

Ontario 9-1-1 Advisory Board

MINUTES

Tuesday, May 11, 2010

10:00 am

Chief's Management Group Boardroom

3rd Floor

Peel Regional Police Headquarters

7750 Hurontario Street

Brampton, 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

Wayne Vibert

Nancy Banks

AMO – Regional Caucus

AMO – ROMA

Toronto

APCO Canada

TECHNICAL ADVISORY PANEL/OBSERVERS

Carol-Anne Albertson

Pat Berry

Ministry of Natural Resources

Bell Canada

REGRETS

Bryan Baxter

Dave Hanly

Mark Hull

Bryan Burbridge

Mark Hitchman

AMO – Small Urban Caucus

AMO – County Caucus

Ontario Ministry of Health

O AFC

OPP

QUORUM

QUORUM

TOTAL VOTING POSITIONS PER CONSTITUTION: 13

TOTAL CURRENT VOTING POSITIONS FILLED: 10

TOTAL VOTING MEMBERS IN ATTENDANCE: 6

QUORUM PRESENT

OPENING REMARKS

- Welcome to all from Judy Broomfield.

B. MINUTES/CORRESPONDENCE

MINUTES

- Review of minutes for March 23, 2010
- Discussion:
 - Ref: CAA - Judy Broomfield has reviewed their trunk records and could only find one call in a month
 - Ref: ECNS – Patricia Berry advises that they are still waiting for tariff approval from CRTC

MOTION

**Moved by P. Glen
Seconded by B. Davis
That the minutes of the March 23, 2010 meeting be adopted.
Carried**

Correspondence

- April 5, 2010 Email request from Tim Brunton requesting information of correcting cottage municipal address in the Municipality of Magnetawan. Dan Ranich (Bell Canada) looked after this inquiry.
- April 8, 2010 Email from Ted Bialy, Brookfield Power (Gatineau, Quebec) regarding accessing 9-1-1 systems across Canada.
 - Discussion included putting a fact sheet on the FAQ area of the OAB website that would provide a uniform answer to this type of question. Judy Broomfield will write up a piece to emphasize that 9-1-1 is designed as a universal number to access “local” emergency services. Judy will present a draft at a future meeting.

FINANCIAL

FINANCIAL REPORT	Opening Bank Balance, March 23, 2009	\$23,614.78
	Less:	
	CK#129-22/03/10 Frances Wise [RE: Meeting Refreshments-23/03/10]	16.20
	CK#130-25/03/10 Liz Catering [RE: Meeting Refreshemnts-28/04/09]	102.90
	Bank Service Charges [31/03/10]	.60
	Bank Service Charges [30/04/10]	.60
	Total Expenses	<u>\$ 120.30</u>
	Closing Bank Balance, May 11, 2010	\$23,494.48
	Equity Shares Held	100.00
	Cash on hand	<u>0.00</u>
Net Worth, March 23, 2010	<u>\$23,594.48</u>	

MOTION
Moved by J. Friend
Seconded by P. Glen
That the Financial Report for May 11, 2010 be accepted.
Carried

C. BUSINESS ARISING FROM PREVIOUS MEETINGS

Communications Plan – Thumb Drive Distribution

- Bill Davis reports that there is to be n AMO Board Meeting (for Caucus Chairs) on Tuesday, May 18th and the ROMA Board on Thursday, May 20th. He will report further at the next meeting of the OAB.

D. COMMITTEE REPORTS

Government Affairs

- Peter Glen indicates that there needs to be a review of the mandate of this committee. There would appear to be some overlap of responsibilities with other committee(s). Peter will review and make recommendations at the next meeting.

Management/Financial

- No report

Public Relations

- Peter Glen provided a brief resume of the history involved with the OAB request for help from the media world. Peter reviewed the work of John Matsui and the very comprehensive report that John had prepared for the OAB. The report was very aggressive and was felt to be more than the group could handle at this time so it was decided to prioritize action items and proceed with caution with Board selected activities from the report.
- Peter met with John on May 4th and reviewed ways of developing sustainable funding for the OAB. A number of ideas/thoughts were discussed – Peter has a copy of the list.
- Further discussion:
 - Still looking to AMO for distribution of our funding campaign
 - Key contacts would be the reeves/mayors of municipalities
 - Need to review how AMO communicates to the 445 municipalities; i.e., AMO Alerts, AMO Watch
 - Peter will follow up with John Matsui re John's recommendation of using a "postcard" format
 - There is a need to update the existing OAB brochure Carol Anne Albertson recommends that the new brochure be put in the delegate bags at the AMO conference
- Action items discussed:
 - Step 1 – get the message right (Peter & Judy)
 - Step 2 – approach AMO to see it can be sent electronically (Bill)
 - Bill Davis recommended that a meeting be arranged between the OAB executive and the President of AMO
 - Peter Glen recommends that the OAB proceed with the funding letter
 - Judy Broomfield will modify the current letter and distribute to members

Technical Information

- Peter Glen stressed the need to know more about NG9-1-1
- Bell Canada advised:
 - Coming sooner than later (not just NG9-1-1 but over the next 24 months):
 - Upgrade the entire Bell PERS platform
 - Improve delivery of location data
 - Utilize Dynamic Data Exchange
 - Include wireless and texting
 - Bell Canada is moving into the 21st Century
 - Municipal PSAPS will need to upgrade
 - Advance notice will be given via the Bell Bulletin
- Bell was asked to expand their distribution of the Bell Bulletins to higher levels in municipalities. Patricia Berry indicated that this could be done, if required.

Wireless & Nomadic Technologies

- Judy Broomfield provided Phase II updates, including:
 - Accuracy of initial information received is an issue
 - How to deal with calls where there is no information
 - International Roaming – tourists are most vulnerable as this type of call involves 12 or more digit phone numbers. The current system cannot cope with this quantity of digits.
 - Unsubscribed and unregistered phones can dial 9-1-1 however there is no location information available with the call
- Nancy Banks added the following to the discussion:
 - The “digit limitation” also ties into the future NG9-1-1; i.e., there may not always be a phone number involved – perhaps an IP address.
 - Still having problems with diagnosing information failures. Apparently due to not having access to information that is considered to be “competitive info” makes it hard to see patterns amongst the various service providers.
 - At Peel the impact of manually (calling the service provider) obtaining location information has a big impact on PSAP staff.
 - Receiving a lot of requests for “test” calls. What about liability of the PSAP says no.
- T9-1-1 (Texting)
 - In January, 2010 the CRTC ESWG submitted a report to the CRTC titled “Text Messaging to 9-1-1 (T9-1-1) Service
 - In April the CRTC responded with Decision 2010-224 supporting the ESWG report and directing that a technical trial be started, asap, to assess the proposed workaround for Deaf, Hard of Hearing or Speech Impaired (DHHSI) persons using SMS (Short Message Service)

Wireline

- No further report

Ad Hoc Sustainable Funding Resources

- No report.

E. NEW BUSINESS

NENA ONTARIO

- Annual General Meeting, May 18, 2010, York Region Police Service

F. ADJOURNMENT

Future Meetings

- Tuesday, September 21, 2010
- Tuesday, November 23, 2010

MOTION

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