




HAMILTON POLICE SERVICE INFORMATION REPORT

TO:	Chair and Members Hamilton Police Service Board
BOARD MEETING DATE:	May 21, 2026
SUBJECT:	2025 Year End Report – Communications Branch
REPORT NUMBER:	26-046
PRESENTATION:	No
OUTSTANDING BUSINESS ITEM:	No
SUBMITTED BY:	Frank Bergen, Chief of Police
SIGNATURE:	

EXECUTIVE SUMMARY

The Annual Communications Branch report provides an overview of the call volume and resources associated with the Communications Branch in 2025.

APPENDICES ATTACHED

Appendix A – 2025 Communications Annual Report

FB/M. Spencer

c: David Hennick, Acting Deputy Chief – Support
Michael Spencer, Superintendent – Field Support

Vision: To be a trusted partner in delivering public safety.

Mission: To serve and protect in partnership with our communities.

Our Values: Compassionate, Dedicated, Inclusive, Integrity, Innovative, Professional, Teamwork



2025 Communications Annual Report



FIELD SUPPORT DIVISION

**HAMILTON
POLICE SERVICE**
Together. Stronger. Safer.

Appendix 'A' – Communications Branch Annual Report 2025

The Hamilton Police Service (HPS) Communications Branch functions as the Public Safety Answering Point (PSAP) for the City of Hamilton (CoH). As such, it is the centralized hub responsible for receiving and triaging all 9-1-1 emergency calls originating from within the city, including those from residents, workers, visitors, and commuters. In addition to 9-1-1 call-taking, the Communications Branch answers administrative calls and manages all police dispatch operations, ensuring timely and effective deployment of frontline resources in response to public safety needs.

SUMMARY

- This report provides statistical data on telephone calls handled and Computer Aided Dispatch (CAD) events recorded from 2016 to 2025.
- On June 3, 2025, The HPS, with the support of the Next Generation 9-1-1 (NG9-1-1) Steering Committee and Working Group, successfully migrated to an NG9-1-1 compliant platform. This process was part of a collaborative effort with the HPS, CoH and the Hamilton Fire Department (HFD).
- HPS successfully launched a RapidSOS Portal in 2025. This tool supports the 9-1-1 system by providing a level of redundancy. This application provides detailed location information and other critical data to support Public and First Responder safety.

REPORT STATISTICS

This annual report provides both narrative and statistical summaries of the key activities undertaken by the Communications Branch in 2025. Tables A, B, and C present telephone call volumes and Computer Aided Dispatch (CAD) events from 2021 to 2025, including a five-year comparative analysis.

*Automatic Call Distribution (ACD) calls (from January-June 3, 2025), reflect incoming communications to the Police PSAP from other PSAPs, such as Ambulance services. Prior to 2022, these calls were infrequent, typically reserved for urgent situations. However, in 2022, Ambulance services transitioned to a soft phone system, which required routing calls through the ACD line due to the discontinuation of their analog line. This change resulted in a notable increase in ACD call volume from 2023-mid 2025.

Table A presents the number of telephone calls handled by HPS Communications from 2021-2025. The transition over to an NG9-1-1 system in June impacted the way data is captured. The new system offers call queues. The ACD queue has been replaced with a 'Priority Admin' queue in the new NG9-1-1 Call Handling Solution (CHS). This is a dedicated queue for other PSAP agencies across Canada, including HFD and Ambulance. Calls in this queue take priority over general administrative calls. Administrative call statistics for 2025 include Priority Admin and Admin queue calls combined. There was a 13.2% increase in calls to Communications in 2025.

