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The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

January 25, 2022

A regular meeting of the 9-1-1 Management Board was held in the Council Chambers, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, at 9:30 A.M. Electronic participation was permitted for this meeting.

1. Roll Call

Present: P. Hallett, Durham Regional Police (Chair)
M. Berney, Scugog Fire & Emergency Services
T. Cheseboro, Region of Durham Paramedic Services
B. Drew, Durham Regional Council
L. Kellett, Oshawa Central Ambulance Communications Centre, Ministry of Health – Emergency Health Program Management & Delivery Branch
M. Simpson, Director of Risk Management, Economic Studies and Procurement, Durham Region
J. Wichman, Communications/9-1-1 Technical Manager
*** all members of Committee participated electronically**

Staff

Present: R. Inacio, Systems Support Specialist, Corporate Services – IT
T. Fraser, Legislative Services Division – Corporate Services Department

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by J. Wichman, Seconded by B. Drew,
(1) That the minutes of the 9-1-1 Management Board meeting held on November 30, 2021, be adopted.
CARRIED

4. 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.

It was the consensus of the Board that M. Berney will assume the Chair of the 9-1-1 Management Board as of the next meeting.

5. 9-1-1 Call Statistics

J. Wichman provided the statistics on calls transferred from January to December 2021. He advised that a total of 243,710 calls were received, which is an increase in calls from 2020.

6. 9-1-1 System Complaints reported by Technical Manager

J. Wichman provided an overview of the following issues involving the 9-1-1 system:

- There have been some recurring issues where calls have come in with a static or grounding noise. He explained there has been no serious issues as a result of this issue and they are managing the issue with Bell SMC. He added that this is to be expected with the age of the network and one of the pushes for Next Generation 9-1-1 is to upgrade the network.
- Last week the Primary Public Safety Answering Point (P.P.S.A.P.) had an issue with one of their servers and licensing. He explained that the server logged out all of the call takers. He also explained that they moved over to their backup system and confirmed with Bell SMC that no calls were lost, and they made any required call backs. He added that repairs were made, and they were switched back without incident the same night.

J. Wichman responded to questions with respect to the status of Next Generation 9-1-1; and the licensing issue experienced by the P.P.S.A.P.

7. 9-1-1 Management Board 2022 Budget

A copy of the proposed 2022 9-1-1 Emergency Service System Business Plans and Budget was provided to the Board prior to the meeting.

M. Simpson advised that the proposed budget reflects the submission of the Durham Regional Police Service and has been approved by the Regional Treasurer for presentation. She also advised that the proposed budget increase is 10.4% and includes the appropriate use of the capital reserve to fund the Komutel upgrade.

J. Wichman provided an overview of the proposed 2022 budget. He advised that the 2022 budget includes upgrades for the implementation of Next Generation 9-1-1 (NG9-1-1) and a staffing increase.

J. Wichman and M. Simpson responded to questions with respect to the proposed staffing increase.

Moved by M. Simpson, Seconded by T. Cheseboro,
(2) That we recommend to the Finance & Administration Committee for subsequent recommendation to Regional Council:

That the 2022 Business Plans and Budget for the 9-1-1 Emergency Service System be approved including the financing of the following capital works from the Region's Capital Project Reserve:

- \$303,384 for the implementation of the Komutel Software NG911.
- CARRIED

8. Other Departments - Comments/Concerns

a) Comments/Concerns – Regional Council

Councillor Drew inquired about recent media coverage reporting no ambulances were available and she asked if this was related to COVID absences or delays at the hospital.

T. Cheseboro advised that this is primarily related to hospital offload delays. He also advised that he has worked with the Regional Chair and Chief Administrative Officer to facilitate meetings with the Lakeridge Health Chief Executive Officer to determine what can be done to mitigate the issue.

b) Comments/Concerns – Durham Police

P. Hallett inquired about the status of the new 9-1-1 System Agreement.

M. Simpson advised that the draft agreements have been reviewed by Durham Regional Police Service and next steps include reviewing with the Region of Durham Chief Administrative Officer and M. Berney. She agreed to provide an update at the April 26, 2022, 9-1-1 Management Board meeting.

P. Hallett advised that the Durham Regional Police Service will be looking for a replacement for their Radio System Technician contract position. He noted that they are in the last year of the current contract.

c) Comments/Concerns – Fire Departments

M. Berney advised that he will schedule a meeting with P. Hallett and J. Wichman to discuss Next Generation 9-1-1 and its extension to Fire Dispatch. J. Wichman advised that they do communicate with both fire dispatches on a regular basis.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

L. Kellett advised that the Central Ambulance Communications Centre has implemented their new CAD system. She also advised that the Central Ambulance Communications Centre has experienced some staffing challenges due to COVID-19 and are also experiencing challenges due to hospital off-load delays. She further advised that they updated their COVID-19 screening questions on Friday, January 21, 2022.

L. Kellett agreed to share the Central Ambulance Communications Centre COVID-19 screening questions with P. Hallett and M. Berney following the meeting.

Discussion ensued with respect to recent staffing challenges experienced related to COVID-19.

e) Comments/Concerns – Durham Finance

M. Simpson advised that Regional Business Plans and Budgets will be considered by the Finance & Administration Committee on February 8, 2022.

f) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro advised that the paramedic union filed a complaint with the Ministry of Labour related to the radio equipment. He explained that Region of Durham Paramedic Services has done what has been requested to mitigate the issue. He noted that the union is requesting individually issued cell phones and that the Ministry of Labour did not issue a ruling in favour of the union. He added that the Ministry is in the process of upgrading to a new radio system.

T. Cheseboro also advised that they are experiencing challenges with increasing call volume and it is anticipated to grow based on their 10-year Master Plan.

9. Other Business

There was no other business.

10. Date of Next Meeting

The next meeting of the 9-1-1 Management Board will be held on Tuesday, April 26, 2022 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, in Council Chambers.

11. Adjournment

Moved by J. Wichman, Seconded by M. Simpson,
(3) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:18 AM

P. Hallett, Chair

T. Fraser, Committee Clerk