



Ontario 9-1-1 Advisory Board

MINUTES

Wednesday, February 15, 2012

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
Paulo DaSilva	Ontario Association of Chiefs of Police (A)

TECHNICAL ADVISORY PANEL/OBSERVERS/GUESTS

Fadi Dabliz	Bell Canada
Carol Anne Albertson	Ontario Ministry of Natural Resources
Mark Hitchman	OPP

REGRETS

Bill Davis	AMO – ROMA
Jim Friend	AMO – Regional Caucus
Chris Pittens	Ontario - Public Safety & Security
Mike Charles	OPP

QUORUM

QUORUM

TOTAL VOTING POSITIONS PER CONSTITUTION: 13

TOTAL CURRENT VOTING POSITIONS FILLED: 9

TOTAL VOTING MEMBERS IN ATTENDANCE: 5

QUORUM PRESENT

A. OPENING REMARKS

- Welcome to all from Peter Glen and reminder that this would be the last meeting for himself and Bryan Baxter.

B. MINUTES / FINANCIAL / CORRESPONDENCE

MINUTES

- Review of minutes of the November 15, 2011 meeting.

MOTION

Moved by P. DaSilva
 Seconded by M. Hull
 That the minutes of the November 15, 2011 meeting be adopted.
 Carried

FINANCIAL

FINANCIAL FINANCIAL REPORT

Opening Bank Balance, November 15, 2011	\$15,825.66
Less:	
CK#150-15/11/11 – London PS [RE: Retiree Plaques Mtg 15/11/11]	\$ 305.46
CK#151-16/11/11 – Frances Wise [RE: Meeting Refreshments-15/11/11]	\$ 16.17
CK#152-16/11/11 – Liz Catering [RE: Meeting Refreshments-15/11/11]	\$ 84.75
CK#153-02/12/11 – Smartwebpro [RE: Web Hosting renewal]	\$ 113.00
CK#154-12/16/11 – Jean-Francois [RE: Professional Services]	\$1,220.40
CK#155-23/01/12 – London PS [RE: Retiree Plaques Mtg 15/02/12]	\$ 294.48
Bank Service Charges [21/11/11 & 31/12/11]	\$ <u>3.00</u>
Total Expenses	\$ <u>-2,037.26</u>
Plus:	
Deposit #38 - 16/12/11 [RE: City of London]	\$ 100.00
Deposit #39 - 24/01/12 [RE: Wellington County]	\$ <u>1,000.00</u>
Total Deposits	\$ <u>1,100.00</u>
Closing Bank Balance, February 15, 2012	\$14,888.40
Equity Shares Held	100.00
Cash on hand	<u>0.00</u>
Net Worth, February 15, 2012	\$ <u>14,988.40</u>

MOTION

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

CORRESPONDENCE

- December 21, 2011 email from L. Rak re an addressing issue; i.e., who can fix the problem. Answered by Peter Glen who explained the how the writer should 1st ensure that his local municipality have properly provided the correct address to the 9-1-1 service provider and, if they have them the service provider should be requested to update their data base.
- January 4, 2012 email from D. Walker, MGS requesting "*Are there any laws pertaining to the way private telephone systems handle the routing of 911 calls and the information that is to be transmitted to the PSAP in Ontario? If so, what are the legal requirements and were can they be found?*" Peter Glen responded with information that essentially the CRTC establishes the rules governing how calls are routed and the rather complex solution depends on the type of system that is being used and that there is lots of reference material on the CRTC website. Mr. Walker replied that they are looking specifically at VoIP telephone systems in the Ministry. Peter responded with further information, including:
"When it comes to VoIP there are two different requirements depending on the type of VoIP service. If the numbers are what are called native(local) then there should be a direct connection to the 9-1-1 system. This is no different than traditional landline. If the numbers are non-native(not local) the requirement is that they have to be routed to a third party call centre who determines the correct PSAP they should be routed to. This is not the best situation as it slows down getting to the PSAP but in today's world of 9-1-1 it is the safest we can provide and that is why the CRTC made it a requirement.
There is no requirement to show actual room addresses. As long as the building is identified that is okay. There are systems available that can identify specific rooms but that is something that you would need to talk to the various providers about.
This is not a CRTC requirement but normally when someone transitions from a traditional system to an IP system they retain a certain number of copper lines for 9-1-1 and other communications backup.
- January 27, 2012 email from D. Miles, OMNR, re tracking of 9-1-1 calls in the Parry Sound area related to bear nuisance calls. Tom Voisey responded and advised Mr. Miles that the OAB does not have access to this type of information and referred him to the primary PSAP for that area - North Bay OPP c/w contact (Sgt. J. Bourdon).

C. BUSINESS ARISING FROM PREVIOUS MEETINGS

Pocket Dialed 9-1-1 Calls

- On December 21, 2011 Peter Glen signed an agreement with E-Comm 9-1-1 in Vancouver, BC to grant the Ontario 9-1-1 Advisory Board a limited, non-exclusive license to reprint Accidental 911 calls posters and newspaper adds ("purse, backpack, pants") with our logo, for the purpose of public education/awareness.

- Paulo DaSilva, York Regional Police, reported that they had noticed that "pocket dials" had increased slightly in January.
- York Region did a Media Release the week before this meeting re children playing with cell phones.
- Peter Glen reported that the OACP/OAB media release re pocket dialed 9-1-1 calls was made public on January 9, 2012.

OAB Funding Campaign Letter

- The funding letter was distributed on February 8, 2012 to everyone on the AMO mailing list.
- Initial discussions were held regarding the Board moving forward with regards to funding support. This topic to be reviewed at future meetings.

