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The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

April 29, 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 10:02 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*
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 left the meeting at 10:35 AM
A. Cowan, Acting Inspector, 9-1-1 Communications Unit
A. Naeem, Solicitor, Legal Department*

Absent: S. Boyd, Fire & Emergency 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. Adoption of Minutes

Moved by M. Simpson, Seconded by Councillor Garrod,
(3) That the minutes of the 9-1-1 Management Board meeting held on February 11, 2025, be adopted.

CARRIED

4. National Public Safety Telecommunicator Week (NPSTW) – April 13 to 19, 2025

Chair O'Blenes advised that National Public Safety Telecommunicator Week was April 13 to 19, 2025 and marks a week that is set aside every year as a time to express thanks and appreciation to public safety telecommunicators across the country. He advised that several initiatives were taken throughout the week to help highlight the communicators, educate the public, and raise awareness. He shared messages received from Premier Doug Ford, Regional Chair Henry, Councillor Garrod, and Mayor Barton.

Chair O'Blenes, on behalf of the 9-1-1 Management Board and DRPS, expressed his gratitude and appreciation to the communicators and dispatchers with DRPS, CACC and Fire Services for being such a dedicated team of professionals and the lifeline of the community. He also thanked the board members for their support and for providing lunch and gifts of appreciation to the three agencies.

Regional Chair Henry suggested that a presentation be provided to the Committee of the Whole in 2026 to advise council members of National Public Safety Telecommunicator Week. Councillor Garrod expressed his gratitude for being able to attend the call centre.

5. Report #BG-03/25 submitted by Councillor Garrod to the Administration and Emergency Services Committee of Uxbridge on March 17, 2025 re: Year-end 911 call volume data (Attachment #2)

Councillor Garrod stated that Report #BG-03/25 was provided to the Administration and Emergency Services Committee of the Township of Uxbridge as an education piece to draw attention to the 2024 call volumes and the outstanding support received within Uxbridge and the Region of Durham by the call takers of the 911 call response call centre.

6. NG9-1-1 Current State in Canada

J. Wichman shared the ESWG NG9-1-1 Migration Dashboard created by Esri Canada. He advised that the CRTC has extended the end-of-life date for the current E911 network to 2027 due to the fact that other PSAPs in Canada are not where they need to be for the original cutoff date. He advised that the dashboard was created to provide a visual tracking of the transition to Next Generation 9-1-1 and provided an overview of the statistics shown on the dashboard.

J. Wichman also shared the NG9-1-1 Change Management Roadmap prepared by the CRTC Emergency Services Working Group. He advised that the Roadmap is an overview of the features and possibilities with NG9-1-1. He stated that NG9-1-1 is not going to be a drastic change for most and that the first stage will be replacing the antiquated backup phone which is analog or digital with an IP based network. He provided an overview of some the improvements that will be seen in 2027.

J. Wichman responded to questions with regards to possible changes to the workload and processes, and staffing and computer resources for the project as well as cybersecurity.

7. NG9-1-1 GIS Readiness Assessment by ESRI Canada

J. Wichman provided an overview of the Durham Region NG9-1-1 GIS Readiness Assessment prepared by ESRI Canada. He stated this will change the way calls are routed for 9-1-1. He also stated that it will provide more accuracy and reliability in the way calls are transferred to the proper PSAP.

J. Wichman advised that the assessment was done to determine how ready Durham Region is for the change in 2027 and noted that Durham Region was assessed to be in an almost ready state.

J. Wichman stated that the study focused on 5 areas of GIS data management operations, as follows:

1. Data model comparisons
2. Data quality assessment
3. GIS Information Technology
4. Information Management
5. Organizational Awareness and Readiness

It was requested that J. Wichman provide a high-level risk assessment update at the next meeting and that high-level summaries on the subject be provided at subsequent meetings.

8. 9-1-1 Call Statistics

J. Wichman stated that the 2025 call volume is so far very similar to 2024. He advised that the biggest change is due to the amalgamation of Oshawa Fire and Ajax/Pickering Fire dispatch as the numbers are now falling under the purview of Oshawa Fire.

J. Wichman stated that the number of no answer wireless hangups is better but staff will continue to focus on media and education pieces.

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

J. Wichman stated that there are currently 36 trunks at primary sites so the call centre can receive 36 calls at one time. He advised that if there are any minor issues, staff, together with Bell Canada, have been quick to identify and mitigate any issues with the trunks.

10. Confidential Matters

There were no confidential matters.

Other Departments - Comments/Concerns

1. Comments/Concerns – Regional Council

Councillor Garrod advised that positive attention was brought to the 9-1-1 call takers and to DRPS with regards to call volumes and the additional resources being committed to the Township of Uxbridge. He advised that he has reached out to Chief Cheseboro to discuss possibilities to also raise awareness of paramedic services.

2. Comments/Concerns – Durham Police

J. Wichman advised the Emergency Services Steering Committee has been working on a 9-1-1 public education program called When Every Second Counts. He stated the program is scheduled to launch on April 30th and is great program to educate people on when to call 9-1-1 and what to do when you accidentally call 9-1-1.

3. Comments/Concerns – Fire Departments

S. Boyd was absent.

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

W. Spindler advised that the renovations at the CACC are almost done. He advised that 2 new consoles have been added for a total of 10 on the floor; and there are 8 new call takers. He also advised that the CACC has transitioned to MPDS this month, which is the new call taking protocol, and advised that the CACC will be down for a period of 3 to 4 hours for the upgrade to the new MPDS protocol on May 21, 2025.

5. Comments/Concerns – Durham Finance

There were no comments/concerns.

6. Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro stated that they are looking forward to the MPDS roll out and anticipate a very significant improvement with regards to the ability to manage call volume as it will change the prioritization of some calls.

T. Cheseboro thanked the CACC as they have endorsed having RDPS management staff in the Communications Centre on a regular basis to help facilitate the management of the fleet.

T. Cheseboro also advised that some equipment is about 8 years old and getting to end of life. He requested that J. Wichman provide the cost of replacing these devices.

11. **Other Business**

There was no other business.

12. **Date of Next Meeting**

It was the consensus of the Board to reschedule the June 24th meeting to June 17, 2025 at 2 PM to accommodate scheduling conflicts. The meeting will be held at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby.

13. **Adjournment**

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

CARRIED

The meeting adjourned at 10:58 AM

G. O'Blenes, Durham Regional Police

N. Prasad, Assistant Secretary to
Council