



**BY-LAW NO. 471-2024**

**A BY-LAW RESPECTING  
COMMUNICATIONS AND DISPATCH**

**1. PREAMBLE**

- 1.1 WHEREAS subsection 37 (1) of the *Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1, ("CSPA")* provides that a Board shall provide adequate and effective policing in the area for which it has policing responsibility as required by Section 10 of the CSPA;
- 1.2 AND WHEREAS subsection 38 (2) of the CSPA provides that a Police Service Board may establish policies respecting matters related to the Police Service or the provision of policing;
- 1.3 AND WHEREAS subsection 39 (1) of the CSPA requires the Board's Strategic Plan include quantitative and qualitative performance objectives and indicators of outcomes relating to, inter alia, emergency calls for service;
- 1.4 AND WHEREAS O. Reg. 392/23: Adequacy and Effective Policing (General) prescribes standards for adequacy and effectiveness of police services;
- 1.5 AND WHEREAS the Board has deemed it appropriate and consistent with the principles set out in Section 1 of the CSPA, with its objectives and priorities determined pursuant to Section 37 and 38 of the CSPA to require the Police Service to have a communication centre;
- 1.6 AND WHEREAS the Board has deemed it appropriate that it establish a policy to access the services of a communication centre by contracting with another municipal emergency service, contracting with another police service, or entering into arrangements to provide the services of a communication centre on a combined, regional or cooperative basis;
- 1.7 AND WHEREAS the Board has deemed it appropriate that it establish a communication centre to operate 24-hours a day with one or more communications operator/dispatcher to answer emergency calls for service and maintain a constant two-way voice communication capability with police officers who are on patrol responding to emergency calls;
- 1.8 AND WHEREAS the Board has deemed it appropriate that it establish a policy that ensures:
- (a) 24 hours a day, a member of a Police Service is available to supervise police communications and dispatch services; and
  - (b) police officers on patrol have a portable two-way voice communication capability that allows the police officers to be in contact with the communication centre when away from their vehicle or on foot patrol;

- 1.9 AND WHEREAS the Board has deemed it appropriate and consistent with the principles set out in Section 1 of the CSPA, with its objectives and priorities determined pursuant to Sections 37 and 38 of the CSPA to require the Chief of Police to:
- (a) establish procedures on communications and dispatch services; and
  - (b) ensure that communications operators/dispatchers and those supervising them have successfully completed the required Ministry accredited training or acquired the Ministry approved equivalent competencies;
- 1.10 AND WHEREAS the Board has deemed it appropriate that it establish a policy on communication and dispatch services;
- 1.11 AND WHEREAS Part LE-002 of the Policing Standards Manual (2000), a copy of which is attached hereto as Appendix A, contains guidelines directing the Board and the Chief relative to communications and dispatch.

NOW THEREFORE THE REGIONAL MUNICIPALITY OF NIAGARA POLICE SERVICE BOARD ENACTS AS FOLLOWS:

## **2. DEFINITIONS**

- 2.1 “Act” or “CSPA” means the *Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1*, and amendments thereto;
- 2.2 “Board” means the Regional Municipality of Niagara Police Service Board;
- 2.3 “Chief” means the Chief of the Niagara Regional Police Service;
- 2.4 “Manual” means the Policing Standards Manual published by the Ministry of the Solicitor General;
- 2.5 “Member” means a member of the Niagara Regional Police Service;
- 2.6 “Service” means the Niagara Regional Police Service.

## **3 BOARD POLICY**

- 3.1 The Board recognizes that appropriate communications and dispatch are crucial to policing, and it is therefore the policy of this Board that such communications and dispatch issues be dealt with in a professional and thorough manner and in accordance with procedures established by the Chief as directed in this By-law.

## **4 DIRECTION TO THE CHIEF**

### **4.1 PROCEDURES**

- 4.1.1 The Chief shall establish procedures and processes with respect to communications and dispatch services in accordance with Appendix A.

4.2 SUPERVISION

4.2.1 The Chief shall ensure that twenty-four (24) hours a day a Member of the Service is available to supervise police communications and dispatch services.

