

Ontario 9-1-1 Advisory Board



MINUTES

Tuesday, November 15, 2011

10:00 am

Peel Regional Police Headquarters
Chief's Management Group Boardroom
7750 Hurontario Street
Brampton, Ontario

A. OPENING

PRESENT

EXECUTIVE COMMITTEE

Peter Glen Ontario Association of Chiefs of Police
Tom Voisey Secretary-Treasurer

MEMBERS

Mark Hull Ontario Ministry of Health
Tracy Finn NENA Ontario
Nancy Banks APCO Canada
Bryan Baxter AMO – Small Urban Caucus
Bill Davis AMO – ROMA
Paulo DaSilva Ontario Association of Chiefs of Police (A)

TECHNICAL ADVISORY PANEL/OBSERVERS/GUESTS

Fadi Dabliz Bell Canada
Mark Hitchman OPP
Ken Sluman Peel Regional Police
Karen Smythe Toronto Police Service

REGRETS

Jim Friend AMO – Regional Caucus
Tom Paniak Bell Canada
Art Graham Toronto
Chris Pittens Ontario - Public Safety & Security
Mike Charles OPP

QUORUM

QUORUM

TOTAL VOTING POSITIONS PER CONSTITUTION: 13
TOTAL CURRENT VOTING POSITIONS FILLED: 10
TOTAL VOTING MEMBERS IN ATTENDANCE: 7
QUORUM PRESENT

OPENING REMARKS

- Welcome to all from Peter Glen.

Bell Webinar

- The OAB meeting opened with participation in an hour-long webinar via video/conference call. The Webinar was hosted by Bell and led by Tom Paniak.

Agenda Topics:

T9-1-1
 Phase II Wireless Stage 2
 Datapac Network Replacement
 No Answer Report Via Email Delivery

- Copies of the slides will be circulated to all OAB members.

B. MINUTES / FINANCIAL / CORRESPONDENCE

MINUTES

- Review of minutes of the September 27, 2011 meeting.

MOTION

Moved by **B. Baxter**
 Seconded by **B. Davis**
That the minutes of the September 27, 2011 meeting be adopted.
 Carried

FINANCIAL

FINANCIAL REPORT

Opening Bank Balance, September 27, 2011	\$16,594.40
Less:	
CK#148-28/09/11 – Liz Catering [RE: Meeting Refreshments-27/09/11]	\$ 126.56
CK#147-01/10/11 – Frances Wise [RE: Meeting Refreshments-27/09/11]	\$ 53.25
CK#149-07/06/11 – Toronto PS [RE: Legal Services]	\$ 587.13
Bank Service Charges [30/09/11 & 31/10/11]	\$ <u>1.80</u>
Total Expenses	\$ <u>768.74</u>
Closing Bank Balance, November 15, 2011	\$15,825.66
Equity Shares Held	100.00
Cash on hand	<u>0.00</u>
Net Worth, November 15, 2011	<u>\$15,925.66</u>

MOTION

**Moved by P. DaSilva
Seconded by T. Finn
That the Financial Report for November 15, 2011 be accepted.
Carried**

CORRESPONDENCE

- September 29, 2011 email from S. Hickling, Barrie Ontario re addressing problems in Barrie and Innisfil; i.e., call to 9-1-1 from Royal Oak Drive in Barrie routed to same address in Innisfil. Tom Paniak to respond to writer. Tom not at this meeting as he was looking after the Webinar.
- October 19, 2011 email from JF Thobie regarding provincial surcharges to fund 9-1-1 in Ontario. Peter Glen responded directly to the writer explaining the status of such a plan in this Province.
- October 21, 2011 email from G. Kukemueller regarding complaints about the police response to a car fire on private property. Peter Glen responded and advised the writer that his inquiry refers to a local matter and that they need to speak to local authorities -- or a lawyer.
- October 27, 2011 email from K. Ryan who works on a Canadian Forces base (in the health care field) requesting information on possible regulations regulating how 9-1-1 is controlled. Peter Glen provided a response advising that there are few controls on who or how a 9-1-1 call is answered.

C. BUSINESS ARISING FROM PREVIOUS MEETINGS

Pocket Dialed 9-1-1 Calls

- Peter Glen advised that this is a huge, and growing, problem.

