

| | | |
|--|---|--|
| POLICY TITLE <i>9-1-1 Monitoring Group</i> | ADOPTED BY: <i>City Council</i> | EFFECTIVE DATE <i>October 15, 1991</i> |
| ORIGIN/AUTHORITY <i>City Commissioner Report No. 29-1991</i> | CITY FILE NO. <i>CK 270-3</i> | PAGE NUMBER <i>1 of 4</i> |

1. PURPOSE

To ensure a continued high standard of service to the public from the 9-1-1 Emergency Telephone System.

2. DEFINITIONS

2.1 E.R.A.

Emergency Response Agencies including Police, Fire, Ambulance, Poison Control, R.C.M.P., Emergency Measures Organization (E.M.O.), and local hospitals.

2.2 Group

The 9-1-1 Monitoring Group.

2.3 Agency Control

- Police - Police Commission
- Fire - Director of Finance
- Ambulance - Saskatoon & District Ambulance Board
- E.M.O. - City Commissioner
- Poison - Administrator of Royal University Hospital
- R.C.M.P. - Officer in Charge of Saskatoon Detachment
- Hospitals - Administrator of:
 - a) City Hospital
 - b) St. Paul's Hospital
 - c) Royal University Hospital

| POLICY TITLE | EFFECTIVE DATE | PAGE NUMBER |
|-------------------------------|-------------------------|--------------------|
| <i>9-1-1 Monitoring Group</i> | <i>October 15, 1991</i> | <i>2 of 4</i> |

3. POLICY

The City of Saskatoon shall have a 9-1-1 Monitoring Group responsible for reviewing past reaction to calls for help received by the 9-1-1 Emergency Telephone System to ensure continuation of the best possible service to the citizens of Saskatoon.

3.1 Composition of the Group

The Group shall consist of:

- Chairperson - Appointed by the City Commissioner
- Communications Supervisor - Fire Department
- Senior Officer - Fire Department
- Communications Supervisor - Police Department
- Senior Officer - Police Department
- Communications Supervisor - M.D. Ambulance
- Manager - M.D. Ambulance

3.2 Meetings

Meetings shall be held quarterly. Additionally:

- a) The Group may hold special meetings on an "as required" basis as determined by the Chairperson.
- b) In the absence of the Chairperson, the Senior Officer from the Police Department shall chair the meeting.
- c) A quorum for a meeting shall consist of at least one person from each of the three key E.R.A.'s (Police, Fire and Ambulance).
- d) Employees of any E.R.A. may provide input to meetings when required by the Group.

| POLICY TITLE | EFFECTIVE DATE | PAGE NUMBER |
|-------------------------------|-------------------------|--------------------|
| <i>9-1-1 Monitoring Group</i> | <i>October 15, 1991</i> | <i>3 of 4</i> |

4. RESPONSIBILITIES

4.1 9-1-1 Monitoring Group

- a) Review 9-1-1 call statistics and take steps to eliminate problems made apparent by the statistics (e.g. abandoned calls).
- b) Release call statistics as public information when the Group deems appropriate.
- c) Review 9-1-1 response times to ensure a sense of urgency is maintained.
- d) Deal with complaints from the public that relate directly to 9-1-1 operation, not to individual agency performance.
- e) Relate information to participating E.R.A.'s regarding complaints received about their response to 9-1-1 calls.
- f) Develop call handling procedures that are conducive to a high standard of service.
- g) Act upon any other 9-1-1 matter that comes to the attention of the Group.

4.2 9-1-1 Monitoring Group Chairperson

- a) Call all meetings and keep meeting minutes. A secretary may be present at meetings to record minutes. This secretary will have no voting power.
- b) Report 9-1-1 activities to City Council, as may be required.
- c) Act as spokesperson for the Group.
- d) Vote only when required to break a stalemate.

| POLICY TITLE | EFFECTIVE DATE | PAGE NUMBER |
|-------------------------------|-------------------------|--------------------|
| <i>9-1-1 Monitoring Group</i> | <i>October 15, 1991</i> | <i>4 of 4</i> |

- e) Record and compile all 9-1-1 call statistical data from the meters located at the 9-1-1 answering centre.
- g) Administer, review and recommend any necessary updates to this policy in consultation with Group members from the three key E.R.A.'s (Police, Fire and Ambulance).

4.3 Agency Control(s)

Should a dispute arise that creates unresolved issues amongst group members, the matter causing the dispute will be referred to the appropriate Agency Control(s) for further action. The procedure followed shall be:

- a) Agency Control(s) advised of circumstances by 9-1-1 Chairperson.
- b) Agency Control(s) considers all aspects of problem.
- c) Agency Control(s) report their wishes to 9-1-1 Chairperson.

4.4 City Council

- a) If a dispute still remains after following the procedures stated in 4.3, the matter will be put to City Council for final resolution.
- b) Shall consider and where appropriate, approve amendments to this policy.