

**The Regional Municipality of Durham**

**MINUTES**

**9-1-1 MANAGEMENT BOARD**

**June 25, 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 9:36 A.M.

Present: S. Jones, Durham Regional Police (Chair)  
B. Drew, Durham Regional Council, left the meeting at 10:30 AM  
L. Kellett, Oshawa Central Ambulance Communications Centre, Ministry of Health – 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

**Staff**

Present: J. Moir, Assistant Director/Deputy Chief, Region of Durham Paramedic Services  
L. Nash, 9-1-1 Communications Training Coordinator, Durham Regional Police  
J. Whitaker, Sergeant, Communications, Durham Regional Police  
T. Fraser, Legislative Services Division – Corporate Services Department

**1. Declarations of Interest**

There were no declarations of interest.

**2. Approval of Minutes**

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

- (1) That the minutes of the 9-1-1 Management Board meeting held on May 9, 2019, be adopted.

CARRIED

**3. 9-1-1 Call Statistics**

L. Nash provided the 2019 statistics on calls transferred and twitter statistics for May 2019 as handouts. She advised that the overall volume of calls in 2019 has decreased by approximately 387 calls compared to 2018. She provided a breakdown of calls transferred by agency and she noted that call volume usually increases in the summer months.

L. Nash also advised that they recently conducted an evacuation to the backup site at 77 Centre Street North in Oshawa and she provided a brief overview of the evacuation process. She added that they will be moving to the backup site again on July 10, 2019.

S. Jones advised that the Recorded Announcement Report (RAN) for May indicates that the percentage of calls going to the recorded announcement has decreased compared to May 2018. He also advised that additional information will be available with the implementation of the Komutel soft phone system approved in the 2019 budget.

Discussion ensued with respect to the number of calls transferred to fire services and how medical calls are captured; the process for evacuating to the backup site; and the implementation of the Komutel soft phone system.

It was suggested that the next 9-1-1 Management Board meeting at the backup site at 77 Centre Street North in Oshawa in order to provide a demonstration of the Komutel soft phone system.

#### **4. 9-1-1 Minimum Staffing Requirement**

S. Jones provided an update on the proposed staffing model for the Communications/9-1-1 Unit. He advised that the busiest time for calls is weekdays between 11:00 AM and 10:00 PM. He also advised that with the addition of five new communicator positions approved in the 2019 budget, a new shift was proposed to provide coverage during the busiest times. He briefly outlined the proposed shifts and he stated that a meeting has been scheduled with the Durham Regional Police Association to discuss.

It was noted that 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. S. Jones advised that an analysis of the minimum staffing requirement is still being completed and it was suggested that an update be provided at the next 9-1-1 Management Board meeting.

Discussion ensued with respect to the proposed staffing model; potential benefits of implementing new shifts; the minimum staffing requirement; and shift schedules used by other agencies.

#### **5. Other Departments - Comments/Concerns**

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

There were no comments.

b) Comments/Concerns – Durham Police

L. Nash advised that a new recording system for 9-1-1 calls is being considered for 2020. S. Jones explained that the current provider has recently advised they will be ceasing support for the existing system. L. Nash stated that staff have recently received presentations from three vendors and she provided a brief overview of the three recording systems.

S. Jones also advised that the competition for the Communications/9-1-1 Manager position is underway.

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.

**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 Tuesday, October 29, 2019 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, Meeting Room 1-E.

**8. Adjournment**

Moved by M. Simpson, Seconded by L. Kellett,  
(2) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:40 AM

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Steve Jones, Chair

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T. Fraser, Committee Clerk