

# Ontario 9-1-1 Advisory Board

## MINUTES

Tuesday, April 28, 2009

10:00 am

Town of Newmarket Municipal Offices

Cane Rooms A & B

385 Mulock Drive

Newmarket, Ontario

### A. OPENING & MINUTES

#### PRESENT

##### EXECUTIVE COMMITTEE

Judy Broomfield

Peter Glen

Tom Voisey

NENA Ontario

Ontario Association of Chiefs of Police

Secretary-Treasurer

##### MEMBERS

Jim Friend

Bill Davis

John Molyneaux

Mark Hull

Bryan Baxter

AMO – Regional Caucus

AMO – ROMA

Ontario Association of Fire Chiefs

Ontario Ministry of Health

AMO – Small Urban Caucus

##### TECHNICAL ADVISORY PANEL/OBSERVERS

Mark Hitchman

Tom Paniak

Pat Berry

OPP

Bell Canada

Bell Canada

##### GUESTS

John Matsui

Melanie Sigalas

Makin Headlines

Ontario Ministry of Health

##### REGRETS

Chris Pittens

Carol-Anne Albertson

Dave Hanly

Nancy Banks

Norm Lambert

Ontario – Public Safety & Security

Ministry of Natural Resources

AMO – County Caucus

APCO Canada

Toronto

#### 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.

## MINUTES

- Review of OAB Notes taken at the November 18, 2008 meeting held in conjunction with the APCO/NENA conference held at the Westin Hotel, Ottawa, Ontario. Quorum not present.
- Review of the conference call meeting held on January 13, 2009. Quorum present.

**MOTION**

**Moved by J. Molyneaux,  
Seconded by J. Friend,  
That the minutes of the January 13, 2009 meeting be adopted.  
Carried**

- Review of the conference call meeting held on February 17, 2009. Quorum present.

**MOTION**

**Moved by B. Davis,  
Seconded by P. Glen,  
That the minutes of the February 17, 2009 meeting be adopted.  
Carried**

## CORRESPONDENCE

- April 2, 2009 Email received from resident of Camlachie, Ontario regarding a 9-1-1 call and the operator could not find the address or street in the database. The inquiry was forwarded to Pat Berry who determined that it was an issue with CAD information at the Wallaceburg Ambulance. They will be contacting the resident.
- March 5, 2009 Email received inquiring about who manages ANI/ALI databasis in Canada. A response was sent by Pat Berry advising that provincial 9-1-1 networks in Canada are owned and operated by their respective ILECs, and that for Ontario and Quebec it would be Bell Canada.

**FINANCIAL**

- T. Voisey reported on the current financial status of the Advisory Board. As detailed in the motion that was carried at the February 17, 2008 conference call the financial report from the February meeting was deferred until the April 28, 2009 meeting.

<b>FINANCIAL REPORT FEBRUARY 17, 2009</b>	Opening Bank Balance, January 14, 2009		\$27,878.39
	Less:		
	CK#115 – 05/01/09 – J. Broomfield	\$ 218.95	
	[RE: Meeting Expenses - Nov11/08]		
	CK#116 – 05/01/09 – B. Baxter	\$1,266.79	
	[RE: Ottawa Expenses – Nov18/08]		
	Bank Service Charges	\$ <u>1.20</u>	
	Total Expenses		<u>\$ 1,486.94</u>
	Closing Bank Balance, February 17, 2009		\$26,391.45
	Equity Shares Held		100.00
	Cash on hand		<u>0.00</u>
	Net Worth, February 17, 2009		<u>\$26,491.45</u>

<b>FINANCIAL REPORT April 28, 2009</b>	Opening Bank Balance, February 18, 2009		\$26,391.45	
	Less:			
	No items			
	Total Expenses		<u>\$ 0.00</u>	
		Closing Bank Balance, April 28, 2009		\$26,391.45
		Less cheques issued, not yet cashed		
		CK#117 – 21/04/09 – N. Banks	\$ 117.60	
		[RE: CRTC Mtg Peel Hq Refreshments]		
		Total Outstanding Expenses		<u>\$ 117.60</u>
		Sub-total		<u>\$26,273.85</u>
	Equity Shares Held		100.00	
	Cash on hand		<u>0.00</u>	
	Net Worth, April 28, 2009		<u>\$26,373.85</u>	