4.3 PORTABLE RADIOS

4.3.1 The Chief shall ensure that police officers on patrol have a portable two-way voice communication capability that allows the police officers to be in contact with the communications centre when away from their vehicle or on foot patrol.

4.4 COMMUNITY PROTOCOL

4.4.1 The Chief shall ensure that a protocol is developed with municipal fire services and the Regional Municipality of Niagara with respect to processes and procedures for communications and dispatch services.

4.4.2 The Chief shall ensure that the protocol referred to in Section 4.4.1 above is reviewed on an annual basis.

4.5 TRAINING

4.5.1 The Chief shall ensure that Members who provide communications and dispatch services have the requisite knowledge, skills and abilities.

4.5.2 The Chief shall ensure that the management and effectiveness of the communications and dispatch centre is regularly monitored and evaluated.

**5 REPORT TO THE BOARD**

5.1 The Chief shall make a written report to the Board on or before August 30 of each year in respect of communications and dispatch. The report shall include:

- (a) a summary of the written procedures regarding communications and dispatch;
- (b) the status of Service compliance with the said procedures;
- (c) a copy of the organizational chart of the communications unit; and
- (d) a summary of the training given to Members in the communications unit including a summary of the cost associated with the training.

5.2 The Chief shall ensure that the community protocol referred to in section 4.4 and any subsequent changes thereto is presented to the Board for review and approval.

**6. IMPLEMENTATION**

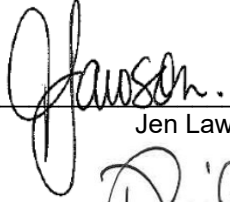
6.1 By-law No. 194-2000 and all other By-laws, sections of By-laws and procedural policies of the Board inconsistent with the provisions of this By-law are hereby repealed effective March 31, 2024.


6.2 This By-law shall come into force on April 1, 2024.

6.3 The Chief shall implement this By-law, where applicable, through General Order.

ENACTED AND PASSED this 25<sup>th</sup> day of April, 2024.

THE REGIONAL MUNICIPALITY OF NIAGARA POLICE SERVICE BOARD

  
\_\_\_\_\_  
Jen Lawson, Chair

  
\_\_\_\_\_  
Deb Reid, Executive Director

**Attachment (1)**

## Legislative/Regulatory Requirements

Section 5(1)(a) of the Adequacy Standards Regulation requires a police service to have a communications centre.

Section 5(3) allows a police service to access the services of a communications centre by contracting with another municipal emergency service, contracting with another police service, or entering into arrangements to provide the services of a communications centre on a combined, regional or cooperative basis.

Section 5(6) requires a communications centre to operate 24 hours a day with one or more communications operators/dispatchers to answer emergency calls for service, and maintain constant two-way voice communication capability with police officers who are on patrol or responding to emergency calls.

In addition, section 6(1) of the Adequacy Standards Regulation requires a police service to ensure that:

- 24 hours a day a member of a police service is available to supervise police communications and dispatch services; and
- police officers on patrol have a portable two-way voice communication capability that allows the police officers to be in contact with the communications centre when away from their vehicle or on foot patrol.

Furthermore, section 29 of the Adequacy Standards Regulation requires a police services board to have a policy on communications and dispatch services. Also, section 6(3) requires the Chief of Police to:

- establish procedures on communications and dispatch services; and
- ensure that communications operators/dispatchers and those supervising them have successfully completed the required Ministry accredited training or acquired the Ministry approved equivalent competencies.

## Sample Board Policy

Board Policy # \_\_\_\_\_

*Contracted  
Delivery*

It is the policy of the \_\_\_\_\_ Police Services Board with respect to communications and dispatch services that:

- a) this Board will contract with \_\_\_\_\_ Police Services Board/OPP/Municipal Emergency Service to provide the services of a communications centre (*decision also required on whether to contract for communications and dispatch supervision by a member of another police service*); and
- b) the Chief of Police will:
- i) ensure that 24 hours a day a member of a police service is available to supervise police communications and dispatch services;
  - ii) ensure that police officers on patrol have a portable two-way voice communication capability that allows the police officers to be in contact with the communications centre when away from their vehicle or on foot patrol;
  - iii) in consultation with the police service/municipal emergency service providing the services of a communications centre, establish procedures and processes on communications and dispatch services, including ensuring that persons providing these services meet the requirements of the Adequacy Standards Regulation; and
  - iv) regularly monitor and evaluate the management and effectiveness of the communications/dispatch centre.

