

## **The Regional Municipality of Durham**

### **MINUTES**

#### **9-1-1 MANAGEMENT BOARD**

**October 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: G. Weir, Clarington Emergency & Fire Services (Chair)  
T. Cheseboro, Region of Durham Paramedic Services  
L. Kellett, Acting Manager, Oshawa Central Ambulance Communications  
Centre, Ministry of Health & Long Term Care – Emergency Health Program  
Management & Delivery Branch  
S. Jones, Durham Regional Police  
M. Simpson, Director of Financial Planning and Purchasing, Durham  
Region

Absent: W. Woo, Durham Regional Councillor

#### **Staff**

Present: D. Bertrim, Superintendent, Durham Regional Police  
J. Bickle-Hearn, Sergeant, Communications, Durham Regional Police  
L. Nash, 9-1-1 Communications Training Coordinator, Durham Regional Police  
J. Wichman, Telecommunications, Durham Regional Police  
T. Fraser, Legislative Services Division – Corporate Services Department

### **3. Critical Incident Stress Management Dog**

S. Jones introduced Linda McMillan and Serenity, a Critical Incident Stress Management (CISM) dog. Ms. McMillan advised that Serenity is a standard poodle and is a CISM dog in training. She explained that Serenity visits the Communications Unit regularly and that they are also receiving requests from across the Region to attend with a CISM dog. She noted that they currently have two dogs, and Serenity will be fully trained between the age of 1 ½ to 2 years.

S. Jones advised that a \$1,000 donation was provided from the 9-1-1 budget, along with the \$500 raised by DRPS staff, and donations from DRPS and the Durham Regional Police Association to sponsor Serenity as a therapy dog.

Ms. McMillan responded to questions about the process of requesting a CISM dog and the possibility of Fire Departments also receiving visits. S. Jones agreed to circulate Linda and Todd McMillan's contact information to G. Weir for circulation to the Fire Departments.

**1. Approval of Minutes**

Moved by M. Simpson, Seconded by S. Jones,

- (1) That the minutes of the 9-1-1 Management Board meeting held on June 28, 2018 be adopted.

CARRIED

**2. 9-1-1 Call Statistics**

L. Nash provided the 2018 statistics on calls transferred, the Recorded Announcement Report, and twitter statistics for September 2018, as handouts. She explained that the overall call volume has increased significantly compared to 2017. She referenced the substantial increase in calls in May 2018 and she noted that the Recorded Announcement Report indicates that their obligation to answer 90% of calls within 8 seconds was still being met. She noted that the National Emergency Number Association (NENA) standard is 90% of all 9-1-1 calls arriving at the PSAP should be answered within 10 seconds and that the standard established in Durham Region is 90% of calls within 8 seconds.

L. Nash responded to questions with respect to the average answering time in the City of Toronto; and the system used to direct calls to call takers.

**3. Critical Incident Stress Management Dog**

This item was considered earlier in the meeting. Refer to Item 3 on page 1 of these minutes.

**4. Soft Phone System**

L. Nash advised that it is proposed that a Komutel soft phone system be purchased in 2019. She explained this system will meet the requirements for next-generation 9-1-1 (NG9-1-1) that come into force in 2020. A copy of the draft 2019 Budget Case for a Komutel CTI Solution and information on the Windsor Police Service Komutel system were provided as handouts.

L. Nash outlined some of the additional features that would be available with a soft phone system. She also advised that the current system will not be able to support NG9-1-1. S. Jones noted that a soft phone system was previously purchased in 2012, however it did not meet the needs of the Communications Unit and a refund was received.

L. Nash, S. Jones and J. Wichman responded to questions with respect to the additional features that would be available for locating wireless devices; the ability for the solution to automatically call back wireless hang-ups; the 2017 statistics for dropped/abandoned calls from Windsor Police Service; the

previous soft phone vendor from 2012; and whether there are other potential vendors.

Discussion ensued with respect to the draft 2019 Budget Case and it was suggested that both the primary and backup site be proposed for an update in 2019 due to the need to meet requirements for NG9-1-1 that come into force in 2020. The business case was reviewed and will be updated.

**5. 9-1-1 Management Board 2019 Budget**

M. Simpson advised that she has reviewed the proposed 2019 Emergency 9-1-1 Telephone System Budget with Finance Department staff. She stated that the proposed budget submission includes a proposed budget increase of just over 6%, which is mostly related to proposed staffing increases. She recommended that approval of the proposed 2019 Emergency 9-1-1 Telephone System Budget be deferred until January 2019 when a member of Regional Council has been appointed to serve on the 9-1-1 Management Board for the next term of Regional Council.

S. Jones provided a copy of the draft 2019 Budget Case for hiring five new Communicators as a handout. L. Nash advised that staffing was last increased in 2013, when four additional supervisors and one additional communicator were hired. Discussion ensued with respect to the rationale for the staff increase, including the new next-generation 9-1-1 (NG9-1-1) requirements and absences due to Post Traumatic Stress Disorder (PTSD). M. Simpson suggested that communication continue to take place with the Finance Department while finalizing the business case.

**6. 2019 Meeting Schedule**

The 9-1-1 Management Board members discussed and agreed to the following meeting dates for 2019:

- January 10, 2019
- April 30, 2019
- June 25, 2019
- October 29, 2019

**7. Other Departments - Comments/Concerns:**

**a) Comments/Concerns – Regional Council**

There were no comments.

b) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro advised that the Province has announced they will be changing to a new emergency radio system and he is part of the committee for the new system. He also advised that the provincial CAD software upgrade is behind schedule. He also spoke about the new paramedic dispatch system and he noted that it is anticipated there will be a significant reduction in emergency responses. He stated that the system will categorize calls between top priority and less serious calls.

T. Cheseboro further advised that RDPS has recently changed their deployment plan and changed to zone coverage. He explained that there has been a reduction in standby time and that individuals may wait longer for non-emergency calls. He further advised that they are in code zero a few times a day and this is when no ambulances are available.

Discussion ensued with respect to the new Post Traumatic Stress Disorder (PTSD) legislation and the impacts on staffing and WSIB practices within the Durham Regional Police Service, Region of Durham Paramedic Services, the Fire Departments and Oshawa Central Ambulance Communications Centre.

c) Comments/Concerns – Ministry of Health

L. Kellett advised that as of October 19, 2018 the Central Ambulance Communications Centre is now part of the new Acute and Emergency Services Division. She noted that this change was part of the organizational realignment within the Ministry of Health and Long-Term Care.

d) Comments/Concerns – Durham Police

S. Jones advised that the Communications Unit has recently hired a CAD Analyst. He also advised that they hope to post the Communications/9-1-1 Manager position shortly.

S. Jones explained that funding for next-generation 9-1-1 (NG9-1-1) technical requirements is included as a request in the 2019 Durham Regional Police Service budget. He also explained that they are working to create a part-time staffing pool which can be used to backfill extended absences.

J. Wichman explained that there will be changes to the network for NG9-1-1 and security will be a bigger issue. He noted that secondary PSAPs may also require upgrades.

e) Comments/Concerns – Fire Departments

There were no comments.

f) Comments/Concerns – Durham Finance

There were no comments.

**8. Other Business**

There was no other business.

**9. Date of Next Meeting**

The next meeting of the 9-1-1 Management Board will be held on January 10, 2019 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, Meeting Room 1-E.

**10. Adjournment**

Moved by M. Simpson, Seconded by S. Jones,

(2) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:49 AM

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Gord Weir, Chair