Table “A” - Telephone Calls Handled

TELEPHONE CALLS HANDLED		2021	2022	2023	2024	2025	
Source	Avaya	Avaya	Avaya	Avaya	Avaya Jan - May	NG911 Jun - Dec	Total Avaya + NG911
911 Calls Answered	218,803	225,796	263,042	252,592	98,518	147,988	246,506
Administrative Calls Answered	178,527	177,558	165,732	166,755	65,663	162,394	228,057
ACD Calls (Calls From Partner Agencies)	324	368	8,181	12,093	5,071		5,071
Outgoing Calls	119,258	112,497	127,758	103,814	40,207	53,369	93,576
Total Calls Answered in Communications	516,912	516,219	564,713	535,254	209,459	363,751	573,210

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Table “B” – CAD Events

CAD EVENTS	2021	2022	2023	2024	2025
Events Created by Call Takers	278,245	274,857	312,203	276,885	294,970
Events Created by Dispatchers	11,957	12,983	15,836	16,868	20,174
Events Generated by Mobile Officers	28,071	20,861	19,385	19,407	23,479
CAD Events to Telephone Reporting Unit (TRU)	1,323	1,598	1,489	1,325	1,227
CAD Events Created by Station Duty / Specialty Units	18,775	28,551	15,935	31,413	14,208
Total CAD Events Created	338,371	338,850	364,847	345,898	354,058

Table B presents the number of calls entered into the Computer Aided Dispatch (CAD) system from 2021 to 2025. Call takers are responsible for answering incoming telephone calls, assessing the nature of each call, and determining whether a police response is required. When a call for service is identified, the details are entered into the CAD system for dispatch. The table also includes a five-year comparative analysis. In 2025, total CAD events increased by 2.4% compared to 2024.

Table “C” Advised Events

ADVISED EVENTS	2021	2022	2023	2024	2025
Ambulance Advised Events	54,405	59,902	63,746	64,853	74,490
Fire Advised Events	3,473	3,646	4,251	4,606	5,252
911 Advised Events	88,802	86,115	118,122	85,400	89,758
OPP Advised Events	5,249	5,531	6,642	6,456	6,878
Total Advised Events	151,929	155,194	192,761	161,315	176,378

Table C details the number of events created by the Communications Branch and subsequently transferred to emergency services partners, including the HFD, Hamilton Paramedic Service, and the Ontario Provincial Police (OPP). This data also includes the number of '911-ADV' (Advised Events), which primarily consist of accidental 9-1-1 calls such as misdials and hang-ups that do not require emergency response. In 2025, total Accept Advised events increased by 9.3% compared to 2024.

In summary, the HPS Communications Branch managed a total of 573,210 telephone calls in 2025 resulting in the creation of 354,058 Computer Aided Dispatch (CAD) events. When compared to 2024, the following year-over-year changes were observed:

- Total telephone calls to Communications (9-1-1 and administrative lines) increased by 13.2%
- Total CAD events increased by 2.4%
- Total Accept Advised events increased by 9.3%
- Calls transferred or tiered to other emergency service partners (Fire, Ambulance, and OPP) increased by 9.5%
- Administrative calls increased by 36.9%

These trends provide valuable insight into evolving call volumes and service demands within the Communications Branch. The telephone call increase of 13.2% is reflective of a more efficient call handling system and a more efficient call process flow. With NG9-1-1, HPS PSAP now receives international 9-1-1 calls, something that the old system did not capture. All 9-1-1 hang up calls are delivered to a queue. Telecommunicators call back all abandoned 9-1-1 calls to ensure the caller is safe. The administrative call increase is as a result of a more robust phone system; staffing shortages in Switchboard; the combining of two administrative call queues; and an increase in call volume.

Figure “D” 911 Calls Received by Year (2016 – 2025)

