

**For Information**

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REPORT TITLE: **9-1-1 Annual Update - 2019**

FROM: Sean Baird, Commissioner of Digital and Information Services

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**OBJECTIVE**

The 9-1-1 Advisory Committee is accountable to provide annual updates on 9-1-1 activity in Peel.

**REPORT HIGHLIGHTS**

- The Regional 9-1-1 emergency number service represents a partnership among the Peel Regional Police, the City of Mississauga, the City of Brampton, the Town of Caledon, the Region of Peel and the Ministry of Health and Long-Term Care in providing emergency communications service to Peel residents.
  - In 2019, 9-1-1 Communicators received 569,256 calls for emergency services with 342,474 or 60 per cent being valid emergency calls.
  - 226,782 calls to 9-1-1 or 40 per cent were misuse of the services such as misdials, pocket calls, test calls, hang ups and short duration calls.
  - Efforts continue to build awareness about the proper use of 9-1-1 to reduce unnecessary demand on the system.
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**DISCUSSION**

**1. Background**

Peel Regional 9-1-1 service was implemented in 1988 and a 9-1-1 Advisory Group was established to ensure collaboration and coordination of the 9-1-1 system which is a partnership among Peel Regional Police, the City of Mississauga, the City of Brampton, the Town of Caledon, the Region of Peel and the Ministry of Health and Long-Term Care in providing emergency communications to Peel residents through a dedicated telephone network.

**2. 9-1-1 Performance**

In 2019, 569,256 calls were received for 9-1-1 in Peel; 342,474 calls or 60 per cent were valid requests for emergency assistance, and 226,782 calls were classified as misdials, pocket calls, test calls, hang ups, and short duration calls.

Calls to 9-1-1 increased by 18 per cent in 2019 and have been trending up over the past five years. In addition, short duration calls are also up by 28 per cent and misuse are up 24 per cent.

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9-1-1 Communicators answered 67 per cent of all calls in 10 seconds and 75 per cent in 20 seconds, which is below the National Emergency Number Association standard target of 90 per cent in 10 seconds, or 95 per cent in 20 seconds. Appendix I provides a 5-year comparison of call volumes and service levels.

Mobile technology is a contributing factor in increased call volumes with increased opportunity for inappropriate use of 9-1-1 with pocket dials and short duration calls.

Introduction of Amber Alerts did increase the call volumes and misuse of 9-1-1 calls in 2019; however, by December 2019, there was a noticeable decrease in the misuse of calls due to the wide support and growing understanding need of amber alerts.

In 2019 Peel Police hired 8 new call takers for 9-1-1 calls to address the increased call volumes and to improve response rates for residents. It is also important to note that in 2020 despite the pandemic another 20 call takers have been hired and are progressing through training and are either available for taking calls or will be by the end of December 2020. In addition, 11 new Dispatchers have been hired and trained in 2020. It is expected that this will provide much needed support to improve the overall service level and bring it much closer to the standard targets.

### **3. Raising Public Awareness and Community Engagement**

It is not easy to know what to do when in a state of stress or in a panic situation. Throughout 2020, there will be continued efforts made and attention provided to increasing awareness' about the proper use of calling 9-1-1 and attention made to building awareness to reduce inappropriate calls to 9-1-1.

To assist further in educating Peel residents about the proper use of 9-1-1, the Region has developed online resources such as the 9-1-1 Emergency Service informational web page <http://www.peelregion.ca/emergency/emerg.htm>. Municipal partners, including the City of Brampton, City of Mississauga and Town of Caledon all feature 9-1-1 informational webpages, dedicated to providing residents with information around the proper use of the 9-1-1 service. Educational packages with digital links have been shared with local hospitals, schools, libraries and community centres.

Below are some of the 2019 events that included building awareness of 9-1-1:

- Crime Prevention Academy, February 27th, March 27th and October 16th
- Airport Division Open House, June 22nd, and 12 Division Open House September 7th
- Police Day, June 8th
- Neighbours Night, Frank McKechnie, June 25th
- Community Crime Awareness, Celebration Square, September 14th
- Pedestrian Safety Month, October Safety Home Program, Caledon, throughout the year

We continued to highlight the appropriate use of 9-1-1 during 9-1-1 Awareness Week, April 12 to April 18, 2020, and Emergency Preparedness Week, May 4 to May 8, in 2020 and periodically over the course of the year.

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### CONCLUSION

The 9-1-1 emergency number service is an essential component of the emergency communication network in the Region of Peel. The continued success of the 9-1-1 service reflects the combined dedicated efforts of all the public safety communication professionals within the Region.

### APPENDICES

Appendix I - 5-year Comparison of Call Volumes and Service Levels

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*For further information regarding this report, please contact Karla Hale, Director, Community Connections, Ext. 4998 [karla.hale@peelregion.ca](mailto:karla.hale@peelregion.ca)*

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#### ***Reviewed and/or approved in workflow by:***

Department Commissioner and Division Director.

Final approval is by the Chief Administrative Officer.



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J. Baker, Chief Administrative Officer