

Ontario 9-1-1 Advisory Board



MINUTES

Tuesday, February 15, 2011

10:00 am

Peel Regional Police Headquarters

Fire Services Boardroom

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

Mark Hull
Nancy Banks
Bryan Burbridge
Bryan Baxter
Art Graham

Ontario Ministry of Health
APCO Canada
Ontario Association of Fire Chiefs
AMO – Small Urban Caucus
Toronto

TECHNICAL ADVISORY PANEL/OBSERVERS

Pat Berry
Chris Pittens
Mark Hitchman
Fern Labelle
Mike Charles

Bell Canada
Ontario – Public Safety & Security
OPP
OPP
OPP

REGRETS

Jim Friend
Dave Hanly
Bill Davis
Carol-Anne Albertson

AMO – Regional Caucus
AMO – County Caucus
AMO – ROMA
Ministry of Natural Resources

QUORUM

QUORUM

TOTAL VOTING POSITIONS PER CONSTITUTION: 13

TOTAL CURRENT VOTING POSITIONS FILLED: 10

TOTAL VOTING MEMBERS IN ATTENDANCE: 7

QUORUM PRESENT

OPENING REMARKS

- Welcome to all from Judy Broomfield.
- Round-table introductions.

B. MINUTES/CORRESPONDENCE

MINUTES

- Review of minutes of the November 23, 2010 meeting.

MOTION

**Moved by P. Glen
 Seconded by N. Banks
 That the minutes of the November 23, 2010 meeting be adopted.
 Carried**

FINANCIAL

FINANCIAL REPORT

Opening Bank Balance, November 24, 2010	\$25,332.96
Plus:	
Total Deposits	\$ 0.00
Less:	
CK#135-01/12/10 – Frances Wise [RE: Meeting Refreshments-23/11/10]	\$ 20.98
CK#136-29/11/10 – Liz Catering [RE: Meeting Refreshments-23/11/10]	\$ 112.50
CK#137-22/12/10 – Leger [RE: Legal Services]	\$2,621.60
CK#138-23/12/10 – SmartWebPros [RE: Web Redesign]	\$4,068.00
CK#139-06/01/11 – SmartWebPros [RE: Web Hosting]	\$ 113.00
Bank Service Charges [31/12/10 & 31/11/10]	\$ <u>2.40</u>
Total Expenses	<u>\$ 6,938.48</u>
Closing Bank Balance, February 15, 2011	\$18,394.48
Equity Shares Held	100.00
Cash on hand	<u>0.00</u>
Net Worth, November 23, 2010	<u>\$18,494.48</u>

MOTION

Moved by N. Banks
Seconded by M. Hull
That the Financial Report for February 15, 2011 be accepted.
Carried

CORRESPONDENCE

- December 4, 2010, email from S. Burke regarding a complaint about a police response to a 9-1-1 call in the Sarnia area. A reply was sent which briefly described the "Purpose" of the OAB and a recommendation that her email be redirected to the Sarnia Police Service (email address provided)
- December 9, 2010, email from M. Conlin, Accessibility Consulting Services, wanting to know what initiatives the OAB is working on in respect to improvements to 9-1-1 services for those with a hearing loss. Peter Glen has spoken with this person and she was advised that this subject is being worked on at ESWG and that was the most appropriate place to keep up with initiatives. Ms Conlin was advised by return email that the OAB recommends the best course of action would be ESWG as we did not want to develop any local solutions that could impede any national initiatives.
- January 17, 2010, email from C. Sharpe, Community Information Centre of Ottawa requesting local alternative 10-digit phone numbers for all 9-1-1 call centres across eastern Ontario. Patricia Berry, Bell Canada, has spoken with this person and indicated that this information is not available.

C. BUSINESS ARISING FROM PREVIOUS MEETINGS

Communications Plan – Thumb Drive Distribution

- Bill Davis unable to attend this meeting. To be discussed at a future meeting.

OAB Website/Hosting

- Jim Friend unable to attend this meeting.
- Peter Glen advised that there have been many positive comments from Board members about the new website.
- Some discussion took place regarding problems with email forwarding; i.e., queries from public, etc. to the Board - lack of information - difficult to distribute to members for comment/follow-up with email address of originator.