He reviewed his report to the Board distributed on October 4, 2011:

"I attended the OACP board meeting on Thursday September 29 and gave them an update on our discussions regarding the pocket dialed/misdialed 9-1-1 calls. I asked them if it was just pocket dialed calls that they were interested in. They advised that the issue had been brought to them by CPEG and that they had not initiated the request but had said that they would help facilitate any action that was deemed appropriate. They are not supportive of doing a province wide study of calls as they believe that this type of direction would be very difficult to put in place and get all the agencies onboard.

They suggested that possibly a smaller statistical gathering might work better and obtain the same goal. They also felt that although statistics could be valuable in the longer term that the media campaign was the best first goal. To this end Joe Couto, who is the OACP Director of Government Relation and Communication has volunteered to work with us on that venture.

To get this going I suggested that a conference call be setup between Joe and whatever members of the OAB were interested in participating. I would think that Nancy as Chair of Public Relations should be involved and whoever else is interested or already involved in developing a

media campaign. The goal would be to have one consistent media campaign that could be used anywhere in Ontario. The OACP supports this step and is aware of what E-COMM has done and apparently Ottawa Police have done one as well.

In relation to pocket dial statistics I had a conversation with Chief Parkinson from Cornwall. He was the author of the 2005 study and Cornwall has put in place a method to capture pocket dial and other types of calls and has been doing it for some time. My suggestion would be that since Cornwall, Toronto and London are currently capturing pocket dials that we use these three agencies to do a six month study. It covers a variety of areas within the province as well as three different sized agencies.

Any thoughts on this approach to the statistical side and volunteers for the media campaign work. Once I have the members I will setup an initial conference call to get it going"

- A conference call was held on October 20, 2011. Participants included Peter Glen, Joe Couto, Paulo DaSilva, Tracy Finn, and Nancy Banks.
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- Further discussion took place regarding items that could/should be included in public education releases with the common goal of reducing these types of calls to 9-1-1.
 - Social media - a recent corporate communications at Toronto Police Service talked about how to make use of Facebook, Twitter, etc., to get the message out -- i.e., a creative approach.
 - Make sure that the public are aware that PSAP resources are shrinking and that they must be mindful of how often these nuisance calls are made and their impact on the reliability of 9-1-1 services.
 - Include information that Fire and EMS are also impacted -- not just Police resources.
 - Be mindful of the demographic that education programs reach; i.e., Blackberries have a large market share and it has been estimated that a great many of these calls are made from these devices.
 - Bill Davis advises that this topic was addressed at a recent ROMA meeting and responding to nuisance calls is a major item in rural areas. Resources have to travel a lot further to get to locations where the calls originate and thus are out of service longer - significant impact on resources.
 - Look seriously at unregistered handsets. Estimates of 15 per 1000 calls are from these devices. Remember landlines - no services - no 9-1-1

- The following OAB/OACP Media Release was issued on January 9, 2012:

Media Release

Ontario 9-1-1 Advisory Board



Pocket Dials/Unintentional 9-1-1 Calls Putting Public at Risk, Impacting Police Resources

Police Say Unintentional Calls from Mobile Devices a Growing Problem in Ontario

For immediate release: January 9, 2012

(Toronto, ON) – Police services across Ontario are seeing an increase in pocket dialed and unintentional 9-1-1 calls, which represent a serious threat to public safety and negatively impact police resources according to the Ontario 9-1-1 Advisory Board (OAB) and the Ontario Association of Chiefs of Police (OACP).

"With more and more people using mobile devices, our police services are reporting an increase in unintentional 9-1-1 calls and so-called pocket dials," said Inspector Paulo Da Silva of York Regional Police. "When unintentionally dialed calls are made to 9-1-1 call centres, they become a public safety issue and are a drain on law enforcement resources."

Pocket dials happen when a keypad on a mobile device carried in a pocket, purse, backpack, etc. is accidentally pressed. Unintentional 9-1-1 calls are generated from a mobile device and are not intended as emergency calls.

Unintentional 9-1-1 calls tie up phone lines that deliver 9-1-1 calls to Public Safety Answering Points (PSAPs), which handle 9-1-1 calls. This negatively impacts a PSAP's ability to respond to real emergencies.