OAB Web Site

- Website content was discussed with a number of ideas contributed, including
 - a. Include the OAB/OACP release
 - b. Bryan Baxter pointed out that the OAB/OACP release portrays the OAB as a police oriented organization. This should be changed for any future releases.
 - c. Somewhere on the web pages there should be a piece on "How OAB is Funded"
 - d. Keep the main issues/challenges of 9-1-1 up front
 - e. Keep the OAB accomplishments up front
 - f. Make sure that there are links to important areas; i.e., NENA Ontario and APCO Canada conferences

D. COMMITTEE REPORTS

Government Affairs

- No report

Management/Financial

- Bryan Baxter reported that a financial audit model was established in 2011 for the financial year 2012. Bryan recommended that the process continue on an annual basis.
- As a result of retirements and the subsequent Executive Committee elections the Committee personnel list was amended as follows:

Government Affairs	Nancy Banks (Chair) Bill Davis
Management/Finance	Nancy Banks (Chair) Paulo DaSilva Tom Voisey
Public Relations	Tracy Finn (Chair) Jim Friend
Technical Information	Paulo DaSilva (Chair) Nancy Banks Carol Anne Albertson

Wireless and Nomadic	Tracy Finn (Chair) Fadi Dabliz/Tom Paniak Mike Charles
Wireline	Mark Hull (Chair) Fadi Dabliz/Tom Paniak Mark Hitchman
Ad Hoc Sustainable Funding	Bill Davis (Chair) Chris Pittens Paulo DaSilva

Public Relations

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

Technical Information

- Nothing to report.

Wireless & Nomadic Technologies

- Tracy Finn reports that T9-1-1 (Texting to 9-1-1) is slowly getting under way. Toronto Police Service is not yet connected.
- Fadi Dabliz advised that there is a new BID13 available and indicated that actual cutovers to IP based 9-1-1 would be completed in the 2013/2014 time frame.
Link to BID documents:
[http://www.bell.cdn-telco.com/bid/index.htm#LISTING OF BELL INTERFACE DOCUMENTS \(BIDs\)](http://www.bell.cdn-telco.com/bid/index.htm#LISTING_OF_BELL_INTERFACE_DOCUMENTS(BIDs))

Wireline

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

Ad Hoc Sustainable Funding Resources

- No report

E. NEW BUSINESS

Ford SYNC

- Nancy Banks provided the following information re Ford SYNC:

INFORMATION OF NOTE for Canadian Public Safety Answering Points (PSAPs)

January 2012: Impact of Ford SYNC - 911 Assist Call (Vehicle Function)

BACKGROUND:

In December 2011, the following inquiry (excerpt version) was made by the Province of Saskatchewan 9-1-1 representatives:

Saskatchewan has been receiving numerous 9-1-1 calls from Ford vehicles that are equipped with the Ford SYNC 911 Assist system. Personal cell phones are enabled through the SYNC system in which 9-1-1 calls can be initiated.

PSAP's receive a recording indicating an emergent call including a voice prompt that states to press "1" or "2" to activate or to speak with the occupant in the vehicle. In the cases that have been flagged - we are unable to make contact with the caller's the majority of the time.

Our current provincial legislation dictates that 'auto diallers' are prohibited.

- 1. Does your province currently have legislation regarding this matter?*
- 2. Would you say that this system is in fact categorized as an 'auto dialler'?*
- 3. Has your province noticed an increased number of 911 calls from Ford vehicles?*

We confirmed with Ford that this is a feature in all of their new models and will be installing similar features in ALL of their newer vehicles in the future. Saskatchewan is looking at developing better policies as this will eventually become bigger than just Ford models.

ANALYSIS & RECOMMENDATION:

Feedback from across the country showed a diverse set of opinions regarding the auto dialler question, and limited awareness of the issue or how to address it. This is further complicated by the fact that the Ford SYNC website shows that both NENA and APCO have collaborated on the training material for this product.

It is recommended that all primary and secondary PSAPs access the following Ford SYNC website – <http://www.911assist.ford.com/CanadaEnglish> and utilize it as a tool to familiarize Call Takers with this product and what to expect when a call is received from a Ford SYNC vehicle which is paired with one of the occupant's wireless phone.

For the purposes of addressing this in a consistent fashion, this "Information of Note" is being provided to the CRTC Emergency Services [E9-1-1] Working Group (ESWG) for further circulation to the Provincial 9-1-1 PSAP Representatives, the National 9-1-1 Service Providers, and the Canadian Wireless Telecommunications Association (CWTA) for posting and dissemination.

Executive Committee Elections

- Peter Glen advised that nominations for Executive Committee positions closed on January 15, 2012.
- January 23, 2012 the membership was advised that the following nominations had been received:
Chair – Nancy Banks
Vice Chair – Paulo DaSilva
Secretary/Treasurer – Tom Voisey

Moved by P. Glen

Seconded by B. Baxter

MOTION

**That there being no further nominations, and
That nominations for Chair, Vice-Chair, and Secretary/Treasurer are closed the
following persons are duly elected by acclamation:**

Chair: Nancy Banks

Vice-Chair: Paulo DaSilva

Secretary/Treasurer: Tom Voisey

Carried

F. ADJOURNMENT

Events

- NENA Ontario Conference
September 16 – 19, 2012
Oshawa, Ontario
- NENA International
June 9 – 14, 2012
Long Beach , California
- APCO Canada Conference
November 5 – 8, 2012
Winnipeg, Manitoba
- APCO International
August 19 – 22, 2012
Minneapolis, Minnesota

Next Meeting

- Tuesday, May 8, 2012

2012 Meeting Schedule

September 11, 2012

November 13, 2012

MOTION

**Moved by P. DaSilva,
Seconded by T. Finn,
“That the meeting be adjourned.”**
