

# Ontario 9-1-1 Advisory Board

## MINUTES

Tuesday, November 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

Mark Hull  
Nancy Banks  
Bryan Burbridge  
Bryan Baxter

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

##### TECHNICAL ADVISORY PANEL/OBSERVERS

Pat Berry  
Chris Pittens  
Mark Hitchman

Bell Canada  
Ontario – Public Safety & Security  
OPP

##### REGRETS

Fern Labelle  
Wayne Vibert  
Jim Friend  
Dave Hanly  
Bill Davis  
Carol-Anne Albertson

OPP  
Toronto  
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: 6**

**QUORUM PRESENT**

## **OPENING REMARKS**

- Welcome to all from Judy Broomfield.
- Introduction of guest – Jeff Christofferson, SmartWebPros.Com Inc. Jeff was asked to attend this meeting and make a presentation regarding the setup of a professional web presence for the OAB.

### Ontario 9-1-1 Advisory Board Web Site SmartWebPros.Com Inc.

- ❖ Jeff Christofferson provided a 4-minute video and a reviewed important considerations when developing a web presence for the Board; i.e.,
  - To be efficient must be optimized for search engines
  - If optimized for Google then other search engines will find you there
  - Must be:
    - Linked from popular sites
    - Linked to popular sites
    - Easy to navigate
    - Active
  - Website design - \$3,600.
    - Includes:
      - Graphics Design
      - Up to a maximum of 50 pages
      - Unlimited content
      - Content management system
      - Initial setup and integration with social media sites
    - Other Services provided by SmartWebPros.com include:
      - Professional video production (\$3,000 per session)
      - Social media management (\$500. Per month)
      - Search engine optimization (\$350. Per month)
      - Email marketing campaign for up to 500 messages sent (\$250.)
      - Hosting (\$100. Per year)
      - Domain name management (\$25. Per year)
- There was further discussion regarding the SmartWebPros.com presentation and OAB members considered the costs and options related to improvement of the OAB website. It was agreed that the Board is not ready to take on the monthly costs and the first priority should be moving ahead with the design.

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**MOTION**

**Moved by P. Glen**

**Seconded by N. Banks**

**That the Ontario 9-1-1 Advisory Board engage the services of SmartWebPros.com to redesign the Board's website in the amount of \$3,600, plus HST.**

**Carried**

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## **B. MINUTES/CORRESPONDENCE**

### **MINUTES**

- Review of minutes of the September 21, 2010 meeting.
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**MOTION**

**Moved by J. Broomfield**

**Seconded by N. Banks**

**That the minutes of the September 21, 2010 meeting be adopted.**

**Carried**

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### **CORRESPONDENCE**

- October 14th – Email from Melissa Cini inquiring about the legal obligations of PSAPs in Canada to provide TTY access for the Deaf, Hard of Hearing and Speech Impaired (DHHSI) persons. Melissa is working on a Durham College project. She was advised by return email regarding the current status of Canadian legislation, etc.
- November 1<sup>st</sup> – email from Barbara Izsak-Wilson, Ducharme Fox LLP Barristers and Solicitors re how to obtain copies of recorded 9-1-1 calls. Advised to redirect her inquiry to municipal authority in area of incident.
- November 4<sup>th</sup> – email from Victor Blashkiw requesting alternate emergency telephone numbers for EMS, fire and police for the Stoney Creek area. Advised to redirect his inquiry to the emergency services for the City of Hamilton.

**FINANCIAL**

**FINANCIAL FINANCIAL REPORT**

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Opening Bank Balance, September 21, 2010	\$25,552.25
Plus:	
Total Deposits	\$ 0.00
Less:	
CK#133-23/09/10 Liz Catering [RE: Meeting Refreshments-21/09/10]	\$ 105.09
CK#134-04/10/10 Liz Catering [RE: Meeting Refreshemnts-11/05/09]	113.00
Bank Service Charges [30/09/10 & 31/10/10]	1.20
Total Expenses	\$ <u>219.29</u>
Closing Bank Balance, November 23, 2010	\$25,332.96
Equity Shares Held	100.00
Cash on hand	<u>0.00</u>
Net Worth, November 23, 2010	<u>\$25,432.96</u>

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**MOTION**

**Moved by P. Glen  
Seconded by J. Broomfield  
That the Financial Report for November 23, 2010 be accepted.  
Carried**

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- Jim Friend has advised that the website hosting provided by Netfirms is up for renewal on December 6<sup>th</sup>, 2010. Discussion included the possibility of changing the hosting provider however the renewal date was coming up quickly and authority was requested to pay Netfirms should alternate arrangements not be possible by that date.
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**MOTION**

**Moved by B. Baxter  
Seconded by M. Hull  
That J. Friend and P. Glen investigate the possibility of moving the Board web hosting services to SmartWebPros.com; and further,  
that if this change of hosting services is not possible prior to December 6<sup>th</sup>, 2010 then the Board will proceed with a one year renewal with Netfirms.  
Carried**

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- By way of a motion at the September 21, 2010 meeting of the Board Peter Glen was authorized to contact Jean-Francois Leger to review any requirements of the Bell Part VII application to the CRTC. An invoice in the amount of \$2,621.60 has been received for these services.

