#### OAS DPS

Strategies, Tools, and Actions to Prevent and Reduce the Misuse of the Emergency

Number

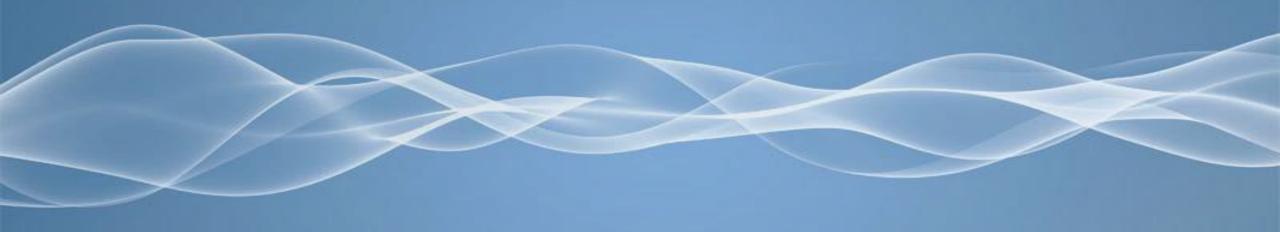
Canada's Experience

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#### Assessment & Current State





#### Background

- Canada has approximately 250 primary and secondary Public Safety Answering Points or PSAPs
  - 110 Primary (all 9-1-1 calls are directed to a primary PSAP based on location)
  - 140 Secondary (provide dispatch services)
- The reduction in centres is recent due to the current transition to NG9-1-1 process
- Regulator has mandated that ALL PSAPs be NG9-1-1 enabled by Mar 4, 2025



## Regulatory Environment

- Canada has no federal oversight for public safety
- This responsibility is delegated to provinces & territories
- Canada does have a national telecommunications regulator (Canadian Radio-television Telecommunications Commission / CRTC)
  - The CRTC regulates telecommunications carriers (9-1-1 service providers) & this is how they are enacting the change
  - 9-1-1 telecom carriers are required to migrate to IP from analog technology



#### Standards & Protocols

- Canada has 13 provinces and territories
- Each province/territory implements & regulates public safety accordingly
- Some provinces have adopted legislation (9-1-1 Act) which allows collection of a levy or surcharge by the province to help fund PSAPs
- The Act also provides a mechanism to enforce compliance measures for PSAPs such as standards and operational best practices
  - Training, Service Levels, Policy & Procedure, Reporting, etc.



# Cycle or Process Managment

- Each province/territory defines individual reporting policy, practice and procedures
- No national requirement or consensus on 9-1-1 misuse reporting
- However, many PSAPs maintain some form of reporting
- Canadian PSAPs are increasingly adopting standards for PSAP construction & configuration, operation, call handling and data management (NENA, NFPA & IAED are the primary resources)

## Classification & Categories

 Classification & Categories vary, but several common categories are:

#### Classification

Misdial

Vexatious (Intentional misuse)

Automated Dialers (Ford Sync, Apple Fall & Crash Detection)

**Pocket Dial** 

Test Call

Unintentional

**Dropped Call** 

Hang-up



# Technological Tools

- Common data dictionary or terms of reference
- Agencies download stats from 9-1-1 service provider reporting systems, PBX reporting systems or have developed custom reporting tools
- Integrators have also developed interfaces to capture this information and report on it



## **Quality Controls**

- N/A
- Reporting differs between service providers and metrics definitions are not consistent across the board
- Agencies do compare stats and based on some common definitions, the volumes are within a consistent range across the country
- NENA and APCO published a joint Quality Improvement standard for PSAP performance evaluation, not reporting



## Information & Reports

- No consistent national reporting system or format
- Formats, metrics definitions and requirements differ by province and territory



# Training

- Standards and best practices are increasingly being adopted as agencies look to the future
- NENA has published dozens of technical and operational standards including NENA STA-020.1-2020 for 9-1-1 call Processing
- Canada built the new NG9-1-1 infrastructure based on the NENA i3 standard (mandated by the CRTC)
- NENA & APCO telecommunicator training is also being adopted voluntarily by PSAPs

# Costs and Impact

#### Stats

- Approx 20% 30% of calls nationally are from the categories mentioned earlier
- Estimates received range from 2 to 2-1/2 minutes per call for follow up activity (call backs, messages and texts) where possible equating to approximately 14 manpower days per month



# Institutional Responses to Address the Issue



#### Strategies, Tools & Actions Taken

- Agencies are beginning to track statistics on misuse
- Public Education regarding the proper use of 9-1-1
  - Targeted at children, adults and seniors
- Local programs locally funded
- No national coordination due to lack of federal oversite body



#### Penalties

- None at this time
- Public education is the preferred approach
- Deeper understanding of the reasons for misuse is desired to develop better solutions



#### Lessons Learned / Recommendations

- The transition to IP increased the volume of dropped / hang up calls increasing workload for follow up
- Vendors are developing tools to manage the volume increase (text back instead of calling, etc.)
- Common understanding of metrics and measurement required
- Better reporting tools for agencies
- National data repository for data collection
- B

Better data sharing and discussion

#### Thank You

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