Manager, SEM. In addition, 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, as mandated by the Canadian Radio-Television and Telecommunications Commission (CRTC), was completed to allow for the receipt of text messages. The DHHSI service implementation was completed in Q1 2016. The text with 9-1-1 (T9-1-1) service is now able to receive text messages from registered DHHSI individuals.

In 2017, 28 calls were made to T9-1-1 service from DHHSI registered devices. In Q1 2017, OPS conducted various outreach meetings with the DHHSI community to provide information on this new accessible method of contacting 9-1-1 service and provided assistance with registering individual's devices with their wireless providers. More information on this upgrade is available at the following website www.TextWith911.ca.

Looking Ahead to 2018

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. OPS and the City will continue to monitor the CRTC and industry plans for enhances 9-1-1 services.

As the current service agreement ends in March, Security and Emergency Management (SEM) and OPS are currently reviewing the terms of the agreement. The agreement has a bridging clause to ensure no interruption of 9-1-1 service.

SEM 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 “healthy, safe, secure” services to the public.

DISPOSITION

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