



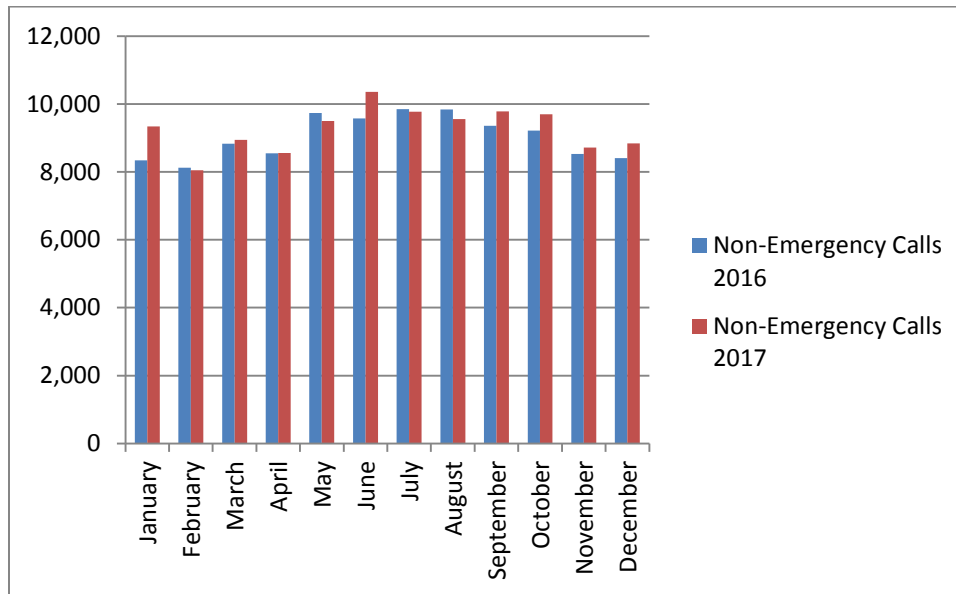
911 COMMUNICATIONS

2017 Annual Report

Alison Kirkland
Manager

9-1-1/Communications

Communication staff is responsible for the handling of emergency and non-emergency calls from the public. In 2017 Communications staff answered 111,087 calls not including 9-1-1 calls, resulting in 31,499 calls for service. This is a 2.5% increase from 2016 during which there were 108,335 calls answered by the Communications Unit.



911/Communications

The Communications Unit is staffed with a 9-1-1/Communications Manager, 4 Communications Supervisors and 12 Communicators, and is aligned to coincide with the four platoon system. The Communications section is responsible for the 24/7/365 coordination of the 9-1-1 Emergency Centre and the Police radio dispatch system in keeping with the supervisory and operational responsibilities mandated by the legislation contained in the Ontario Police Services Act. Communicators provide centralized control of personnel and facilitate front line operations through the rapid dissemination of critical information by radio and telephone.

The Communications Unit operates and does research on various computer databases; monitors the internal and external security audio/video systems for headquarters; exports the Audio and Video evidence from the security systems; and, provides the digital evidence for court. In 2017 this totaled 267 audio files and 150 videos.

9-1-1 Operations

The Peterborough Police Communications Unit is the Public Safety Answering Point (PSAP) for the residents of Peterborough as well as the Townships of Selwyn and Cavan Monaghan.

Communication staff are highly trained professionals that are responsible for receiving and prioritizing emergency calls, dispatching and down streaming emergency medical and fire calls to our emergency partners.

The Emergency Communications/9-1-1 Centre received 30,427 9-1-1 calls, including 1,857 from the Township of Selwyn and 1,757 from the Township of Cavan Monaghan in 2017.

The Communications unit also received 3,850 no answer calls. These are calls where the caller hangs up upon emergency operators answering the line. It is the responsibility of the Communication Centre to call back every no answer call and ensure the callers wellbeing and dispatch emergency services if required.

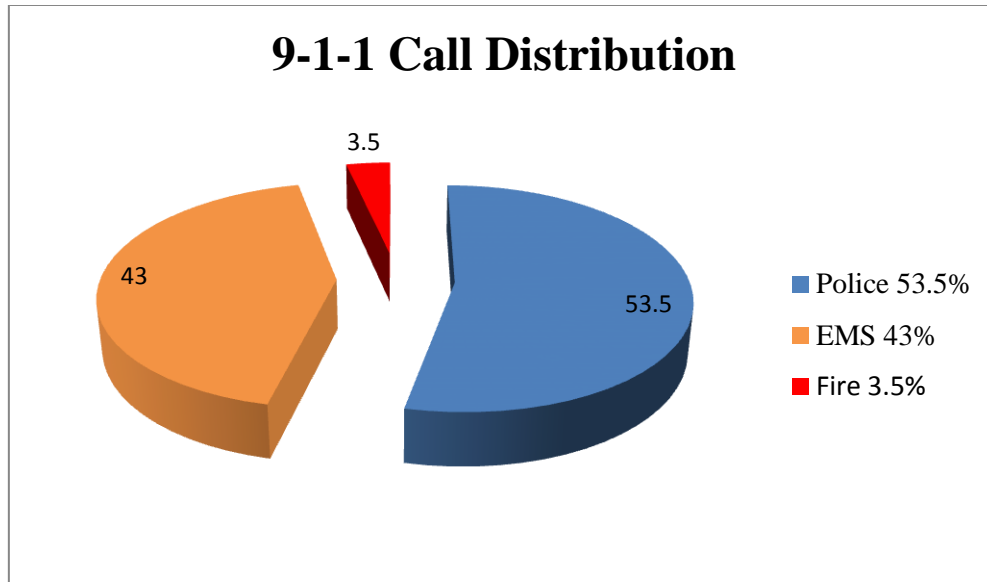
Historical 9-1-1 Statistical Comparisons

9-1-1 call statistics show an 8% decrease from the previous year. The decrease in 9-1-1 calls can potentially be attributed to the increased public education and awareness by means of media and social media outlets in regards to the proper use of 9-1-1.

| | 2013 | 2014 | 2015 | 2016 | 2017 |
|----------------|---------------|---------------|---------------|---------------|---------------|
| Peterborough | 33,295 | 33,958 | 32,023 | 29,143 | 26,813 |
| Selwyn | 2,715 | 2,210 | n/a | 2,019 | 1,857 |
| Cavan Monaghan | n/a | n/a | n/a | 1,883 | 1,757 |
| Total | 36,010 | 36,168 | 32,023 | 33,045 | 30,427 |

9-1-1 Call Handling Report

| Emergency Service | 2017 |
|--------------------------|--------------|
| Police | 16,199 Calls |
| Fire | 1,064 Calls |
| Ambulance | 13,164 Calls |



Communications and Technology

Radio Technology

The 9-1-1 Communications Manager is responsible for the management and ongoing infrastructure requirements of the Harris P25 Radio System that was installed in 2012. This P25 radio system meets all public safety standards and provides greater flexibility for establishing interoperability between police, fire and municipal services in the future.

At the end of 2017 the first comprehensive radio site refresh was completed, as part of the 12 Year Lifecycle maintenance agreement that was purchased to ensure the upkeep of the radio system.

9-1-1 Communications/Information Technology

Updates to the video security system started at the end of 2017 and include the purchase of five (5) new IP cameras replacing older analog cameras from around Police Headquarters. In 2017 the Service also began the process of purchasing new equipment to refresh our current Milestone Video System as an eco-friendly solution; this is due to be completed over a 3 year period.