



**E-Comm 9-1-1 PSAP
Years 2017, 2018, 2019
&
YTD Oct 21, 2020
Results for the
Peace River Regional District**

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E-Comm Service Performance Report for the Peace River Regional District

Peace River Regional District Service Results Summary

The following report outlines overall service performance and analysis of key metrics for PSAP services provided by E-Comm to the Peace River Regional District for the 2017, 2018, 2019 (January 1 to December 31,) and YTD Oct 21, 2020. The following information is a summary of key metrics:

- 1) 9-1-1 PSAP call-answer service levels performance result for each year was above target
- 2) 9-1-1 call volume for Peace River Regional District has increased YoY.
- 3) For 2020, call volume has decreased primarily due to COVID-19 and social distancing measures were in place. In June when restrictions started to relax call volume did start to increase, forecast to YE is call volumes will remain under or close to 2019 volume.
- 2) From a quality perspective, for the reporting period of there have been no founded errors reported

Service Levels and Call Volume

For the purposes of this report, service performance results will be for the 2017, 2018 and 2019 period covering January 1 to December 31, as well YTD Oct 20, 2020. The following table outlines E-Comm's performance against targets for each reporting year:

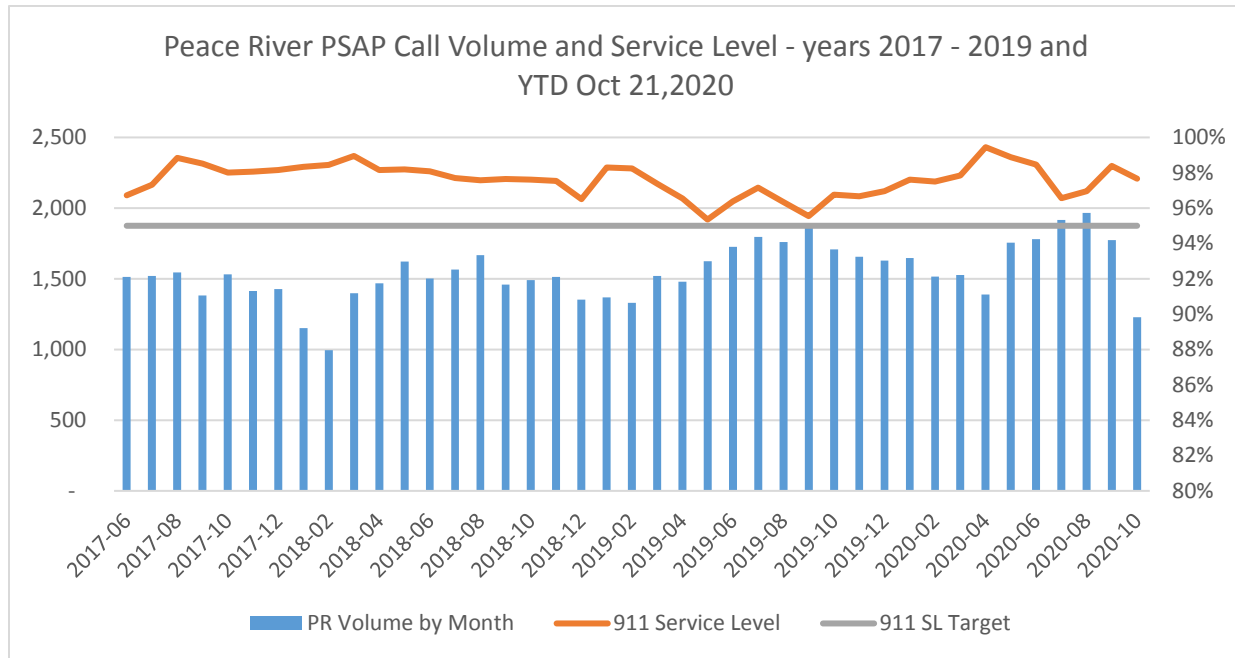
Year	911 Calls Processed	Service Level Actual	Average Call Handle Time	Average Speed of Answer
2017	11,112	98%	48	0.91
2018	17,185	98%	45	0.92
2019	19,462	97%	49	1.10
2020*	16,495	98%	49	0.92

