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## **The Regional Municipality of Durham**

### **9-1-1 Management Board Minutes**

**Tuesday, November 25, 2025**

A regular meeting of the 9-1-1 Management Board was held in the Whitby Meeting Room, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 10:01 AM.

#### **1. Roll Call**

Electronic participation was offered for this meeting.

\* indicates individuals who participated electronically.

##### Members

Present: S. Carter, Durham Regional Police, Chair  
S. Boyd, Fire & Emergency Services\*  
B. Garrod, Durham Regional Council  
M. Simpson, Director of Risk Management, Economic Studies and Procurement, Durham Region  
J. Wichman, Communication/9-1-1 Technical Manager

##### Members

Absent: T. Cheseboro, Region of Durham Paramedic Services  
W. Spindler, Oshawa Central Ambulance Communications Centre

##### Also

Present: G. O'Blenes, Durham Regional Police  
A. Naeem, Solicitor, Legal Department

Staff Present: R. Inacio, N. Prasad

#### **2. Declarations of Pecuniary Interest**

There were no declarations of pecuniary interest.

#### **3. Adoption of Minutes**

Moved by J. Wichman, Seconded by M. Simpson,  
That the minutes of the regular 9-1-1 Management Board meeting held on  
Tuesday, September 23, 2025, be adopted.

**Carried**

#### **4. 9-1-1 Call Statistics**

J. Wichman advised that the 2025 call volume so far has been normal with a slight reduction. He stated that there may be a slight increase at the end of the year which is usual for the time of the year.

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

J. Wichman provided an update on the 9-1-1 System. He advised that there was a planned evacuation during the week of November 16<sup>th</sup>. He stated that for every evacuation, a full testing of the equipment at the back up site is done. At the time of the testing, only 8 out of 19 circuits were in service due to a fire. He advised that a repair ticket was opened and repaired by Bell and that the planned evacuation went off without further issue on November 20<sup>th</sup> to 21<sup>st</sup>.

J. Wichman responded to questions regarding whether there was communication of the problem in advance of the planned evacuation.

**6. Update on NG9-1-1 GIS Readiness and Risk Assessment**

M. Simpson advised that the grant application has been submitted with the assistance of DRPS and details will follow. J. Wichman advised that the user group is meeting with the Region's GIS department bi-weekly. He also advised that there has been one meeting with all area municipalities which went well and another meeting to be held in December or January. He further advised that staff is looking at hiring consultants to advise of the changes recommended in the report.

J. Wichman responded to questions regarding the estimated date for the roll out and it was requested that an update be provided at the next meeting.

**7. 2026 Budget Presentation and Approval**

M. Simpson provided introductory remarks and J. Wichman provided an overview of the 2026 9-1-1 Emergency Service System to be presented at the Special Committee of the Whole meeting and subsequently to Regional Council on December 17, 2025.

Highlights of the presentation included:

- Durham Budget 2026 – 9-1-1 Emergency Service System
- Major Programs and Services
- Strategic Priorities
- Key Targets for 2026
- Financial Details: Summary by Account
- Financial Details: Summary by Program
- Financial Details: Summary of Capital
- Details of Budget Changes
- Staffing Details
- Looking Forward

Moved by Councillor Garrod, Seconded by M. Simpson,  
That we recommend to the Committee of the Whole for subsequent  
recommendation to Regional Council:

That the 2026 Business Plans and Budget for the 9-1-1 Emergency Service  
System be approved.

**Carried**

**8. Discussion regarding Use of Artificial Intelligence to Field Non-Emergency  
Police Calls**

Councillor Garrod provided an electronic copy of an article entitled “How Canadian startup Hyper is using AI to help field non-emergency police calls”. He stated that there is a challenge with some of the non-emergency calls that come into the 9-1-1 Call Centre and the fact that they consume time that can be spent on dealing with true emergency calls. He stated that Artificial Intelligence (AI) is regulated and the support it can provide seems impressive. He advised that he met with staff of Durham 311 and was advised of some of the AI technology they currently use for screening and redirecting calls or even emails. He stated that the technology can listen in on calls as well as monitor the emotion and quality of information provided by the callers and call takers.

Detailed discussion ensued with regards to the possible use of similar technology in the call centre; the administrative usefulness of it; the current use of training software for NG 9-1-1 that is AI based; and the development of an AI tool for training of the call takers.

J. Wichman stated that DRPS has been looking at AI for admin calls (Hyper included) for the call centre but have decided to put this project on hold until the DRPS transition to NG9-1-1 is complete and the software has had more time to mature.

It was requested that any future interest in using AI be communicated and that an information update be provided in about 6 months.

**9. Confidential Matters**

There was no other business to be considered.

**Other Departments**

**1. Comments/Concerns Regional Council**

Councillor Garrod extended his thanks to the Board for the service provided and stated that it has been a great pleasure to be involved.

2. Comments/Concerns Durham Regional Police

J. Wichman provided an update with regards to the circumstances surrounding a nuisance caller. He advised that active measures have been taken to stop the behaviour.

3. Comments/Concerns Fire Departments

There were no updates.

4. Comments/Concerns Oshawa Central Ambulance Communications Centre

There were no updates.

5. Comments/Concerns Durham Region Finance

There were no updates.

6. Comments/Concerns Region of Durham Paramedic Services

There were no updates.

**Date of Next Meeting**

The next regularly scheduled 9-1-1 Management Board meeting will be held on Tuesday, January 27, 2026 at 10:00 AM.

**Adjournment**

Moved by Councillor Garrod, Seconded by J. Wichman,  
That the meeting be adjourned.

**Carried**

The meeting adjourned at 10:39 AM

Respectfully submitted,

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S. Carter  
Chair

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N. Prasad  
Assistant Secretary to Council