

2010 April 7

MISUSE OF 911

Alderman Diane Colley-Urquhart

WHEREAS the Public Safety Communications Centre answers 450,000 911 calls per year, and

WHEREAS the Public Safety Communications Centre is the primary resource for Calgarians requiring emergency services, and

WHEREAS the Public Safety Communications Centre makes every effort to answer those call as quickly as possible, and

WHEREAS it is important to reduce the number of calls to the Public Safety Communications Centre as much as possible to ensure the capacity is always there to answer emergency calls, and

WHEREAS the Public Safety Communications Centre receives approximately 4,000 to 5,000 hang up calls per month, and

WHEREAS the Public Safety Communications Centre is required to resolve every call, including hang up calls, to determine if emergency services need to be dispatched, and

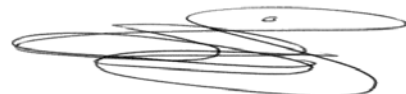
WHEREAS tracking and resolving these hang up calls is negatively impacting the Public Safety Communications Centre's capacity.

NOW THEREFORE BE IT RESOLVED THAT;

(A) Administration undertake a review of options to address and reduce the number of hang up calls placed to the Public Safety Communications Centre including, but not limited to policy or legislative based solutions,

(B) Administration contact other similar emergency call centres for best practices and to determine if they have experienced this issue,

(C) Report back to the SPC on Community and Protective Services no later than December, 2010.

A handwritten signature in black ink, consisting of several overlapping loops and a final horizontal stroke.