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The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

January 30, 2024

A regular meeting of the 9-1-1 Management Board was held in Meeting Room 1-B, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, at 11:03 AM. Electronic participation was permitted for this meeting.

1. Roll Call

Present: M. Berney, Scugog Fire & Emergency Services*, Chair
G. O'Blenes, Durham Regional Police*
W. Spindler, Oshawa Central Ambulance Communications Centre, Ministry of Health – Emergency Health Program Management & Delivery Branch*
B. Garrod, Durham Regional Council
M. Simpson, Director of Risk Management, Economic Studies and Procurement, Durham Region
J. Wichman, Communications/9-1-1 Technical Manager
*** denotes members of the Committee participating electronically**

Absent: T. Cheseboro, Region of Durham Paramedic Services

Staff

Present: R. Inacio, Systems Support Specialist, Corporate Services – IT
N. Prasad, Assistant Secretary to Council, Legislative Services Division – Corporate Services Department

2. Declarations of Pecuniary Interest

There were no declarations of pecuniary interest.

3. Appointment of Chair

N. Prasad advised that in accordance with the provisions contained in the 9-1-1 Joint Powers Agreement, it is required that a representative of either the Police or Fire Agencies Chair the meetings on a rotating annual basis.

It was the consensus of the Board that M. Berney will assume the position of Chair for the 2024 9-1-1 Management Board meetings.

M. Berney assumed the Chair for the remainder of the meeting.

4. Approval of Minutes

Moved by M. Simpson, Seconded by G. O'Blenes,

(1) That the minutes of the 9-1-1 Management Board meeting held on September 26, 2023, be adopted.

CARRIED

5. Introduction of New Representative, Oshawa Central Ambulance Communications Centre

Wayne Spindler introduced himself and advised that since June 2023 he has been the Acting Manager for the Central Ambulance Communications Centre (CAC) in Oshawa and has been with the CAC since 2010.

6. 9-1-1 Call Statistics

J. Wichman provided the statistics for calls transferred for 2023 provided by Bell Canada 9-1-1. He stated that the total calls for Durham Region was 256,983, approximately a 7.4% increase from 2022. He also stated that 7% has been the standard increase for call volume over the last several years.

J. Wichman responded to questions with regards to the difference between no-answer and wireless hangups and was asked to narrow down the call volume locally.

Discussion ensued with regards to the positive trend over the years.

7. DRPS Update re: 9-1-1 System

J. Wichman advised that there were no complaints since the last meeting.

8. Regional Municipality of Durham 9-1-1 Policy and Procedure Manual – “Answering Procedure”

J. Wichman and G. O'Blenes provided an overview of the discussion from the September 26, 2023 meeting with regards to the answering procedure in the Durham 9-1-1 Policy and Procedure Manual.

It was stated that clarity is needed on the procedure for 911 transfers to allow for call takers to stay on the line and to further monitor the call rather than quickly disconnecting.

G. O'Blenes stated that the flow chart says a clear line disconnect but would prefer that it be changed to be more reflective of what is stated in the policy manual. He stated that this change would mean going from a “clear line disconnect” to a “clear line disconnect once it is determined that police is no longer required”. It was noted that updating the flow chart would avoid the unintended consequences of the call taker wanting or feeling the need to disengage too fast.

Moved by M. Simpson, Seconded by G. O'Blenes,
(2) That the 2020 9-1-1 Policy and Procedure Manual be amended
administratively as follows:

That the Flow Chart on page 6 of the Manual be updated to reflect the
language on pages 9 and 13 of the Manual to better depict the required
response.

CARRIED

9. 2024 Budget Presentation

J. Wichman provided an overview of the 2024 9-1-1 Emergency System
Business Plans and Budget. M. Simpson stated that the budget meets the
Regional Council guidelines and has been approved by the Regional
Treasurer.

