

Ontario 9-1-1 Advisory Board

MINUTES

Tuesday, September 16, 2008

10:00 am

Council Chamber

Town of Newmarket Municipal Offices

395 Mulock Drive

Newmarket, Ontario

A. OPENING & MINUTES

PRESENT

EXECUTIVE COMMITTEE

Judy Broomfield

Tom Voisey

Acting Chair (NENA Ontario)

Secretary-Treasurer

MEMBERS

Peter Glen

Nancy Banks

Jim Friend

John Molyneaux

Mark Hull

Bryan Baxter

Ontario Assoc. of Chiefs of Police

APCO Canada

AMO – Regional Caucus

Ontario Association of Fire Chiefs

Ontario Ministry of Health

AMO – Small Urban Caucus

TECHNICAL ADVISORY PANEL/OBSERVERS

Pat Berry

Tom Paniak

Carol-Anne Albertson

Colette Tanner

Mark Hitchman

Bell Canada

Bell Canada

Ministry of Natural Resources

Hastings/Quinte 9-1-1

OPP

REGRETS

Dave Hanly

AMO – County Caucus

QUORUM

QUORUM

TOTAL VOTING POSITIONS PER CONSTITUTION: 13

TOTAL CURRENT VOTING POSITIONS FILLED: 11

TOTAL VOTING MEMBERS IN ATTENDANCE: 7

QUORUM PRESENT

OPENING REMARKS

- Welcome to all from Judy Broomfield.
- The meeting commenced with the remembrance of Chair Dan Van Londersele who recently passed away. A moment of silence was held to honour the memory of Dan and his years of dedication to the Ontario 9-1-1 Advisory Board and to the citizens and 9-1-1 personnel throughout the Province of Ontario.

MOTION

**Moved by B. Baxter,
Seconded by P. Glen,
That the minutes of this meeting reflect the great appreciation held by all members and participants of the Ontario 9-1-1 Advisory Board for the keen and passionate interests that Dan Van Londersele held for the provision of effective 9-1-1 services to the citizens of Ontario, and further that the Secretary-Treasurer communicate our sentiments to Dan's family.
Carried**

MOTION

**Moved by P. Glen,
Seconded by N. Banks,
That an amount of \$500.00 be donated to an appropriate charity/community project in memory of Dan Van Londersele and his contribution to the community through his dedication to the provisioning of 9-1-1 services in Ontario.
Carried**

MINUTES

- Review of OAB Minutes, May 20, 2008

MOTION

**Moved by B. Baxter,
Seconded by P. Glen,
That the minutes of the May 20, 2008 meeting be adopted.
Carried**

CORRESPONDENCE

- No correspondence this meeting.

FINANCIAL

- T. Voisey reported on the current financial status of the Advisory Board.

Opening Bank Balance, May 20, 2008		\$27,126.34
Plus:		
Deposit-13/06/08 [Dep#27]	1,500.00	
Deposit-02/07/08 [Dep#28]	800.00	
Deposit-28/08/08 [Dep#29]	100.00	
Total Deposits		<u>2,400.00</u>
Less:		
CK#107-30/05/08 – London PS [RE: NENA CDC/TDC – P. Glen]	966.31	
CK#108-12/06/08 – Timothy’s [RE: Meeting Refreshments – May 20/08]	382.82	
Bank Service Charges	1.20	
Total Expenses		<u>1,350.33</u>
Closing Bank Balance, September 16, 2008		\$28,876.01
Equity Shares Held		100.00
Cash on hand		<u>0.00</u>
Net Worth, September 16, 2008		<u>\$28,976.01</u>

MOTION

**Moved by J. Friend,
 Seconded by M. Hull,
 That the financial report be accepted.
 Carried**

B. BUSINESS ARISING FROM PREVIOUS MEETINGS

9-1-1 Emergency Services for the Hearing Disabled

- Jim Friend –
 - Arthur Rendall was looking for government assistance and heard about the CRTC Disability Consultancy Hearing
 - Meeting with Jim Friend and Greg Ellis (Hamilton Police – also hearing impaired) originally scheduled for September but will be moved to a future date
 - Arthur was disappointed that he didn’t know about the 1st round of talks with the CRTC
 - On July 23rd he sent a letter to the CRTC and referenced the OAB
 - Arthur indicated a desire to attend the APCO/NENA conference in Ottawa and participate with a presentation
 - No response back yet from the September 5th CRTC hearing
 - Patricia Berry, Bell, advised that Fadi Dabliz, Bell 9-1-1 Specialist, has a meeting set up with Arthur next week

- Peter Glen added that when he was in Nashville (NENA) it was interesting to note that NENA has a whole committee working on this subject and that there appeared to be more issues raised than solutions.

OAB Public Service Announcement

- Please see Public Relations Committee report . This item to be removed from “Business Arising” agenda item.

C. COMMITTEE REPORTS

Government Affairs

- No report

Management/Financial

Bryan Baxter reports:

- Bryan Baxter recommends that the membership lists be updated and that vacancies be identified.

Public Relations

John Molyneaux reports:

Public Service Announcement

- Further discussion was conducted regarding the proposed Public Service Announcement. Changes were recommended and the document will be re-drafted and distributed to members. Further discussion centered around how it might be made public; i.e., radio stations, television stations, cable, downloads from our website.
- John Molyneaux will look for input from municipal PR personnel.

