



9-1-1 Management Board Agenda

September 28, 2021 at 9:30 AM
605 Rossland Road East, Council Chambers

Please note: In an effort to help mitigate the spread of COVID-19, and to generally comply with the directions from the Government of Ontario, it is requested in the strongest terms that Members participate in the meeting electronically. Regional Headquarters is closed to the public, all members of the public may [view the Committee meeting](#) via live streaming, instead of attending the meeting in person. If you wish to register as a delegate regarding an agenda item, you may register in advance of the meeting by noon on the day prior to the meeting by emailing delegations@durham.ca and will be provided with the details to delegate electronically.

Distribution List

Paul Hallett	Durham Regional Police (Chair)
Mark Berney	Scugog Fire & Emergency Services
Troy Cheseboro	Region of Durham Paramedic Services
Bobbie Drew	Durham Regional Council Member
Lisa Kellett	Manager, Oshawa Central Ambulance Communications Centre
Mary Simpson	Durham Region Finance
Jerrett Wichman	Communications/9-1-1 Technical Manager
Peter Cousins	Superintendent, Durham Regional Police
Tiffany Fraser	Legislative Services Division, Durham Region

Agenda Items

1. Roll Call
2. Declarations of Interest
3. Adoption of Minutes of June 24, 2021
4. 9-1-1 Call Statistics
5. 9-1-1 System Complaints reported by Technical Manager
6. Update on modernization of the 9-1-1 inter-agency agreement
7. Messaging to the public regarding calling 911
8. Update on deployment of SMS/Text messaging app for 9-1-1 hang-ups

Other Departments

1. Comments / Concerns Regional Council
2. Comments / Concerns Durham Regional Police
3. Comments / Concerns Fire Departments
4. Comments / Concerns Oshawa Central Ambulance Communications Centre
5. Comments / Concerns Durham Region Finance
6. Comments / Concerns Region of Durham Paramedic Services

Next Meeting Scheduled For – November 30, 2021

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