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The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

February 16, 2023

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: M. Berney, Scugog Fire and Emergency Services (Chair), left the meeting at 10:00 AM
B. Garrod, Durham Regional Council
G. O’Blenes, Durham Regional Police
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**

Absent: T. Cheseboro, Region of Durham Paramedic Services
L. Kellett, Oshawa Central Ambulance Communications Centre, Ministry of Health – Emergency Health Program Management and Delivery Branch

Staff

Present: R. Inacio, Systems Support Specialist, Corporate Services – IT
T. Fetter, Durham Regional Police
S. Mackey, Oshawa Fire
N. Prasad, Legislative Services Division – Corporate Services Department
J. Svanda, Durham Paramedic Services
L. Soto Maya, Legislative Services Division – Corporate Services Department

2. Declarations of Interest

There were no declarations of interest.

3. Appointment of Chair

L. Soto Maya 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 G. O’Blenes will assume the Chair of the 9-1-1 Management Board.

G. O’Blenes assumed the Chair for the remainder of the meeting.

4. Approval of Minutes

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

(1) That the minutes of the 9-1-1 Management Board meeting held on October 18, 2022 be adopted.

CARRIED

5. 9-1-1 Call Statistics

J. Wichman provided the final statistics on calls transferred from January to December 2022. The statistics also include transfers to the Ontario Provincial Police on the highways, no-answer, and wireless hang-ups. He advised there is a five to ten percent increase from year to year on the call volume.

J. Wichman responded to a question regarding the call volume increases, and variations within the sub-sets. J. Wichman advised that there is an increase in calls to Police, as well, 9-1-1 has an internal change working with a local hospital to have a crisis call worker in 9-1-1 respond to mental health calls, and at the end of this year Canada will be launching 988 a suicide hotline, which may result in calls going directly to 988.

J. Wichman responded to a question regarding the north Durham calls and jurisdictional boundaries.

6. NG 9-1-1 and 9-1-1 Overview

Durham Region is looking to onboard onto the Next Gen IP based network at the end of 2023 or beginning of 2024.

J. Wichman provided an overview of the benefits of the updated Next Gen 9-1-1 system, such as: that 9-1-1 will launch a texting service to everyone, through RTT (real time text) for two-way text conversation which is expected to replace TTY TTD, the traditional device for the hearing impaired; better location information will be available, particularly for rural areas; there will be increased information sharing between emergency services; and, the ability for OnStar call centers to transfer the collision analytics gathered from a call directly to 9-1-1.

J. Wichman stated that Fire Services will also be transferring the Next Gen 9-1-1 network in the near future, however, Paramedic Services will take more time to implement the system because they serve regional and provincial governments, as well, have many locations for ambulances.

J. Wichman also stated that the Canadian Radio-television and Telecommunications Commission (CTRC) plans to decommission the old 9-1-1 network by 2025 and that Toronto Fire Services, Ontario Provincial Police, and Ministry of Health, Central Ambulance Communication Centre sites will first implement the system, then Durham Regional Police near the end of the year. He also noted that the Provincial government recently announced funding for the NG 9-1-1 systems.

7. 9-1-1 System Complaints reported by Technical Manager

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

- Network issues are mitigated quickly, and research is done to ensure that there are no missed calls.
- Some void calls are difficult to transfer to other agencies and need to be transferred as admin calls.

It was the consensus of the Committee to alter the agenda to deal with the 9-1-1 Management Board 2023 Budget (Item 9) next.

9. 9-1-1 Management Board 2023 Budget

J. Wichman provided an overview of the 9-1-1 Emergency Service System Business Plans and Budget, including the proposed expenses and proposed funding for major programs and services. He also outlined strategic priorities.

Discussion ensued with respect to the cost per capita for providing 24/7 access to emergency services.

M. Simpson advised that the 2023 budget is very responsible in addressing the reality of implementing a new 9-1-1 system, as well, addressing staffing increases.

Moved by B. Garrod, Seconded by M. Berney,

(2) That we recommend to the Finance and Administration Committee for subsequent recommendation to Regional Council:

That the 2023 Business Plans and Budget for the 9-1-1 Emergency Service System be approved.

