




# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Services Board
<b>BOARD MEETING DATE:</b>	April 27, 2023
<b>SUBJECT:</b>	2022 Year End Report – Communications Branch
<b>REPORT NUMBER:</b>	23-035
<b>SUBMITTED BY:</b>	Frank Bergen, Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

The attached Appendix A – Communications Branch 2022 Annual Report, provides a summary of 2022 statistical information for the Hamilton Police Service Communications Branch.

### INFORMATION

The Hamilton Police Service (HPS) Communications Branch is the Public Safety Answering Point (PSAP) for the City of Hamilton. As such, the PSAP answers all 911 calls for the City as well as being the dispatch for Police. This report provides an overview of the call volume and resources associated with Communications in 2022.

The goals and objectives listed below are reflective of our most recent business plan.

- Community Safety – To ensure the safety of the communities we serve.
- People & Performance – To increase the organizational capacity and effectiveness by attracting, developing and retaining our members.
- Technology & Asset Management – To ensure we have the necessary plans in place to address facilities, fleet and technology needs.

### APPENDICES AND SCHEDULES ATTACHED

Appendix “A” - Communications Branch 2022 Annual Report

FB/T.MacSween

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**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