



HALIFAX

Halifax Regional Police Integrated Emergency Services (IES)

Board of Police Commissioners
April 25, 2022

Integrated Emergency Services (IES)

- IES is an integrated emergency dispatch centre responsible for answering and processing all calls made to 911 within HRM. Overflow calls from other PSAP centres are also managed.
 - IES provides services to Halifax Regional Police, Halifax Regional Fire and Emergency Services, Halifax International Airport Fire and Police and RCMP Halifax District (CH/SH/MH/TA/SA/NC) .
- IES operates 2 centres, the main centre is in Dartmouth and the back up is in Bedford.



Staffing for IES

- 1 IES Manager, 1 Administrative Support
- Four watches: 17 full time ERC's, 3 part time ERCs and 2 supervisors per watch.
- 2022/2023 Budget: Additional 3 part time ERC's and 1 QA / Training Supervisor.



Call volume

IES Telephone call stats

For 911 and non-emergency calls

Fiscal years 2017-2022

- 2017/2018: **298,468**
- 2018/2019: **323,919**
- 2019/2020: **329,584**
- 2020/2021: **294,395**
- 2021/2022: **313,530**

Highest call volume
between 0700 -2100 hrs.

Average 24 hr period:

5020 calls answered= **550**

911 calls= **350**

Many factors can influence these
numbers.



Dispatch Systems and Agency Jurisdiction

- Once an address is entered into the CAD system, the call displays identifying info including community, responsible police agency, and designated response zone.
- It is clear from the onset of a police call, which agency and division is responsible to attend.
- In this example, the agency of response is HRP, Central Zone, Halifax, Zone 4, Atom is C404.

Call Overflow Process:

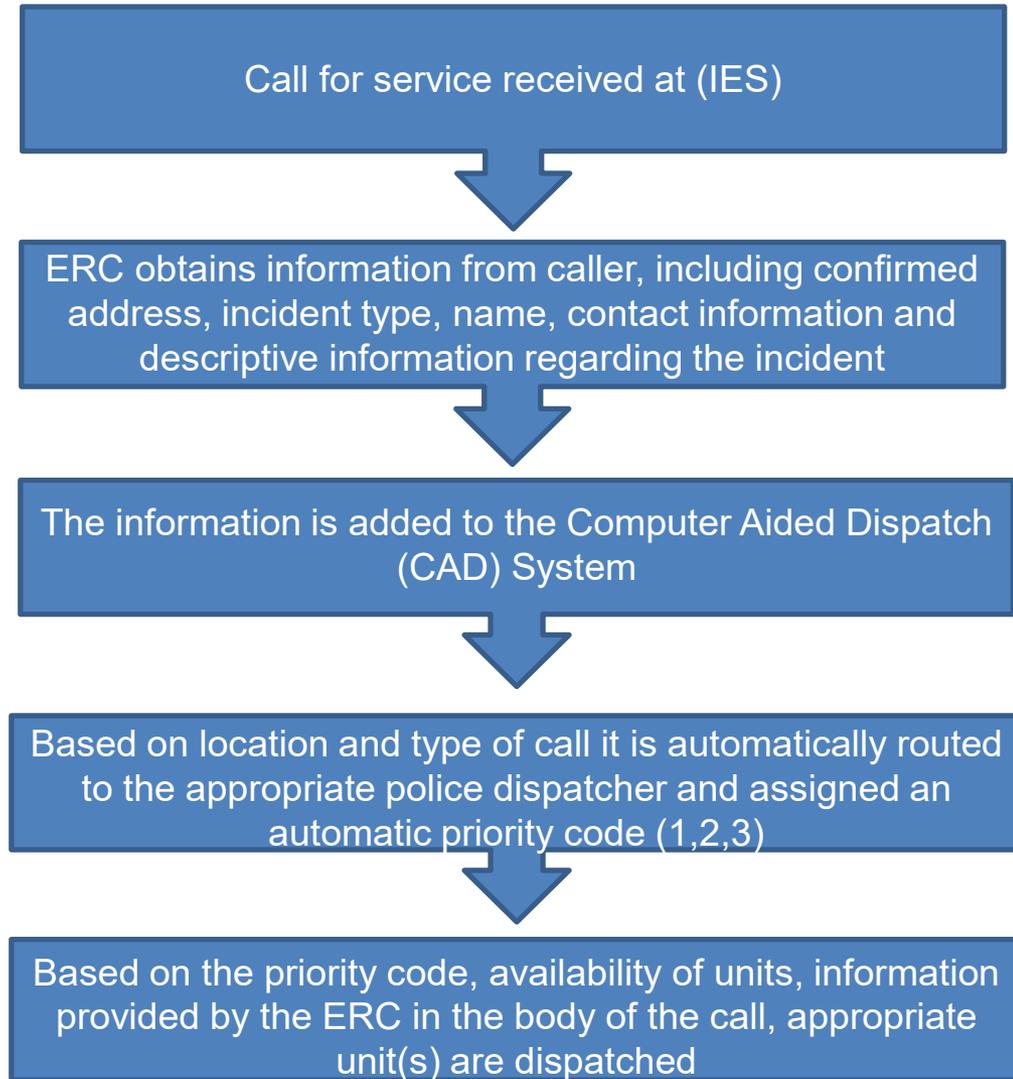
- Any time one of the 4 PSAP centres experiences a heavy call volume and 911 is not answered after 5 rings per available call taker, the call is temporarily transferred to another centre.
- The call is routed back once a 911 line is available.

