

Ontario 9-1-1 Advisory Board



MINUTES
Tuesday, November 13, 2012
10:00 am
Peel Regional Police Headquarters
Chief's Management Group Boardroom
7750 Hurontario Street
Brampton, Ontario

A. OPENING

PRESENT

EXECUTIVE COMMITTEE

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

MEMBERS

Mark Hull	Ontario Ministry of Health
Bill Davis	AMO Rural Caucus
Tracy Finn	NENA Ontario
Karim Daya	Toronto

TECHNICAL ADVISORY PANEL/OBSERVERS/GUESTS

Mark Hitchman	OPP
Fadi Dabliz	Bell Canada

GUEST

Ken Sluman	Peel Police (Retired)
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REGRETS

Nancy Banks (Chair)	APCO Canada
Jim Friend	AMO – Regional Caucus
Chris Pittens	Ontario - Public Safety & Security
Carol Anne Albertson	Ontario Ministry of Natural Resources

QUORUM

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TOTAL VOTING POSITIONS PER CONSTITUTION: 13
TOTAL CURRENT VOTING POSITIONS FILLED: 7
TOTAL VOTING MEMBERS IN ATTENDANCE: 5
QUORUM PRESENT

A. OPENING REMARKS

Paulo DaSilva opened the meeting with greetings and introduced Ken Sluman, retired Sergeant from Peel Regional Police, Communications Centre.

B. 9-1-1 PRESENTATION – KEN SLUMAN

Ken Sluman provided a presentation to the Board reviewing “The changes to 9-1-1 to meet your responsibilities and to properly manage risk”. Ken’s address included:

- Changes that are coming which will affect PSAPS
- Challenges with disconnects, dropped calls, wireless, PSAP training
- NENA NG9-1-1 Objectives
- Taxpayer expectations
- T9-1-1
- Wireless location updates (re-bid)
- Call volumes,. Call lengths

A copy of Ken’s slides were distributed at the meeting.

C. MINUTES / FINANCIAL / CORRESPONDENCE

MINUTES

- Review of minutes of the September 11, 2012 meeting:

MOTION

**Moved by M. Hull
 Seconded by T. Finn
 That the minutes of the September 11, 2012 meeting be adopted.
 Carried**

FINANCIAL

FINANCIAL/ FINANCIAL REPORT

Opening Bank Balance, September 11, 2012	\$ 22,843.50
Less:	
CK#161-09/17/12 – Liz Catering [RE: Meeting refreshments 11/09/12]	\$101.70
Bank Service Charges [31/05/12]	\$ _____ .60
Total Expenses	<u>\$ 102.30</u>
Plus:	
Deposit #47 – 09/28/12 [RE: TPS Reimbursement]	\$ 327.98
Deposit #48 – 11/06/12 [RE: Funding Campaign]	\$ 100.00
Total Deposits	<u>\$ 427.98</u>
Closing Bank Balance, November 13, 2012	\$ 23,169.18
Equity Shares Held	\$ 100.00
Cash on hand	<u>\$ 0.00</u>
Net Worth, November 13, 2012	<u>\$ 23,269.18</u>

MOTION

Moved by M. Hull
Seconded by P. DaSilva
That the Financial Report for November 13, 2012 be accepted.
Carried

CORRESPONDENCE

- A discussion was held regarding impacts on members' time to respond to the many inquiries that are coming through the Board website. These inquiries include many repetitive issues; i.e., addressing, PSAP inquiries, how 9-1-1 is funded, etc. Since these inquiries are coming from the website it was agreed that a FAQ area on our website could well answer many 9-1-1 questions and therefore reduce the number of inquiries that need to be responded to. Paulo DaSilva will look further into this.
- September 25, 2012 – email from the Ontario Federation of Agriculture inquiring about 9-1-1 in rural areas; i.e., Ontario municipality addressing guidelines, responsibility for addressing, and different approaches/guidelines for different areas of Ontario. The inquiry included an example of a situation in rural Ontario where there was a tractor accident on a farm property with no buildings and no 9-1-1 address. This absence caused a delay in an ambulance response. The OAF is concerned about prevention of similar occurrences across the Province. The Board discussed this issue and agreed that each municipality is ultimately responsible for 9-1-1 services within their specific areas, including addressing guidelines. Paulo will respond back to the originator with this advice.
- October 24, 2012 – email from citizen of Kingston regarding a wrong address associated with their main telephone number. Paulo replied, advising the writer to direct this question to their 9-1-1 service provider.

C. BUSINESS ARISING FROM PREVIOUS MEETINGS

OACP/OAB Pocket Dial Initiative

- Paulo DaSilva received a reply from the Canadian Wireless Telecommunications Association regarding concerns about unintentionally dialed 9-1-1 calls originating from wireless handsets. The letter advises that the mobile industry recognizes the challenge that this issue poses and refers to changes to 9-1-1 access from newer handsets that are focused on reducing the problem. Also the CWTA document included examples of the wide range of tips to subscribers through various websites.
<http://cwta.ca/for-consumers/e911/>
The closing statement of the document includes: "CWTA welcomes your feedback and additional proposals in combating this problem in the interest of the general public." and provided further contact information.
Copies of the letter were circulated to Board members.
- As authorized by a motion at the last Board meeting Jean-Francois Leger was requested by Paulo DaSilva to conduct a legal review of the OACP/OAB requesting industry assistance with this

issue. Jean-Francois Leger responded with a document that provided a lot of recommendations and background to support the OACP/OAB in their efforts to develop their strategy in addressing the problem.

Copies of his report were circulated to Board members.

Further discussion to take place.

- Paulo recommends that the Board request a meeting with the CWTA.

Moved by B. Davis

Seconded by K. Daya

MOTION

That Paulo DaSilva proceed with contacting the CWTA in response to their offer in the letter from Bernard Lord, President & CEO, Canadian Wireless

Telecommunications Association dated October 31, 2012 to pursue further dialogue on the issue of unintentional 9-1-1 calls; and further,

That Paulo DaSilva pursue the engagement of a representative from the CRTC to participate.

Carried

D. COMMITTEE REPORTS

Government Affairs

- No report

Management/Financial

- No Report

Public Relations

- Tracy Finn continues to advise re TPF PSA's for the website
- A link to Toronto Police Services should be included on the website

Technical Information

- No report

Wireless & Nomadic Technologies

- Nothing further to report

Wireline

- Nothing to report

**** NOTE ****

Discussion took place regarding the number of committees reporting to the Board and it was agreed that, due to the limited number of Board members (playing multiple committee roles), that the Technical Information, Wireless & Nomadic Technologies, and Wireline committees be merged into one committee known as the “Technology Committee”.

E. NEW BUSINESS

Endorsements by the Board

- The issue of requests for product/service endorsements from individuals/vendors by the Board was discussed at length.
 - This is a public Board
 - Must always retain transparency, integrity, and neutrality.

MOTION

Moved by M. Hull

Seconded by T. Finn

That the Ontario 9-1-1 Advisory Board not promote/endorse products or services from individuals and/or vendors.

Carried

F. ADJOURNMENT

<u>Events</u>	<u>Next Meeting</u> February 12, 2013 <u>2013 Meeting Schedule</u> To be determined
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MOTION

Moved by P. DaSilva,

Seconded by B. Davis,

“That the meeting be adjourned.”