

Ontario 9-1-1 Advisory Board



MINUTES

Tuesday, May 8, 2012

10:00 am

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

A. OPENING

PRESENT

EXECUTIVE COMMITTEE

Nancy Banks (Chair)	APCO Canada
Paulo DaSilva (Vice Chair)	Ontario Association of Chiefs of Police
Tom Voisey (Sec/Treasurer)	Secretary-Treasurer

MEMBERS

Mark Hull	Ontario Ministry of Health
Tracy Finn	NENA Ontario
Bill Davis	AMO – ROMA

TECHNICAL ADVISORY PANEL/OBSERVERS/GUESTS

Fadi Dabliz	Bell Canada
Chris Pittens	Ontario - Public Safety & Security
Carol Anne Albertson	Ontario Ministry of Natural Resources
Mark Hitchman	OPP

REGRETS

Mike Charles	OPP
Jim Friend	AMO – Regional Caucus

QUORUM

QUORUM

TOTAL VOTING POSITIONS PER CONSTITUTION: 13

TOTAL CURRENT VOTING POSITIONS FILLED: 8

TOTAL VOTING MEMBERS IN ATTENDANCE: 5

QUORUM PRESENT

A. OPENING REMARKS

Nancy Banks, first meeting as Chair, welcomed all attendees.

B. MINUTES / FINANCIAL / CORRESPONDENCE

MINUTES

- Review of minutes of the February 15, 2012 meeting:

MOTION

Moved by P. DaSilva
 Seconded by B. Davis
That the minutes of the February 15, 2012 meeting be adopted.
 Carried

FINANCIAL

FINANCIAL FINANCIAL REPORT

Opening Bank Balance, February 15, 2012		\$14,888.40
Less:		
CK#156-21/02/12 – Liz Catering	\$ 81.36	
[RE: Meeting Refreshments-15/02/12]		
CK#157-23/02/12 – Frances Wise	\$ 15.56	
[RE: Meeting Refreshments-15/02/12]		
Bank Service Charges	\$ <u>1.80</u>	
[29/02/12]		
Total Expenses		\$ <u>98.72</u>
Plus:		
Deposit #40 – 15/03/12	\$1,800.00	
[RE: Funding Campaign]		
Deposit #41 – 15/03/12	\$1,770.00	
[RE: Funding Campaign]		
Deposit #42 – 05/04/12	\$1,800.00	
[RE: Funding Campaign]		
Deposit #43 – 05/04/12	\$ 900.00	
[RE: Funding Campaign]		
Deposit #44 – 04/05/12	\$ <u>2,500.00</u>	
[RE: Funding Campaign]		
Total Deposits		\$ <u>8,570.00</u>
Closing Bank Balance, May 8, 2012		\$23,359.68
Equity Shares Held		100.00
Cash on hand		<u>0.00</u>
Net Worth, May 8, 2012		<u>\$23,459.68</u>

MOTION

**Moved by T. Finn
Seconded by P. DaSilva
That the Financial Report for February 15, 2012 be accepted.
Carried**

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- Tracy Finn funding for NENA International Conference
As the NENA Ontario representative to the OAB Tracy Finn requested to attend the NENA annual conference in Long Beach, California as the OAB representative. On April 16, 2012 an email message was sent to all voting members as requested by Chair Nancy Banks. A poll of voting members was required prior to the May 8th meeting due to the timing of this request.
The responses were 3 – approve, 2- not approve, 3 – no response.

MOTION

**Moved by B. Davis
Seconded by P. DaSilva
That the Board confirm the result of the email poll to voting members regarding approval for the attendance of Tracy Finn to represent the Ontario 9-1-1 Advisory Board at the NENA International Conference to be held in Long Beach, California, and further authorizes expenses, not to exceed \$3,000.00.
Carried**

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- Further discussion took place regarding this type of request, and other possibilities.
 - Nancy Banks' notice to members regarding the outcome of the email poll identified a number of items for further discussion by the Board, including:
 - Budget – do we require an annual budget? If so, then we need to create one. If not, do we need to develop a list of expected expenses and income so that we can plan activities for the upcoming year?
 - Marketing – do we consider attendance at events to be marketing and how do we fund those? i.e. should we have a booth at NENA Ontario in September? Are there other events we should be attending to raise the profile of the Board?
 - Expenses – should we have a policy on what expenses should be covered and if there should be a limit? How do we authorize expenses?
 - Decisions – do we require a policy on decision making, i.e. voting, how it can be done, types of decisions which require a vote or consensus of the Board, etc.
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CORRESPONDENCE

