

**The Regional Municipality of Durham**

**MINUTES**

**9-1-1 MANAGEMENT BOARD**

**May 9, 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 9:34 A.M.

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

Absent: T. Cheseboro, Region of Durham Paramedic Services  
B. Drew, Durham Regional Council

**Staff**

Present: D. Bertrim, Deputy Chief, Durham Regional Police  
C. Gillis, Acting Superintendent, Durham Regional Police, attended for part of the meeting  
L. Fleury, Legislative Services Division – Corporate Services Department, attended for part of the meeting  
A. Naeem, Legal Services Division – Corporate Services Department, attended for part of the meeting  
T. Fraser, Legislative Services Division – Corporate Services Department

**1. Declarations of Interest**

There were no declarations of interest.

**2. Approval of Minutes**

Moved by G. Weir, Seconded by L. Kellett,

(1) That the minutes of the following meetings be adopted:

- 9-1-1 Management Board meeting held on January 10, 2019; and
- Special 9-1-1 Management Board meeting held on February 14, 2019.

CARRIED

**3. Region of Durham Code of Conduct By-law**

A. Naeem provided a PowerPoint presentation regarding the Region of Durham Code of Conduct By-law. Highlights of his presentation included:

- Introduction to Bill 68
- Changes to the Municipal Act, 2001: Codes of Conduct
- Region's Council Conduct
- Integrity Commissioner
- Region Integrity Commissioner Duties
- Inquiry re: Municipal Conflict of Interest Act (MCIA)
- Changes to the MCIA
- Pecuniary Interest
- Conflict of Interest Exceptions
- Conflict of Interest MCIA
- Avoiding a Conflict of Interest
- Changes to the Municipal Act, 2001: Expanded definition of meeting
- Changes to the Municipal Act, 2001: Closed Meetings

A. Naeem responded to questions with respect to the date the changes came into force; and the process for completing declaration of interest forms. It was requested that a copy of the PowerPoint presentation be circulated to members of the Committee.

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

S. Jones provided the 2019 statistics on calls transferred as a handout and he advised that the Recorded Announcement Report indicates that their obligations are being met. He also advised that the overall volume of 9-1-1 calls have increased by approximately 500 calls per month compared to 2018. He also stated that the statistics for February 2019 are missing the number of calls for 1.5 days, which is approximately 400 calls.

S. Jones responded to questions with respect to the status of hiring five new communicator positions approved in the 2019 budget; and the number of absences due to Post Traumatic Stress Disorder (PTSD).

**5. 9-1-1 Management Board Signing Authority**

M. Simpson advised that staff have reviewed the resolutions previously adopted by the 9-1-1 Management Board and the most recent resolution related to signing authority was passed in January 2011. It was suggested that M. Simpson and S. Jones be delegated signing authority on behalf of the 9-1-1 Management Board.

Discussion ensued with respect to the possibility of delegating signing authority to a position instead of specific individuals in the future so that the authority is updated as members of the Board change.

Moved by M. Simpson, Seconded by G. Weir,  
(2) That Mary Simpson, Director of Financial Planning and Purchasing,  
Finance Department, Durham Region and Steve Jones,  
Communications / 911 Unit Leader be delegated signing authority on  
behalf of the 9-1-1 Management Board.

CARRIED

**6. Other Departments - Comments/Concerns**

a) Comments/Concerns – Regional Council

There were no comments.

b) Comments/Concerns – Durham Police

S. Jones provided an overview of the current staffing model and potential changes being considered with the new communicator positions approved in the 2019 budget. He explained there is a requirement to have a minimum of six call takers to accept 9-1-1 calls at the Public Safety Answering Point (PSAP) 24 hours a day, seven days a week. He also explained that historically the busiest times are on weekdays during the dinner hour. Discussion ensued with respect to proposed changes to the staffing model and the process for changing the minimum staffing requirement. It was suggested that proposed changes be presented at the next 9-1-1 Management Board meeting.

S. Jones provided an update on the implementation of the Komutel soft phone system approved in the 2019 budget. He advised that an additional package will need to be purchased to meet the requirements for next-generation 9-1-1 (NG9-1-1) and this would be included in the 2020 budget submission.

D. Bertrim advised that he had received a complaint about individuals not pulling over for emergency vehicles and he inquired about the possibility of sending out a public reminder from the Regional Twitter account.

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.

**7. Other Business**

There was no other business.

**8. Date of Next Meeting**

The next meeting of the 9-1-1 Management Board will be held on Tuesday, June 25, 2019 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, Meeting Room 1-E.

**9. Adjournment**

Moved by G. Weir, Seconded by L. Kellett,  
(3) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:52 AM

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Steve Jones, Chair

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T. Fraser, Committee Clerk