



NORTH BAY POLICE SERVICE

2009 Annual Report Communications

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A. Mandate of the Unit

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

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

B. Executive Summary

The Communications Centre is currently staffed by ten full time and four part time Civilian staff. In 2010 our Service will hire one more part time dispatcher to bring us up to a full compliment. Although there seems to be little change in the volume of calls for service over 2008, the resources available and the follow up or support information required on each call continues to increase as information is becoming more readily available to Patrol Officers.

With three clear priority mandates (police, fire and 9-1-1), again this year our success can be attributed to the dedication of all dispatchers. Balancing the needs of the Police Officers, Fire Fighters and the public in a continuously changing environment, while ensuring safety remains in the forefront has made for another challenging year.

C. Activities

Three part time Dispatchers were hired in 2009 and a great deal of time was spent on the first half of their training process. Adequacy Standards requires that each Communicator complete the required training in order to acquire the necessary knowledge, skills and abilities to perform their duties.

Upgrade / improvements to the I/Dispatcher were completed in late 2009 to accommodate the new guidelines for cellular service providers. They now provide us with the latitude and longitude of the location of the caller (XY coordinates) and in turn our CAD system will plot it on our map and provide an estimated address. Although it can't pinpoint the exact location, it can certainly make a difference in reducing a search area and providing a starting point.

Work is continuing on the CPIC/ICAD interface in order to streamline the inquiry process and provide quicker responses to officer's inquiries by reducing the number of information systems that have to be queried.

In 2008 the process for forwarding a copy of the audio from 9-1-1- calls relating to Domestic Violence calls or other matters to the Crown's Office for evidentiary purposes was updated. This resulted in 138 instances in 2009 where audio was forwarded via electronic email for disclosure purposes, greatly reducing some of the administrative process and the need for hard copies to CD.

D. Performance Indicators

A comparison of our 2009 performance indicators over 2008 are as follows:

	<u>2009</u>	<u>2008</u>
Calls for Service-Police	23,574	23,757
Calls for Service-Fire	1,620	1,630
9-1-1 Calls for City of North Bay	14,854	14,362

The Communications Centre 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 2009 saw no change to our 2008 compliance rate of approx. 91%.

E. Anticipated Issues for the Future

Staffing / training issues in 2009 contributed to an increase in part time training hours and scheduling challenges. These difficulties will hopefully be reduced in 2010 as we anticipate returning to full staffing levels by mid-year.

Mapping data for the City of North Bay will have to be updated in 2010 to ensure accurate information on City streets is available and provided to the responding Officers.

F. Conclusion

The Communications Centre continues to be an invaluable resource centre for sworn officers and fire fighters in the performance of their duties. It is always 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 sworn officers, fire fighters and the general public with the quality of service that is in keeping with our mandate.