




# HAMILTON POLICE SERVICE

## INFORMATION REPORT

<b>TO:</b>	Chair and Members Hamilton Police Service Board
<b>BOARD MEETING DATE:</b>	May 29, 2025
<b>SUBJECT:</b>	2024 Year End Report - Communications Branch
<b>REPORT NUMBER:</b>	25-032
<b>PRESENTATION:</b>	No
<b>OUTSTANDING BUSINESS ITEM:</b>	No
<b>SUBMITTED BY:</b>	Frank Bergen, Chief of Police
<b>SIGNATURE:</b>	

### EXECUTIVE SUMMARY

The attached Appendix A – 2024 Communications Branch Annual Report, provides a summary of statistical information concerning our Communications Branch for 2024.

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 dispatch for Police. This report provides an overview of the call volume and resources associated with the Communications Branch in 2024.

The goals and objectives listed below were achieved in 2024 and are reflective of our Strategic Plan and its Key Priorities.

- Community Safety – Focus on What is Essential
- Culture and Capacity – Ensure Employee Well Being
- Core Assets – Leverage Technology and Innovation

### APPENDICES ATTACHED

Appendix A – 2024 Communications Branch Annual Report

FB/M.Spencer

- c. Paul Hamilton, Deputy Chief – Support  
Michael Spencer, Superintendent – Field Support Division

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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