

# Ontario 9-1-1 Advisory Board

## MINUTES

Tuesday, March 23, 2010

10:00 am

Traffic Services Board Room  
Emil Kolb Centre for Police Excellence  
Peel Regional Police  
180 Derry Road East  
Mississauga, 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  
Mark Hull

AMO – Regional Caucus  
AMO – ROMA  
Ontario Ministry of Health

##### TECHNICAL ADVISORY PANEL/OBSERVERS

Tom Paniak  
Pat Berry

Bell Canada  
Bell Canada

##### REGRETS

Bryan Baxter  
Carol-Anne Albertson  
Dave Hanly  
Nancy Banks  
Bryan Burbridge  
Wayne Vibert  
Mark Hitchman

AMO – Small Urban Caucus  
Ministry of Natural Resources  
AMO – County Caucus  
APCO Canada  
O AFC  
Toronto  
OPP

#### QUORUM

**QUORUM**

**TOTAL VOTING POSITIONS PER CONSTITUTION: 13**  
**TOTAL CURRENT VOTING POSITIONS FILLED: 10**  
**TOTAL VOTING MEMBERS IN ATTENDANCE: 5**  
**QUORUM PRESENT**

## **OPENING REMARKS**

- Welcome to all from Judy Broomfield.

## **B. MINUTES/CORRESPONDENCE**

### **MINUTES**

- Review of minutes for November 23, 2009
- Discussion re “Legal Advice”, “It was suggested that the time is now to have a third party take over the management of 9-1-1 systems in Ontario” (Page 4)
  - Judy Broomfield advises that this was a suggestion from Rogers that 9-1-1 be turned into a competitive service, i.e., “9-1-1 for Profit”. Also discussion regarding American companies coming into the 9-1-1 arena. Emphasis that it is important for the OAB be represented at the ESWIG

### **MOTION**

**Moved by P. Glen  
Seconded by J. Friend  
That the minutes of the November 23, 2009 meeting be adopted.  
Carried**

### **Correspondence**

- January 4, 2010 Email request from Ann Dugan regarding what year that 9-1-1 services began in Toronto. She was advised by return email that the launch of basic 9-1-1 was March 22, 1982 and enhanced added in 1984
- January 15, 2010 Email request from Gerry Artimowich, Central Office foreman - DMTS, Dryden, looking for a map of 9-1-1 services in the 807 area. Advised by return email that Bell Canada does not have such a map.
- February 18, 2010 Email request from Ken Langer, WSIB, wanting to know “does every community in Ontario have 911 coverage”. He was advised by return email regarding information received from Pat Berry, Bell – “The majority of the Province has access to 9-1-1. There are a few First Nations communities and some areas in the far north that do not have coverage.”

**FINANCIAL**

**FINANCIAL FINANCIAL REPORT**

Opening Bank Balance, November 23, 2009		\$25,967.51
Plus:		
Deposit-22/12/09 [Dep#32]	\$1,000.00	
Total Deposits		\$1,000.00
Less:		
CK#125-29/12/09 J.Friend	87.57	
[RE: Netfirm Web Hosting]		
CK#126-30/12/09 Leger	840.00	
[RE: Legal Advice]		
CK#127-01/02/10 Simsand	279.61	
[RE: Mtg Refreshments]		
CK#128-08/02/10 London PF	2,141.35	
[RE: OAB thumb drives]		
Bank Service Charges	1.20	
[RE: 29/09/09 – 23/11/09]		
Bank Service Charges	1.80	
[RE: 23/11/09 – 16/02/10]		
Bank Service Charges	1.20	
[RE: 28/02/10]		
Total Expenses		<u>\$ 3,352.73</u>
Closing Bank Balance, March 23, 2010		\$23,614.78
Equity Shares Held		100.00
Cash on hand		<u>0.00</u>
Net Worth, March 23, 2010		<u>\$23,714.78</u>

**MOTION**

**Moved by J. Friend  
 Seconded by B. Davis  
 That the Financial Report for March 23, 2010 be accepted.  
 Carried**

## C. BUSINESS ARISING FROM PREVIOUS MEETINGS

### DISCUSSIONS HELD ON FEBRUARY 16, 2010 OAB INFORMATION SESSION

#### CAA

- The following report was submitted by Nancy Banks regarding the meeting of public safety personnel with the CAA.