- February 16, 2012 – email from Nancy Banks with information regarding: CRTC approves text to 9-1-1 Status Report and issues a Press Release.
The CRTC today approved the CISC ESWG’s Text to 9-1-1 Status Report in [Decision 2012-101](#). The Commission considers that good progress is being made on implementing the T9-1-1 trial and that all stakeholders have been able to work together to achieve consensus on the various technical and operational aspects of the trial. The stakeholders include public safety organizations, telecommunications companies, and representatives of the hearing and speech impaired community.
<http://www.crtc.gc.ca/eng/archive/2012/2012-101.htm>
The Commission considers this is a good news story, and as a result also issued a [Press Release](#) announcing that the Trial will begin shortly.
<http://www.crtc.gc.ca/eng/com100/2012/r120216.htm>
- February 18, 2012 – email regarding an incorrect 9-1-1 address associated with the City of Kawartha Lakes amalgamation. The email was forwarded by Fadi to Larry Breen and he worked with Ms Lang to correct the problem
- March 14, 2012 – email from, Halton Region IT, inquiring about “What other companies in Ontario can provide 911 service? Are we locked/single sources to Bell or is there potential competition?” Email responded to by Paulo DaSilva who advised that Bell is the only 9-1-1 service provider however there are options for upgrading their Nortel PBX.
- April 25, 2012 – email from Markham resident regarding an accidental call to 9-1-1 from her 2 year old daughter. She was concerned that there would be a \$200. charge for this. Paulo DaSilva to reach out to her.

C. BUSINESS ARISING FROM PREVIOUS MEETINGS

Pocket Dialed 9-1-1 Calls

- Given that there are very many instances of RIM Blackberry users making “pocket dial” calls Paulo DaSilva updated discussions re the question – Is there a way to work with RIM to reduce these calls; i.e., remove the automatic 9-1-1 function or provide the users?
 - RIM claims that CRTC Mandates it
 - The only thing mandated is for the ability of all cell phones to be able to dial 9-1-1 - - not automatically.
 - Paulo recommends that written requests be made to RIM and other cell manufacturers that the devices have the ability to offer customers a choice, manual or automatic
 - Wireless in Canada is virtually unregulated.
 - RIM – new models have changed the position of the “button”
 - Fadi advised that going forward recommendations for standards should be developed for manufacturers regarding the ability of devices to auto-dial 9-1-1 and that these standards be presented to CRTC/Industry Canada.
 - Paulo recommends coordination with similar groups across Canada.

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D. COMMITTEE REPORTS

Government Affairs

- No report

Management/Financial

- Brief discussion regarding Member positions on the Board that are now vacant:
 - AMO – County Caucus
 - AMO – Large Urban Caucus
 - AMO – Northern Caucus
 - AMO – Staff

Public Relations

- Tracy Finn has provided links to Public Service Announcements re “pocket dials” and call reduction. These are to be posted on the OAB website. A new one will be coming out on May 9th targeted at Mother’s Day and impaired driving. Tracy has indicated that she will do a presentation at the NENA Ontario conference in September.

Technical Information

- The current Board members are unclear as to what specific issues are to be reported. Paulo has requested further information from historical data.

Wireless & Nomadic Technologies

- Tracy Finn reports that T9-1-1 (Texting to 9-1-1) is now entering the technical portion of the trial. Toronto, Peel Region, Montreal and Vancouver are participating.
 - Looking at a 30-40 day trial where members of the hard-of-hearing community are to do test calls in order to learn what barriers might be encountered. There is nothing surprising observed yet.
 - Wireless service providers have differing views in how the process should work.
 - T9-1-1 – have to call on cell phone, pay attention to screen for 9-1-1 connect and then wait. Must be registered so that Class Of Service shows as TXE (English) or TXF (French)
 - New Zealand is making excellent progress with their program, however response to callers must be made within 2 minutes. The Ontario trial will need to determine an appropriate length of time.
- Phase 2 Stage 2 Wireless
 - In-call update of location information.
 - Canadian trial in September – possibly PEI

Wireline

- Nothing to report

Ad Hoc Sustainable Funding Resources

- Nothing to report
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E. NEW BUSINESS

Bell Canada No Answer Trial

Fadi Dabliz advised members re Bell Canada's "No Answer" Trial

- email gets sent to the PSAP every time a 9-1-1 call is detected and not answered (this can be as short as 0 seconds in which case it may not even "ring" at the PSAP, but this doesn't change the fact that someone called 9-1-1)
- new 9-1-1 data network will be sending this info automatically as part of ALI feed (not email) so the trial provides good preparation prior to live launch
- as part of the production system the ALI record will be appended to the missed call log along with a message "9-1-1 CALL NOT ANSWERED" to identify to the PSAP that there is no voice with this incident.
- the overwhelming majority of short duration calls are wireless
- new policies required to handle this information (Ken Sluman is looking at this and will present something at NENA ON conference Sept 17-19)
- has been in place with TELUS for several years without issue
- this system also provides an additional layer of voice network monitoring; if line troubles, network troubles or load issues are causing missed calls, PSAPs will know immediately.

F. ADJOURNMENT

<p><u>Events</u></p> <ul style="list-style-type: none">• NENA Ontario Conference September 16 – 19, 2012 Oshawa, Ontario• APCO Canada Conference November 5 – 8, 2012 Winnipeg, Manitoba	<p><u>Next Meeting</u></p> <p>Tuesday, September 11, 2012</p> <p><u>2012 Meeting Schedule</u></p> <p>November 13, 2012</p>
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MOTION

Moved by P. DaSilva,
Seconded by T. Finn,
"That the meeting be adjourned."