The screenshot displays a CAD system interface for a call entry. At the top, it shows 'Jur HP', 'In at 13:44 22-Feb-03', and 'by 679954'. The 'Location' tab is active, showing 'Response Location' with the address '1975 GOTTINGEN ST'. Below the address are fields for 'Apt', 'Ring', and 'Comm' (set to 132). There are also fields for 'Dist' (set to HC), 'Zone' (set to C4), and 'C404'. Buttons for 'Places', 'Duplicates', 'History', and 'Premise(q)' are visible. A red banner indicates 'Hazards found using RADIUS search' with the results 'HALIFAX REGIONAL POLICE' and 'RAINNIE DR & COGSWELL ST'. Below this is a 'Priority remarks' field. The 'Police' dropdown is set to 'Police', and 'Type' is set to a blue box. 'Priority' is set to a blue box, and 'Queue' is set to 'R'. The 'Telephone' field shows '902' and 'How Received' is set to 'T'. The 'Caller' tab is active, showing 'Given Name(s)', 'Last Name', 'DOB', 'Sex', and 'Query' checkbox. There are also fields for 'Home', 'Bus', and 'Ext' phone numbers, and an 'Address' field with 'Apt', 'City', and 'Province' (set to NS) sub-fields. A 'Custom Fields' section is at the bottom.



