



Emergency Services Committee Presentation

December 11th, 2019



Agenda

This presentation provides information regarding the systems utilized to answer a 911 call, process, triage and dispatch of emergency calls for Fire Services including career and volunteer stations.



9-1-1 Emergency Communications Centre

- The 9-1-1 Emergency Communications Centre (ECC) is a Primary Public Safety Answering Point (PSAP) responsible for the operation of a 24/7 – 911 Police Services and Fire Services dispatch centre.
- The 9-1-1 ECC is responsible for down streaming all 911 calls for City of Greater Sudbury Paramedic Services to the Central Ambulance Communications Centre.



9-1-1 Emergency Communications Centre: Staffing

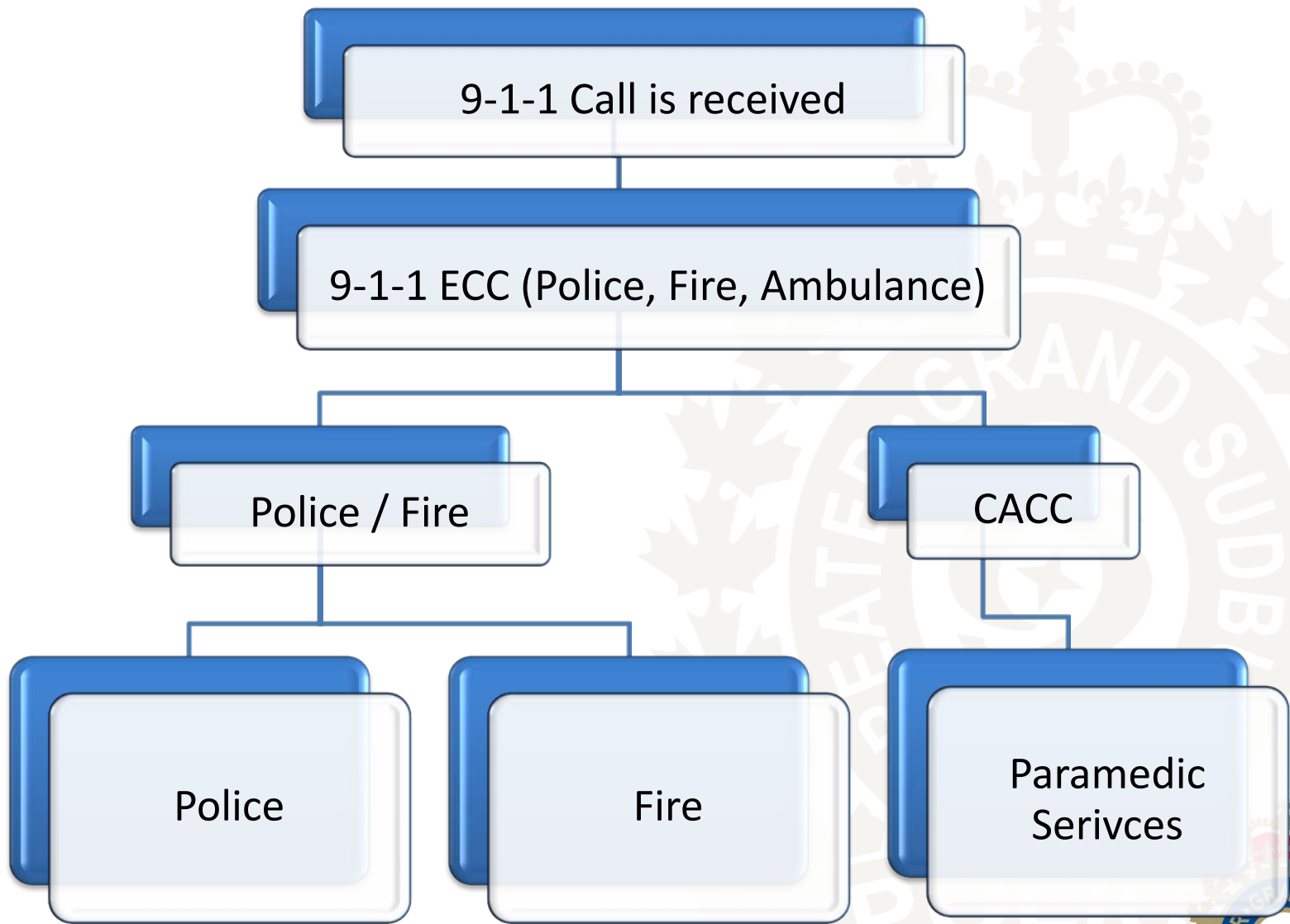
- In 2018, the ECC received over
 - *57,000 - 911 Calls*
- Our communicators dispatched
 - *52,960 Police incidents*
 - *5,132 Fire related incidents*