The following chart outlines total calls received into 9-1-1 PSAP and downstream SSAP

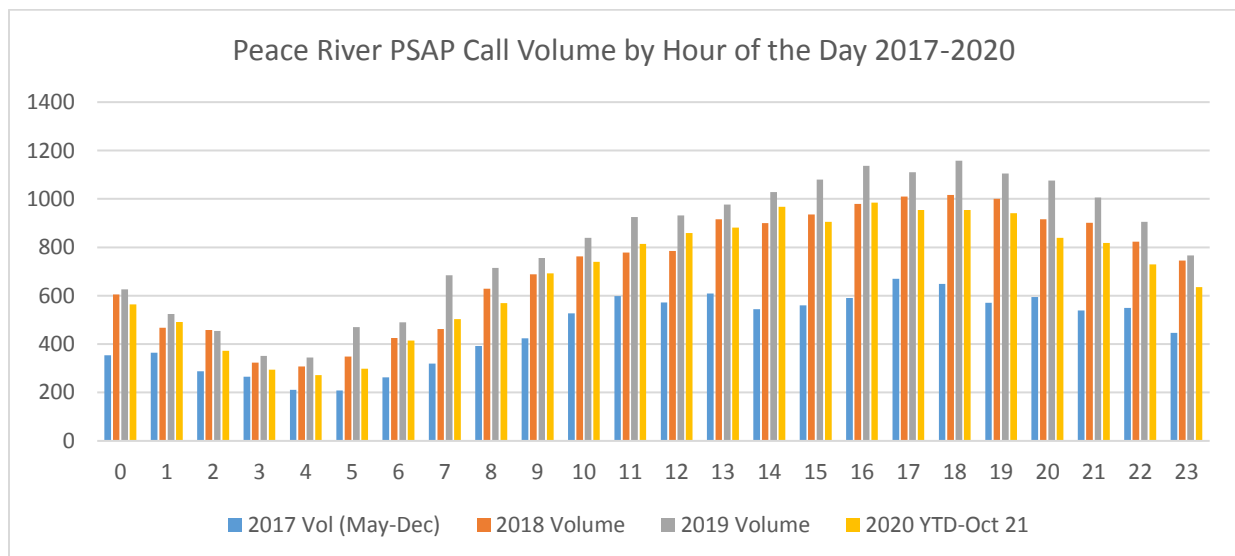
Year	Police	Fire	Ambulance	Inter PSAP*	Non-Downstream or Abandons	Total call volume
2017	5,239	618	2,237	664	2,354	11,112
2018	7,801	909	3,865	905	3,705	17,185
2019	8,802	858	4,039	921	4,842	19,462
2020 YTD	7,776	707	4,092	58	3,862	16,495

*Note: Inter PSAP calls are calls made by SSAP's to PSAP or PSAP to SSAP's

The following chart shows monthly call volumes and service levels for the Peace River Regional District PSAP calls for period Jan 1 – Dec 30, for years 2017, 2018, 2019 and YTD Oct 21, 2020.

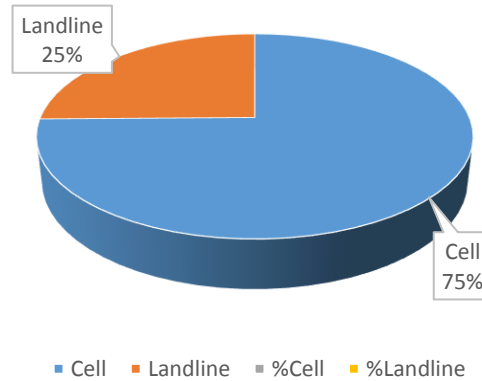


The next chart shows the call arrival pattern (across a 24-hour period) for Peace River Regional District 9-1-1 PSAP calls, cumulative for reporting years 2017, 2018 and 2019 and YTD Oct 21, 2020. Note that the peak time for call volume across Peace River's 9-1-1 spectrum is from 15:00 hrs. to 17:00 hrs.