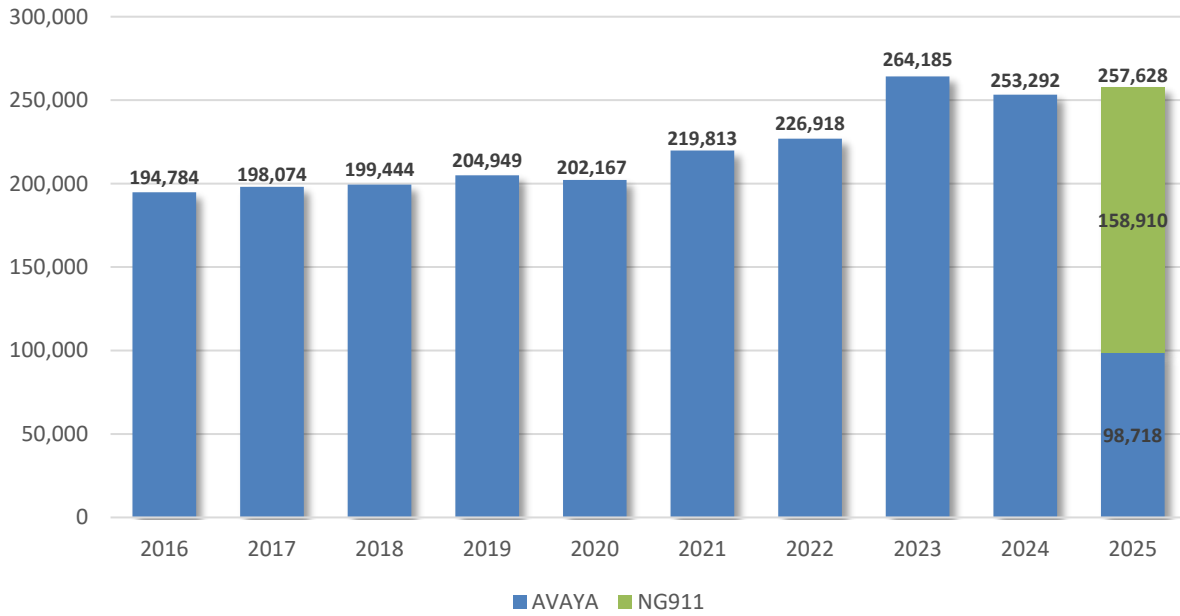
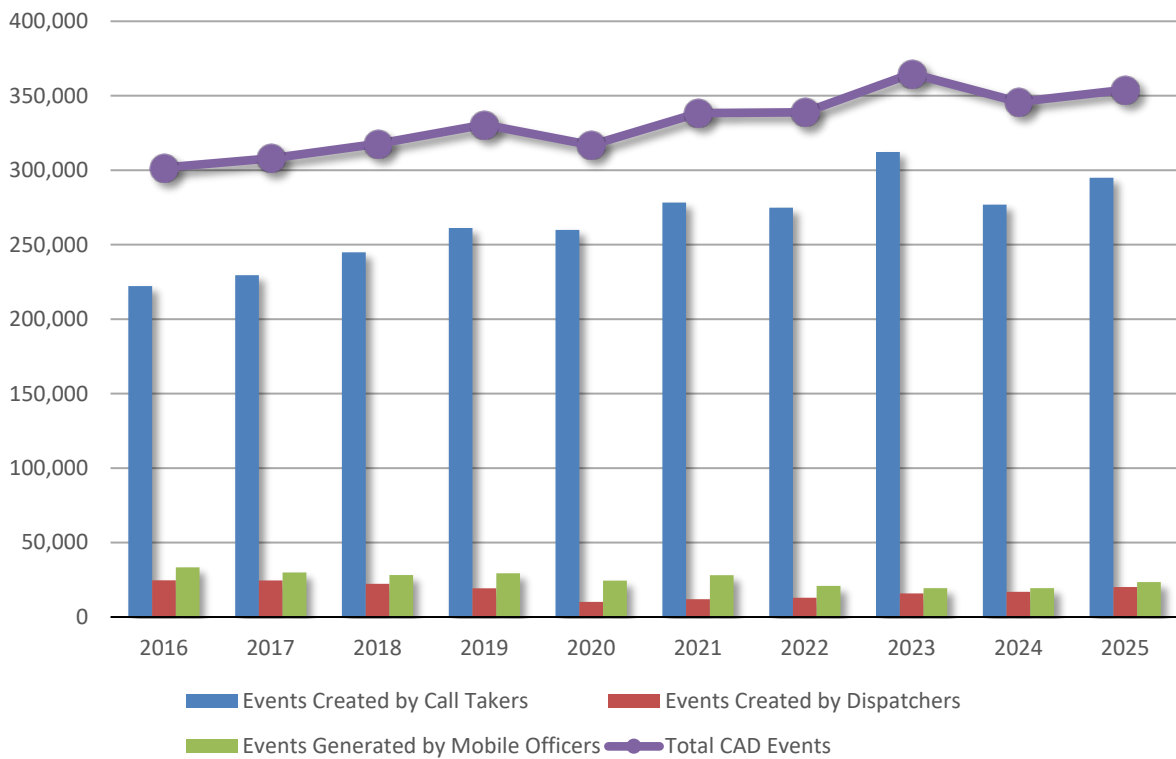


