

The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

January 10, 2019

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 9:31 A.M.

Present: G. Weir, Clarington Emergency & Fire Services (Chair)
B. Drew, Durham Regional Council
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: T. Cheseboro, Region of Durham Paramedic Services

Staff

Present: D. Bertrim, Deputy Chief, 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

1. Approval of Minutes

Moved by M. Simpson, Seconded by L. Kellett,

- (1) That the minutes of the 9-1-1 Management Board meeting held on October 30, 2018, as amended, be adopted.

CARRIED

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

G. Weir advised that in accordance with the provisions contained in the 9-1-1 Joint Powers Agreement, it is required that a representative of either the Police or Fire Agencies, Chair on a rotating annual basis.

S. Jones will assume the Chair of the 9-1-1 Management Board as of the next meeting.

3. 9-1-1 Call Statistics

L. Nash provided the 2018 statistics on calls transferred, the Recorded Announcement Report, twitter statistics for 2018 9-1-1 calls, and 9-1-1 Call Routing Details for 2014-2018, as handouts.

L. Nash advised that the overall call volume has increased by over 17,000 calls compared to 2017. She also advised that the call routing details show that calls to all agencies have increased. She noted that the Recorded Announcement Report indicates that their obligation to answer 90% of calls within 8 seconds was still being met. She further advised that the previous business case for staffing increases, indicates a service level requirement of 95% of calls answered in 6 seconds.

Discussion ensued with respect to the 9-1-1 call volume; the National Emergency Number Association (NENA) standard; and the standards followed by other PSAPs in Ontario and Durham's member agencies.

4. Staffing Increase Request

This item was considered later in the meeting. Refer to Item 4. on page 3 of these minutes.

5. Komutel Soft Phone System Purchase

A copy of the revised 2019 Budget Case for a Komutel CTI Solution was provided as a handout. J. Wichman advised that the budget case has been updated following the discussion at the October 30, 2018 9-1-1 Management Board meeting. He explained this system will meet the requirements for next-generation 9-1-1(NG9-1-1) and will include testing text messaging to 9-1-1 and possibly streaming of video to 9-1-1 in the future. He also advised that the current system will not be able to support NG9-1-1. S. Jones noted that the CRTC has mandated that text messaging be available by December 31, 2020.

Discussion ensued with respect to the anticipated timeline if approved in the 2019 budget and the possibility of seeking pre-budget approval. It was noted that this item will also have an impact on future 9-1-1 budgets due to the ongoing maintenance fees.

Moved by S. Jones, Seconded by L. Kellett,
(2) That the 2019 business case for the Komutel CTI Solution be endorsed.

CARRIED

4. Staffing Increase Request

S. Jones provided a copy of the revised 2019 Budget Case for hiring five full-time Communicators as a handout. He outlined the total annual 9-1-1 call volume, the annual Recorded Announcement Report statistics, the current Communications/9-1-1 Unit staffing model, the overtime budget, and challenges with the current staffing model. He also outlined the current 911 Management Board funding model for staffing.

M. Simpson advised that the proposed staffing increase has been reviewed by the Regional Finance Department. She provided a brief overview of their analysis and the financial considerations.

Discussion ensued with respect to the revised Budget Case; the proposed staffing increase and the possibility of phasing the increase; the 911 Management Board funding model; the approved service delivery standard; and staffing models in other agencies.

M. Simpson recommended that communication continue to take place between Durham Regional Police and the Finance Department to finalize the business case, and that approval of the proposed staffing request be deferred to a special meeting in February 2019.

The 9-1-1 Management Board members discussed and agreed to hold a special meeting in February 2019 to consider the proposed staffing increase.

6. 9-1-1 Management Board 2019 Budget

Committee members agreed to consider approval of the proposed 2019 9-1-1 Management Board Budget at a special meeting to be held in February 2019.

7. 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 – Ministry of Health

There were no comments.

e) Comments/Concerns – Durham Finance

There were no comments.

f) Comments/Concerns – Region of Durham Paramedic Services

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 Tuesday, April 30, 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 L. Kellett,
(3) That the meeting be adjourned.

CARRIED

The meeting adjourned at 11:27 AM

Gord Weir, Chair