<b>MOTION</b>	<b>Moved by P. Glen, Seconded by J. Friend, That the financial reports for February 17, 2009 and April 28, 2009 be accepted.</b>
	<b>• Carried</b>

## B. BUSINESS ARISING FROM PREVIOUS MEETINGS

### PUBLIC RELATIONS – JOHN MATSUI (MAKIN HEADLINES)

- John Matsui was introduced by Peter Glen. John is a public relations consultant. John gave an overview to the board on what he felt his company could do for us in relation to sustainable funding, possible sponsors, use of default messaging on billboards, public service announcements on radio and television, general support of the OAB and dealing with specific OAB issues. John also spoke about a direct mailing campaign with a clear message that could produce better results. Looking for champions within each municipality to carry our message. He suggested that we create a sub-committee that would work with him to put a draft communications plan together that would be brought back to the board for final approval. A basic plan could be produced in about 30 days and this was his suggestion.
- There was a general discussion and questions.
- Question asked regarding “sole sourcing” for the consultant. Peter Glen advised that he had been given three possible firms from a contact at the Hamilton Spectator and that all had been given an opportunity to respond. Makin Headlines was the only firm that responded.
- Members complimented John Matsui on his presentation and Judy Broomfield thanked Peter for his work on this project.

#### MOTION

**Moved by B. Baxter,  
Seconded by P. Glen,  
That the information presented to the Ontario 9-1-1 Advisory Board by John Matsui, Makin Headlines, be accepted and that the OAB Public Relations Committee work with Mr. Matsui to prepare a draft “Communications Plan” that will be reviewed at the next meeting of the OAB.  
Carried**

- The Public Relations committee includes Chair, John Molyneaux, Jim Friend, Nancy Banks, Peter Glen and Tom Paniak.
- Peter will make follow-up contact with Mr. Matsui and set up a conference call with committee members. Tom Paniak volunteered to provide the conference facilities.

## C. ELECTIONS

- On February 17, 2009 the following email was distributed to all members:

*A meeting of the Ontario 9-1-1 Advisory Board was held via conference call on February 17, 2009 at 10:00 am, chaired by A/Chair Judy Broomfield.  
A quorum of voting members was present.*

Included in this meeting were two approved motions (minutes with all motions, etc. to be distributed shortly) regarding our next meeting.

1. **ALL VOTING & NON-VOTING MEMBERS**

*The next meeting will be held at 10:00 am, Tuesday, April 28, 2009. The location will be determined shortly.*

2. **ALL VOTING MEMBERS**

*Nominations for the positions of Chair and Vice Chair will be accepted by the Secretary-Treasurer ([tvoisey@peelpolice.on.ca](mailto:tvoisey@peelpolice.on.ca)) until April 21, 2009.*

*Elections will be held in accordance with Section 5.2 of the "Constitution of the Ontario 9-1-1 Advisory Board" (dated May 17, 2005) at the next meeting of the Board on Tuesday, April 28, 2009.*

Regards,  
Tom Voisey

- The results were as follows:  
Chair: Judy Broomfield (4)  
Vice Chair: Peter Glen (3)  
One other nomination was received for the position of Vice Chair however the nominee declined.

**MOTION**

Moved by B. Baxter,  
Seconded by J. Friend,  
That the nominations for the positions of Chair and Vice-Chair be closed and that the new Chair will be Judy Broomfield and the new Vice-Chair will be Peter Glen.  
Carried

**MOTION**

Moved by B. Baxter,  
Seconded by B. Davis,  
That Tom Voisey continue in the position of Secretary-Treasurer.  
Carried

## D. COMMITTEE REPORTS

### Government Affairs

- No report

### Management/Financial

- Bryan Baxter will defer his committee report until the members consider the draft "Communications Plan" that will be discussed at the next meeting.
- Bryan also recommended that the Board review sub-committee structures and budgets.