Figure “E” CAD Events Created by Year (2016 – 2025)



Figures D and E illustrate the number of 9-1-1 calls and CAD events recorded by the HPS over the past 10 years. The number of CAD events consistently exceeds the number of 9-1-1 calls, as not all CAD entries originate from emergency calls. In addition to 9-1-1-generated events, CAD events are created through administrative calls, officer-initiated proactive stops, front desk (station duty) interactions, and self-generated entries by specialty units. This broader scope of input accounts for the higher volume of CAD events relative to 9-1-1 calls.

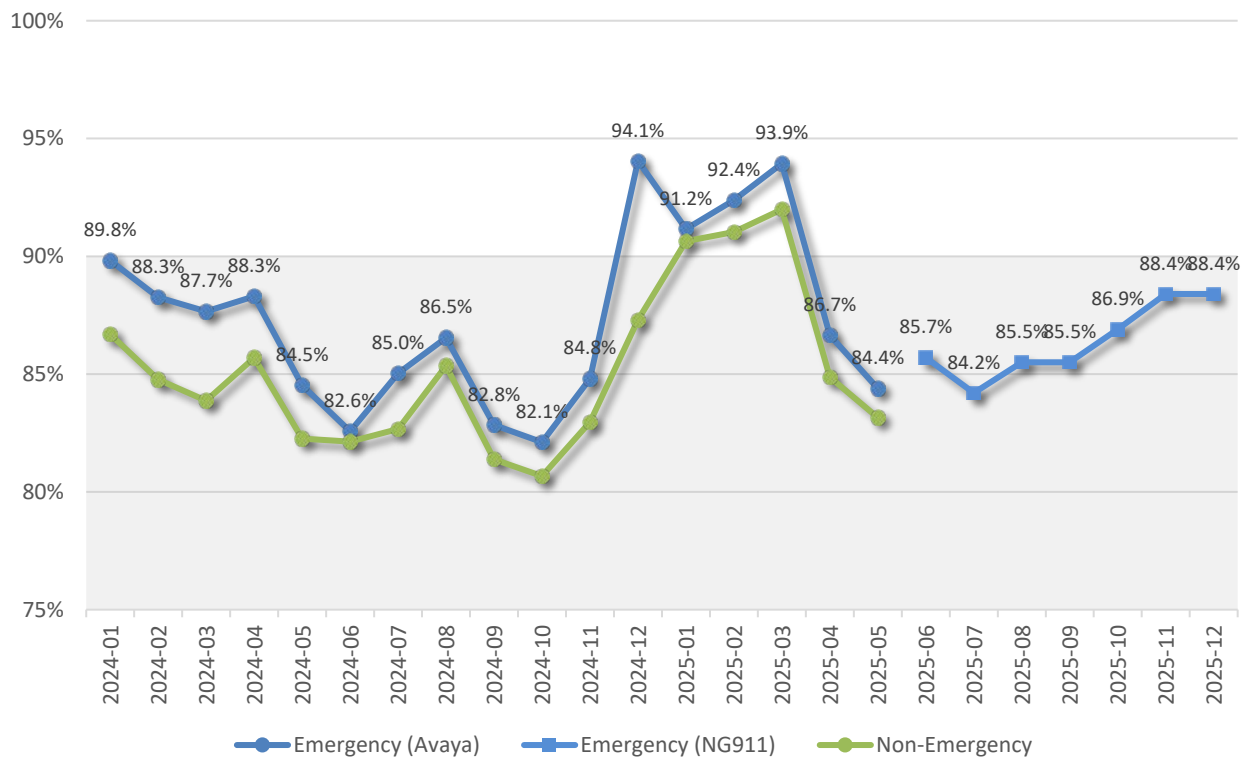
Service Percentage Levels (2025)

Service Level Percentages (2025) – The National Emergency Number Association (NENA), in collaboration with the National Fire Protection Association (NFPA) and the Association of Public-Safety Communications Officials (APCO), has worked to standardize industry guidelines for 9-1-1 call answer times. According to these standards, 90% of 9-1-1 calls should be answered within 15 seconds, and 95% within 20 seconds (NENA-STA-020.1-2020).

