

Ontario
Provincial
Police

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Communications and Technology Services Bureau
Bureau de gestion de communication et technologie

Lincoln M. Alexander Building
777 Memorial Ave.
Orillia ON L3V 7V3

Edifice Lincoln M. Alexander
777, avenue Memorial
Orillia ON L3V 7V3

Telephone/Téléphone:
Facsimile/Télécopieur:

(705) 329-6177
(705) 329-6230

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July 14, 2021

MEMORANDUM TO:

ATTN: MAYOR/REEVE

Re: Revised Date for Provincial Communications Centre Smiths Falls Decommissioning

As recently communicated to police services boards in East Region, the Ontario Provincial Police (OPP) has determined that Provincial Communications Centre (PCC) Smiths Falls will be decommissioned via a phased process in 2022. Phase 1 of this realignment will see call-taking and dispatching for the OPP Highway Safety Division shift from PCC Orillia to PCC London, while Phase 2 will see call-taking and dispatching for East Region shift from PCC Smiths Falls to PCC Orillia.

The OPP had intended for Phase 1 of this operational realignment to begin on January 17, 2022, with Phase 2 following on February 21, 2022. However, many PCC Smiths Falls employees identified concerns regarding the timing of this operation. A number of the concerns brought forward were around the challenge of relocating families with school-aged children in the middle of the academic year, after much uncertainty and adverse impacts for children who have already been affected by school closures due to COVID-19 in the 2019/2020 and 2020/2021 academic years. Accordingly, the OPP has agreed to delay the decommissioning of PCC Smiths Falls by five months, until the summer of 2022. **Phase 1 will now begin on June 20, 2022, followed by Phase 2 on July 18, 2022.**

Once again, as the Bureau Commander responsible for the OPP PCCs, I assure all police services boards in East Region that service delivery will be unaffected by this operation. The same call-taking and dispatching services currently provided by PCC Smiths Falls will be provided from PCC Orillia once the transition takes place in July 2022. Frontline policing services in East Region will also be unaffected, with the same dedicated OPP members continuing to serve their communities.

Thank you for the opportunity to update you regarding the timing of this organizational realignment.

K.A. (Karen) Meyer, Chief Superintendent
Bureau Commander
Communications and Technology Services Bureau

c: Deputy Commissioner Rose DiMarco, Provincial Commander, Traffic Safety and Operational Support
Deputy Commissioner Chris Harkins, Provincial Commander, Field Operations
Chief Superintendent Karl Thomas, Regional Commander, East Region
Superintendent Phil Whitton, Bureau Commander, Municipal Policing Bureau