

The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

October 9, 2020

A regular meeting of the 9-1-1 Management Board was held in the Council Chambers, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, at 9:30 A.M. In accordance with Provincial legislation, electronic participation was permitted for this meeting.

1. Roll Call

Present: G. Weir, Clarington Emergency & Fire Services (Chair)
T. Cheseboro, Region of Durham Paramedic Services, attended for part of the meeting
B. Drew, Durham Regional Council
P. Hallett, Durham Regional Police
L. Kellett, Oshawa Central Ambulance Communications Centre, Ministry of Health – Emergency Health Program Management & Delivery Branch
M. Simpson, Director of Risk Management, Economic Studies and Procurement, Durham Region
J. Wichman, Communications/9-1-1 Technical Manager
*** all members of Committee participated electronically**

Staff

Present: R. Inacio, Systems Support Specialist, Corporate Services – IT
M. White, Systems Support Specialist, Corporate Services – IT
J. Whittaker, Sergeant, Communications, Durham Regional Police
T. Fraser, Legislative Services Division – Corporate Services Department

2. Declarations of Interest

There were no declarations of interest.

3. Approval of Minutes

Moved by B. Drew, Seconded by J. Wichman,
(1) That the minutes of the 9-1-1 Management Board meeting held on June 23, 2020, be adopted.

CARRIED

4. 9-1-1 Call Statistics

J. Wichman provided the 2020 statistics on calls transferred for the months of January to September 2020. He advised that there has been an increase in call volume compared to 2019. He noted that there had been a decrease in the number of 9-1-1 calls received during COVID-19, however overall the 2020 call volume is above 2019.

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

J. Wichman provided a draft of the Region of Durham E9-1-1 P.E.R.S. Policy and Procedure Manual and 9-1-1 Agreement. He reviewed the proposed changes and advised that proposed changes for abandoned calls and planned evacuations to the back-up site require Regional Council approval. He also advised that further changes will be required to the manual and 9-1-1 Agreement in approximately 2 years due to the implementation of Next Generation 9-1-1 (NG9-1-1). T. Fraser clarified that proposed changes to the 9-1-1 Agreement and Appendix A would require the execution of a new agreement by all parties. She also clarified that the contact information in Appendix B can be updated without execution of a new agreement.

Discussion ensued with respect to the timing for proceeding with policy changes requiring Regional Council approval and proposed changes to the 9-1-1 Agreement. It was the consensus of the Board to defer policy changes requiring Regional Council approval and changes to the 9-1-1 Agreement until implementation of NG9-1-1.

Discussion also ensued with respect to proposed changes to the policy and procedures manual and the following amendments were requested:

- Under System Description on page 4 at the end of the second paragraph delete the words “Combat Networks” and replace with the words “approved vendor”; and
- Under General on page 5, Item VI, add the words “Region of Durham Chief Administrative Officer (CAO)”.

Board members also reviewed and updated the names and contact information included as part of Appendix B to the 9-1-1 Agreement.

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

- (2) That proposed revisions to the E9-1-1 P.E.R.S. Policy and Procedure Manual, as amended and excluding proposed changes requiring Regional Council approval, be approved.

CARRIED

J. Wichman advised that a new 9-1-1 Service Agreement between Durham Region and Bell Canada is required and that he has provided the Region's contact information for circulation of a new agreement. It was requested that this item be included on the agenda for the next 9-1-1 Management Board meeting.

6. 9-1-1 Management Board 2021 Budget Update

M. Simpson advised that preparation of the 2021 budget is progressing, and the anticipated budget increase is approximately 5% and directly related to increased costs for upgrades required for Next Generation 9-1-1 (NG9-1-1).

M. Simpson also advised that Regional budget meetings will be held in January 2021 and that the proposed 9-1-1 budget will be considered at the January 12, 2021, Finance & Administration Committee meeting.

J. Wichman responded to a question with respect to whether the budget submission includes additional staff. He advised that a proposed staffing increase has been included in the long-term forecast for 2022 and beyond. He explained that this may be required due to NG9-1-1 and text messaging.

7. 2020 Meeting Schedule

G. Weir advised that the next 9-1-1 Management Board meeting is scheduled for Tuesday, November 24, 2020 at 9:30 AM. It was noted that the proposed 2021 budget is expected to be considered at this meeting. Members were asked to check their schedules and advise if they will be unable to attend.

8. NG9-1-1 Project Update

J. Wichman provided a PowerPoint presentation with an update on Next Generation 9-1-1 (NG9-1-1). Highlights of his presentation included:

- History
- Enter NG9-1-1
- Time Lines have changed due to COVID!
- Why are we fixing what isn't broken?
- What will Durham need to Answer NG9-1-1 Calls?
- How is Durham Regional Police getting to NG9-1-1?
- DRPS NG9-1-1 Network Overview
- What are the possible new features of NG9-1-1?

J. Wichman responded to questions with respect to the project budget and potential future costs; and whether data in the cloud will be stored within Canada. J. Wichman also responded to a question regarding usage of the what3words app.

9. Impacts of COVID 19 on 9-1-1 Operations

J. Wichman provided an overview of the actions taken to mitigate COVID 19 risks and precautions to protect staff within the Communications/9-1-1 Unit. He noted that there had been a decrease in the number of 9-1-1 calls early in 2020 and an increase in administration calls related to COVID 19. He added that Public Safety Answering Points in the Greater Toronto Area have held conference calls to discuss ideas and the impact of COVID 19.

10. 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

G. Weir advised that the fire departments hold a teleconference every two weeks. He noted that the only concern at this time is related to the impact when there is a possible exposure to COVID 19. He stated that there is currently no priority testing and the wait time for test results is 4 to 5 days. He added that they are seeing greater absenteeism and more overtime.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

L. Kellett advised that there have been no positive cases of COVID 19 at the Oshawa Central Ambulance Communications Centre. She also advised that they are seeing greater absenteeism due to potential symptoms and staff are waiting 4 to 5 days for test results, which impacts staffing.

e) Comments/Concerns – Durham Finance

There were no comments.

f) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro advised that the Region is working to try to secure priority testing for first responders and he will update applicable individuals on the status.

11. Other Business

There was no other business.

12. Date of Next Meeting

The next meeting of the 9-1-1 Management Board will be held on Tuesday, November 24, 2020 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, Council Chambers.

13. Adjournment

Moved by T. Cheseboro, Seconded by L. Kellett,
(3) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:33 AM

Gord Weir, Chair

T. Fraser, Committee Clerk