



# **OPP PROVISION**

**Of**

## **9-1-1**

# **CENTRAL EMERGENCY REPORTING BUREAU (CERB) SERVICES**

*2014 Version*

## **OPP 9-1-1 CERB 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 Central Emergency Reporting Bureau (CERB), are provided under contract.

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

Presently, the OPP has over 90 contracts for 9-1-1 CERB Services (also known as PPSAP; Primary Public Safety Answering Point), with municipalities and Local Services Boards across Ontario.

If a Municipality chooses to accept an OPP contract for the provision of 9-1-1 CERB 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 CERB services as provided by the OPP.

## **Technical and Operational Information**

### **Provincial Communications Centres Providing Call Reception**

A Provincial Communication Centre is the incoming call 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 Communication Centres in Ontario. All OPP Provincial Communication 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 CERB services to numerous municipalities throughout the province.

The OPP will provide year-round 9-1-1 CERB services to the Municipality, 24 hours per day through one of two Provincial Communication Centres. The North Bay Provincial Communication Centre is designated as the primary call reception centre, with the Orillia Provincial Communication 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 CERB services. 9-1-1 calls will be answered and directed to the various public safety agencies within the municipality's PERS E9-1-1 service. In order to accommodate 9-1-1 CERB 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 Communication Centres**

The OPP staffs all of its Provincial Communication 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 CERB. A Provincial Communication 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 senior civilian Communication Operators and Sergeant Team Leaders provide full time supervision and support. In addition all OPP Provincial Communication Centres, including the North Bay CERB location, have a Sergeant Team Leader on duty at all times (24 hours a day, 365 days a year) to provide full time supervision and support.

The OPP is thoroughly familiar with the operation of the PERS E9-1-1 system, as it is a part of normal day-to-day operations. The OPP provides 9-1-1 downstream services for most PERS E9-1-1 services throughout the province and is also a major public safety agency providing police services throughout the province. As such, 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 communication 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 Communication Centre, and are matched with a peer monitor during their initial transition. The operation of PERS E9-1-1 is performed utilizing the Bell Canada Standards Manual. The OPP is a primary and secondary CERB provider for numerous 9-1-1 services and operates in this environment continually.

### **Standards**

The OPP operation is 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 CERB 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 Communication 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. During peak periods 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. When call activity is consistently high, built in Automatic Call Distribution (ACD) provides system flexibility, allowing communicator team leaders to re-assign call taking duties to address call volume fluctuations. During peak periods 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. Use of this equipment facilitates efficiencies in call answering.

### **Redundancy and Back-up Sites**

Both the primary CERB (the North Bay Provincial Communication Centre) and the back-up location (the Orillia Provincial Communication Centre) are equipped with the same types of equipment and provide equivalent operation and service.

**Telephones:** Within each Provincial Communication Centre, there are two (2) telephone systems that back up each other, totaling four (4) systems. The main AVAYA CS100M system includes redundant CPU memory and network, and is supported by a back-up AVAYA CS100E and an AVAYA Aura Contact Centre Server ACD that provides full functionality for call-taking and dispatch operations in the event of a main CS100M system failure. The systems can be transferred from one to the other, either automatically or manually, as the situation requires.

**Power Supply:** Both the primary CERB (the North Bay Provincial Communication Centre) and the back-up location (the Orillia Provincial Communication Centre) are equipped with Uninterrupted Power Supply (UPS) systems. Power to the Provincial Communication Centre is provided through banks of batteries, which are continually recharged by AC power. In the event that a failure of AC power occurs, a diesel-powered motor/generator set activates and continues to charge the battery system. This design promotes a stable environment enhancing the operation of computer systems. Either Provincial Communication Centre is capable of remaining on line indefinitely, provided fuel for the generators is maintained. Even without recharging, the battery system was designed to provide power to the Provincial Communication Centre for a minimum of twelve hours.

**Back Up Site:** The operation of a Provincial Communication Centre 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 PERS E9-1-1 service (CERB and secondary) and regular OPP direct dial services via 888-310-1122/33.

It should also be noted the telephone company services (regular Central Office and PERS E9-1-1) for both the Orillia and North Bay Provincial Communication Centres are provided via a fiber ring that provided redundant access from the local Bell Central Office. Both locations are also served by different Bell DMS switching systems.

### **Multi-Language/Hearing-Voice Impaired Calls**

All 9-1-1 calls are initially addressed in English. However, there are personnel on staff within the Provincial Communications Centre on each shift 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 uses this service to access translation services. Each Provincial Communication Centre is equipped with two (2) TDD/TTY devices, which are connected to the telephone systems and PERS E9-1-1 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 primary CERB (the North Bay Provincial Communication Centre) and the back-up location (the Orillia Provincial Communication Centre) 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 on compact discs 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. DVD 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/Location Identification Equipment (ANI/ALI)**

All communicator consoles are equipped with Informer panels for display of ANI/ALI data. All Bell PERS E9-1-1 ANI/ALI data and associated information received with each individual E9-1-1 call is recorded on a hard copy printer. The PERS printer records are also kept in a secure environment at the Provincial Communication Centre with a retention period of 180 days. The OPP only record the portion of the call where they are the Agency in control. Once the call has been transferred to the appropriate agency, it is no longer recorded by the OPP. The OPP is responsible for its own operations and can accommodate the reception of ANI/ALI data. The ANI/ALI data will continue to be downloaded automatically to all secondary CERB agency systems as part of their interface to PERS E9-1-1, including the Ministry of Health. Bell is the provider of ANI/ALI data. The OPP will use the PERS system to pass ANI/ALI data on to any other agency that has the capability to receive it.

The OPP does not manually log any calls. PERS E9-1-1 printer records are the property of the OPP and no ownership can be accorded to the Municipality. These records contain other proprietary information.

The OPP is prepared to provide to authorized individuals, copies of PERS printer data and /or copies of audio recordings, as it directly pertains to the Municipality's CERB 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 180 day retention period, in the case of PERS printer records, or at least 5 days prior to the end of the five (5) year retention period in the case of 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 CERB will conference the originating 9-1-1 caller to the requested service (police/fire/ambulance). It is then the responsibility of the secondary CERB that receives the 9-1-1 call from the CERB, 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 CERB 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 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 per capita rate shall remain constant for the term of the Agreement for CERB Services. The annual rate shall be reviewed at the end of every calendar year the Agreement is in effect. 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 CERB service. To date there has been no service interruptions to CERB 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.