*“Judy, you did have good representation at the meeting yesterday, from Communications and Traffic. There were representatives from Peel, Toronto, OPP, and one from York. They are going to hold another meeting for York, Durham and Halton, who were not able to attend. There was some discussion on 9-1-1. They have already corrected the issue of their call centre dialing 9-1-1 and having all the calls go to York. They will take information from their member and if it is an emergency the caller will be directed to call 9-1-1. They did agree to amend their protocol to have only cars blocking live lanes of 400 series (including QEW, Gardiner and Don Valley) as the top priority.*

*I was able to promote a little information on how 9-1-1 works, and we did reiterate that when calls are not emergencies they may be delaying our ability to get to the calls that are true emergencies.*

*It looks like there may be a smaller working group put together to finalize their protocols. I made sure to invite them to look at how APCO and NENA can help them – with understanding the industry and networking to work with the people they need to connect to. It does sound like they learned their lesson, in developing policies without looking at the impacts to others. They really want to work with everyone and get it right.”*

#### Communications Plan

- Peter Glen distributed new thumb drives to the members in attendance. These devices contain a copy of the Public Service Announcement video that was prepared by the OAB.
- Discussion was held regarding possible distribution of the thumb drives, resulting in the following motion:

**MOTION**

**Moved by M. Hull**

**Seconded by P. Glen**

**That the initial distribution of 20 thumb drives be to the ROMA Board and AMO Caucus chairs by Ontario 9-1-1 Advisory Board member Bill Davis; and that Mr Davis report back to the Board feedback on the reception of the drives and content.  
Carried**

- Tom Voisey was requested to prepare the thumb drives with copies of:
  - OAB PSA Video
  - OAB PSA Audio Message
  - Most recent copy of OAB fundraising letter

## **OAB Domain Name**

- Jim Friend reported that the OAB domain name has been renewed and the next expiry date will be October, 2017.

## **Wireless Phase II**

- Judy Broomfield reported:
  - The CRTC had directed that by February 1, 2010 wireless providers must provide Phase II, Stage I.
  - Two PSAPs did not meet the date, Smith's Falls and Belleville/Quite (Seaway Communications (now owned by Northern 9-1-1) however they were expected to be on line by the end of March.
  - Discussions are moving forward. PSAPs receiving initial coordinates from the wireless service providers and sometimes the accuracy is not good enough. With cell phones constantly on the move there is a need to be able to update location information.
  - PSAPs are putting their requirements together
  - All ambulance CACCs can display the information as of the end January
  - Problems still with "unsubscribed" sets and "international roamers".

## **9-1-1 Texting for Hearing Impaired**

- Judy Broomfield reported:
  - CRTC to provide direction
  - There was a report to the CRTC last fall looking at a solution
  - People who rely on devices for texting and calling 9-1-1 could be flagged in the ALI data base so that PSAP will know that a response is required. How to do it ???
  - Arthur Rendall has been participating in the discussions.
  - A meeting of the 9-1-1 ESWG is to be held on May 19<sup>th</sup> in Mississauga to discuss further.

## **Bell ECNS**

- Emergency Call Notification Service
  - Bell Canada has issued tariff/pricing for ECNS to municipalities.
  - Setup fee is \$4,000. and monthly rate is \$920 per municipality. A revised tariff has been submitted to re-look at the pricing
  - Any municipality in Ontario that has a 9-1-1 Agreement with Bell can enter into an agreement for this service
  - Includes non-pub (as in 9-1-1) numbers
  - Data must be purged within 48 hours after the emergency situation is over.
  - Data is constantly changing and is only accurate at the time of delivery

**NOTE: Subsequent to these discussions it was agreed that there should be a "CRTC" area of the OAB website to display current activities and links to decisions, etc. Jim Friend to work with Judy Broomfield to get this info on the website.**

## **D. COMMITTEE REPORTS**

### **Government Affairs**

- No report

### **Management/Financial**

- No report

### **Public Relations**

- No report

### **Technical Information**

- No further report. Peter Glen has advised that we need to watch where NG9-1-1 is going. More on this at future meetings

### **Wireless & Nomadic Technologies**

- No further report, however Judy Broomfield advises that “Phase II, Stage 2” is coming.

### **Wireline**

- No further report

### **Ad Hoc Sustainable Funding Resources**

- No report.

## **E. NEW BUSINESS**

### **Meetings**

- A number of scheduling conflicts have arisen regarding the original meeting dates for 2010
  - The May 18<sup>th</sup> date conflicts with the NENA Ontario meeting that has already been committed.
  - The November 16<sup>th</sup> date conflicts with the APCO Canada conference in Vancouver

**MOTION**

**Moved by P. Glen  
Seconded by J. Friend  
That the scheduled meetings for the remainder of 2010 be as follows:  
Tuesday, May 11, 2010  
Tuesday, September 21, 2010  
Tuesday, November 23, 2010  
Carried**

**F. ADJOURNMENT**

Next meeting:

10:00 am  
Tuesday, May 11, 2010  
Location to be determined

**MOTION**

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