



NORTH BAY POLICE SERVICE

2008 Annual Report Communications

Report Date: Feb. 09, 2009
Author: C. Smith

A. Mandate of the Unit

The mandate of the North Bay Police Service Communications Centre is to:

- 1) Receive and process emergency 9-1-1 calls for the City of North Bay and Callander (Central Emergency Reporting Bureau)
- 2) Dispatch calls for service for the North Bay Police Service, North Bay Fire and Emergency Services and the Callander Fire Department
- 3) Provide support to Sworn Officers and Fire Fighters

B. Executive Summary

The Communications Centre is staffed by 10 full time and 5 part time Civilian staff. In 2008, we welcomed 2 part time Dispatchers to full time status and are continuing to work towards filling the part time vacancies. One other part time Dispatcher has completed his training and is now performing all duties, bringing us one step closer to a full compliment of trained staff.

Although there seems to be little change in the volume of calls for service, the resources available and the follow up or support information required on each call continues to increase.

With 3 clear priority mandates (police, fire and 9-1-1) our success can be attributed to the dedication of all Dispatchers. Balancing the needs of the Sworn Officers, Fire Fighters and the public from both North Bay and Callander in a continuously changing environment, while ensuring safety remains in the forefront has made for a challenging year.

C. Activities

In August 2008 our CAD system was upgraded to include direct access to the Canadian Police Information Centre (CPIC). This enhancement allows Dispatchers quicker access to information required by Patrol Officers. The ongoing efforts of the CAD Enhancement Committee has contributed to ensuring that the program is reflective of the needs of the Police Community.

Direct access to the PIP (Police Information Portal) now provides Dispatchers with another tool in providing support to Patrol Officers and it's use as an investigative tool continues to increase.

Activities

With CPIC (Canadian Police Information Centre) now a web based application, Dispatchers can perform required queries directly from their workstation.

In March 2008, 2 Dispatchers attended the Domestic Violence Workshop for Communicators in Waterloo and brought back invaluable information to assist in educating co-workers.

As of 2008, our process for forwarding 9-1-1 calls related to Domestic Violence occurrences was updated to facilitate the process. All calls are now automatically forwarded via encrypted email, reducing some of the administrative process and the need to hard copy to CD.

D. Performance Indicators

In 2008, the Communications Centre logged 23,757 Police calls for Service, 1,630 North Bay Fire calls for Service and approximately 150 Callander Fire calls for Service. In addition, as the C.E.R.B., 14,362 9-1-1 calls were processed through our Centre.

The Communications strives to ensure response times are reflective of the Police Service's established policies. A quarterly audit is performed to ensure compliance with these established policies and overall we maintained a 91% compliance rate.

E. Anticipated Issues for the Future

Staffing issues in 2008 contributed to an increase in part time hours and scheduling challenges. These difficulties will carry forward into 2009 until we are able to return to a full compliment of 5 part time staff. All training is conducted in house and involves a one year program where a new employee will progress through the various job functions. As they become proficient in one area, they will then be provided with hands on exposure to each job function until they progress through the various duties.

With the use of cellular calls and of Voice of Internet Provider (VoIP) calls, incidents where a Dispatcher is unable to identify where an emergency call is coming from continues to increase. Proposed new legislation by the CRTC means 9-1-1 centres may soon be able to pinpoint the location of such emergency calls. Phase II ANI/ ALI will allow wireless carriers (cell and VoIP) to provide GPS location data to our centre.

F. Conclusion

The Communications Centre is an invaluable resource centre for Sworn Officers in the performance of their duties. It is a challenge to remain current and proficient with the ever- increasing changes in technology. The dedication of the Communications staff has ensured that we are able to provide the Sworn Officers, the Fire Fighters and the general public with the quality of service that is in keeping with our mandate.