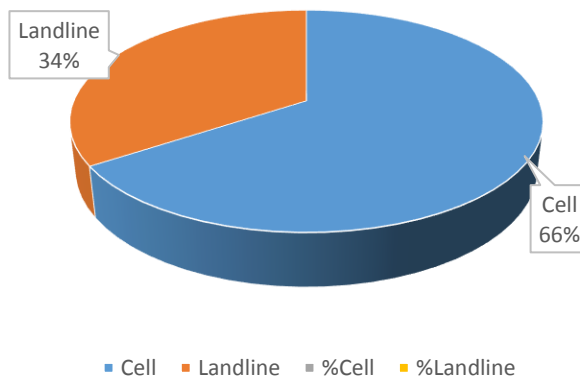


The cellular/landline distribution for the Peace River Regional District displayed below for years 2017, 2018, and 2019. Note cellular volume has increased YoY.

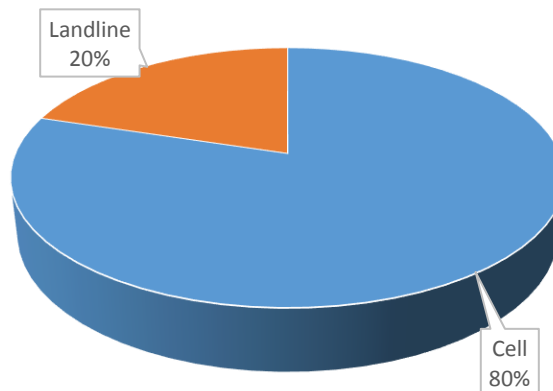
Cellular/Landline Distribution - Peace River 2017



Cellular/Landline Distribution - Peace River 2018



Cellular/Landline Distribution - Peace River 2019



Quality

E-Comm's Operations Division conducts regular quality monitoring activities. These activities include:

- ☐ Quality Assurance Assessment – by operator, by queue type, and by priority level.
- ☐ Pro-active policy adjustment.
- ☐ Review of reported complaints in relation to call volume (for Peace River Regional District)
 - For the reporting period, E-Comm processed 64,254 total calls from 2017, 2018 and 2019 for the Peace River Regional District with no reported complaints. (NOTE: "Complaint" for these purposes defined as a reported discrepancy regarding policy & procedure applied to downstream or a public/District related complaint regarding service provision.)

APPENDIX A – Yearly Data for the Peace River Regional District reporting areas. Note for the 2020 year data is YTD October 21, 2020

PR	Police	Fire	Ambulance	Inter PSAP	Non-Downstream or Abandons
2,017					
DISTRICT OF TUMBLER RIDGE	159	17	218	40	69
NORTH PEACE	2,549	301	1,083	322	1,093
Other	6	1		1	6
SOUTH PEACE	2,525	299	936	301	1,186
2017 Total	5,239	618	2,237	664	2,354
2,018					
DISTRICT OF TUMBLER RIDGE	260	29	456	78	150
NORTH PEACE	3,965	491	1,828	467	1,768
Other	1	1	1	1	
SOUTH PEACE	3,575	388	1,580	359	1,787
2018 Total	7,801	909	3,865	905	3,705
2,019					
DISTRICT OF TUMBLER RIDGE	268	18	429	79	172
NORTH PEACE	4,577	496	1,891	433	2,535
Other		5	2		2
SOUTH PEACE	3,957	339	1,717	409	2,133
2019 Total	8,802	858	4,039	921	4,842
2,020					
DISTRICT OF TUMBLER RIDGE	205	14	411		134
NORTH PEACE	4,135	390	1,965	36	2,099
Other		1			
SOUTH PEACE	3,436	302	1,716	22	1,629
2020 Total	7,776	707	4,092	58	3,862