HPS Communications currently utilizes the Allerium NG9-1-1 CHS, which employs a 'forced answer' feature to ensure calls are answered as soon as the Telecommunicator's phone becomes available. Telephone answering performance is tracked using service level metrics. For 911 calls, our target is to answer within the time frame recommended by NENA standards. In 2025, the service level for answering 9-1-1 calls within 15 seconds improved slightly, reaching 87.8%, compared to 86.1% in 2024.

Administrative call percentage levels are not measured in the current supplied analytics tool.

Figure 'F' – 2025 monthly service percentage levels



(Telephone answering performance is measured by Service Levels, which represent the percentage of 9-1-1 calls answered within 15 seconds.)

2025 Strategic Plan Goals Achieved

Community Safety – Focus on what is essential by delivering core policing functions and ensuring appropriate role division with other service providers.

- In October 2025, a new Quality Assurance (QA) Program was implemented under a new QA Supervisor. The program establishes consistent review processes to ensure Telecommunicators handle life-threatening emergency calls accurately, efficiently and in compliance with internal standards and policies, while providing consistent feedback to maintain high service levels.
- In July 2025, to enhance communications security, HPS updated all radio equipment to use a more secure encryption protocol. This created a more efficient process for contacting neighbouring agencies via interoperable shared talk groups.
- The Priority Response System (PRS) was modified and approved in 2025. Improvements include additional alternate reporting methods and the re-allocation of resources to improve Frontline response to calls for service.

Culture and Capacity – Ensure employee wellbeing by deploying resources to effectively manage workload and continue to implement employee wellness initiatives that focus on prevention, early intervention and a supportive return to work process. In 2025, the HPS Communications Branch added four full-time Supervisors to strengthen oversight and support. One Supervisor was assigned to develop and lead a comprehensive QA Program. The expanded structure also includes one Administrative Supervisor identifying and resolving scheduling gaps, overseeing daily staffing levels and streamlining operations by removing obsolete processes. Finally, two Flex Supervisors provide coverage during peak periods; enhancing situational awareness and tracking operational performance in real-time.

Core Assets – Leverage technology and innovation by exploring and implementing digital solutions and new processes that improve service delivery, create internal and external efficiencies, and enhance organizational effectiveness.

In 2025, the HPS Communications Branch, in collaboration with our community partners from the City of Hamilton, successfully migrated over from an E9-1-1 platform to NG9-1-1. This marks a major upgrade to our call handling and dispatching technology, significantly enhancing our ability to process and dispatch 9-1-1 calls across the City of Hamilton

- In 2025, alongside the NG9-1-1 launch, HPS implemented RapidSOS to enhance interoperability and system redundancy. The platform provides Telecommunicators with real-time, data-rich information – including enhanced location accuracy and vehicle crash notifications supporting improved emergency response.
- Communications Branch integrated the location of Officer Body Worn Camera's into a layer on the RapidSOS map allowing every telecommunicator the ability to know the location of officers in the event of an emergency. This feature has provided valuable information and faster response times in several emergent situations where seconds were critical for a positive outcome.
- Communications Branch continues to refine the Radio interoperability feature with the Niagara Regional Police Service (NRPS), our Partner 9-1-1 agency. Tests are performed weekly to ensure Telecommunicators are ready in the event of a disruption in 9-1-1 services.

Staffing

- In 2025, as a result of retirements and promotions seven new full-time vacancies were created. Six of which were filled by part-time members within the Communications Branch and one was filled by a part-time member outside of Communications.
- Four new Communications Supervisor positions were created and filled by Acting Supervisors who were promoted internally.
- Five current Communications Operators (Telecommunicators) were promoted to Acting Supervisor positions.
- Seven current Telecommunicators were promoted to Communications Training Officer (CTO) positions.
- Twelve part-time Communicators successfully completed Call Taker/Dispatch training in 2025.

