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## **The Regional Municipality of Durham**

### **MINUTES**

#### **9-1-1 MANAGEMENT BOARD**

**June 28, 2022**

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: M. Berney, Scugog Fire & Emergency Services (Chair)  
T. Cheseboro, Region of Durham Paramedic Services, attended the meeting at 9:45 AM  
B. Drew, Durham Regional Council  
L. Kellett, Oshawa Central Ambulance Communications Centre, Ministry of Health – Emergency Health Program Management & Delivery Branch  
G. Oblenes, Durham Regional Police  
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: M. Barta, Systems Support Specialist, Corporate Services – IT  
T. Fetter, Director, Business Services, Durham Regional Police Service  
T. Fraser, Committee Clerk, 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 J. Wichman,  
(1) That the minutes of the 9-1-1 Management Board meeting held on April 26, 2022, be adopted.

CARRIED

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

J. Wichman provided the statistics on calls transferred from January to May 2022. He advised that there was an increase in calls in May 2022, which is mostly attributed to the May 21<sup>st</sup> storm. He noted that there was an increase in call volume for all agencies.

J. Wichman responded to questions with respect to how the 2022 call volume compared to prior years.

J. Wichman also advised that an audit was recently completed of Toronto's 9-1-1 Call Centre. One item referenced in the report was unnecessary calls to 9-1-1 and it recommended creating public awareness campaigns about when to call 9-1-1. He stated that they are looking forward to the Region's 3-1-1 service and he noted that DRPS is working to implement a 9-1-1 crisis diversion program to assist with mental health calls.

Discussion ensued with respect to the proposed 9-1-1 crisis diversion program and J. Wichman offered to invite the Sergeant responsible for the program to provide a presentation at the next 9-1-1 Management Board meeting.

M. Simpson advised that she was appointed to the Lakeridge Health Board of Trustees on June 27, 2022.

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

J. Wichman advised that there were no issues to report involving the 9-1-1 system.

J. Wichman also advised that on June 27, 2022, there was a planned evacuation of the 9-1-1 Call Centre to the back-up site in Oshawa. During this time, they upgraded PCs in the call centre and made some IT upgrades. They returned to the call centre at shift change without any issues. J. Wichman further advised that the intent is to have at least one planned evacuation for each platoon annually, and he noted that additional evacuations are being considered for September and November 2022.

**6. 2022 Meeting Schedule**

M. Berney advised that meetings are currently scheduled for September and November 2022 and it is recommended that the September meeting be re-scheduled to October 18, 2022, and the November meeting be cancelled due to the municipal elections on October 24, 2022.

The 9-1-1 Management Board members discussed potential meeting dates and it was a consensus of the Board that the next meeting be held on Tuesday, October 18, 2022 and that the September 27 and November 29, 2022, meetings be cancelled.

**7. 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

L. Kellett advised that the Central Ambulance Communications Centre is experiencing staffing challenges.

L. Kellett inquired about the possibility of a meeting being held to discuss the proposed 9-1-1 crisis diversion program with the Fire Departments and the Central Ambulance Communications Centre.

e) Comments/Concerns – Durham Finance

M. Simpson asked if J. Wichman had any update on Provincial funding for Next Generation 9-1-1 (NG9-1-1).

J. Wichman advised that the previously scheduled information session was cancelled, and no updates have been received. J. Wichman agreed to contact the Ministry of the Solicitor General for an update.

f) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro provided an update on the grievance filed related to their radio equipment and he advised that the union has requested that the Ministry attend the Labour Board for a hearing. He also advised that they have been researching alternative devices and have been working with the 9-1-1 Call Centre.

T. Cheseboro further advised that they are experiencing similar staff challenges as other agencies. He also advised that the upcoming weekend will be busy with events for Canada Day.

**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, October 18, 2022 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, in Council Chambers.

**10. Adjournment**

Moved by J. Wichman, Seconded by Councillor Drew,  
(2) That the meeting be adjourned.

CARRIED

The meeting adjourned at 9:53 AM

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M. Berney, Chair

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T. Fraser, Committee Clerk