

**COMMUNITY AND PROTECTIVE SERVICES COMMITTEE
REPORT 22
OCTOBER 27, 2021**

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**COMITÉ DES SERVICES COMMUNAUTAIRES ET DE PROTECTION RAPPORT 22
LE 27 OCTOBRE 2021**

**EXTRACT OF DRAFT MINUTES 22
COMMUNITY AND PROTECTIVE SERVICES COMMITTEE
OCTOBER 21, 2021**

**EXTRAIT DE L'ÉBAUCHE DU PROCÈS-VERBAL 22
COMITÉ DES SERVICES COMMUNAUTAIRES ET DE PROTECTION
LE 21 OCTOBRE 2021**

2 9-1-1 Annual Report 2019 and 2020

ACS-2021-EPS-SEM-0002

CITY WIDE

REPORT RECOMMENDATION(S)

That the Community and Protective Services Committee recommend Council receive this report for information.

Kim Ayotte, Acting General Manager, Emergency and Protective Services, gave opening remarks stating that there is a good system in place. Beth Gooding, Director, Public Safety Service assisted in answering any questions from Committee members.

Committee members discussed, but not limited to, the following questions:

911 calls go through police call centre, do other municipalities look at 911 differently especially for mental health calls? The City does not have stats but Ottawa model is the most common across Canada. With regards to mental health calls this is being investigated more on appropriate action.

Steve Kanellakos, City Manager stated that they are mandated with looking at mental health by a motion from Councillor Deans. The guiding council looking at mental health and how police is involved and how these calls are dealt with. Adjustments will be made going forward. Don't want to change 911 triage at this point but will look at on how we off-load calls and report back to CPSC and Council.

When calling from cellphone, close to the Ottawa River, it may connect with a

Quebec tower and Quebec 911. Why does this happen and how do we mitigate? This also happens in Ottawa with Quebec calls. Within seconds simply transferred to correct jurisdiction. Function of geography and how cell systems work.

The report recommendation was then put to Committee and CARRIED as presented.