



The Corporation of the Town of Tecumseh

December 20, 2019

Hon. Sylvia Jones
Solicitor General
George Drew Bldg, 18th Flr
25 Grosvenor Street
Toronto, Ontario
M7A 1Y6

Re: Town of Tecumseh Resolution on 911 Misdials

On behalf of Mayor Gary McNamara and Town Council, I am writing to advise that at its meeting on November 12, 2019, Tecumseh Town Council passed the following resolution:

Whereas the calls for service for 911 Misdials have risen dramatically in recent years, correlated with the rise in cell phone use; and

Whereas 911 Misdials must be responded to as if they were legitimate emergency calls; and

Whereas each 911 call is responded to with two OPP officers at an average time per call of 1.2 hours; and

Whereas each 911 call is a billable call to the municipality; and

Whereas in 2019 alone to date, 911 Misdials in Tecumseh number 1,082 calls, which is 28.8% of all billable calls for service to date; and

Whereas 911 Misdials are not unique to Tecumseh and in fact are common across the Province at an estimated cost of millions of dollars;

Now Therefore Be It Resolved That the Municipal, Federal and Provincial governments and relevant associations, including but not limited to, the Ontario Association of Police Services Boards (OAPSB), the Ontario Association of Chiefs of Police (OACP), the Federation of Canadian Municipalities (FCM) and the Association of Municipalities of Ontario (AMO), be requested to lobby the telecommunications industry and smart phone manufacturers to develop a solution to 911 Misdials.

A copy of the report to Town Council (CAO-2019-09) on 911 Misdials is attached for your information. Should you require anything further, please contact the undersigned at lmoy@tecumseh.ca or extension 116.

Yours very truly,



Laura Moy, Dipl.M.M., CMMIII HR Professional
Director Corporate Services & Clerk

LM/ep

Attachments

1. Report CAO-2019-09 911 Misdials

cc: Hon. Bill Blair, Minister of Public Safety and Emergency Preparedness
Irek Kusmierczyk, MP
Percy Hatfield, MPP
Federation of Canadian Municipalities
Association of Municipalities of Ontario
Ontario Association of Police Services Boards
Ontario Association of Chiefs of Police
Ontario Municipalities
Telus
Bell
Rogers