CARRIED

8. Pulse Point Presentation

Sandra Mackey, Chief Communications Officer, Oshawa Fire, provided a PowerPoint presentation on Pulse Point.

Highlights of the presentation included:

- Pulse Point
 - How Pulse Point Works
 - Pulse Point as a Community Effort and Visible Community Project
 - Active Services Across Canada and Ontario
 - Community Life Saving Support
 - Oshawa Fire Medical Call Statistics
 - Other Medical Statistics in the Region
 - Pulse Point in Kingston
 - Cumulative Response Timeline
 - Pulse Point CPR and AED locations
 - Fire stations in Alameda County, California
 - Pulse Point in Alameda County, California
 - Pulse Point in San Diego, California
 - Pulse Point in Lincoln, Nebraska
 - Deployment and Use by our United States Neighbours
- PulsePoint AED
 - PulsePoint AED App and Registry
- Pulse Point Launch at Lakeridge Health in September 2022

S. Mackey stated that the PulsePoint App was implemented in Oshawa in September 2022.

She advised that the app empowers first responders and everyday citizens to be able to provide life-saving assistance for a person suffering from cardiac arrest until first responders arrive on the scene. She noted that survival rates are increased significantly when early CPR is administered.

S. Mackey provided an overview of how the PulsePoint App works. She stated that 9-1-1 sends a real-time PulsePoint alert to any users trained in CPR who are within a 500-metre range when a sudden cardiac arrest incident occurs.

S. Mackey advised that the PulsePoint App is currently implemented in the City of Oshawa, and the Townships of Scogog, Brock and Uxbridge. In addition, Kingston Fire Services, Winnipeg Fire Services and the entire province of British Columbia are PulsePoint communities. She provided an overview of the call volume and statistics in comparative municipalities.

S. Mackey also provided an overview of the PulsePoint AED app, and registry of AED locations and details. She advised that Ontario Tech University and Durham College are partnering with Oshawa Fire Services to implement the AED app in some of their programs.

S. Mackey stated that Oshawa Fire Services launched the PulsePoint AED app in partnership with Lakeridge Health in September 2022 and the app is being promoted through social media, and General Motors is also communicating the app.

S. Mackey advised that the PulsePoint app brings the community together working in partnership with emergency services to save lives.

S. Mackey responded to questions regarding the Town of Ajax and the City of Pickering integrating their systems; cost factors and other hurdles to implement PulsePoint; and capacity of the system.

9. Other Departments - Comments/Concerns

a) Comments/Concerns – Regional Council

B. Garrod commented that natural disasters such as the tornado that touched down in the Township of Uxbridge in 2022 will become more frequent due to the impacts of climate change. He questioned if there were lessons learned from that event and if mitigating factors are reflected in the budget and implementation of the Next Gen 9-1-1 system.

J. Wichman advised that there were lessons learned, such as with Next Gen 9-1-1 and they are looking at the possibility of utilizing remote call takers so more staff can be safely added to answer more of the 9-1-1 calls that come in; as well, leveraging technology to try to respond faster.

b) Comments/Concerns – Durham Police

J. Wichman advised that the way calls are delivered to 9-1-1 centres using GIS will be changing in 2025 with respect to how data such as location information is collected and disseminated, taking into consideration population growth in Durham Region.

J. Wichman also noted that April 9 to 15, 2023 is National Public Safety Telecommunications Week to celebrate the people that answer the 9-1-1 calls for Police, Fire and Ambulance.

c) Comments/Concerns – Fire Departments

There were no comments.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

There were no comments.

e) Comments/Concerns – Durham Finance

There were no comments.

f) Comments/Concerns – Region of Durham Paramedic Services

There were no comments.

10. Date of Next Meeting

The next meeting of the 9-1-1 Management Board will be held on Tuesday, April 25, 2023 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, in Council Chambers.

11. Adjournment

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

CARRIED

The meeting adjourned at 11:10 AM

Gord O'Blenes, Chair

Laurie Soto Maya, Committee Clerk