9-1-1 ECC - 7 Staff Members

- **1 Supervisor**
 - Oversees the operations of the 9-1-1 ECC
- **4 Dispatchers**
 - 2 Police Channels – 2 Fire Channels (Call-Takers)
- **2 Call takers**
 - Triage Calls – deal with incoming calls into the 9-1-1 ECC





Triaging a Call

- Triage is based on info received from the caller
- The call taker asks questions
 - i.e. who, what, when, where, weapons (Police)
 - i.e. who, what, when, where, structure flames (Fire)
- The call taker asks questions:
 - Determines most appropriate response and call type based on that information
 - Data is entered into Computer Aided Dispatch (CAD) and given an event type and a subtype which drives the Police priority or Fire service response recommend for the call



Police Call Priorities

- There are six priorities – 1 to 6
- The Priority level is predetermined in CAD based on the seriousness of the event and the time line in which it occurred



Police Call Priorities

- **Priority One – Dispatched within 4 Minutes**
- **Priority Two – Dispatched within 10 Minutes**
- **Priority Three – Dispatched within 1 Hour**
- **Priority Four – Delayed Dispatch – ASAP**
- **Priority Five – Alternative Response**
- **Priority Six – Information Only**



Dispatching Fire Services

Career and Volunteer

- Career stations are dispatched in real time via radio system
- Volunteer stations are activated through their pager system and ultimately dispatched via radio system.
- Fire Services are dispatched based on the Fire Recommendations



Dispatching Fire Services

Career and Volunteer

- **Fire Services will also attend Medical Tiered Calls for Service**
- **For Medical Tiered calls for service, Fire Services are deployed at the request of Paramedic Services through the Central Ambulance Communications Centre**



Fire Recommend MVC Extrication Downtown

Intergraph - I/Dispatcher [98108]

Workstation Unit Event Info View Inquiry Tools Database Help Tracking Mdt

I/Dispatcher Event Information

Loc: PARIS ST/BRADY ST SUD

Type: 1FIRE - FIRE

SubT: MVC-EXTRICATION - EXTRICATION/ROLLOVER

Name: TEST EVENT

Addr: [Empty]

Phone: [Empty]

Bus: [Empty]

Rem: [Empty]

Agency	R	P	Beat	Group	Event Number
FIRE	Y	1	F1	FIREC	FIR1908791

System
 Common

Map View (0.40 km) - [Total: 149]

Recommend Unit

Event

Event Number: FIR1908791

Type: 1FIRE

Subtype: MVC-EXTRICATION

Location: PARIS ST/BRADY ST SUD

Mode

Beats
 Street Network
 Closest

Beat List:

F1
F4
F2
F3
...

Manage Additional Requirements
 Other Options

All attempted routes failed. Units recommended may not be closest available.

Recommendation Complete

	Unit ID	Alt Ev	Type	Alarm	Status	Location	Distance	Agency	Group	Beat	Station
Recommended											
<input checked="" type="checkbox"/>	ENGINE1		ENGINE	1	AQ		>0.3 km	FIRE	FIREC	F1	F1
<input checked="" type="checkbox"/>	ENGINE4		ENGINE	1	AQ	LONG LAKE	>4.5 km	FIRE	FIREC	F4	F4

ROMANETT LN
 SHAGHNESSY ST
 VAN HORNE ST
 SOLIDARITY LN
 ST CASMIR PARISH
 VAN HORNE ST

7:36:42 AM

Fire Recommend Structure Alarm

Azilda

Intergraph - I/Dispatcher [98108]

