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## **The Regional Municipality of Durham**

### **MINUTES**

#### **9-1-1 MANAGEMENT BOARD**

**May 28, 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 10:00 AM. Electronic participation was permitted for this meeting.

#### **1. Roll Call**

Present: G. O'Blenes, Durham Regional Police  
T. Cheseboro, Region of Durham Paramedic Services  
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 participated electronically**

Also

Present: P. Cousins, Superintendent, Durham Regional Police\*

Absent: M. Berney, Scugog Fire & Emergency Services, Chair  
W. Spindler, Oshawa Central Ambulance Communications Centre

Staff

Present: R. Inacio, Systems Support Specialist, Corporate Services – IT  
A. Naeem, Solicitor, Legal Department  
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. Approval of Minutes**

Moved by M. Simpson, Seconded by J. Wichman,  
(5) That the minutes of the 9-1-1 Management Board meeting held on  
January 30, 2024, be adopted.

CARRIED

**4. 9-1-1 Call Statistics**

J. Wichman provided the statistics on calls transferred from January to April 2024 by Bell Canada 9-1-1. He stated that the average number of calls were just over 17,000 for the month of May. He advised that this number is lower than last year's average due to last year's cell phone issues as well as the increase in public education.

**5. DRPS Update re: 9-1-1 System**

J. Wichman provided an overview of the following issues involving the 9-1-1 system:

- He advised of an incident where staff was provided with the incorrect address for a 9-1-1 location. He advised that this was a Bell Canada issue which was reported and rectified quickly without incident.
- He advised of an incident where calls were being made from the nursing station of a retirement residence without any information except for the phone number. He advised that they were able to obtain the address since calls were received in the past from the same number and the address was registered in the system.
- During an evacuation procedure on February 13<sup>th</sup>, the supervisor on duty realized there was issue regarding receiving 9-1-1 calls. Bell was contacted and staff were able to address the situation. Bell has changed some of their processes to avoid this from happening again. Discussion ensued with regards to whether there a process to determine when the lines are too quiet.
- On March 13<sup>th</sup> and April 6<sup>th</sup> there were issues regarding the lines at DRPS and at the CACC, which prevented calls from being received on those lines. Bell was contacted and the lines were repaired and it was confirmed that there were no missed 9-1-1 calls. Discussion ensued with regards to whether the older infrastructure can be updated after NextGen.

**6. Update on the Modernization of the 9-1-1 Agreement with the Area Municipalities**

M. Simpson advised that the final modernized 9-1-1 Agreement was sent out in February for review and execution by each of the municipalities. She advised that this is an upgrade to the original 9-1-1 Agreement to reflect today's expectations around governance and budgets and will move some of the material from the original agreement into a service agreement between the Region and DRPS. She advised that the Town of Whitby has already endorsed the Agreement and she will be following up with the other municipalities.

M. Simpson also advised that Ajax/Pickering consolidated a secondary Public Safety Answering Point (PSAP) with the Oshawa site and the language regarding the responsibilities will have to be updated to reflect the current situation.

**7. 9-8-8 in Canada and Interactions with 9-1-1**

J. Wichman advised that in October 2023, the suicide prevention hotline assigned a number of 9-8-8 to make it easier for people to call and text if they need support. Privacy is paramount for these calls so there is little information regarding location etc. when the calls are made. If the calls are transferred to 9-1-1, it is difficult to obtain the information needed to provide assistance.

J. Wichman advised that they will eventually look at integrating 9-8-8 into the 9-1-1 network so calls transferred to 9-1-1 from 9-8-8 would have the information unblocked.

Discussion ensued with regards to the entities that are providing the 9-8-8 service and whether there is an opportunity to liaise with them; whether it is beneficial for local stakeholder groups such as Lakeridge Health and Ontario Shores to understand the current technical challenges being experienced with 9-8-8; and whether there is anything Council members can do to help with awareness and expedite the 2026/2027 time frame.

**8. Verbal Presentation from Adnan Naeem, Solicitor, Legal Department re: Closed Meetings**

A. Naeem, Solicitor, Legal Department, provided a verbal presentation with regards to the rules surrounding confidential items and closed meetings.

He stated there are certain rules under the Municipal Act which govern committees and local boards. He stated that the 9-1-1 Management Board is considered a local board of the Regional Municipality of Durham under the Municipal Act and is subject to the Region's Procedural By-law. He provided an overview of the Municipal Act as it pertains to closed meetings and the provisions for which meetings may be closed to the public. He also provided an overview of the Region's Closed Meeting Protocol, the Ontario Ombudsman Guide for closed meetings, and the process for going into a closed meeting session.

### **Other Departments - Comments/Concerns**

At this time G. O'Blenes advised that National Public Safety Telecommunicator Week was April 14<sup>th</sup> to April 21<sup>st</sup> and is a week set aside every year as a time to collectively express thanks and appreciation to public safety telecommunicators across the country. He stated that DRPS took several initiatives during the week to highlight communicators, educate the public and raise awareness on what they do and the complexities of their roles in 9-1-1.

a) Comments/Concerns – Regional Council

There were no comments.

b) Comments/Concerns – Durham Police

There were no comments.

c) Comments/Concerns – Fire Departments

There were no comments.

d) Comments/Concerns – Oshawa Central Ambulance Communications Centre

There were no comments.

e) Comments/Concerns – Durham Finance

M. Simpson advised that J. Wichman continues to navigate the Ministry's request around the NextGen 9-1-1 grant. She also advised that the Region will be accelerating their budget process this year with the hope that the property tax budget will be considered in December, allowing all departments to know the resources they have as they go into 2025.

f) Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro stated that May 29<sup>th</sup> is the first meeting about the Medical Priority Dispatch System (MPDS) rollout. He stated that plans for the rollout are still several months away but there are a few services in the province that have already rolled it out under the new provincial model. He stated that this will have a significant impact on the fire service with regards to the number of calls being dramatically reduced. Once the rollout is close to starting, the fire chiefs will meet and review the tiered response agreements.

### **9. Other Business**

There was no other business.

**10. Date of Next Meeting**

Discussion ensued with regards to whether the Board should proceed with the meeting on June 25<sup>th</sup>. It was the consensus of the Board to cancel the June meeting and proceed with the September 24<sup>th</sup> meeting at 10 AM at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, in Council Chambers.

**11. Adjournment**

Moved by M. Simpson, Seconded by J. Wichman,  
(6) That the meeting be adjourned.

CARRIED

The meeting adjourned at 11:03 AM

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G. Oblenes, Durham Regional Police

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N. Prasad, Assistant Secretary to  
Council