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## **The Regional Municipality of Durham**

### **MINUTES**

#### **9-1-1 MANAGEMENT BOARD**

**January 16, 2020**

A regular meeting of the 9-1-1 Management Board was held at Region of Durham Paramedic Services, 4040 Anderson Street, Whitby, Ontario, at 9:30 A.M.

Present: J. Galipeau, Durham Regional Police (Chair)  
T. Cheseboro, Region of Durham Paramedic Services  
L. Kellett, Oshawa Central Ambulance Communications Centre, Ministry of Health – Emergency Health Program Management & Delivery Branch  
M. Simpson, Director of Financial Planning and Purchasing, Durham Region, left the meeting at 11:35 AM  
J. Wichman, Communications/9-1-1 Technical Manager

Absent: B. Drew, Durham Regional Council  
G. Weir, Clarington Emergency & Fire Services

#### **Staff**

Present: L. Nash, 9-1-1 Communications Training Coordinator, Durham Regional Police  
C. Gillis, Acting Superintendent, Durham Regional Police, left the meeting at 11:33 AM  
J. Whittaker, Sergeant, Communications, Durham Regional Police  
T. Fraser, Legislative Services Division – Corporate Services Department

#### **1. Declarations of Interest**

There were no declarations of interest.

#### **2. Approval of Minutes**

Moved by M. Simpson, Seconded by J. Wichman,

(1) That the minutes of the 9-1-1 Management Board meeting held on November 18, 2019, be adopted.

CARRIED

#### **3. Appointment of New Chair for 9-1-1 Management Board**

T. Fraser advised that in accordance with the provisions contained in the 9-1-1 Joint Powers Agreement, it is required that a representative of either the Police or Fire Agencies, Chair on a rotating annual basis.

G. Weir will assume the Chair of the 9-1-1 Management Board as of the next meeting.

**4. 9-1-1 Call Statistics**

J. Wichman provided the 2019 statistics on calls transferred, 2019 estimated distribution by agency, and 9-1-1 call comparison for 2017, 2018 and 2019, as handouts. He advised that the overall volume of calls is increasing annually, and he provided a breakdown of calls transferred by agency for 2019.

J. Wichman responded to questions with respect to the tracking of non-emergency calls to 9-1-1; and the number of calls received as a result of the emergency alert regarding the Pickering Nuclear Generating Station.

**5. Tweets from Durham Region 9-1-1**

J. Wichman advised that the 9-1-1 Unit is considering the use of social media to share information with the public on the number of calls received monthly and for public awareness around issues such as wireless hang up calls. He also advised that they are considering whether to open their own twitter account.

Discussion ensued with respect to the social media policies of the Region of Durham and Durham Regional Police Service; and the best social media platform for communicating with the public. It was suggested that a meeting be held with Corporate Communications staff of the Region of Durham and Durham Regional Police Service to discuss next steps.

**6. Communications**

This item was considered earlier in the meeting. Refer to Item 5. Tweets from Durham Region 9-1-1 on page 2 of these minutes.

**7. Approval of Region of Durham E9-1-1 P.E.R.S. Policy and Procedure Manual**

J. Wichman provided a draft of the Region of Durham E9-1-1 P.E.R.S. Policy and Procedure Manual as a handout and he reviewed the proposed changes with members of the Board.

Discussion ensued with respect to the proposed changes in the Policy and Procedure Manual; the process for adding or altering procedures; updating the complaint taking policy related to the minimum staffing requirement; the 9-1-1 funding model; and next steps.

It was requested that an electronic copy of the draft Policy and Procedure Manual be circulated to members for review prior to the next 9-1-1 Management Board meeting. It was also suggested that changes requiring Regional Council approval be deferred until the Fall of 2020 to allow for further review of the complaint taking policy.

**8. 9-1-1 Management Board 2020 Budget**

M. Simpson provided a copy of the proposed 2020 Budget for the Emergency 9-1-1 Telephone System as a handout. She noted that the proposed budget increase is 11.52% and most is related to the annualization of the five new communicator positions approved in the 2019 budget.

J. Wichman provided an overview of the proposed 2020 program changes and he advised that the increase in capital assets is related to the implementation of next generation 9-1-1 (NG9-1-1). He also outlined future increases related to maintenance costs which will have an impact on the 2021 Budget.

Discussion ensued with respect to the use of the Capital Project Reserve; and whether any funding is provided from other levels of government or phone bills.

Moved by M. Simpson, Seconded by J. Wichman,

(2) That we recommend to the Finance & Administration Committee for consideration during budget deliberations:

That the 2020 9-1-1 Management Board Budget include the following items to be financed from the Region's Capital Project Reserve:

- \$285,000 for the purchase of Computer Telephony Integration System Equipment;
- \$240,000 for the purchase of Voice Recorder System;
- \$461,400 for the purchase of Private Branch Exchange for Phone System; and
- \$264,000 for the purchase of Servers/SANS.

CARRIED

Moved by T. Cheseboro, Seconded by L. Kellett,

(3) That the proposed 2020 9-1-1 budget be approved and that the proposed 2020 9-1-1 budget be forwarded to the Regional Finance Department for inclusion in the proposed 2020 Regional Business Plans and Budgets.

CARRIED

**9. Other Departments - Comments/Concerns**

a) Comments/Concerns – Regional Council

There were no comments.

b) Comments/Concerns – Durham Police

J. Wichman advised that they are continuing work towards the implementation of next generation 9-1-1 (NG9-1-1) and that he will keep the board informed as the network is developed.

Discussion ensued with respect to upcoming changes to the Computer Aided Dispatch (CAD) system and the potential impact on staffing.

c) Comments/Concerns – Fire Departments

There were no comments.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

L. Kellett outlined some of the issues being experienced with the phone lines at the Oshawa Central Ambulance Communications Centre.

e) Comments/Concerns – Durham Finance

M. Simpson advised that the proposed 2020 Regional Budget will include \$300,000 for the installation of signage on vacant rural properties for 9-1-1 purposes. She noted that the funding would be made available to local municipalities to install signage as needed.

f) Comments/Concerns – Region of Durham Paramedic Services

There were no comments.

**10. Other Business**

There was no other business.

**11. Date of Next Meeting**

The next meeting of the 9-1-1 Management Board will be held on Tuesday, April 28, 2020 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, Meeting Room 1-E.

**12. Adjournment**

Moved by L. Kellett, Seconded by T. Cheseboro,  
(4) That the meeting be adjourned.

CARRIED

The meeting adjourned at 11:36 AM

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J. Galipeau, Chair

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T. Fraser, Committee Clerk