The Ontario 9-1-1 Advisory Board brings together police personnel to act as advocates for the 9-1-1 system in the Province of Ontario. OAB is partnering with the OACP to raise public awareness of the unintentional/pocket dialed calls.

The OAB and OACP have found that hundreds of unintentional/pocket dialed 9-1-1 calls are being received daily by police services across Ontario from cell phones and other devices where no emergency exists. For example:

- The Toronto Police Service received 1,227,791 calls to 9-1-1 in 2011. 1 in 5 calls were not valid emergencies. Pocket dials accounted for 107,748, or half of the false calls; misdialled calls to 9-1-1 (116,770) accounted for the remainder.
- York Regional Police received 97,886 unintentional 9-1-1 calls from wireless devices in 2011, accounting for 37.33% of all 9-1-1 calls received.
- London Police Service received 6,622 pocket dials from August to November, 2011, averaging 11.24% of total 9-1-1 calls.
- Peel Regional Police received 80,724 unintentional 9-1-1 calls from wireless devices between June 1st, 2011 and December 31st, 2011, accounting for 33% of the 9-1-1 calls received.

For every unintentional/pocket 9-1-1 call received, a 9-1-1 emergency telecommunicator must determine whether an emergency exists. Every second counts when someone is waiting for an emergency communicator to pick up a 9-1-1 call and dispatch police, emergency medical services, or fire.



**For more information,
contact:**

Inspector Paulo Da Silva
York Regional Police
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916@yrp.ca

Joe Couto
Ontario Association of
Chiefs of Police
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Vision:
*Excellence in police
leadership - working
together for safer
communities.*

– More –

"Citizens have the power to stop unintentional 9-1-1 calls from their mobile devices. It could be as simple as locking a key pad or putting the device in stand-by mode," said Chief Matt Torigian, President of the Ontario Association of Chiefs of Police. "Such actions do not impact a user's ability to receive a phone call, but may significantly reduce the chance of a pocket dial. To further reduce the pocket dial risk, users should not program 9-1-1 into their devices and should prevent small children from playing with such devices."

Someone who places an unintentional 9-1-1 call should stay on the line. Every 9-1-1 call is taken seriously. When a 9-1-1 caller doesn't respond, that could be a sign of trouble – a possibility an emergency responder can't ignore. Users are urged to let the emergency operator know it was a pocket dial/unintentional call. This will eliminate the need for the emergency operator to call back to determine if there is a legitimate emergency, saving precious seconds and allowing them to move on to the next emergency call.

Citizens can prevent pocket dials or unintentional 9-1-1 calls by:

- Locking keypads using the keypad lock feature. Keypad locks, some of which can be programmed to activate automatically, prevent a mobile device from responding to keystrokes until the user unlocks the keypad using a short combination of key presses.
- Turn off the 9-1-1 auto-dial feature, if your mobile device has one. To determine whether a device has this feature and how to turn it off, check the user manual or the manufacturer's website, or call the service provider.
- Refrain from programming a wireless device to speed or automatically dial 9-1-1.

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OAB Funding Campaign Letter

- Peter Glen has made contact with Pat Vanini, Executive Director of AMO, regarding the acquisition of a mailing list of Ontario municipalities. It was agreed that the OAB would receive a distribution list which includes all Municipal Clerks at no charge -- one time use only.
- Once received, Tom Voisey will distribute the OAB funding campaign letter via e-mail as discussed at the last OAB meeting.

OAB Web Site

- Peter Glen provided the following website update following conversations with Jeff Christopherson, SmartWebPro, and Jim Friend. Jim has been extremely busy with the new Hamilton Fire Communications Centre.

The new website was officially launched on December 15, 2010. Currently the only ongoing cost for the site is the annual hosting fee of \$113.00.

At the Feb 15, 2011 OAB meeting we asked Jim Friend to contact smartweb and find out about how to change the e-mail configuration and clarify a couple of the options that were offered to us. Jim did this but because of his schedule has never been able to report back to a meeting for further discussion. Jim is still tied up with his duties in Hamilton and will not be at the November meeting.

I contacted Jeff at smartweb and received clarification on the issues we had raised.