Technical Information

Peter Glen reports:

- There is a project in New York City which is looking at enabling the receipt of videos, etc. on 9-1-1 calls. This is not quite what it appears. Briefly, the operation is as follows:
 - 9-1-1 caller indicates a desire to provide photos/videos
 - the 9-1-1 communicator enters a code into the CAD system
 - the communicator then advises the caller that a detective will return their call
 - a detective picks up the information, calls the 9-1-1 caller and provides an electronic address where the pictures can be sent
- The NYC project appears to be somewhat deceptive to the public. There is a belief from the public that if you can send pictures, you must be able to send text messages.

Wireless & Nomadic Technologies

Judy Broomfield reports:

VoIP

- Judy review a Calgary 9-1-1 call that went very wrong. The caller was using a VoIP telephone and called 9-1-1 to report a baby having trouble breathing. The VoIP call centre routed the call to an old address in their database – the family had not lived there for several years. There was a long delay in locating the proper location and subsequently the baby died. The call was handled by COMWAVE and as yet there is no public report on the incident.
- In July the CRTC issued an information bulleting addressing exactly what the companies should do. July 28th CRTC issued circular “Obligations for 9-1-1” The primary communication must include a verbal determination of the location of the emergency. If disconnected, the company must attempt to call back. The registered address in their database must only be used as a last resort.
- There is no quality control of data at VoIP providers. The CRTC has yet to comment on this.
- CRTC UPDATE - August 11, 2008 CRTC issued a Public Notice regarding 9-1-1 Municipal Agreements with carriers. Rogers has been arguing that they are not necessary. Decision 2008-72 re CLEC Municipal Agreements was issued. The decision included direction to continue to allow the option of CLECS to collect a Municipal Agreement.

Wireless

Judy Broomfield reports:

- CRTC has asked for an update on the Enhanced 9-1-1 Trial in Toronto. In June Judy attended a 2-day meeting in Gatineau to review the first draft of the Trial Report. Since then there have been a number of conference calls to work on the report. The first deadline was August but was extended to the end of October. The report to include (1) PSAP Requirements; (2) Incumbent Requirements, i.e., Bell; and (3) Wireless Carrier Requirements.
- Comments:
 - 24 x 7 support required
 - Bell Canada can do pretty much everything asked for – today
 - existing Phase I info continues to be available; i.e., cell site & call-back number
 - existing call routing with Phase I stays
 - WLZ standard COS – indicates that there should be enhanced info on this call
 - XY coordinates based on existing PERS platform
 - Confidence and Certainty outstanding
 - Wireless carriers locator technology; i.e., xy coordinates approx. 30 meters of call with a maximum of 30 second time delivery waiting for the information
 - No time lines established for Phase I
 - Multiple “re-bid” issues being discussed to locate moving devices
 - Bell needs to do a network re-design to handle dynamic 9-1-1 data
 - Change needed from x.25 to IP
 - ALI has to be IP enabled
 - Data through IP VPN services
 - Terminal equipment needs to be changed at PSAPs
 - Currently can provide XY coordinates without “re-bid” capabilities

Wireline

Mark Hull reports:

- Q - for wireless ``What happens if customer turns off GPS``
A - Tom Paniak, Bell, advises that 9-1-1 calls activate GPS XY coordinates
- Patricia Berry advises that many institutions are removing wireline phones leaving cellular and VoIP as the only options for making telephone calls. Apparently the University of Waterloo is doing away with approximately 5,000 lines. Ottawa and Calgary are set to follow.
- Jim Friend also advises that senior`s communities are also abandoning wireline services and many going to cable-provided VoIP services. Many seniors take their services with them when they temporarily relocate to Florida, etc.
- All of these events could result in major ``location`` concerns for PSAPs
- Discussion followed resulting in reinforcing the release of the OAB Public Service Announcement that cautions the public about 9-1-1 when considering alternate telephone services.

Ad Hoc Sustainable Funding Resources

- No report.

Ad Hoc Public Service Announcement

John Molyneaux reports:

- John reviewed the latest revisions

MOTION	Moved by J. Molyneaux, Seconded by J. Friend, That the OAB move forward with the Public Service Announcement regarding questions that citizens should ask when obtaining new telephone services; and That John Molyneaux proceed with the production with the assistance of the York Regional Police. Carried
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- Discussion was held regarding possible methods of distributing the PSA including placing it on the website, email to all persons on the AMO `Clerks` list, mailouts to Universities and Colleges, etc. Further discussion will take place at the next meeting.

D. NEW BUSINESS

OTTAWA APCO/NENA CONFERENCE

- Reminder; APCO/NENA Conference will be held in Ottawa from November 16-19, 2008.
- Members are encouraged to look at the websites for these organizations:
www.APCO.ca
www.NENAONTARIO.com
Sponsors
Vendors

E. ADJOURNMENT

Next meetings:

- o Tuesday, November 18, 2008 – in conjunction with the APCO Canada/NENA Ontario conference

**10:00 am
Tuesday, November 18, 2008
The British Columbia Room
The Westin Hotel
11 Colonel By Drive
Ottawa, Ontario
K1N 9H4**

MOTION

**Moved by B. Baxter,
Seconded by P.Glen,
“That the meeting be adjourned.”**