D. COMMITTEE REPORTS

Government Affairs

- Peter Glen continuing to review this committee/function.

Management/Financial

- Bryan Baxter reported that it would be appropriate to conduct an audit of the Board finances and it was recommended that this be done in March and discussed at the next OAB meeting scheduled for May. This will involve Bryan Baxter, Judy Broomfield and Tom Voisey.

Public Relations

- No report

Technical Information

- Peter Glen advised that the OACP released the following Resolution in September, 2010.

RESOLUTION *Increasing Standards of Effectiveness for Wireless 2010-09 Enhanced 911 Service for all Canadians June 16, 2010*

WHEREAS Canadians are very familiar with and have come to depend on 911 service and functionality, and

WHEREAS many Canadians believe that this same functionality is available on their wireless device, and

WHEREAS the use by Canadians of a wireless device to receive telephone service has grown dramatically, and

WHEREAS emergency service responders cannot deliver their services in a timely manner to Canadians in potentially life threatening situations when the location of the event is unknown or cannot be precisely pinpointed, and

WHEREAS wireless enhanced 911 calls that do not generate an accurate location create situations whereby all emergency services expend significant resources in the process of locating these events, and that in these events those resources are, therefore, not available for other operational requirements, and

WHEREAS the governments of the United States and the European Union have created robust standards for E911 or E112 service utilizing wireless devices, and

WHEREAS the Government of Canada, through the Canadian Radio-television Telecommunications Commission, has not mandated similar standards for Canadian wireless device users, and

THEREFORE BE IT RESOLVED that the Ontario Association of Chiefs of Police (OACP) inform the Canadian Association of Chiefs of Police (CACP) of this issue and requests that all necessary and appropriate action be taken to ensure that Canadian citizens have the same level of E911 service reliability and accuracy as do the citizens of other countries, and

***BE IT FURTHER RESOLVED** that the OACP, through the CACP, strongly advocate for a nationwide enhanced 911 standard that is fully capable of locating devices that are "roaming" on the network of a service provider other than their own, and*

***BE IT FURTHER RESOLVED** that OACP, through the CACP, advocate strongly for a nationwide enhanced 911 standard that is capable of continually relocating a 911 call from a wireless device even in the event that the device travels from one cell site to another, and*

***BE IT FURTHER RESOLVED** that the OACP advocate strongly for a nationwide enhanced 911 standard that leverages best in class technology to locate wireless enhanced 911 callers as precisely as is practicably possible given current technology, and*

***BE IT FURTHER RESOLVED** that each police service track those events where the 911 centre is either not provided with any location or the precise location of a 911 call from a wireless device and report said statistics for use by this organization in the furtherance of its advocacy on this issue, and*

***BE IT FURTHER RESOLVED** that each member of this organization inform their local Member(s) of Parliament and Member(s) of Provincial Parliament of this organization's commitment to advocate for a nationwide wireless enhanced 911 systems as outlined in this resolution.*

- It is expected that the CACP will endorse the position of the OACP. The OACP has referred the resolution to their Informatics Committee who have directed Chris Kellett (Alberta E911 Advisory Board) and Peter Glen to research and comment on its content.
- Peter has been contacted by Josh Sookman, Founder and Chief Executive Officer of "guard.ly" corporation (<http://guard.ly>). This company has developed a smartphone application that puts groups together for situation alerting and Mr. Sookman would like to discuss "emergency" situations. He is looking for advice on how to make the application safe.

Mr Sookman has been directed to CISC. He has requested the opportunity to make a presentation to the Board at its May meeting.

MOTION

Moved by P. Glen

Seconded by N. Banks

**That the Board invite "guard.ly" to the May meeting of the Ontario 9-1-1 Advisory Board to make a presentation re their technology plans relative to 9-1-1 in Ontario.
Carried**

Wireless & Nomadic Technologies

- Judy Broomfield provided updates on the following:
Phase II Wireless

- There is still one area, Smiths Falls, that is not Phase II compatible. Technical issues are keeping it from moving ahead.
- Making it better:
 - "re-bid" how to get back through the network to Wireless Service Providers (WSP's) to get updates on location
 - An upgrade of the 9-1-1 platform across the Province required
 - IP based platform required.
 - CISC made a contribution last week revealing how this could be done. There is to be further discussion next week to take a more detailed look at how it would happen.
 - PSAP changes not finalized yet
 - Platform change expected to be in September 2012
 - Other pieces of the wireless puzzle include accuracy and how that could be accomplished. 1,200 meter accuracy is not good enough.