To modify the e-mail to a state that we would like requires a dynamic forms module to be installed for a onetime fee of \$350. They can show someone how to modify the module to add what we want or they will do it for \$90. If we want to make changes to it we can login and do it ourselves or have them do it for \$90/hour or a yearly fee of \$50. Need to discuss why we would need to login to change it once we have it set and working the way we want it. Could be a good option for the first year but not after that.

The other option is for text and image changes and this allows for minutes, FAQ updates, a new public service message, etc. to be added for \$600 /year. This requires the dynamic forms module to be in place. They can provide a username and password and someone can login to do this but does require good knowledge of how word works and can be difficult to do if not doing it on a regular basis.

If a new page is needed there is a fee for that depending on how long it takes to make at \$90/hour.

SUMMARY

- Annual site hosting: \$113.00/yr
 - Dynamic Forms Module: \$ 350.00(one time fee)
 - Setup of form: \$ 90.00(one time fee)
 - Text and image change: \$ 600.00/yr(requires dynamic form)
 - Annual fee for smartweb to maintain website: \$ 713.00(1 + 4)
- Subsequent to OAB discussion it was decided to proceed with the Dynamic Forms Module (DFM) to eliminate difficulties with dealing with inquiries processed through the OAB website. Jim Friend will work with SmartWebPro to install the DFM and will take a shot at doing the form setup.

MOTION Moved by B. Davis
Seconded by P. DaSilva
That Jim Friend to work with SmartWebPro to set up the Dynamic Forms Module on the OAB website, and further if required
That SmartWebPro do the form setup, and
That an amount of \$440.00 plus HST be authorized to do this work.
Carried

D. COMMITTEE REPORTS

Government Affairs

- No report

Management/Financial

- Bryan Baxter provided a proposed Subcommittee membership plan.
- Following discussion the SubCommittee member was accepted as follows:

Government Affairs Peter Glen (or successor) - Chair
Bill Davis
Management/Finance Bryan Baxter (or successor) - Chair
Peter Glen (or successor)

Public Relations	Tom Voisey Nancy Banks - Chair Jim Friend Art Graham
Technical Information	Paulo DaSilva - Chair Nancy Banks Carol Anne Albertson
Wireless & Nomadic	Tracy Finn - Chair Fadi Dabliz/Tom Paniak Mike Charles
Wirelines	Mark Hull - Chair Tom Paniak/Fadi Dabliz Mark Hitchman
Ad Hoc Sustainable Funding	Bill Davis - Chair Sheri Hanley Chris Pittens

Public Relations

- Nothing further to report. Pocket-dial and web page discussed under Business Arising.

Technical Information

- **CRTC Telecom Decision 2011-619**
September 26, 2011
"Bell Aliant Regional Communications, Limited Partnership - Application regarding notification and express consent requirements for 9-1-1 services and their applicability to fixed/native VoIP service."
Link: <http://www.crtc.gc.ca/eng/archive/2011/2011-619.htm>
- Peter Glen reviewed this Decision and reinforced his comments at the September 27th meeting that there is no need for intervention here.

Wireless & Nomadic Technologies

- Tracy Finn reports that the Webinar that members participated in at the beginning of the meeting covered many of the current issues.
- Nothing Further to report'

Wireline

- Mark Hull advises that there is nothing further to report at this time

Ad Hoc Sustainable Funding Resources

- No report

E. NEW BUSINESS

Retirement

- Bryan Baxter reported to the Board that he will be retiring from the Board. His last attendance will be at the February 2012 meeting.
- Bryan will advise OSUM so that a replacement representative can be appointed.

Executive Committee Elections

- Peter Glen advised that elections for executive positions of the Board are required at the first meeting of 2012. Tom Voisey will email all members requesting nominations for the positions of:

Chair
Vice-Chair
Secretary-Treasurer

- Nominations will close on January 15, 2012.

F. ADJOURNMENT

Next Meeting

- Wednesday, February 15, 2012

2012 Meeting Schedule

February 15, 2012
May 8, 2012
September 11, 2012
November 13, 2012

MOTION

**Moved by N. Banks,
Seconded by T. Finn,
“That the meeting be adjourned.”**
