

## **The Regional Municipality of Durham**

### **MINUTES**

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

**October 18, 2022**

A regular meeting of the 9-1-1 Management Board was held in the Lower Level Boardroom (LL-C), 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  
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**

Absent: B. Drew, Durham Regional Council  
G. Oblenes, Durham Regional Police

#### **Staff**

Present: T. Fetter, Director, Business Services, Durham Regional Police Service  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
W. Spindler, Operations Manager, Oshawa Central Ambulance Communications Centre, Ministry of Health – Emergency Health Program Management & Delivery Branch  
S. Ciani, Committee Clerk, Legislative Services Division – Corporate Services Department  
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 J. Wichman, Seconded by M. Simpson,

- (1) That the minutes of the 9-1-1 Management Board meeting held on June 28, 2022, be adopted.

**CARRIED**

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

J. Wichman provided the statistics on calls transferred from January to September 2022. He advised that calls are trending similar to past years, with a slight drop in call volume for September.

**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 advised that Apple will be releasing a new feature for the iPhone 14 in November which will have the ability to send a text message over satellite and will only work in the event there is no cell signal or wi-fi. He advised that Durham's 9-1-1 Call Centre does not have the ability currently to receive that information and instead the call would be directed to an Apple call centre first, and then they would call the regional administration line with the details of the call such as latitude and longitude, and a brief nature of the emergency.

J. Wichman also advised that a second feature that has already been released in Canada and the United States is a crash notification from the actual cell phone. He advised that there is an issue with this feature as many calls are coming from theme parks. For example, Durham Region has had one confirmed crash notification call which was a resident who was at the Mosport racetrack and set off the notification while go-carting. J. Wichman stated that some sort of campaign to notify the public of this feature would be beneficial.

J. Wichman further advised that he is attending an Emergency Service Working Group meeting today and that Apple representatives are attending to discuss better handset-based location information, and that staff will raise their concerns regarding the new iPhone 14 features.

J. Wichman advised that there will be a planned evacuation of the 9-1-1 Call Centre in November 2022 and the intent is to have four planned evacuations in 2023, one for each platoon.

**6. 2023 Meeting Schedule**

The 9-1-1 Management Board members discussed and agreed to the following meeting dates for 2023:

- January 24, 2023
- April 25, 2023
- June 27, 2023
- September 26, 2023

- November 28, 2023

**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

M. Berney advised that he attended the kick off for Pulse Point at Lakeridge Health Oshawa which is an application that alerts citizens who are nearby of a cardiac arrest in a public place, the location of the cardiac arrest, and the closest Automated External Defibrillator (AED) to that location.

It was the consensus of the Committee to invite Sandra Mackie from Oshawa Fire Services to the next 9-1-1 Management Board meeting to provide a presentation on Pulse Point.

M. Berney advised that staff continue with the Next Generation 9-1-1 (NG 9-1-1) efforts at the two communication centres and will be moving to a new CAD provider in the near future.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

L. Kellett advised that staffing challenges are improving and that seven staff members have been hired this year. She advised that the new telephony system has been implemented at the Lindsay Central Ambulance Communications Centre (CAC) and that the new PSRN radio network will be coming to Durham soon.

L. Kellett responded to a question regarding when the telephony system would be implemented at the Oshawa Central Ambulance Communications Centre.

e) Comments/Concerns – Durham Finance

M. Simpson thanked J. Wichman for liaising with staff on the new regional service, my Durham 3-1-1.

M. Simpson advised that staff are in the process of getting the Bell NG 9-1-1 agreement executed and that the last group to review it is the Privacy Office. She advised that staff have delegated authority to sign the agreement once approved.

M. Simpson reminded the Board that staff are well into budget season and that the 9-1-1 budget is currently under development.

f) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro advised that the Ministry of Health and Long-Term Care has been researching Durham's facilities in order for the radio system to be installed and staff provided updates to the province regarding how many units will be required. The province has advised that a fair amount of work will have to go into the stations as they do not have the proper grounding for the radio antennas. He also advised that staff are struggling with cell phone communications as the cell phones are extremely outdated (flip phones) and have asked the Ministry of Health and Long-Term Care for updates.

J. Wichman advised that flip phones typically only support 3G and that 3G phones may be decommissioned in the near future now that 5G is being released. He advised that this may help staff get an upgrade for their cell phones. J. Wichman asked if staff were still using Blackline Lone Worker alarm.

T. Cheseboro advised that there is roughly 800-900 hours of off-load delay and that call volume is up roughly 10,600 calls, across all calls (Codes 1-8), and that this number will increase as the Code 8 responses for September have not been entered into the system. He advised that emergency responses are up roughly 4,442.

T. Cheseboro also advised that paramedic services are still experiencing health human resources (HHR) staffing pressures.

T. Cheseboro further advised that there is currently an Ebola outbreak in Uganda and that there are concerns about Ebola transmission into Canada, so flights are being monitored very closely.

**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, January 24, 2023 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, in Council Chambers.

**10. Adjournment**

Moved by M. Simpson, Seconded by T. Cheseboro,  
(2) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:04 AM

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M. Berney, Chair

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S. Ciani, Committee Clerk