



9-1-1 Management Board Agenda

September 26, 2023 at 9:30 AM

**605 Rossland Road East
Meeting Room 1-A**

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 June 27, 2023 (Attachment #1)
4. 9-1-1 Call Statistics
5. DRPS Update re: 9-1-1 System
6. Regional Municipality of Durham 9-1-1 Policy and Procedure Manual – “Answering Procedure”
7. Update on Wireless SOS Android Issue

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 28, 2023

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The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

June 27, 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: 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
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: L. Kellett, Oshawa Central Ambulance Communications Centre, Ministry of Health – Emergency Health Program Management & Delivery Branch

Staff

Present: A. Chung, 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 M. Simpson,
(6) That the minutes of the 9-1-1 Management Board meeting held on April 25, 2023, be adopted.

CARRIED

4. 9-1-1 Call Statistics

J. Wichman provided the statistics for calls transferred from January to May, 2023. He advised that there is usually an increase at the start of the year, then a drop, and then a steady increase throughout the year. He stated that overall, there is a steady increase from year to year.

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

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

- There has not been any outages with regards to the Bell 9-1-1 lines and the system has been stable since the last call;
- There has been a few network issues that have impacted the Communications Centre; and
- There have been no impacts to answering 9-1-1 calls or calling back abandoned calls. The issues have been resolved by the IT Department.

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

J. Wichman advised that a lot of the funds have been used and staff is waiting for some final invoices to come in before reporting back to SOLGEN. He advised that reporting is due next month to confirm how the funds were spent. He advised that there are no details on the next phase but advised that he will reach out to his contacts to get some information.

J. Wichman advised that he is looking into doing an audit of the address collection in the Region to put into the 9-1-1 management budget but hoping that part of the funds (if not all) will be recovered from the second phase of the grant. He advised that this would prepare them for one of the new features with NG 9-1-1 that will be coming after the launch and is going to be the way calls are routed within the 9-1-1 network. He advised that it will be geodetic, meaning it will be based on the geolocation of the caller.

Chair O'Blenes thanked everyone for all the work put into meeting the requirements of the grant.

7. Recent Android SOS Feature Update and Impact on the 9-1-1 Centre

J. Wichman stated that a recent Android feature update has drastically impacted the group as a Public Safety Answering Point (PSAP) with respect to their ability to answer calls. He advised that the service update from Android added a feature called emergency SOS to the cell phone software and when the software update was released, the feature was enabled. The feature allows the user to press their power button a few times and it automatically calls 9-1-1. He stated that there was immediate increase in PSAP call volumes from April to May of 20%. He stated that the impact is at a global level and is being felt all across Canada, the United States, as well as Europe and that the issue directly affects the call center's ability to answer 9-1-1 calls.

J. Wichman advised that they have prepared a letter to the Secretary General of the Canadian Radio-television and Telecommunications Commission to ask that they approach Android and Samsung requesting that they change the software and also work with PSAPs to test these features and obtain feedback before they are released to the public. He also advised that they are using social media at DRPS to educate the public on how to use this new feature on their devices.

Discussion ensued with regards to the importance of educating the public and engaging the Region to use their social media platforms to broadcast the message.

8. Discussion re: Meeting Schedule and Frequency of Meetings

Discussion ensued with regards to the need to have five scheduled meetings per year to ensure that the committee meets the mandated four meetings. It was agreed that fifth meeting would help with any transitions; as well as facilitate any discussions regarding budgets. It was confirmed that a fifth meeting is scheduled to take place on November 28, 2023 and that going forward, five meetings per year will be scheduled.

Other Departments - Comments/Concerns

a) Comments/Concerns – Regional Council

There were no comments.

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

There were no comments.

e) Comments/Concerns – Durham Finance

There were no comments.

f) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro advised that the new radios are being installed. He advised that two trucks are done per day so it is taking some time for the province to do the installs. He stated that they are still on the old tower system as that has not yet been upgraded but they are already seeing an improvement in communication due to the new hardware.

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, September 26, 2023 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, in Council Chambers.

11. Adjournment

Moved by M. Simpson, Seconded by Councillor Garrod,
(7) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:15 AM

G. O'Blenes, Chair

N. Prasad, Assistant Secretary to
Council