



9-1-1 Management Board Agenda

June 27, 2023 at 9:30 AM

**605 Rossland Road East
Council Chambers**

Distribution List

Gord O'Blenes	Durham Regional Police (Chair)
Mark Berney	Scugog Fire & Emergency Services
Troy Cheseboro	Region of Durham Paramedic Services
Peter Cousins	Superintendent, Durham Regional Police
Bruce Garrod	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
Nela Prasad	Legislative Services Division, Durham Region

Agenda Items

1. Roll Call
2. Declarations of Interest
3. Adoption of Minutes of April 25, 2023 (Attachment #1)
4. 9-1-1 Call Statistics
5. DRPS Update re: 9-1-1 System
6. Update on NG 9-1-1 Grant Application
7. Recent Android SOS Feature Update and Impact on the 9-1-1 Centre
8. Discussion re: Meeting Schedule and Frequency of Meetings

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 – September 26, 2023

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The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

April 25, 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 9:35 A.M. Electronic participation was permitted for this meeting.

1. Roll Call

Present: G. O'Blenes, Durham Regional Police (Chair)
M. Berney, Scugog Fire & Emergency Services
T. Cheseboro, Region of Durham Paramedic Services
B. Garrod, 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: J. Henry, Regional Chair and CEO
R. Inacio, Systems Support Specialist, Corporate Services – IT
T. Fetter, Director, Business Services, Durham Regional Police Service
N. Prasad, Assistant Secretary to Council, Legislative Services Division – Corporate Services Department

2. Declarations of Interest

There were no declarations of interest.

3. Approval of Minutes

Moved by J. Wichman, Seconded by B. Garrod,
(4) That the minutes of the 9-1-1 Management Board meeting held on February 16, 2023, be adopted.

CARRIED

4. 9-1-1 Call Statistics

J. Wichman provided the statistics on calls transferred from January to March 2023. He advised that calls are trending higher than last year with the average being between 14,000 and 16,000 to now 18,000 to 20,000.

J. Wichman advised that there has been an increase in pocket dials or hang-ups, attributed to new devices such as smart watches and responded to questions with regards to whether there will be any initiatives or outreach to get the message out around avoiding accidental calls. He advised of the no answer call management system, as well as the use of social media to do annual blasts to the public; and the emergency services working group.

5. DRPS Update re: 9-1-1 System

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

- The second evacuation procedure of the year was done on April 17th. He advised that the aim is to do this 4 times a year so that each platoon experiences it and provides a chance to test the equipment at the backup site to ensure everything works well and to address any shortcomings. He advised that the procedure went well and any deficiencies that arose are being addressed. The next evacuation procedure is scheduled for May 15th;
- Line issues are still being experienced although it's usually only one or two lines. Bell Canada is quick to recognize when there is an issue on 911 lines it is usually repaired within a day or two; and
- There was a recent issue this month where an update was rolled out to android cell phones and it automatically turned the SOS feature on resulting in an increase in pocket dials.

6. Update on NG 9-1-1 Grant Application

J. Wichman advised that the grant application timelines were met and that it was a great group effort from DRPS and the Region's Finance Department. He also advised that the report has to go back to SOLGEN on July 31st and staff is trying to get invoices completed for that time. He further advised that the date for the next 2 sections of the grant has not yet been released.

7. Discussion re: Hybrid Meetings

Discussion ensued with regards to the possibility of moving future meetings to a hybrid format. M. Simpson advised that Meeting Rooms 1-A and 1-B at Regional Headquarters are now equipped with equipment to host hybrid meetings and inquired whether there was an interest in doing so.

It was the consensus of the Committee that the upcoming meetings be held in a hybrid format.

M. Simpson advised that she will discuss with DRPS to see if they have the capability of having hybrid meetings at the Whitby office and come back with a proposal as to where the next meeting should be held.

8. Other Departments - Comments/Concerns

a) Comments/Concerns – Regional Council

Councillor Garrod thanked G. O’Blenes for the opportunity to visit the Operations Centre and advised that he would appreciate visiting again with the dispatch operators. He also advised that he will be attending a local radio station once a month to talk about various regional services and would like a member from the committee to join him in the future to discuss 9-1-1.

J. Wichman thanked Councillor Garrod for attending the Operations Centre. G. O’Blenes stated that it was timely that Councillor Garrod attended on the Thursday of National Public Safety Telecommunications Week which is a week to celebrate hard working individuals.

b) Comments/Concerns – Durham Police

There were no comments.

c) Comments/Concerns – Fire Departments

There were no comments.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

L. Kellett advised that they are still experiencing hiring challenges. She advised that staff have started the internal upgrades of the infrastructure for the NG911 and is hoping for it to be done by the end of the year. She also advised that they are continuing to work on the new radio system to support paramedics.

e) Comments/Concerns – Durham Finance

There were no comments.

f) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro advised that they are finishing up the radio training on the new radio system and following this all new recruits will be provided with the training on the new system as well as the province. He stated they are scheduling the retrofits of all the ambulances to be equipped with the new radio system as well. He advised that the new radios will be NextGen compatible however, they will be working on the old analogue-type system until they can transition all the towers.

T. Cheseboro also advised that the Medical Priority Dispatch System (MPDS) rollout is delayed further due to provincial labour challenges.

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, June 27, 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,
(5) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:15 AM

G. O'Blenes, Chair

N. Prasad, Assistant Secretary to
Council