Workstation Unit Event Info View Inquiry Tools Database Help Tracking Mdt

ANI ALI

New Update Cancelled Unit Alarm Background Ani/Ali Loc Call Broadcast Call Back (0) Ev (0) SS (0) ICM Informer (0) Messages (0) Timer

I/Dispatcher Event Information

Accept Emergency Hot Call Advised Ab

Loc: 239 MONTEE PRINCIPALE RBA: @GREATER SUDBURY POLICE

Type: 1FIRE - FIRE

SubT: STRUCTURE-ALARM - OR EXPOSURE

Name: TEST EVENT

Addr:

Phone: Ext: Cell/Oth:

Bus:

Rem:

07:24:56 98108 SPECIAL ADDRESS COMMENT:
 07:24:56 98108 AED-FITNESS CENTRE-OUTSIDE GYM DOOR/2
 INSIDE MAIN LEL ENTRANCE
 07:24:56 98108 TEST EVENT
 07:24:56 98108 TEST EVENT
 07:24:56 98108 TEST EVENT

On Air Station Stage R/Stage Upgrade Under C

Cross Ref Chronology Supp Info

Agency	R	P	Beat	Group	Event Number
FIRE	Y	1	F10	FIRER	FIR1908788

System Common Info ProQA

Log On Unit On Group Log Off Unit Info Calls Unit St

Send Msg Broadcast Print Search

Recommend Unit

Event

Event Number:
FIR1908788

Type:
1FIRE

Subtype:
STRUCTURE-ALARM

Location:
239 MONTEE PRINCIPALE RBA: @GREATER SUDBURY POLICE

Mode

Beats
 Street Network
 Closest

Beat List:
 F10
 F11
 F15
 F1

Manage Additional Requirements
 Other Options

All attempted routes failed. Units recommended may not be closest available.

Recommendation Complete

Unit ID	Alt Ev	Type	Alarm Status	Location	Distance	Agency
ENGINE10		ENGINE	1	AQ	>0.0 km	FIRE
ENGINE11		ENGINE	1	AQ	>5.7 km	FIRE
TANKER11		TANKER	1	AQ	>5.7 km	FIRE

OK
 Dispatch Only
 Preempt Only
 Cancel

Successful completion: Arrive Unit

7:27:10 AM

Fire Recommend MVC MR 80

The screenshot displays the Intergraph I/Dispatcher software interface. The main window shows event information for a fire at VALLEYVIEW RD/MUNICIPAL ROAD 80 VAE. A 'Recommend Unit' dialog box is open, displaying a list of recommended units and their details.

Event Information:

- Loc: VALLEYVIEW RD/MUNICIPAL ROAD 80 VAE
- Type: 1FIRE - FIRE
- SubT: MVC-MULTI - MULTI/COMMERCIAL
- Name: TEST EVENT
- Address: [Redacted]
- Phone: [Redacted]
- Bus: [Redacted]
- Rem: [Redacted]

Recommend Unit Dialog:

Event Number: FIR1908787
 Type: 1FIRE
 Subtype: MVC-MULTI
 Location: VALLEYVIEW RD/MUNICIPAL ROAD 80 VAE

Mode:
 Beats
 Street Network
 Closest

Beat List:
 F15
 F16
 F17
 F10
 F3
 F25

Special Instructions:
 Response Plan
 SUPPORT 16=VOLUNTEERS

Message: All attempted routes failed. Units recommended may not be closest available.

Recommendation Complete

	Unit ID	Alt Ev	Type	Alarm Status	Location	Distance	Agency	Group	Beat	Station	Require
Recommended	ENGINE3		ENGINE	1	AQ	>9.0 km	FIRE	FIREC	F3	F3	ENG
	ENGINE16		ENGINE	1	AQ	>5.5 km	FIRE	FIRER	F16	F16	ENG
	PUMPER15		PUMP	1	AQ	>2.1 km	FIRE	FIRER	F15	F15	PUM
	SUPPORT16		SUPPRT	1	AQ	>5.5 km	FIRE	FIRER	F16	F16	SUPP
	PC1		PC	1	AQ	>11.9 km	FIRE	FIREC	F25	F1	PC

Map View (10.24 km) - [Total: 145]