## **Public Relations**

- John Molyneaux reported on the status of the Public Service Announcement. The York Region video group had prepared the audio portion and a .wav file was distributed to all members.
- The PSA is 1 minute and 18 seconds long and all agreed that the length should be shortened. Suggestions were received from the members and John is looking at reducing the word count by about 25%. He is looking at a 35-45 second target.
- Will distribute to Board when changes have been made
- Will need to consider costs of duplication, media, etc.
- Consideration also being given to adding to OAB web site – perhaps with both versions (short & long).
- Video will be added but should be “department generic”.

## **Technical Information**

- No further report

## **Wireless & Nomadic Technologies**

Judy Broomfield reports:

### CRTC REPORT

- CRTC decision to be released in February
- Carriers mandated, at their own expense, to deploy Phase II. The target date is 2010.
- A lot of work is being done, in the form of weekly meetings and conference calls, with wireless carriers, incumbent telcos and many other technical personnel.
- The February 2<sup>nd</sup> meeting at Peel was an excellent example of competitors working together to pull it all together
- The working group is to report to CRTC by May 2<sup>nd</sup> on how the network is going to be structured, how information is delivered to PSAPS and what will the rollout criteria be (each carrier to provide their own plan)
- PSAP representatives need to be at the table to see what the various carriers will deploy – to what parts of the province. No one wants all carriers to deploy at the same time.
- Will likely need plenty of PSAP man-hours. Individual carriers will contact each agency to establish a mutually agreeable time frame.
- A document from Fadi identifying the CRTC Wireless Phase II 9-1-1 Timelines is available and will be distributed to the members.
- The final report will ensure that carriers are all testing the same way. The number of test calls is negotiable – PSAP dependant.
- Bell BID document to be released to all PSAPs by July. Bell will conduct another PSAP call when it is released.

### PHASE II STAGE 1

- Phase I information with added X/Y coordinates
- Data will include a “confidence” and “certainty” factor
- There will be a national deployment
- Not included – unsubscribed & roaming sets
- Will cover 94% of 9-1-1 callers
- New class of Service = WL2

#### VoIP

- Peter and Judy have worked for 2.5 years with the VoIP participants
- Report was made to CRTC 2 years ago
- On April 15<sup>th</sup> the Commission advised that they are not convinced about certain cost items and have made further requests; i.e., who should pay for this; what are the real costs; small providers – should they bear the cost; and, are there alternate solutions to providing this.
- Peter has agreed to run with this and has until May 15<sup>th</sup> to apply for standing on this issue.
- The closing date will be at the end of September and we would expect a decision within 120 days after.

#### Wireline

- Mark Hull advises that there is nothing further at this time
- Still working on ECNS tariffs and agreements. No date established
- ILECs should provide 9-1-1 data for ECNS
- Will be made available on a per/municipality basis
- Further updates at next meeting

#### Ad Hoc Sustainable Funding Resources

- No report.

### **E. NEW BUSINESS**

#### **BELL WEBINAR**

- Jim Friend complimented Patricia Berry, Tom Paniak and Fadi Dabliz for a very informative webinar that was held on April 22, 2009. The webinar dealt with VoIP, Wireless Phase 2, 9-1-1 Service Management Accountabilities, and Surveillance and Maintenance Centre Concerns.
- Pat Berry advised that there will be more webinars in the future.

#### **NENA ONTARIO**

- NENA Ontario Conference and Trade Show to be held September 13 to 16, 2009.
- The theme is “9-1-1 Back to the Future”
- The location is the London Ontario Conference Centre

**F. ADJOURNMENT**

Next meeting:

10:00 am  
Tuesday, September 29, 2009  
Town of Newmarket  
Council chambers  
395 Mulock Drive  
Newmarket

**MOTION**

**Moved by B. Davis,  
Seconded by J. Friend,  
“That the meeting be adjourned.”**