



OPP PROVISION

Of

9-1-1

**PRIMARY PUBLIC SAFETY
ANSWERING POINT (P-PSAP)
SERVICES**

OPP 9-1-1 P-PSAP Services

The Ontario Provincial Police (OPP) has over ninety years of experience in providing services to municipalities throughout the Province of Ontario. Many of the services, including policing, communications and 9-1-1 Primary Public Safety Answering Point (P-PSAP), are provided under contract.

Trained personnel have expertise in both call taking and dispatch functions and are available to provide 9-1-1 P-PSAP services 24 hours per day, seven days per week.

Presently, the OPP has over 90 contracts for 9-1-1 P-PSAP Services with municipalities and Local Services Boards across Ontario.

If a Municipality chooses to accept an OPP contract for the provision of 9-1-1 P-PSAP services, the resources of the Provincial Communications Centre will focus on meeting the needs of the Municipality, as set out in the contract.

Advantages to the Municipality include:

- assurance of the adequacy of the service;
- utilization of effective, state of the art technology;
- service provided at a defined cost.

The following information contained in this document describes P-PSAP services as provided by the OPP.

Technical and Operational Information

Provincial Communications Centres Providing Call Answering

A Provincial Communications Centre is the incoming communications centre and acts as the primary interface between the public and the OPP for both routine and emergency calls, including 9-1-1. The OPP currently operate five (5) Provincial Communications Centres in Ontario. All OPP Provincial Communications Centres operate in compliance with the provisions of Ontario Regulation 3/99 governing the adequacy and effectiveness of police services (Adequacy Standards). The OPP currently provides 9-1-1 P-PSAP services to numerous municipalities throughout the province.

The OPP will provide year-round 9-1-1 P-PSAP services to the Municipality, 24 hours per day through one of two Provincial Communications Centres. The North Bay Provincial Communications Centre is designated as the primary call answering centre, with another OPP Provincial Communications Centre serving as the backup location. This will be required as part of the Bell conversion (cutover) plan. Staff and system requirements necessary for the provision of this service to the municipality will be available upon acceptance of the OPP as the provider of P-PSAP services. 9-1-1 calls will be answered and directed to the various public safety agencies within the municipality's 9-1-1 Public Emergency Reporting Service (PERS) service. In order to accommodate 9-1-1 P-PSAP responsibilities for the municipality, Bell PERS will be required to install circuits to direct the calls appropriately to the OPP. This work will be done without any cost to the municipality as part of a cutover plan.

Staffing of Provincial Communications Centres

The OPP staffs all of its Provincial Communications Centres, including the North Bay location, with OPP personnel, both civilian and uniform. The OPP also manages all of the personnel and equipment in these facilities required to receive and process all emergency calls directed to the P-PSAP. A Provincial Communications Centre is normally staffed based on historical workloads and software that identifies the number of required personnel to adequately meet the OPP Grade-of-Service target. During normal operations the call-taker and dispatcher functions are separated, although all operators are trained to perform either role. On-duty civilian Communication Teams Leaders and OPP uniform supervisors provide full time supervision and support at all times.

The OPP is thoroughly familiar with the operation of the 9-1-1 PERS system, as it is a part of normal day-to-day operations. Our personnel have considerable experience in dealing with emergent situations and serving the public directly. This experience and fundamental orientation will be of benefit to the citizens of the Municipality.

Training

The provision of communications is a mission critical service for the OPP and as such, considerable resources and training are dedicated to these functions. A quality assurance program has been implemented to ensure employees are adequately trained and standard operating procedures are adhered to. All applicants for OPP communications operator positions are subjected to a rigorous screening process involving interviews, testing (CRITICAL), grammar and computer skills; and security checks. Once hired, they receive extensive training in a classroom environment, followed by practical training in the Provincial Communications Centre, and are matched with a peer monitor during their initial transition. The operation of 9-1-1 PERS is performed utilizing the Bell Canada Standards Manual. The OPP is a Primary and Secondary Public Safety Answering Point provider for numerous 9-1-1 services and operates in this environment continually.

Standards

The Provincial Communications Centres are guided by OPP Standard Operating Procedures that incorporates the Bell Canada Standards Manual. These procedures are applied consistently to all OPP 9-1-1 customers. The OPP currently has a service level objective of answering 95% of all 9-1-1 calls within 2 rings. This performance level is normally exceeded. Performance of all call answering activity is measured and reviewed daily. The 9-1-1 P-PSAP calls are the highest rated priority in the system and are always answered first.

Note: The standard ringing cycle is 6 seconds and is fixed by the telephone company. Accordingly, the maximum time for 2 ringing cycles is 12 seconds from start to finish.

Each Provincial Communications Centre is equipped with digital reader boards that display the number of calls waiting in the queues and the time for the longest outstanding call. The reader boards are programmed to sound an audible alarm at preset limits showing the number of calls waiting and the time for the longest outstanding call. Immediately upon an alarm sounding, prompt action is taken to address the situation to relieve pressure. Team leaders continually monitor call activity and assign duties as required by the situation. Use of this equipment facilitates efficiencies in call answering.

