

# ANNUAL 911 REPORT



2011



**OTTAWA POLICE SERVICE**  
**SERVICE DE POLICE D'OTTAWA**

*Working together for a safer community*  
*La sécurité de notre communauté, un travail d'équipe*

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# Annual 911 Report

## A REPORT ON THE YEARLY ACTIVITY OF THE OTTAWA 911 BUREAU

In 2011, 9-1-1 call agents answered 313 851 calls representing a 20.7% increase compared to 2010 (+53 733 calls). The daily average of calls answered in 2011 was 860. The increase in calls can be attributed in part to both misdials and the increase of cellular phones in the general public. Although no specific statistics are kept regarding misdials to 9-1-1 from cellular phones, there is a marked increase of calls from wireless devices that now account for 75.8% of all calls made to 911 compared to 57.5% in 2010.

### Activity by partner agencies

Ottawa Police	Ottawa Paramedic	Ottawa Fire	Ontario Provincial Police	Quebec 911	Royal Canadian Mountain Police
74.3%	20.7%	2.8%	1.8%	0.3%	0.06%

Data collected from the Computer Assisted Dispatch System (CAD), reveals that Ottawa Paramedic Service received 20.7% of 9-1-1 calls which is a decrease from 23.9% in 2010; this despite receiving approximately 3000 more calls.

The same applies for the Ottawa Fire Services that show a decline in calls from 3.2% in 2010 to 2.8% in 2011. Ottawa Fire Services however also received a larger volume of calls in 2011, in this case 207 more than in 2010.

As for Ottawa Police Services, in 2011 they received 74.3% of calls made to 9-1-1 compared to 72.4% in 2010. This represents an increase of 156,192 calls.

In 2011, the average service level achieved was 98.5 %. Callers abandoned only 319 of all calls offered to 9-1-1 compared to 315 in 2010.

### BACKGROUND

The 911 system was initially established in 1988 by the former Regional Municipality of Ottawa Carleton. The Ottawa Police Service has been responsible for the effective management of the system since its inception. Partner agencies include Ottawa Fire Services, Ottawa Paramedic Service and various police services such as the Royal Canadian Mounted Police (RCMP), Ontario Provincial Police (O.P.P.) and Military Police which operate within the geographical boundaries of the City of Ottawa.

The Enhanced 9-1-1 Primary Public Safety Answering Point (E911 PPSAP) operates from within the Communications Centre of the Ottawa Police Headquarters, located at 474 Elgin Street. The E911 PPSAP is staffed through a rotation of personnel working within the Communications Centre, who during the course of a working shift, rotate between police call taking, radio dispatching and 9-1-1 call agent roles.

This system provides a pool of personnel fully conversant with 9-1-1 with the ability to temporarily augment 9-1-1 with additional communicators during times of high demand. Sixteen of the 120 communicator positions within the Communications Centre complement receive funding in order to operate the PPSAP.

## PERFORMANCE OBJECTIVES

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The service level objective in place at 9-1-1 is to have 97% of all calls answered within six seconds of having been presented to the Ottawa Police phone system.

The Bell Canada system requires approximately five seconds to process a call, which once delivered to the Ottawa Police Service, is processed by an Automatic Call Distributor system and directed to the first available agent. Incoming 9-1-1 calls are forced, which means that an available call taker is automatically alerted to the incoming call by an audible tone in their headset followed by an instant connection.

We are pleased to report that in 2011, the service level exceeded the 97% objective in all 12 months and reached 99% in January, February, March and November.

It should be noted that the service level objective of Ottawa's 9-1-1 Center far exceeds those set by other Primary PSAPs in Ontario (i.e. Toronto Police Service: 90% of all calls answered within 10 seconds, Peel Regional Police Service: 95% of all calls answered in 6 seconds and OPP: 95% of all calls within 12 seconds).

## CHILDREN'S 911 AWARD

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The 2011 9-1-1 children's awards were held for the 12<sup>th</sup> year at City Hall on May 5, 2011. Several children were recognized for their proper use of the 9-1-1 system during an emergency.

Many city officials including the Mayor, various city councilors and the leadership of the tri-services were in attendance and presented the children with their certificates and tokens of appreciation.

This award is an annual event held by the city to recognize children, 12 years of age or less, who have used the 911 system effectively in emergency situations. Nominations are received throughout the year from the various partner agencies and then reviewed by a selection group.

## STAFFING LEVELS

For operational security reasons, the amount of agents on duty remains unpublished although it can be stated that the average number of agents on duty in 2011 exceeded the minimums stated in the 911 Service Level Agreement.

## 911 PUBLIC COMPLAINTS

The Ottawa Police received 9 public complaints in 2011 regarding the 9-1-1 service. In comparison, 6 complaints were received in 2010 and 8 were received in 2009.

When a complaint is received, the practice is to contact the complainant and review the circumstances surrounding the concerns expressed. If the matter is deemed to relate to service provided by one of the partner agencies, the complaint is forwarded to the appropriate agency for further review and action. The Ottawa Police Service and its partner agencies are committed to providing the citizens of Ottawa with quality customer service and welcome the public's feedback and opportunities to address any concern.

