

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

September 24, 2024

A regular meeting of the 9-1-1 Management Board was held in Meeting Room 1-A, 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
S. Boyd, Fire & Emergency Services*
T. Cheseboro, Region of Durham Paramedic Services*
B. Garrod, Durham Regional Council
M. Simpson, Director of Risk Management, Economic Studies and Procurement, Durham Region
W. Spindler, Oshawa Central Ambulance Communications Centre*
J. Wichman, Communications/9-1-1 Technical Manager
***denotes members of the Committee participated electronically**

Also

Present: Adnan Naeem, Solicitor, Legal Department

Absent: P. Cousins, Superintendent, Durham Regional Police

Staff

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

G. O'Blenes chaired the meeting.

2. Declarations of Pecuniary Interest

There were no declarations of pecuniary interest.

3. Adoption of Minutes

Moved by M. Simpson, Seconded by J. Wichman,
(7) That the minutes of the 9-1-1 Management Board meeting held on
May 28, 2024, be adopted.

CARRIED

4. Introduction of Stephen Boyd, Fire & Emergency Services

G. O'Blenes welcomed Fire Chief, Stephen Boyd to the Board.

5. 9-1-1 Call Statistics

J. Wichman provided the statistics on calls transferred from January to August 2024. He advised that calls may be less than last year due to the android cell phones and the SOS features that were pushed out last summer, causing a global increase of abandoned calls.

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

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

- On August 2nd, DRPS Communications started experiencing a loud rhythmic noise on the lines. It was reported that the issue stopped when the calls were transferred but lasted the majority of the day. DRPS started to prepare for an evacuation process to the backup site at Central East Division when the cause of the problem was confirmed to be faulty equipment and rectified so an evacuation was not necessary.
- On August 24th, Communications Supervisors received a call from the Bell 9-1-1 Monitoring Centre indicating that 10 9-1-1 calls were missed. It was determined that the calls came in as abandoned calls and all callers had already been called back without incident and triaged properly. The issue was identified as multiple trunks in a bad/error state and was rectified by Bell.
- On August 28th, call takers noted they were experiencing issues with both 9-1-1 and administrative calls. When calls were answered, the caller sounded garbled. Some calls were minimal and manageable whereas some were not. The issue went on for sometime and was resolved on September 6th. It was determined there was data corruption in the Rogers and Bell Mobility core nodes that connects the wireless networks to the wireline.

J. Wichman responded to questions with regards to whether there were any implications as a result of calls missed and whether there is a direct contact with Bell for immediate response when there are issues.

7. Confidential Matters

There were no confidential matters.

Other Departments - Comments/Concerns

1. Comments/Concerns – Regional Council

Councillor Garrod thanked staff on behalf of Regional Council for continuing to step up at all times and advised that he would be open for another opportunity to visit the call centre.

2. Comments/Concerns – Durham Police

J. Wichman provided an update with regards to a regional initiative that will most likely start in 2026/2027. He advised that the new initiative will change the way 911 calls are routed in the new NG911 system and will be more geodetic, based on the callers location on the cell phone. He also advised that it will involve the eight area municipalities, as well as police, fire and ambulance.

3. Comments/Concerns – Fire Departments

S. Boyd stated that there has been a consolidation of fire dispatch which has been working well. He also advised that they are moving to a new CAD system and the software will hopefully be upgraded in February 2025.

4. Comments/Concerns – Oshawa Central Ambulance Communications Centre

W. Spindler provided the following update:

- The radio system transitioned to Public Safety Radio Network (PSRN) or Land Mobile Radio Network (LMRN) in June and it was a smooth transition and well received.
- The CACC is currently working on transitioning the telephony system with a date of November 26th. He advised that the training of staff will be happening through all of October and this transition will help manage call volume or work flow a bit better.
- They are currently working on Medical Priority Dispatch System (MPDS) training with staff with a Go Live date set for May 23, 2025.
- There has been numerous staffing enhancements and provided a brief overview of the new hires.
- There is vacant space in their building and they are working with Infrastructure Ontario and MOH Facilities to try to secure that space.

5. Comments/Concerns – Durham Finance

M. Simpson advised that the Region has a new budget timeframe with budget approval now scheduled for December. She requested that the next meeting be moved from November 26th to November 12th at 1PM. It was the consensus of the Board members to move the meeting to November 12th.

M. Simpson also asked J. Wichman to provide an update on the 9-8-8 Initiative.

6. Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro advised that the MPDS changes will have an impact on calls with respect to delays. He stated that MPDS has a built-in allowance to better prioritize the calls coming in so it gives better decision making ability to defer certain types of calls. He advised that he has had some discussion with the Ministry on the need for a campaign to raise awareness of this change.

Councillor Garrod asked about the timing of this and asked that consideration be given to the three northern municipalities.

8. **Other Business**

There was no other business.

9. **Date of Next Meeting**

November 12, 2024 at 1 PM at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby.

10. **Adjournment**

Moved by J. Wichman, Seconded by Councillor Garrod,
(8) That the meeting be adjourned.

CARRIED

The meeting adjourned at 10:47 AM

G. O'Blenes, Durham Regional Police

N. Prasad, Assistant Secretary to
Council