

The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

June 24, 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 9:32 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
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
G. Weir, Clarington Emergency & Fire Services
J. Wichman, Communications/9-1-1 Technical Manager
*** all members of Committee participated electronically**

Also

Present: J. Henry, Regional Chair

Absent: B. Drew, Durham Regional Council

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

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

(1) That the minutes of the 9-1-1 Management Board meeting held on April 27, 2021, be adopted.

CARRIED

4. 9-1-1 Call Statistics

J. Wichman provided the statistics on calls transferred from January to May, 2021. He advised that call volume increased in May 2021 and that this is expected to continue over the summer months as COVID-19 restrictions are lifted.

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

J. Wichman provided an overview of the following issues involving the 9-1-1 system:

- On June 23, 2021, the Central Ambulance Communications Centre (CACC) received two calls with no caller, which were from unregistered handset numbers. These calls were not transferred from the Durham Regional Police Service Communications/9-1-1 Unit. This is being monitored and call takers have been asked to advise if they receive any additional calls.

L. Kellett advised that the CACC is receiving telemarketing calls coming through on 9-1-1 lines. She noted that their phone numbers have been added to the National Do Not Call List and they believe the calls may be coming from auto dialer programs using the 10-digit backup numbers. She added that the calls are possibly coming from outside of Canada.

J. Wichman agreed to look into the issue and he provided an overview of legislation passed prior to COVID 19. L. Kellett responded to questions with respect to the calls and the cyber security measures in place at the CACC.

J. Wichman advised that security is a big concern heading into next generation 9-1-1 (NG9-1-1) and it is being discussed nationally.

6. Discussion re: cell abandons call volume and solutions

J. Wichman advised that cell abandon calls have been a growing concern since Bell Canada changed the timing on dropped calls. He explained that almost immediately if you call 9-1-1 and hang-up the call comes through to the Primary Public Safety Answering Point (P.P.S.A.P.). He also explained that they call individuals back to ensure they are safe, and some call backs have ended up being incidents.

J. Wichman advised that one of the first changes being implemented to the current process is a text message will be sent to cell phone callers advising that their phone dialed 9-1-1 and that the P.P.S.A.P. will be calling from a blocked number and to please answer the phone to advise that they are safe. It will also state that if this was a 9-1-1 call to please dial back immediately. He explained that it is hoped that this will speed up the call back process.

J. Wichman also advised that he is involved nationally with next generation 9-1-1 (NG9-1-1) and the Emergency Services Working Group (ESWG) and he hopes to be able to work on this issue nationally and to engage cell phone manufacturers. He also noted that he has a call with the ESWG in July 2021 and this is one of the topics he has raised.

J. Wichman responded to questions with respect to whether the text feature was included in the Komutel CTI Solution package.

7. Other Departments - Comments/Concerns

a) Comments/Concerns – Regional Council

Regional Chair Henry advised that Chief Rollauer provided an update at the June 23, 2021 Regional Council meeting. He advised that he did have some concerns related to the radio advertisement regarding the 9-1-1 Call Centre and he is aware that further information will be brought forward for 2022 budget deliberations.

Regional Chair Henry thanked the Board for their work and the work of 9-1-1 Call takers.

b) Comments/Concerns – Durham Police

J. Wichman advised that on June 14, 2021 the Canadian Radio-television and Telecommunications Committee (CRTC) issued new dates for implementation of next generation 9-1-1 (NG9-1-1). By March 1, 2022, network and telecom providers must provide NG9-1-1 voice services and March 4, 2025, is the decommissioning date for the current E9-1-1 system. He noted that a deadline for providing NG9-1-1 text messaging services has not yet been set.

c) Comments/Concerns – Fire Departments

G. Weir advised that he is retiring on July 31, 2021, and that Mark Berney, Fire Chief, for the Township of Scugog, has been selected as his replacement by the Fire Chiefs Committee.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

L. Kellett advised that their call volume is increasing, and they are experiencing normal staffing issues related to the summer. She also advised that they are moving forward with their new telephony system and do not yet have an implementation date. She noted that she will put forward a question about security of the network at their next working group meeting.

e) Comments/Concerns – Durham Finance

M. Simpson advised that the 2022 budget process has started.

f) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro advised that call volume is increasing, and they are experiencing usual staffing challenges. He also advised that they are still awaiting their new radio system from the Province. He further advised that they are transitioning to a new feature with one of their vendors called CADLink. He explained that this will allow for a voiceless transmission of data between their computers and the dispatch centre. He added that this will improve times and accuracy of information entered into electronic records. Implementation is anticipated for late 2021.

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, September 28, 2021 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, in Council Chambers.

10. Adjournment

Moved by M. Simpson, Seconded by G. Weir,
(2) That the meeting be adjourned.
CARRIED

The meeting adjourned at 10:01 AM

P. Hallett, Chair

T. Fraser, Committee Clerk