**MOTION**

Moved by P. Glen

Seconded by M. Hull

That the services of Jean-Francois Leger were obtained as authorized in a motion passed at the September 21, 2010 meeting of the OAB and that the invoice from Jean-Francois Leger Professional Corporation in the amount of \$2,621.60 be paid.  
Carried

## 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.

## D. COMMITTEE REPORTS

### Government Affairs

- No report

### Management/Financial

- No report

### Public Relations

- No report

### Technical Information

- No report.

### Wireless & Nomadic Technologies

- Judy Broomfield provided updates on the following:

#### CISC

- Phase II Wireless rollout. There are 3 PSAPs in the country not Phase II capable.
- Still lots of work being done on making Phase II better; i.e., support for roamers, unsubscribed and lapsed handsets
- Phase II, Stage 2 is still a work in progress. Technical specifications are still being considered, a) with wireless carriers and b) with the Bell platform.

#### TEXT to 9-1-1

- Lots of ongoing discussions
- Looking at calls being routed through a gateway. Questions arose as to who should manage these gateways. Wireless Service Providers like the idea but not sure who should look after the gateways but indicated that it should not be Bell.

- Discussions how users would be registered. Who would be valid users and how might their requirements be proven.
- If the call is lost what will happen – there is no customer information provided with the call. More frequent access to WSP's would be required.
- A resolution issued by the Ontario Association of Chief's of Police (OACP) was received from Peter Glen and distributed via email to all OAB members.
  - The resolution entitled "Increasing Standards of Effectiveness for Wireless Enhanced 911 Service for all Canadians" can be found by using the following link:  
[http://www.oacp.on.ca/content/resolutions/view\\_resolution.html?id=130](http://www.oacp.on.ca/content/resolutions/view_resolution.html?id=130)

### **Wireline**

- No report

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

- No report.

## **E. NEW BUSINESS**

### **CWTA 9-1-1 VIDEO RELEASED AT NENA CONFERENCE**

- Nancy Banks advised that the Canadian Wireless Telecommunications Association (CWTA) released a 9-1-1 video which was shown at the NENA Ontario Conference in September. This video can be watched at: [www.cwta.ca/CWTASite/english/E911.html](http://www.cwta.ca/CWTASite/english/E911.html)
- Patricia Berry reviewed Bell's position regarding GPS coordinates on land line 9-1-1 calls. The following "official response" received from Tom Paniak was sent to all OAB after the meeting.

*"I would like to clearly state Bell's position regarding the provision of Lat\Long co-ordinates on land line 9-1-1 calls. We do not deliver Lat\Long co-ordinates on land line 9-1-1 calls. Bell Canada is a telephone company and as such routes 9-1-1 calls based on a telephone number assigned to a civic address. This is clearly outlined in our Addressing Manual. The lat/long co-ordinates on land lines are calculated internally by Bell Canada with a specific mathematic formula and are not fully accurate thus Bell Canada can not be provide those to PSAPs. The design intent of the Bell's internal mapping is to design ESNs and ESZs values. So this is area specific not address specific. Lat\Long co-ordinates provided by WSPs (Wireless Service Providers) on Phase II are determined by Mobile Location Platform which uses GPS technology to calculate these co-ordinates not our internal mapping."*
- Patricia Berry updated the status of ECNS. There have been some roadblocks that are currently being worked out, specifically concerning CRTC's direction about notification to subscribers within municipalities. Bell has submitted a new tariff to the CRTC regarding this subject.

**F. ADJOURNMENT**

**Conferences**

- NENA Ontario – September 19 – 21, 2011, Guelph
- APCO Canada – November 6 – 9, 2011, Ottawa

**2011 Meetings**

**MOTION**

Moved by J. Broomfield,  
Seconded by N. Banks,

That the 2011 meetings of the Ontario 9-1-1 Advisory Board will be held on  
Tuesday, February 15  
Tuesday, May 17  
Tuesday, September 27  
Tuesday, November 15

Carried

**MOTION**

Moved by N. Banks,  
Seconded by P. Glen,  
“That the meeting be adjourned.”