



July 31, 2013

City Council Committee Report

TO: Mayor and Council

FR: Warren F. Brinkman, Emergency Services Manager

RE: June CERB (Central Emergency Reporting Bureau) 9-1-1 Report

Recommendation:

That Council of the City of Kenora accepts the June 2013 9-1-1 CERB report as presented.

Background:

"911" is the three digit telephone number that has been designated as the "Universal Emergency Number," for public use throughout Canada and the United States to request emergency assistance. It is intended as a nationwide telephone number giving the public direct access to a Public Safety Answering Point (PSAP) which will be responsible for taking the appropriate action. Council for the City of Kenora approved contracting the 9-1-1 CERB (Central Emergency Reporting Bureau) with the Ontario Provincial Police for the City of Kenora's residential population at a Council meeting on 15 December 2008. 9-1-1 call taking for the City of Kenora through this service became effective on the 18th of March 2009.

The monthly report referred to as the "Provincial Communications Centre CERB Queue Call Volume and Service Level Report" sent to the City of Kenora from the North Bay Provincial Communication Center (PCC) is designed to provide the Service Level and Abandoned Calls. Service Level (slide 1) is the percentage of 9-1-1 calls answered at the North Bay PCC within 12 seconds or less in comparison to the total number of 9-1-1 calls received as calculated on a monthly basis. So for example, in February of 2013, 21,773 9-1-1 calls were received at the North Bay PCC, and 99.23% of these calls were answered within 12 seconds or less. The OPP currently has a service level objective of answering 95% of all 9-1-1 calls within two rings. As you can see, this performance level is routinely exceeded.

Abandoned Calls (slide 2) are calls where the caller has hung up before the North Bay PCC has answered. This slide also indicates the average speed of answer to a 9-1-1 call. So for example, in February of 2013, there were 22 abandoned calls and all calls were answered on average at less than 1 second (0.8 seconds) during that month. The data contained in the PCC CERB Queue Call Volume and Service Level is based on all of the calls received, and cannot be broken down to a specific location.

Budget: As contained in the 2013 Operating Budget.

Communication Plan/Notice By-law Requirements: Municipal Memo, Portal, and Media.