

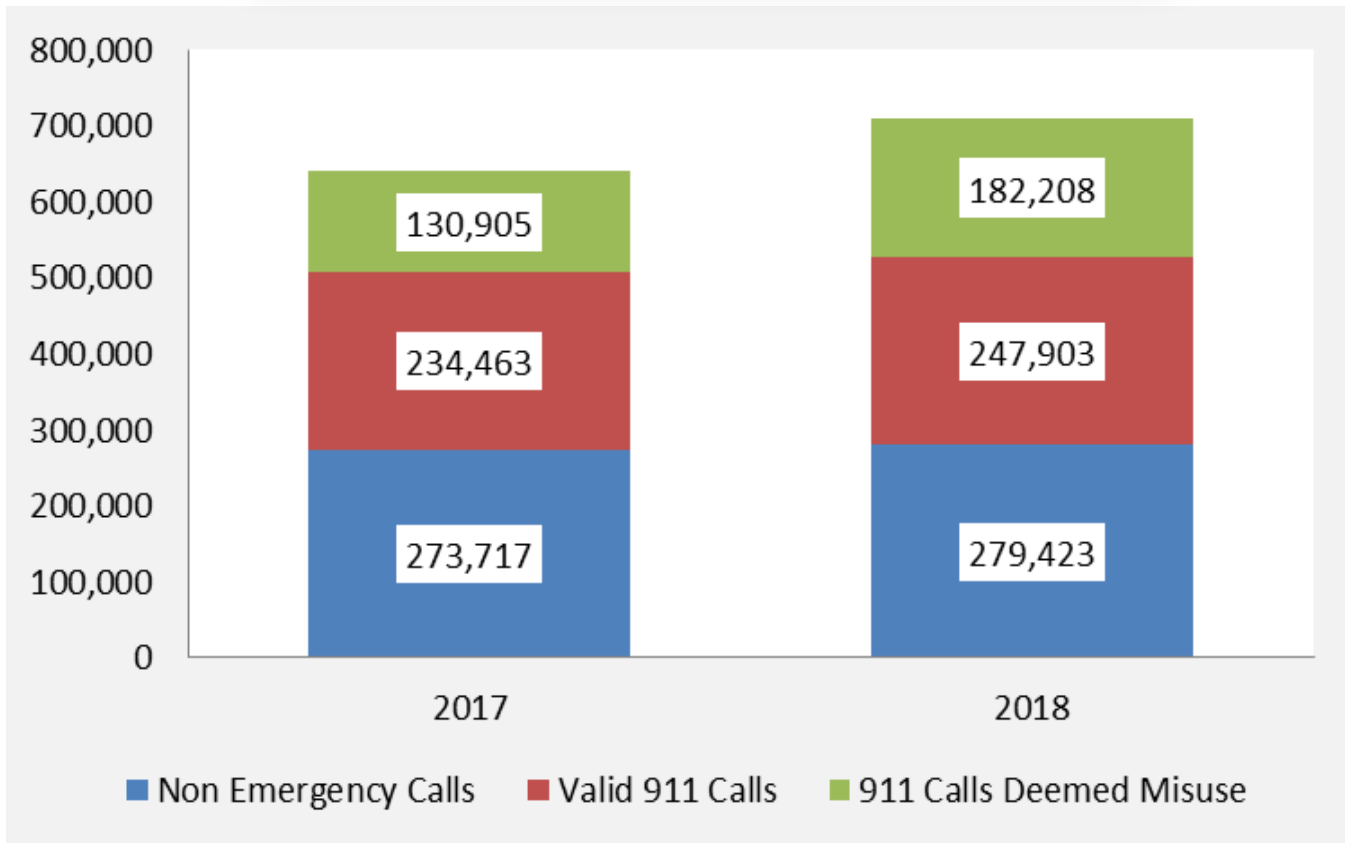


Peel Regional Police
Communications Centre
9-1-1 Awareness

Police Services Board
Friday March 22nd, 2019

Calls To Communications

	2017	2018	Var #	Var %
Total Calls	639,085	709,534	70,449	11.0%
Total 911 Calls	365,368	430,111	64,743	17.7%



NAQ (No Answer Que) Calls



Short Duration 9-1-1 Calls from Bell	2018	2017	2016
Received	116,292	92,889	86,241
Filtered (no valid call back number)	34,614	36,559	56,319
Action Taken	81,678	56,330	29,922

Call Volume Comparison, 2018 & 2019: Feb. 14th at 23:00 to February 15th at 01:00 Hours



	Feb 14 & 15, 23:00 - 01:00 Hrs		% Call Increase
	2018	2019	
9-1-1 Calls	73	208*	185%
Switchboard Calls	72	192	167%
Total Calls	145	400	176%

*** Of the 208 9-1-1 calls received, 89 (43%) were inappropriate calls.**



Proposed Direction

9-1-1 Awareness



9-1-1 Awareness Campaign in 2018
To educate the public.

9-1-1 Awareness Committee
Volunteers from Communications

9-1-1 Awareness Week, April 14 2019
Working With Corporate Communications