Training

- All Communications members completed two hours of NG911 training on the new CHS.
- All Communications members attended Communications Yearly Development Training.
- One Telecommunicator successfully completed Crisis Intervention Training (CIT).
- Six Telecommunicators participated in the ASIST Suicide Prevention Training Program.
- Four Communications Training Officers attended the Civilian Coaching and Mentoring Course offered by the Toronto Police Service.
- Nine Telecommunicators participated in the Road to Mental Readiness training.
- Seven Telecommunicators were trained as Communications Training Officers.
- One Telecommunicator and one Communications Supervisor attended the Facilitating and Assessing Police Learning Course.
- Five Telecommunicators were trained as Communications Acting Supervisors.
- Two Communications Supervisors attended the National Emergency Number Association (NENA) Conference.
- Three Communications Supervisors attended the Association of Public-Safety Communications Officials (APCO) Conference.
- One Communications Supervisor and two Telecommunicators attended First Line Leadership Course.
- One Acting Supervisor attended Identity Leadership.
- One Acting Supervisor attended BOLD Leadership.

Public Safety Answer Point (PSAP)

The HPS is the PSAP for the City of Hamilton.

The Canadian Radio-television and Telecommunications Commission (CRTC) has mandated that all Canadian PSAPs upgrade their systems to support NG9-1-1 calls through the Emergency Services IP Network (ESInet). Originally scheduled for March 2025, the CRTC has extended the deadline to March 31, 2027, acknowledging the additional time required for the transition.

- HPS dedicated resources to support the migration of E9-1-1 systems to NG9-1-1 compliant technology.
- The NG9-1-1 system was implemented on June 3, 2025. This marks a major accomplishment for Hamilton: Hamilton was a leader in the NG9-1-1 transition.

- HPS PSAP was the 20th PSAP within Canada to transition to an NG9-1-1 compliant system.
- HPS was the 13th Primary PSAP in Canada to migrate to NG9-1-1.
- HPS was the 5th Primary PSAP in Ontario to migrate.

HPS continues to foster a strong relationship with our new partner agency, NRPS Staff continue to test and train on the interoperable talk group on the Motorola radio system, allowing for open communication between Hamilton and Niagara dispatch in the event of a 9-1-1 system failure.

The failover of 9-1-1 calls to NRPS was successfully tested in 2025 ensuring minimal disruption to the City of Hamilton at large with regard to 9-1-1 services.

HPS and NRPS continue to improve upon the reciprocal agreement to handle each other's 9-1-1 calls during outages. In 2025, SOPs were created and cascaded to staff members. In 2025, HPS engaged NRPS to successfully cover 9-1-1 communications during the HPS NG9-1-1 cutover. On March 4th 2026, HPS assisted NRPS by covering their 9-1-1- communications during the NRPS NG9-1-1 cutover.

Lastly, a Continuity of Operations Plan was drafted by the PSAP Coordinator. With IT engagement, the plan will be completed in Q1 of 2026 in preparation for the construction of the new backup site at the MATA location. The PSAP will continue semi-annual planned evacuations to the alternate PSAP location in accordance with best practices and recommendations. This will ensure that all systems are ready in the event of a disruption in 9-1-1 services due to power failure, disaster or any other event that requires evacuation.

Conclusion

In 2025, the Hamilton Police Service Communications Branch made significant strides in enhancing its operations, staffing, training, and technological advancements. The completion of Phase 1 of the NG9-1-1 project marks just the beginning of change within the Hamilton Police PSAP. Phase 2 of NG9-1-1 will include increased accessibility to 9-1-1 along with increased access to data which will improve responses to critical incidents. HPS Communications continues regular attendance at CRTC Emergency Service Working Group meetings in order to ensure we continue to meet and exceed the evolving demands of public safety.

With the successful transition to NG9-1-1, alongside the increased system resiliency and extra measures of redundancy that have been implemented, HPS is positioned to continue delivering high-quality service to the community. These efforts demonstrate our commitment to innovation, operational efficiency, and a steadfast focus on ensuring the safety and well-being of the residents of Hamilton.

We look forward to further enhancing our capacity to respond to emergencies effectively, leveraging new technologies and strengthened partnerships, while maintaining the highest standards of service.