

The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

January 30, 2018

A regular meeting of the 9-1-1 Management Board was held in Meeting Room 1-E, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, at 9:30 A.M.

Present: S. Jones, Durham Regional Police (Chair)
B. Chapman, Durham Regional Councillor
T. Cheseboro, Region of Durham Paramedic Services
J. Clapp, Commissioner of Finance, Durham Region
L. Kellett, A/Manager, Oshawa Central Ambulance Communications
Centre, Ministry of Health & Long Term Care – Emergency Health
Program Management & Delivery Branch
G. Weir, Clarington Emergency & Fire Services

Staff

Present: J. Bickle-Hearn, Sergeant, Communications, Durham Regional Police
L. Nash, 9-1-1 Communications Training Coordinator, Durham Regional Police
M. Flammia, Corporate Services, Legislative Services Division

1. Approval of Minutes

Moved by B. Chapman, Seconded by J. Clapp,

- (1) That the minutes of the 9-1-1 Management Board meeting held on
October 31, 2017 be adopted.

CARRIED

2. Appointment of New Chair for 9-1-1 Management Board

S. Jones advised that in accordance with the provisions contained in the 9-1-1 Joint Powers Agreement for rotating Chairs, it is recommended that a representative of either the Police or Fire Agencies, be appointed on a rotating annual basis.

Moved by B. Chapman, Seconded by J. Clapp,

- (2) That G. Weir, Clarington Emergency & Fire Services, be nominated
as the new Chair of the 9-1-1 Management Board.

Moved by B. Chapman, Seconded by J. Clapp,

- (3) That nominations be closed.

CARRIED

G. Weir was acclaimed as Chair of the 9-1-1 Management Board.

3. 9-1-1 Call Statistics

L. Nash provided the 2017 statistics on calls transferred, the Recorded Announcement Report, and twitter statistics for December 2017, as handouts. She explained that the overall volume of 9-1-1 calls are down by 3.5% due to changing communities as residents are now using their cell phones as their primary phone and no longer have a land line. She added that the call volume is down, but the complexity of the call is up. L. Nash advised that the NENA standards to answer all 9-1-1 calls are within 10 seconds, 90% of the time and that Durham continues to answer calls within 8 seconds, 96% of the time.

4. Region of Durham E9-1-1 P.E.R.S. Policy and Procedure Manual

L. Nash provided revised pages to the draft E9-1-1 P.E.R.S. Policy and Procedure Manual as a handout. Committee members reviewed the draft manual and had no further comments or changes.

Moved by B. Chapman, Seconded by G. Weir,
(4) That the proposed revisions to the E9-1-1 P.E.R.S. Policy and
Procedure Manual be approved.
CARRIED

5. Other Departments - Comments/Concerns:

a) Comments/Concerns – Regional Council

There were no comments.

b) Comments/Concerns – Durham Police

L. Nash advised they are looking to implement a call taker position. She spoke to the hiring of part time staff, staff turnover, and the difficulty of finding staff that can deal with all types of incoming calls. She further added that training for this position should be in place in order for staff to do both the call taker and dispatch position.

c) Comments/Concerns – Fire Departments

There were no comments.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

L. Kellett advised that C. Ibsen has been awarded the temporary position of A/Field Manager, Emergency Health Program Management & Delivery Branch with the Ministry of Health & Long-Term Care. She added in her absence she will be assuming the role of A/C ACC Manager and will be attending the 9-1-1 Management Board meetings.

e) Comments/Concerns – Durham Finance

J. Clapp advised that the budget will be presented at the Committee of the Whole meeting scheduled for February 6 and 7, 2018 and the Regional Council meeting on February 14, 2018.

f) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro advised the new EMS station in Sunderland will be opening in April 2018.

6. Other Business

There was no other business.

7. Date of Next Meeting

The next meeting of the 9-1-1 Management Board will be held on April 24, 2018 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, Meeting Room 1-E.

8. Adjournment

Moved by B. Chapman, Seconded by G. Weir,
(5) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:20 AM

Steve Jones, Chair