

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON
MUNICIPALITÉ RÉGIONALE D'OTTAWA-CARLETON

REPORT
RAPPORT

Our File/N/Réf. 03 02-98-0009
Your File/V/Réf.

DATE 28 September 1998

TO/DEST. 9-1-1 Management Board

FROM/EXP. Co-ordinator, 9-1-1 Management Board

SUBJECT/OBJET **9-1-1 BUREAU QUARTERLY REPORT**

REPORT RECOMMENDATION

That the 9-1-1 Management Board receive this report for information.

BACKGROUND

The 9-1-1 Bureau Manager has submitted the attached report for April to June 1998 for the information of the Board.

The 9-1-1 Advisory Committee received this report on 25 Sep 98 and their discussion is reflected in the attached draft Minute extract.

*Approved by
Rosemary Nelson*

att.

Extract of Draft Minute
9-1-1 Advisory Committee
25 September 1998

3. 9-1-1 BUREAU QUARTERLY REPORT
- Co-ordinator, 9-1-1 Advisory Committee report dated 11 Sep 98

On behalf of Inspector Erfle who was unable to attend, Superintendent Patrick Moyle explained to committee the reason for a decrease in the efficiency ratio. He stated that prior to amalgamation, emergency calls for police assistance for Gloucester, Nepean and the OPP were immediately sent to those particular areas; 9-1-1 call-takers did not have to verify the ANI/ALI as this was done by the agency the call was immediately downstreamed to. This transfer would last for several seconds and the call-taker was then available for the next call. However, the Bureau now verifies all of those calls and having to do so holds the line open for a longer period of time, resulting in calls being answered on the fourth ring rather than the third, hence a reduction in the efficiency ratio.

The Superintendent explained this is an opinion by the Bureau and is not verified as the cause, but confirmed the ComCentre is investigating and hopefully will have a recommendation before long.

It was suggested the answer might be the addition of another operator to assist the call-takers and the Committee Chair believed the Management Board may want to discuss what the impacts have been as a result of the amalgamation of the OPP being taken over by the ComCentre, et cetera.

That the 9-1-1 Advisory Committee receive this report for information.

RECEIVED