

# Ottawa Police Service Communications Centre

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- **Purpose:**

To receive all 911 emergency calls and down stream them to the appropriate emergency service for response.

To receives all emergency police calls and ensure patrol officers are dispatched in an effective manner.

To provide operational support to officers as required.

- **Located at OPS Headquarters at 474 Elgin (moving to South Campus)**

## Communication Centre Staffing Overview

- 107 Communicators with 12 frontline supervisory staff
- 2 Support staff
- Deployed in 6 platoons working the 42-day rotation like patrol
- All civilian section apart from 1 Staff Sergeant
- Answers emergency police calls from the 10-digit numbers
- Contracted to operate 911 on behalf of the City of Ottawa

## Interesting Statistics

In a day:

- 500+ calls a day dispatched
- 100+ calls dispatched are for known/risk to bodily harm
- 1000+ 911 phone calls
- 600+ phone calls made to OPS 10-digit numbers

## What happens when you call the OPS or 911?

- Call Analysts answer both 911 lines AND Ottawa Police 10-digit Lines
- If the 911 call is for Police, our Call Analysts take the call and enter it
- If the 911 call is for Ambulance or Fire, Call Analysts will transfer to those agencies
- Once the call is entered into CAD (Computer Aided Dispatch) System, it is then automatically sent to the appropriate dispatcher
- Dispatchers interact with the officers via radio and on the computers

## Long-term plans

- Move to the new OPS South Campus
- Support Next Generation 9-1-1
- Explore all possible technological and operational efficiencies
- Continue to prioritize hiring