



NORTH BAY POLICE SERVICE

2010 Annual Report Communications

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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 and the North Bay Fire and Emergency Services.
3. Provide support to Sworn Officers and Fire Fighters.

B. Executive Summary

The Communications Centre is currently staffed by ten full time and five part time Civilian members. With three clear priority mandates (police, fire and 9-1-1) balancing the needs of the Sworn Officers, Fire Fighters and the public in a continuously changing environment, while ensuring safety remains in the forefront has made for another challenging year. Technological advancements have a significant impact on all aspects of our job function, from training required to remain current on existing applications to the increased applications available that provide access to the various databases.

C. Activities

The training process continued for three part time dispatchers for most of 2010, with two part time members completing their training to meet the Adequacy Standards, and one part time completing the 2nd phase of his training. There was approximately 660 hours of one-on-one Coach Officer Training hours in 2010 with part time personnel.

Issues with the I/CAD/CPIC III interface were resolved, providing quicker response to Patrol inquiries. Through the CAD Enhancement Committee, two members assisted with testing the functionality of the next release of I/CAD, which is scheduled for implementation in August of 2011.

For the period of March 1st through to December 31st 2010 the Communications Centre logged 4,864 traffic stops that were called in by Patrol Officers. A single traffic stop typically generates computer checks for a vehicle, one or more persons and often a drivers licence check and personal history for a driver. If a Provincial Offences Notice (traffic ticket) is issued, it will increase the inquiries that we respond to as administrative information is now required to complete the infraction (correct addresses, postal codes, etc.). Recording the traffic stops in I/CAD has helped bring to the forefront the amount of inquiries and workload performed in the Communications Centre that we previously did not track as they are not reflected in the calls for service.

Our Service recording system was upgraded in April 2010 to the NICE Call Focus System. Some of the advanced features of this system allow for easier retrieval of information for investigations or for evidentiary purposes. Electronically forwarding audio to the Crown Attorney's Office has streamlined the administrative process and in 2010, approximately 121 requests for telephone and radio audio were processed in this manner.

Due to the number of users entering information in the I/CAD system, an ongoing audit of all entries is necessary in order to maintain the quality of the data. In 2010 two dispatchers were assigned to review the data from over 28,000 calls for service entered in I/CAD for consistency and accuracy.

D. Performance Indicators

A comparison of our 2010 performance indicators over 2009 are as follows:

	2010	2009
Calls for Service Police	28,632	23,574
Calls for Service Fire	1,615	1,620
9-1-1 Calls for Service	17,446	14,854

Although the number of Fire calls remained virtually unchanged in 2010, there was a 17% increase in the number of 9-1-1 calls received and a 20.7% increase in the number of logged calls for service for Police. This increase in Police calls is attributed to the recording of traffic stops from March through to December 2010.

The Communications staff put forward extra efforts to ensure call taking & dispatch times are reflective of the Police Service's established policies. A quarterly audit was performed to ensure compliance with these policies and once again, our compliance rate remains virtually unchanged for 2010 at 91.6 % (2010 was 91%). Random radio communications are also forwarded on a regular basis for review as part of the audit.

E. Anticipated Issues for the Future

Staffing & training are ongoing challenges and will continue into 2011 with one part time staff moving to the next phase of his training and one full time member retiring. The retirement vacancy will be filled by an existing part time member, and recruiting, testing and hiring of another part time member will start in February 2011.

Mapping data for the City of North Bay will be updated in 2011 to coincide with the new I/Dispatcher software upgrade, scheduled for August 2011. The updated mapping will ensure that accurate information on city streets is available and provided to the

responding officers. The I/CAD 9.1 software upgrade will require some training for all dispatchers as well as for any member responsible for data entry in the I/CAD.

It is anticipated that the radio communications consoles will be upgraded in 2011. The new consoles will be computer software based and this will require changes to our existing setup and how we conduct our day-to-day business.

Technological advancements will continue to have an impact on the 9-1-1 service. The increased use of cell phones by the general public is reflected in the 17% increase in 9-1-1 calls in 2010. One of our next steps is to expand in area of public access to 9-1-1 via text messaging for persons with a hearing or speech disability. A trial is scheduled to be conducted in three sites (Toronto, Vancouver and Montreal) in the 2nd quarter of 2011. At these test sites, communication with a caller will be via SMS text messages.

Although this is intended as a solution for dealing with persons with a hearing or speech disability, it is quickly becoming viewed as a method that would allow communications between a caller and the 9-1-1 centre for other instances where the caller is unable to speak, due to exigent circumstances (i.e. fear of being heard). It is anticipated that we will be addressing this issue later in 2011 or possibly early 2012.

An undertaking to review the data collected by the Communications Centre on various calls will be a main focus in 2011. As the information collected when receiving a call flows through and forms the basic call in RMS, ensuring we only collect information that is searchable in the RMS will help to ensure we remain efficient. Eliminating time spent on collecting irrelevant information will hopefully have a significant impact on reducing the amount of time spent on adding each call for service. Developing guidelines on the type of information is of value in the RMS for each call type will provide some consistency and efficiency for the call taking process.

F. Conclusion

The Communications Centre continues to be an invaluable resource for Sworn Officers and Fire Fighters in the performance of their duties. It is always a challenge to remain current and proficient with the constant changes in technology. Once again, the dedication of the Communications staff has ensured that we are able to provide emergency responders and the general public with the quality of service that is in keeping with our mandate.