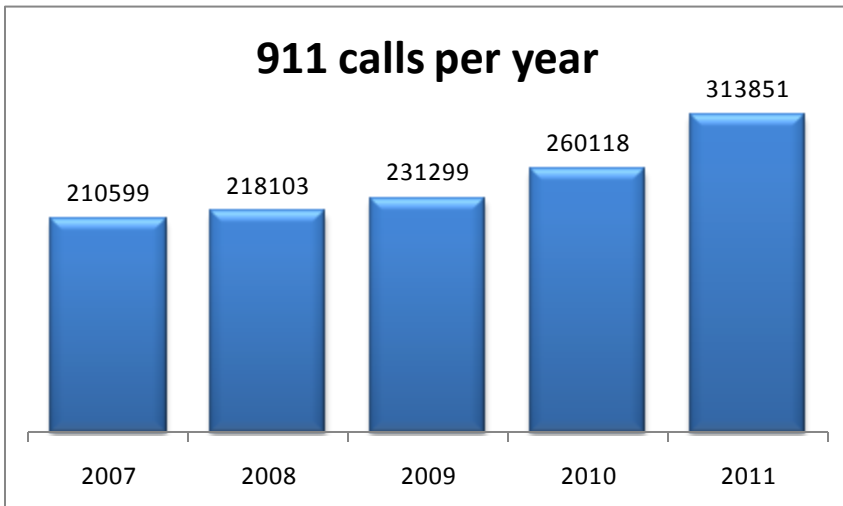
Of the 9 complaints received in 2011, three were referred to partner agencies given that the subject of the complaint was not directly related to the 9-1-1 PPSAP. Two of the complaints were substantiated and remedial actions were taken while the remaining four complaints were deemed to be unfounded.

### 911 PUBLIC COMPLAINTS SUMMARY

No	Received	Nature of complaint	Outcome
1.	April	Complainant indicated that police were not sent to a call for service because he refused to identify himself.	Investigation determined that police officers were sent. Possible miscommunication with caller due to the fact that agent asked for the caller's information for follow-up purposes.
2.	May	Complainant reported not being satisfied with the 911 service as a result of being transferred several times and the operator(s) not taking the information.	Investigation determined that the initial call was made using a cellular phone and was received by Gatineau 9-1-1. Call was transferred to Ottawa 9-1-1 and down streamed to RCMP due to incident taking place in their jurisdiction. 9-1-1 protocols were adhered to.
3.	May	Complainant reported being advised that police would not respond for a crime in progress.	Investigation determined that a priority call was entered and police were dispatched. A miscommunication led to the perception that they had not. Matter was clarified with complainant.

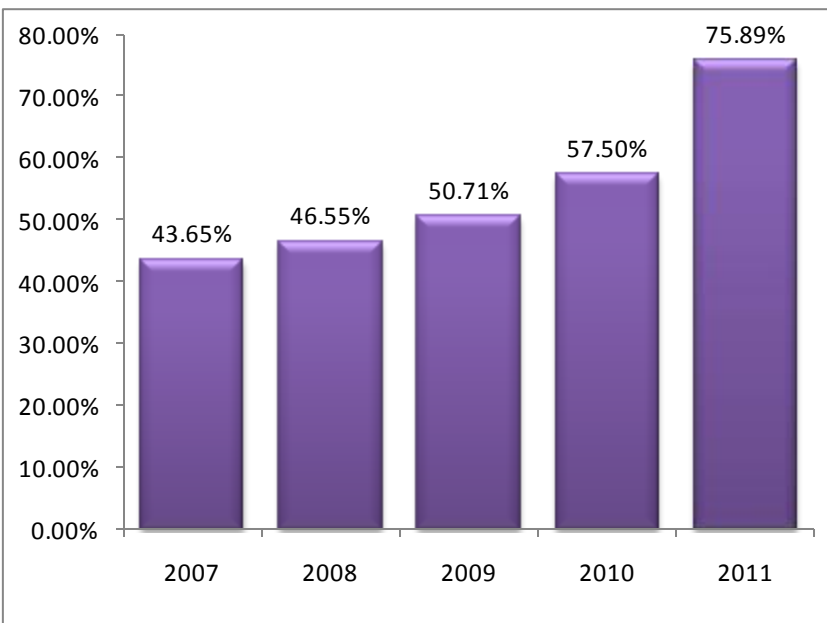
No	Received	Nature of complaint	Outcome
4.	May	Complainant believed they had been transferred to the wrong secondary agency	Investigation determined that complainant was transferred to the appropriate agency.
5.	June	Complainant indicated that police would not respond to a dangerous driver.	Investigation determined that the call was received by another agency. Information provided to the complainant for follow-up with that organization.
6.	June	Complainant indicated that 9-1-1 agent entered the wrong address for a call for service. Call did not originate from the location where incident was taking place.	Investigation determined that the 9-1-1 agent had entered the wrong address. Call agent was counseled following the review.
7.	July	Complainant indicated that 9-1-1 agent caused a delay in response by insisting on getting a specific address before dispatching resources.	Investigation determined that the agent in question was not a 9-1-1 agent. The subject of the complaint was a call taker at one of the partner agencies who dealt with the caller after the call had been transferred. Matter referred to the appropriate agency for investigation.
8.	August	Complainant indicated that an automated error message from Bell Canada was received when a call to 911 was made from a business line.	Investigation conducted by Bell Canada. The error message reported did not exist on their system. Alleged incident is the only one of its kind in 2011. Complainant's phone line was tested and found to be functioning properly. There has been no re-occurrence.
9.	Oct	Complainant indicated that police were not sent to an emergency call.	Investigation determined that a police response was required. 9-1-1 agent had resolved the incident by alternative means. Call agent was counseled following the review.

## STATISTICAL DATA



Source of calls	
Cellular	76%
Residential	13%
Commercial and governmental	8%
Other*	1.96%
*includes multi-party lines, data calls, payphones, etc	

### Percentage of calls received from wireless devices



### Average Time spent per 911 call (seconds)

2007	2008	2009	2010	2011
98	95	91	94	81

### Yearly Service levels achieved

2007	2008	2009	2010	2011
97.9%	98.3%	98.2%	98.4%	98.5%

### Monthly service level achieved for 2011

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Year
99	99	99	97.5	98.8	98.4	97.1	98.6	98.4	98.7	99.1	98.9	98.5