



# JENNIFER MCKELVIE

City Councillor  
Scarborough-Rouge  
Park  
Ward 25

June 13, 2024

John Elvidge  
City Clerk  
Toronto City Hall  
100 Queen Street West  
Toronto, Ontario  
M5H 2N2

## **RE: Administrative Inquiry on 9-1-1 call wait times**

Dear Mr. Elvidge,

I am submitting this Administrative Inquiry under Municipal Code S27-7.11 for the June 26, 2024 meeting of City Council.

The Communications Services Unit of the Toronto Police Service operates the call centre where operators answer all emergency 9-1-1 calls, including those for fire and paramedic services, and dispatch police services when needed.

In recent months, some residents have contacted my office to express concern over the wait times they have experienced when calling 9-1-1.

When someone calls 9-1-1 it's an emergency. The timeliness of the call being answered is critical so that the appropriate emergency response can be dispatched quickly.

I am requesting answers to the following questions:

1. What is the service level standard for answering 9-1-1 calls?
2. Since June 1, 2023,
  - a. what was the monthly average wait time for 9-1-1 calls before being answered?
  - b. what percentage of 9-1-1 calls answered each month met the service standard?
  - c. what percentage of days per month was the standard met?
  - d. what was the longest wait time each month?
3. What factors impact the call centre's ability to meet the service level standard?
4. What impacts do the answers provided to question 2 have on the ability of emergency services to provide a timely response?
5. Do wait times vary throughout the day? If so, please provide a brief overview of how the wait times generally fluctuate over a 24-hour period.



6. Were new resources allocated to the call centre in the 2024 City of Toronto budget?
7. Are there any planned improvements for the call centre that are anticipated to have a positive impact on wait times, for example, additional resources or new technology?

Sincerely,

Jennifer McKelvie  
Deputy Mayor, City of Toronto  
City Councillor, Scarborough-Rouge Park