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The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

November 30, 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
T. Cheseboro, Region of Durham Paramedic Services
B. Drew, Durham Regional Council
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**

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

Moved by J. Wichman, Seconded by M. Simpson,
(1) That the minutes of the 9-1-1 Management Board meeting held on September 28, 2021, be adopted.

CARRIED

4. Introduction of New Member

P. Hallett introduced Mark Berney as the Fire Department's representative and welcomed him to the 9-1-1 Management Board.

5. 9-1-1 Call Statistics

J. Wichman provided the statistics on calls transferred from January to September 2021. He advised that there was a slight reduction in calls for September 2021 and this was experienced equally by all agencies, except ambulance. He also advised that he has prepared the statistics on calls for October 2021 and there was a slight increase in calls again.

6. 9-1-1 System Complaints reported by Technical Manager

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

- There have been a few instances where calls have come in with a static or grounding noise. He explained it is impossible for the caller to hear the call taker and the call is usually dropped. He also explained this has happened when the call has come in clear and the static or grounding noise occurs on the call transfer. He noted that they follow-up on the transfer and in every instance, they received the call. He added that there were no calls lost and while working with Bell Canada they found issues with two trunks about three different times. The trunks have been repaired and the issue has been resolved.

7. 9-1-1 Management Board 2022 Budget Update

M. Simpson advised that the 2022 Budget for the 9-1-1 Management Board is being finalized and will be presented at the January 2022 meeting. She advised that the budget will include an increase for maintenance costs related to the implementation of Next Generation 9-1-1 (NG9-1-1).

8. 2022 Meeting Schedule

The 9-1-1 Management Board members discussed and agreed to the following meeting dates for 2022:

- January 25, 2022
- April 26, 2022
- June 28, 2022
- September 27, 2022
- November 29, 2022

9. Other Departments - Comments/Concerns

a) Comments/Concerns – Regional Council

There were no comments.

b) Comments/Concerns – Durham Police

P. Hallett advised that some interest has been expressed with respect to completing a sleep study with dispatchers. J. Wichman advised that he attended an online trade show and spoke to a vendor with an app that does a sleep study and includes other features to help members deal with sleep deprivation and health and wellness. He explained that contact information was provided to Health and Wellness staff who have reviewed further, and this is something they would like to proceed with and possibly include fire and ambulance dispatch.

P. Hallett explained that there is a cost associated with the app and he asked about utilizing the 9-1-1 budget and any remaining funds from 2021.

M. Simpson advised that staff would need to look into the amount of funds remaining in the 2021 budget and she noted that the process for utilizing 2021 funding would depend on total cost.

Discussion ensued with respect to the possibility of commencing as a pilot project; and following up with Human Resources staff to determine what benefits are currently available.

c) Comments/Concerns – Fire Departments

M. Berney indicated that the Fire Department dispatch centres would entertain any opportunities to be included in a sleep study.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

T. Cheseboro advised that the Central Ambulance Communications Centre had a CAD upgrade on November 29, 2021. He also advised that there was little impact on Region of Durham Paramedic Services operations.

e) Comments/Concerns – Durham Finance

M. Simpson provided an update on discussions following the September 28, 2021 meeting regarding messaging to the public. She advised that a meeting was held in October 2021 and the respective Corporate Communications divisions took away some items to work on. She advised she undertook to raise this item today with M. Berney to take back to the Fire departments and discuss if communications are going out to include the Region of Durham and Durham Regional Police Service Communications divisions.

f) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro advised that Region of Durham Paramedic Services will be making scheduling changes as of March 2022 and the schedule will mirror the Durham Regional Police Service schedule. He explained that this may be an opportunity to improve some of the relationships and would provide a consistent communication point.

P. Hallett asked T. Cheseboro to provide the Superintendents by Platoon.

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, January 25, 2022 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, in Council Chambers.

12. Adjournment

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

CARRIED

The meeting adjourned at 9:59 AM

P. Hallett, Chair

T. Fraser, Committee Clerk