Highlights of the presentation included:

- Durham Budget 2024
- 9-1-1 Emergency System
- Major Programs and Services
- Strategic Priorities
- Key Targets for 2024
- Financial Details: Summary by Account
- Financial Details: Summary by Program
- Financial Details: Summary by Capital
- Details of Budget Changes
- Staffing Details
- Appendix A: 2024 9-1-1 Emergency Service System Capital Projects

J. Wichman responded to questions with regards to clarification of the
economic increases listed under the details of budget changes.

It was requested that the presentation be provided at the February 8th
Regional Fire Chiefs Meeting in Whitby at 10 am.

Moved by Councillor Garrod, Seconded by J. Wichman,
(3) That we recommend to the Finance and Administration Committee
for subsequent recommendation to Regional Council:

That the 2024 Business Plans and Budget for the 9-1-1 Emergency
Service System be approved.

CARRIED

10. Update on 9-1-1 Call Diversion Program

J. Wichman advised that there are currently two programs within DRPS. He stated that one program started over two years ago and was a response initiative where officers would respond to mental health calls with a mental health nurse, which was successful. He advised that in September 2022, DRPS started an initiative with Lakeridge Health to bring in a crisis call diversion clinician within the 911 Centre. He advised that the clinician has been running for over a year and provided some statistics of the calls that were diverted to them. He advised that the clinician is not 24/7 and call takers work Monday to Friday, for 10 to 12 hours per day. The callers are well known callers to the Public Safety Answering Point (PSAP) so it frees up time for the call takers to work on other emergency calls. Now that the program has been running for over a year, they are currently doing a review on the sustainability and viability of crisis call diversion.

Discussion ensued with regards to the success of the program and it was stated that it is a proactive measure to address the current mental health crisis in the community.

Other Departments - Comments/Concerns

a) Comments/Concerns – Regional Council

Councillor Garrod thanked G. O’Blenes and W. Spindler for their assistance in helping a local resident that was in distress and for the significant effort that was put into the investigation. He stated that the level of attention and detail is reflective of their commitment to their roles.

Councillor Garrod also advised of an accident that took place in Uxbridge on January 29th at Sandford and Concession Road 6. He stated that the outstanding response to the accident reflects the emergency service that is available throughout the Durham.

Councillor Garrod also thanked all members of the Board for their guidance and support in assisting him with better understanding the 9-1-1 Management Board.

b) Comments/Concerns – Durham Police

J. Wichman provided an overview of a new Dashboard with regards to wireless hangups. He stated that the Dashboard was created by their Planning Department and is based off numbers from the Computer Assisted Dispatch (CAD) system, broken down by municipality, and is based on statistics entered by the call takers.

J. Wichman also advised that National Public Safety Telecommunicator Week is taking place from April 14th to 20th.

G. Oblenes welcomed W. Spindler to the Board and thanked the Central Ambulance Communications Centre for their tremendous efforts.

c) Comments/Concerns – Fire Departments

M. Berney advised that the two dispatch centres for fire across Durham Region are unifying and coming together in the Central Operations Depot (COD) for the City of Oshawa and will be operated by the City of Oshawa. He advised that the anticipated completion date is March 31st and the move is a transition from Crisis as the CAD provider to Hexagon as the CAD provider.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

W. Spindler stated that the Central Ambulance Communications Centre has added some Operations Managers which will allow them to better prepare for NG 9-1-1 and Medical Priority Dispatch System (MPDS). He advised that MPDS is the algorithm that is used to triage calls.

e) Comments/Concerns – Durham Finance

M. Simpson requested that DRPS provide an update on cyber security and staying current on cyber security. J. Wichman advised that there will be a presentation at the next meeting.

f) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro was absent.

11. Other Business

a) Start Time for Next Meeting

Discussion ensued and it was the consensus of the Board to start the next meeting at 11 AM.

12. Date of Next Meeting

The next meeting of the 9-1-1 Management Board will be held on Tuesday, April 23, 2024 at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, in Council Chambers.

13. Adjournment

Moved by G. O'Blenes, Seconded by Councillor Garrod
(4) That the meeting be adjourned.

CARRIED

The meeting adjourned at 12:01 PM

M. Berney, Chair

N. Prasad, Assistant Secretary to
Council