

The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

September 28, 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)
M. Berney, Scugog Fire & Emergency Services, left the meeting at 9:56 AM
T. Cheseboro, Region of Durham Paramedic Services, left the meeting at 9:53 AM
B. Drew, Durham Regional Council
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: S. Rashad, 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 M. Simpson, Seconded by B. Drew,
(1) That the minutes of the 9-1-1 Management Board meeting held on June 24, 2021, be adopted.

CARRIED

4. 9-1-1 Call Statistics

J. Wichman provided the statistics on calls transferred from January to August 2021. He advised that there has been an increase in call volume from the beginning of 2021 and it is expected the total 2021 call volume will be above 2020.

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

J. Wichman advised that there have not been many issues from the last meeting.

J. Wichman provided an update on the issue reported at the June 24, 2021, meeting with respect to the CACC receiving telemarketing calls on 9-1-1 lines. L. Kellett advised that there has been a decrease in telemarketing calls received on 9-1-1 lines.

J. Wichman also advised that he has raised the issue of pocket dialing with the Emergency Services Working Group (ESWG) and he stated that they are finding that iPhones are the biggest offender. He also stated that he will be providing statistics to the Chair of ESWG who will be meeting with Apple to discuss the possibility of changing their software to reduce the amount of pocket dials.

6. Update on modernization of the 9-1-1 inter-agency agreement

M. Simpson advised that the Region's Finance Department and the Durham Regional Police Service (DRPS) has reviewed the original 9-1-1 inter-agency agreement and discussed with the Region's Legal Division. She explained that they are proposing to bring forward a new 9-1-1 System Agreement, a 9-1-1 Service Agreement between the Region and DRPS, and a 9-1-1 System Policy Manual. She also explained that they would be able to capture changes coming forward for implementation of Next Generation 9-1-1 (NG9-1-1). She added that there will be no changes in terms of operation of the 9-1-1 system or relationships that already exist.

M. Simpson responded to questions with respect to the rationale for revising prior to NG9-1-1; the process for circulating the draft documents; the proposed timeline for approval; and proposed changes to technical responsibilities. Concerns were expressed with respect to proceeding prior to implementation of NG9-1-1.

J. Wichman advised that the new 9-1-1 Service Agreement with Bell Canada for NG9-1-1 has not yet been issued.

7. Messaging to the public regarding calling 911

L. Kellett advised that an issue recently discussed at a meeting between the Durham Regional Police Service, Region of Durham Paramedic Service and Central Ambulance Communications Centre, was the amount of anger and high expectations coming from the community. She explained that they are experiencing more verbal abuse and she provided an example of a call received by the Central Ambulance Communications Centre. She asked about

the possibility of the Region issuing a message about the process when a call is made to 9-1-1 and the voice message is received.

M. Simpson agreed to discuss with the Region's Corporate Communications division and set-up a meeting. Discussion ensued with respect to the Region's current process and the possibility of issuing a message from the Region.

8. Update on deployment of SMS/Text messaging app for 9-1-1 hang-ups

J. Wichman shared a video from CTV News Toronto on September 14, 2021. He advised that the SMS/Text messaging app is a part of the pre- Next Generation 9-1-1 (NG9-1-1) solution. He explained that the Primary Public Safety Answering Point (P.P.S.A.P.) receives information from Bell Canada on all hang-up calls to 9-1-1 and with this change a text message is sent to cell phone callers advising that their phone dialed 9-1-1. He also advised that they have noticed more individuals are now answering their phones when they call back since they are receiving the text message. He further advised that they now call back to the number once and leave a message, instead of calling twice and leaving a message. He added that this is reducing time spent on the call back process and other police services are reaching out for information.

9. 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

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.

10. Other Business

There was no other business.

11. Date of Next Meeting

The next meeting of the 9-1-1 Management Board will be held on Tuesday, November 30, 2021 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, in Council Chambers.

12. Adjournment

Moved by J. Wichman, Seconded by M. Simpson,
(2) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:21 AM

P. Hallett, Chair

T. Fraser, Committee Clerk