TEXT to 9-1-1

- Update on texting access for the Deaf & Hard of Hearing community.
 - Class of Service (COS) to PSAP - Registered Deaf User
 - Lots of work being done by WSP's specifically in the qualification/registration areas -- lots of challenges
 - PSAP - CAD vendors - how to get CAD to automatically see COS
 - Consider network delays
 - Trial in Toronto and Peel (no target set yet)
 - There will be several seminars at this years NENA Ontario conference in Guelph (September 6 - 21, 2011)
 - There are six sub-working groups currently working on various aspects of this.

Part VII Application

- Peter Glen updated the Part VII application to the CRTC from last year. The CRTC denied the Bell request and provided a new procedure in:

Telecom Notice of Consultation CRTC 2011-73

Ottawa, 8 February 2011

Call for Comments

Proceeding to review the appropriateness of requiring nomadic and fixed/non-native VoIP service providers to implement automatic number identification capability

(<http://www.crtc.gc.ca/eng/archive/2011/2011-73.htm>)

- Parties wishing to comment on 2011-73 must register by February 25th and submissions must be submitted by March 16th.

MOTION

Moved by P. Glen

Seconded by B. Baxter

That the Board engage the services of Jean Paul Leger to assist with the preparation of a submission to the CRTC regarding Telecom Notice of Consultation CRTC2011-73.

Carried

Wireline

- PERS Line Resize Project
 - Lines provisioned at P.001
 - Originally based on NAS count
 - Now wireless is taken into consideration for the calculation
 - Wirelines shrinking / wireless exploding
 - Adjustments/recommendations to be made in Q3
 - Always a minimum of 2 for small centres
 - There will be no charge for added lines however PSAPs may require PBX/Interface costs

Ad Hoc Sustainable Funding Resources

- No report
- Dave Hanly has submitted his resignation from the Board. Further discussion regarding this sub-committee for a future meeting.

E. NEW BUSINESS

2-1-1

- Nancy Banks provided an update regarding the national initiative to provide 2-1-1 service.
 - A website has been developed: www.211Canada.ca.
 - Excerpt from website re "What is 211":

"211 is an easy-to-remember three-digit phone number providing free, confidential, multilingual access to information about the full range of community, social, health and government services. Just as 911 now means access to emergency services, 211 is the pathway to these non-emergency human services. All 211 calls are answered by

live operators, certified information specialists who assess each caller's needs and link them to the best available services and programs, 24 hours a day, seven days a week. A user-friendly version of the comprehensive, continually updated 211 database for each community or region can also be accessed on the Internet."

- Discussions taking place regarding "when to call 9-1-1 vs when to call 2-1-1". Concerns have also been expressed about transferring calls from 2-1-1 to 9-1-1..

OAB Chair

- Judy Broomfield has advised the Board that she will be retiring in July and that her last meeting, as Chair of the OAB, will be the May meeting.

Moved by P. Glen

Seconded by B. Baxter

MOTION

That the term of the Chair and Vice Chair as detailed in Section 5.3 of the Constitution of the Ontario 9-1-1 Advisory Board be extended to the first Board meeting of 2012; and

That J. Broomfield continue as Chair until July 1, 2011; and

That P. Glen to assume the Acting Chair position from July 1, 2011 until the first meeting of 2012.

Carried

F. ADJOURNMENT

Conferences

- NENA Ontario – September 19 – 21, 2011, Guelph
- APCO Canada – November 6 – 9, 2011, Ottawa
- NENA International - June 18 - 23, 2011, Minneapolis, MN
- APCO International - August 7 - 10, 2011, Philadelphia, PA

2011 Meetings

- Tuesday, September 27, 2011
- Tuesday, November 15, 2011

MOTION

Moved by N. Banks,

Seconded by M. Hull,

"That the meeting be adjourned."