Redundancy and Back-up Sites

Both the P-PSAP (the North Bay Provincial Communications Centre) and the back-up location (another OPP Provincial Communications Centre) are equipped with the same types of equipment and provide equivalent operation and service.

Back Up Site: The operation of the Provincial Communications Centres is mission critical to the OPP. The OPP has developed plans to deal with various system failures or disasters. There are several options to deal with emergent situations up to and including transferring all operations to the back-up location. This includes 9-1-1 PERS service (P-PSAP and Secondary PSAP (S-PSAP)) and regular OPP direct dial services via 888-310-1122/33. It should also be noted the telephone company services (regular Central Office and 9-1-1 PERS) for both the North Bay Provincial Communications Centre and the back-up location are provided via a fiber ring that provided redundant access from the local Bell Central Office. Both locations are also served by different Bell digital multiplex system (DMS) switching systems.

Multi-Language/Hearing-Voice Impaired Calls

All 9-1-1 calls are initially answered in English. However, there are personnel on staff within each Provincial Communications Centre who are conversant in the French language. The OPP will respond, as provided by the French Language Services Act, to both verbal inquiries and written correspondence received in French. The OPP is a subscriber to Language Line Services (formally AT&T Language Services) and regularly use this service to access translation services. Each Provincial Communications Centre is equipped with two (2) TDD/TTY devices, which are connected to the telephone systems and 9-1-1 calls can be transferred as required. These devices are also utilized by the OPP to provide similar service through the direct dial 1-888-310-1133 number.

Multi-Channel Digital Logging Equipment

Both the P-PSAP (the North Bay Provincial Communications Centre) and the back-up location are equipped with multi-channel digital logging equipment. Multi channel digital recorders also provide continuous long-term storage on a 24-hour per day basis. The logger recordings are retained in a secure environment at the Provincial Communications Centres. The OPP utilizes the Digital Voice Disc (DVD) recorder system, which allows instantaneous access to all communications, including 9-1-1 calls within the Provincial Communications Centre. This includes, but is not limited to, queries about conversations over the radio system, tape requests, concerns from officers and dispatchers/call takers, and allows for the auditing of calls for quality control purposes. Records are retained for a five (5) year period. Recordings of 9-1-1 related calls are the property of the OPP and no ownership can be accorded to the Municipality. These records contain other proprietary information.

Automatic Number Identification/Automatic Location Identification (ANI/ALI)

All Bell 9-1-1 PERS ANI/ALI data and associated information received with each individual 9-1-1 call is recorded. The OPP is responsible for its own operations and can accommodate the reception of ANI/ALI data. The ANI/ALI data may be downstreamed to Secondary PSAP agencies.

The OPP is prepared to provide to authorized individuals, copies of audio recordings, as it directly pertains to the Municipality's P-PSAP operation for purposes of civil litigation and/or criminal proceedings. Requests for such information must be received in writing at least 5 days prior to the end of the five (5) year retention period for audio recordings. The OPP will retain the originals until such proceedings are complete.

Online Conferencing

The Bell PERS system has a maximum conference capability of three (3) parties. In operation, the P-PSAP will conference the originating 9-1-1 caller to the requested service (police/fire/ambulance). It is then the responsibility of the Secondary PSAP that receives the 9-1-1 call from the P-PSAP, to manage the situation and conference others as required. The OPP can add a fourth party (i.e. Language Line Services) via the Meridian conference feature.

Reports

The OPP will provide reports, the frequency of which shall be monthly or as determined in consultation with the Municipality, which will show the overall efficiency of the P-PSAP operation in answering 9-1-1 calls and the volume of calls handled for the Municipality.

The OPP notifies Bell of any identified addressing errors related to the ANI/ALI addressing database. As a standard practice, the OPP reports any noted failures of the 9-1-1 PERS system to Bell Canada.

Costs

The OPP determines the costs for this service based on the population of the community. The annual rate per capita is \$0.561.

Additional Charges:

The annual rate shall be reviewed at the end of every calendar year and it may be revised by the OPP based on changes to the residential population or to the per capita cost charged by the OPP. In the event that the residential population of the Municipality increases or decreases by more than 10% during either the previous year, or cumulatively since the date the Agreement began, the annual rate shall be adjusted accordingly for the following year, and the Municipality shall be obliged to pay the OPP the revised annual rate. The OPP shall determine the annual revisions to the residential population using population figures found in the latest version of the Ontario Municipal Directory, or if not found there, then in other recognized sources.

Allowances for Business Interruptions:

Due to the equipment redundancy and back-up provisions, the OPP do not expect any disruption to P-PSAP service. To date there has been no service interruptions to P-PSAP services that are attributable to the OPP. The OPP have committed significant resources to the telecommunications infrastructure to prevent disruptions and consequently are not offering any monetary allowances.