System: System Common Info ProQA
 Log On Unit: [Redacted] On Group: [Redacted] Log Off: [Redacted] Unit Info: [Redacted]
 Send Msg: [Redacted] Broadcast: [Redacted] Print: [Redacted] Search: [Redacted]

7:22:12 AM

9-1-1 Calls

December 2019

61,000



Police / Fire

61 %



Central Ambulance CC

37%



OPP
2%



Photo from Global News



Wireless

81%



9-1-1 ECC Also Handles

- Police Direct Line
- Fire Direct Line
- Incoming Direct
- Outgoing Direct
- Switchboard after hours

Over 250,000 phone calls



JESOAG

Ontario



JOINT EMERGENCY SERVICES OPERATIONS ADVISORY GROUP

- Talk bi-weekly
- Meet quarterly
- Joint training
 - (2019 Exercises - Operation Wanderer / Table Top – Snow Machine MVC Onaping Lake / – Ontario Power Generation – Table Top)



On the Horizon

- In 2020: Migration to Next Generation 9-1-1
- Emergency Services Working Group
- Technological enhancement will impact all Public Safety Answering Points across Canada
- Receipt and management of 9-1-1 calls
- New processes and software enhancements
- Significant training for Communicators

NG9-1-1 will give the community the ability to communicate via text to a 911 ECC, provide video regarding an unfolding event, and send images to the 911 ECC to support their complaint.



The Future



SIT 911 (Calls : 1)

File View Tools ? Custom layouts PSAP

Caller Name
4182259988

911
38s
FIRE

er Name (418) 225-99

MAKE SET BUSY
AMBULANCE

NOT READY
EMS

OUTBOUND
POLICE

OUTBOUND
PRIVATE LINE

Users

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

Asst. transfer Keypad Filter

Current ALI Other ALI

ID: 7
CAD: 0
2012-03-21 14:22:17
Simon Cust
1111112222
1111112222

ALI Address
Client Add Main Lavigne street ST NO FLOOR 55
Extended Mun ABC
QC.
Z0Z0Z0
1/2
Municipality zipcode: MyTown
Latitude: 44.1234, Longitude: 55.5678
Public security point 1
PSAP_NAME1 9119110001

Comments ALI history (8) Call history

Date/Time	Workst...	Phone number	Caller	Address
2012-03-21 2:22:17 ...	1	1111112222	Simon Cust	Client A
2012-03-21 2:22:17 ...	0	1111112222	Simon Cust	Client A
2012-03-21 2:22:17 ...	0	1111112222	Simon Cust	Client A
2012-03-21 2:22:17 ...	0	1111112222	Simon Cust	Client A
2012-03-21 2:22:17 ...	0	1111112222	Simon Cust	Client A
2012-03-21 2:22:17 ...	1	1111112222	Simon Cust	Client A
2012-03-21 2:22:17 ...	1	1111112222	Simon Cust	Client A
2012-03-21 2:22:17 ...	1	1111112222	Simon Cust	Client A

ICLU Reverse ALI

Add Edit Delete Print Switch (Grid/Buttons) Sort by Display group

PSAP 911 OPERATORS POLICE FIRE EMS HAZMAT RCMP DND SAR SECURITY CAMERAS HOSPITALS AIRPORT AUTHORITY EMERGENCY PROCEDURES

19-1-1 911 Operator PSAP Position 1 X.9001	911 Operator PSAP Position 3 X.9003	911 Operator PSAP Position 5 X.9005	911 Operator PSAP Position 7 X.9007	911 Operator PSAP Position 9 X.9009	19-1-1 911 Operator PSAP Position 11 X.9011
911 Operator PSAP Position 2 X.9002	19-1-1 911 Operator PSAP Position 4 X.9004	911 Operator PSAP Position 6 X.9006	911 Operator PSAP Position 8 X.9008	911 Operator PSAP Position 10 X.9010	911 Operator PSAP Position 12 X.9012

All fields Lastname Firstname Title Phone number
City Address 1 Address 2 Note Department

Search Clear Search characters from the beginning

Quick Dial ALIANI Phone release reasons

Dial Release Hold Park call Answer Redial Advanced Search Link Refresh Logout

Admin 2013-09-20 4:30:18 PM Connected to phone CAD:1 ALI Server Connected

Questions

