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## The Regional Municipality of Durham

### MINUTES

#### 9-1-1 MANAGEMENT BOARD

February 11, 2025

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 1:03 PM. Electronic participation was permitted for this meeting.

#### 1. Roll Call

Present: G. O'Blenes, Durham Regional Police  
R. Cowan, Deputy Fire Coordinator\*  
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: Regional Chair Henry  
A. Cowan, Acting Inspector, 9-1-1 Communications Unit\*  
A. Naeem, Solicitor, Legal Department

Absent: T. Cheseboro, Region of Durham Paramedic Services  
S. Boyd, Fire & Emergency Services (R. Cowan, Deputy Fire Coordinator, attended in his place)

Staff

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

#### 2. 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.

As the meetings were chaired by Fire Services in 2024, the 2025 meetings will be chaired by Police.

Gord O'Blenes assumed the Chair for the remainder of the meeting.

**3. Declarations of Pecuniary Interest**

There were no declarations of pecuniary interest.

**4. Adoption of Minutes**

Moved by J. Wichman, Seconded by M. Simpson,

(1) That the minutes of the 9-1-1 Management Board meeting held on  
November 12, 2024, be adopted.

CARRIED

**5. 9-1-1 Call Statistics**

J. Wichman provided the statistics on calls transferred from January to December 2024. He stated that there has been a decrease in wireless hangups which can be attributed to the resulting work from the Android update done in the summer of 2023. He advised that as a result of the public education from the Region as well as other Public Safety Answering Points (PSAPs) across Canada, there has been an overall reduction in call volume.

J. Wichman stated that there is normally a five to seven percent increase yearly on the call volume. He stated there was an increase of admin calls in 2023 of 327,000 and in 2024 an increase of 345,000. He also stated that there has been a decrease of about 12,000 hangups from 2023 to 2024.

J. Wichman stated he has had discussions with Bell 911 as well as the Greater Toronto Area PSAPs and they are all seeing a decrease in call volume. He advised that 9-1-1 calls decreased from 256,983 in 2023 to 229,483 in 2024. He stated that DRPS saw an increase in the administrative lines and calls for service from 2023 to 2024.

J. Wichman advised he will continue to look into the reasons behind the decrease in calls.

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

J. Wichman advised that since the last 9-1-1 Management Board meeting, there have been no major outages or issues with the 9-1-1 System.

**7. Confidential Matters**

There were no confidential matters.

**Other Departments - Comments/Concerns**

**1. Comments/Concerns – Regional Council**

There were no comments.

2. Comments/Concerns – Durham Police

J. Wichman advised that the first evacuation of 2025 is scheduled for February 13 to 15, 2025. He stated that a real time operation centre is going into the building so there may be some disruption. He stated that they will be evacuating to the backup site, and that Bell 911 will be running a fibre cable from Taunton Road to the 4060 Anderson building to allow for entrance redundancy for engine 911 circuits.

J. Wichman also advised that April 13 to 19, 2025 is National Public Safety Telecommunicator Week which is a week to celebrate the personnel in the 911 Centres. Regional Chair Henry requested that a letter be sent to his office to prepare an official proclamation of the week.

J. Wichman further stated there are currently 12 PSAPs in Canada on the Next-Generation 9-1-1 (NG9-1-1) System and hopes to see an increase in that number. He advised there is no set date for the decommissioning of E9-1-1 and that the date will most likely be announced March 3, 2025.

Councillor Garrod expressed an interest in visiting the Call Centre during the National Public Safety Telecommunicator Week.

3. Comments/Concerns – Fire Departments

There were no comments.

4. Comments/Concerns – Oshawa Central Ambulance Communications Centre (CACC)

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W. Spindler advised that renovations to the Centre is starting in the next couple weeks. He advised that the CACC will be moving from eight consoles to ten which will allow for two more call takers on the floor as they transition to the Medical Priority Dispatch System (MPDS).

W. Spindler also advised they have added to their leadership team, and now have five operations managers on board. The goal is to have 24/7 management oversight in the CACC as they transition to MPDS.

W. Spindler also advised that the CACC transitioned to a telephony system on December 9, 2024 which gives more ability to split the workload between people. The system is routed automatically to call takers depending on when they took their last call and gives the ability to pull data on how many calls have been taken and how long the calls were.

5. Comments/Concerns – Durham Finance

M. Simpson advised that she has been working with J. Wichman on this year's allocation for the NextGen 9-1-1 grant. She advised that the orders are being processed and the reporting requirements are being met.

M. Simpson also advised that the Region continues to support the work in bringing the new 9-1-1 system on board.

6. Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro was absent.

8. **Other Business**

There was no other business.

9. **Date of Next Meeting**

April 29, 2025 at 10 AM at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby.

10. **Adjournment**

Moved by M. Simpson, Seconded by Councillor Garrod,  
(8) That the meeting be adjourned.

CARRIED

The meeting adjourned at 1:19 PM

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G. O'Blenes, Durham Regional Police

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N. Prasad, Assistant Secretary to  
Council