

**The Regional Municipality of Durham**

**MINUTES**

**9-1-1 MANAGEMENT BOARD**

**April 27, 2021**

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: P. Hallett, Durham Regional Police (Chair)  
T. Cheseboro, Region of Durham Paramedic Services  
B. Drew, Durham Regional Council  
M. Simpson, Director of Risk Management, Economic Studies and  
Procurement, Durham Region  
G. Weir, Clarington Emergency & Fire Services  
J. Wichman, Communications/9-1-1 Technical Manager  
**\* all members of Committee participated electronically**

Absent: L. Kellett, Oshawa Central Ambulance Communications Centre, Ministry of  
Health – Emergency Health Program Management & Delivery Branch

**Staff**

Present: R. Inacio, Systems Support Specialist, Corporate Services – IT  
T. Fraser, Legislative Services Division – Corporate Services Department

**2. Declarations of Interest**

There were no declarations of interest.

**3. Approval of Minutes**

It was noted that the date of the June meeting has been re-scheduled to Thursday, June 24, 2021.

Moved by G. Weir, Seconded by M. Simpson,

- (1) That the minutes of the 9-1-1 Management Board meeting held on February 25, 2021, be adopted.

**CARRIED**

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

J. Wichman provided the statistics on calls transferred from January to March 2021. He advised that there was a decrease in call volume in January and February 2021 compared to 2020 and the number of calls received in March

2021 was higher than 2020. He noted that fewer calls have been transferred to OPP and that the number of wireless hang-up and no answer calls have stayed consistent.

J. Wichman responded to a question with respect to the number of calls transferred to Ajax/Pickering and Oshawa Fire dispatch.

**5. 9-1-1 System Complaints reported by Technical Manager**

J. Wichman advised that this item has been added to the agenda pursuant to the Region of Durham E9-1-1 P.E.R.S. Policy and Procedure Manual. He provided an overview of the following issues involving the 9-1-1 system:

- Primary Public Safety Answering Point (P.P.S.A.P.) was receiving ghost calls at the start of April 2021 and was resolved on April 16, 2021. The issue was investigated with Bell Canada and after a full system re-boot the issue appears to have been resolved. A potential hardware issue was identified, and replacement equipment was ordered and retained in the area in case of further issues.
- Oshawa Fire received a call transfer intended for Richmond Hill Fire. Following investigation with Bell Canada it was determined this call was likely transferred from a Voice over Internet Protocol (VoIP) service.
- Oshawa Fire received a call transfer intended for Ajax Fire. Further details are required before an investigation can be commenced. It could be an issue with a cell phone caller being on municipal borders.
- Primary Public Safety Answering Point (P.P.S.A.P.) was receiving hang-up calls from the Durham District School Board. Upon investigation it was determined the building was closed and the individual was dialing incorrectly. The procedures to be followed for misdials was provided to the caller and it was requested that this information be circulated to staff within the building.

J. Wichman responded to a question with respect to the 9-1-1 system issues and whether they relate to previous discussions regarding improving location details for VoIP service within buildings.

**6. Farm 911 Presentation**

M. Simpson provided a PowerPoint presentation regarding the Durham Region Farm 911 project. Highlights of her presentation included:

- Overview and Approach
- Consultations

- Key Findings from Consultations
- Implementation
- Next Steps

Discussion ensued and members provided suggestions for possible expansion of the project, including the possibility of installing signage along larger trails with a location marker number and QR code with location details; the possibility of engaging what3words in the project; and the possibility of involving co-op stores in promoting the Farm 911 project. It was also noted that some lower-tier municipalities in Ontario have considered offering a property tax rebate for property owners who fund the cost of signage themselves.

G. Weir advised that an advertisement for the Farm 911 project has been included in the Clarington Fire Department's display in the municipal building and has been promoted through social media.

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

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

There were no comments.

### **b) Comments/Concerns – Durham Police**

J. Wichman provided an update on the installation of the Komutel CTI Solution. He advised that installation was delayed due to COVID-19 and they are now making progress on the roll-out. He also advised that feedback from call takers has been positive and that this system will help with the transition to next-generation 9-1-1 (NG9-1-1). He added that he foresees preliminary work concluding in one or two months and full installation at the primary and back-up sites.

J. Wichman also advised that a meeting was held recently with Oshawa and Ajax Fire dispatches and the Central Ambulance Communications Centre (CACC) to share information on everyone's plans for migration to NG9-1-1.

### **c) Comments/Concerns – Fire Departments**

There were no comments.

### **d) Comments/Concerns – Oshawa Central Ambulance Communications Centre**

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 Thursday, June 24, 2021 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, in Council Chambers.

**10. Adjournment**

Moved by G. Weir, Seconded by T. Cheseboro,  
(2) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:16 AM

---

P. Hallett, Chair

---

T. Fraser, Committee Clerk