*Direct, or  
Combined,  
Regional or  
Cooperative  
Delivery*

It is the policy of the \_\_\_\_\_ Police Services Board with respect to communications and dispatch services that:

- a) the police service will provide the services of a communications centre by (identify service delivery method); and
- b) the Chief of Police will:
  - i) ensure that 24 hours a day a member of a police service is available to supervise police communications and dispatch services;
  - ii) ensure that police officers on patrol have a portable two-way voice communication capability that allows the police officers to be in contact with the communications centre when away from their vehicle or on foot patrol;
  - iii) establish procedures and processes on communications and dispatch services; and
  - iv) ensure that members who provide communications and dispatch services meet the requirements of the Adequacy Standards Regulation.

## Police Service Guidelines

*Note: Provisions apply equally to other municipal emergency services that provide police communications and dispatch.*

- Procedures*
1. Procedures and processes on communications and dispatch services should address:
    - a) the answering, dispatching and tracking of calls and officer-initiated activity;
    - b) the priority to be assigned to different categories of calls;

- c) providing information to the caller on the proposed method of response;
- d) the criteria for the assignment of the number of officers in response to an incident;
- e) the control, maintenance, retention and storage of communication records and statistics;
- f) radio communications to and from officers, including:
  - i) the circumstances requiring radio communications by officers;
  - ii) the recording of the status of officers when out of service;
  - iii) the use of the Ten-code and the International Phonetic Alphabet;
  - iv) the methods used for identifying officers during radio transmissions; and
  - v) communication with other agencies/service providers;
- g) the communications procedures to be followed during pursuits, and require the availability of the police service's procedures on suspect apprehension pursuits in the communications area;
- h) supervising communications activities, including undertaking periodic assessments to review the consistent application by dispatchers/operators and supervisors of the response priorities established under 1(b);
- i) providing information to the public on:
  - i) the police service's emergency and administrative numbers;
  - ii) which numbers to call based on the type of request for service; and
  - iii) the police service's priorities for responding to different categories of calls for service, and expected response based on the police service's performance objectives;
- j) the availability of the municipal and police service's emergency plan for the community, region and/or area in the communications area;
- k) immediate access by communications and dispatch personnel to the following:
  - i) the designated senior officer in charge;
  - ii) duty roster of all personnel that are normally dispatched through that centre;
  - iii) visual maps detailing its service area;
  - iv) officer status indicators; and
  - v) telephone numbers for procuring emergency and necessary external services to the police service;
- l) security for the communications center;
- m) the regular maintenance of the communications equipment; and
- n) inter-jurisdictional communications capabilities.

*Systems  
Capabilities*

2. Every communications and dispatch centre should have:
  - a) a communications system that can record radio and emergency telephone communications, and has the capability for immediate playback of recorded telephone and radio conversations while maintaining a continuous recording of radio transmissions;
  - b) an alternate source of electrical power available for its communications system that is sufficient to ensure continued operation of emergency communication

equipment in the event of failure of the primary power source, and which is inspected and tested on a regular basis; and

- c) access to multi-channel mobile and/or portable radio equipment capable of two-way operation on a joint public safety frequency or frequencies.

*Staffing  
and  
Resourcing*

- 3. Every communications and dispatch centre should:
  - a) set out the roles and responsibilities of communications/dispatch operators;
  - b) ensure that the appropriate level of resources are provided to the communications function, including shift staffing levels based on calls for service analysis;
  - c) establish the selection processes for communications operators, dispatchers and those supervising them, including ensuring that members meet the requirements of the Adequacy Standards Regulation; and
  - d) ensure that the skills development and maintenance training for communications /dispatch operators and communications supervisors is set out in the police service's skills development and learning plan.
- 4. Every Chief of Police should ensure that police officers are kept informed of communications/dispatch policies and procedures.