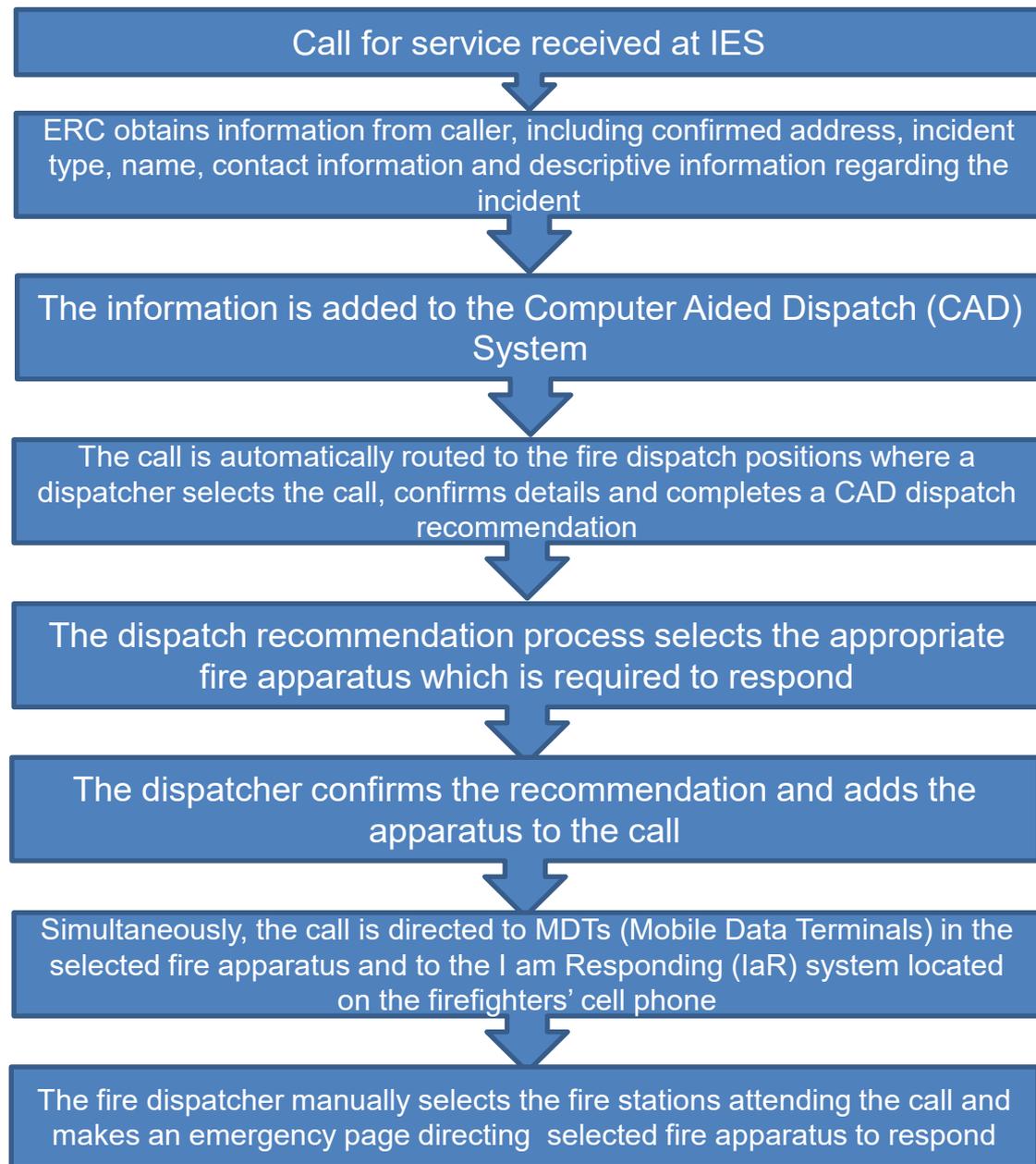
Police Call Entry Process

- Calls are managed by dispatchers from when the call is dispatched until the units clear.
- This includes performing many computer related checks such as premise hazards, person and vehicle queries.
- The dispatcher maintains regular contact with the responding units throughout the call and provides continuous situational updates.

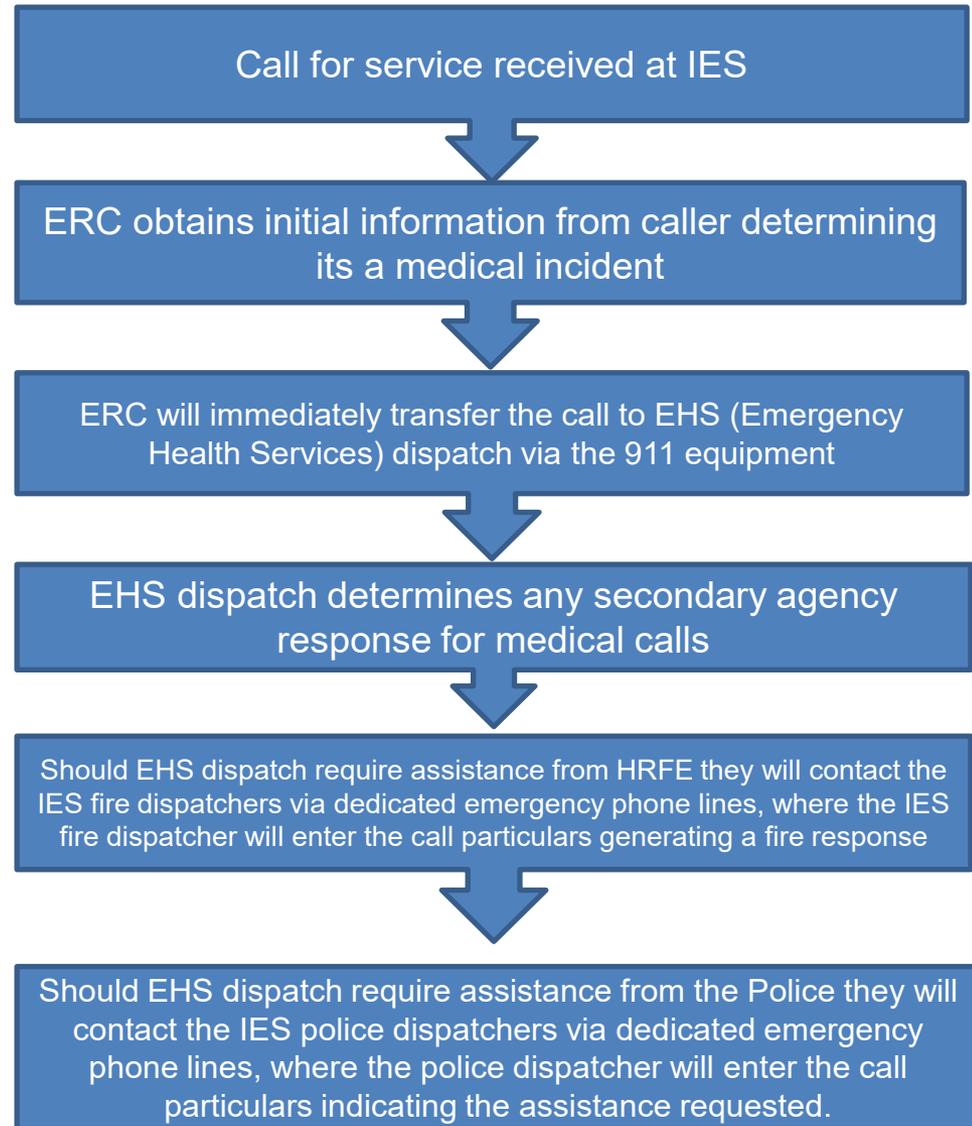


Fire Call Entry Process

- Calls are managed by dispatchers from when the call is dispatched until the units clear.
- This includes performing many computer related checks such as premise hazards.
- The dispatcher maintains regular contact with the responding units throughout the call and provides continuous situational updates.



Medical Call Entry Process



Multi Agency Response

- Calls can become a multi agency response resulting in all three agencies attending (Police, Fire, EHS)
- When a call for service is received at IES for incidents that will impact multiple agencies, ERCs can generate a dual response of police and fire resources at the same time.
- While this is occurring, the ERC can also transfer the call to EHS dispatch.



Questions/Comments

