

The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

June 17, 2025

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 1 PM. Electronic participation was permitted for this meeting.

1. Roll Call

Present: G. O'Blenes, Durham Regional Police, Chair
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: Regional Chair Henry
S. Carter, Durham Regional Police
A. Naeem, Solicitor, Legal Department*

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 J. Wichman, Seconded by M. Simpson,
(5) That the minutes of the 9-1-1 Management Board meeting held on April 29, 2025, be adopted.

CARRIED

4. Update re: Leadership Change within DRPS

G. O'Blenes introduced Inspector Sean Carter. He advised that there has been some changes within Communications 9-1-1 for DRPS and that S. Carter will be moving into the role that he has been in. G. O'Blenes also advised that as the 9-1-1 Management Board still falls within his portfolio, he will still actively participate but not as a voting member. G. O'Blenes stated he has enjoyed working with everyone on the Board for the three years that he has been a member.

5. Update on NG9-1-1 GIS Readiness and Risk Assessment

J. Wichman provided an update on the NG9-1-1 GIS Readiness Assessment. He stated that the assessment has been received and signed off on and he will be setting up a meeting with the Region's GIS to start working on tracking the suggested changes. He advised that the set date may be the end of 2027 to 2028 and advised that he will provide detailed updates on the tracking.

Discussion ensued with regards to the possibility of providing a high-level dashboard to the members to keep the project live and to provide an understanding of the tracking, progress and to identify any risks.

6. 9-1-1 Call Statistics

J. Wichman stated that the 2025 call volume is so far very similar to 2024. He advised that the numbers typically go up in the summer and drop towards the end of the year.

J. Wichman also advised of a new release for a watch by Android that has pulse detection and which is currently active in the United States and other countries. He has requested that staff see if it is available and active in Canada as this feature may impact the PSAPs, especially when the public is not aware of the new features. It was requested that this matter be added as an item on the next Agenda as the issue may impact 9-1-1 call volumes.

Discussion ensued with regards to whether the 9-1-1 calls are trending lower than 2024; whether the calls that go to police, ambulance and fire are tracked separately; and whether it is tracked when police and ambulance are dispatched.

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

J. Wichman provided a brief update on the 9-1-1 System. He advised that there have been some issues with isolated trunks due to the ageing network however, the issues were found and repaired quickly with no lost calls.

J. Wichman also advised that construction has started at Taunton Road and Anderson Road in Whitby which is scheduled to continue through to December 2025 and any foreseeable issues are on staff's radar.

Discussion ensued with regards to what the 'scramble' time is to evacuate and move to the alternate site; whether both sites can be operated at the same time; and whether other PSAPs are affected by lines going down.

8. Confidential Matters

There were no confidential matters.

Other Departments - Comments/Concerns

1. Comments/Concerns – Regional Council

Councillor Garrod advised that he has followed up with T. Cheseboro with regards to sitting in with paramedic services.

Councillor Garrod expressed his thanks to G. O'Blenes for his assistance with understanding the processes involved with call takers, and welcomed Inspector Sean Carter to the Board.

2. Comments/Concerns – Durham Police

There were no updates.

3. Comments/Concerns – Fire Departments

S. Boyd advised that the new Computer Aided Dispatch (CAD) system has been implemented for fire and is now operable and running smoothly. He advised that the new primary dispatch centre is now open in Oshawa.

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

W. Spindler advised that the Medical Priority Dispatch System (MPDS) was implemented on May 21st and is going really well. He advised that there has been a lot of communication with police and paramedic services with regards to adjusting response plans and how the calls are attended. He also advised that staffing at the CACC continues to improve.

5. Comments/Concerns – Durham Finance

There were no updates.

6. Comments/Concerns – Region of Durham Paramedic Services

T. Cheseboro stated that the rollout of MPDS has been very successful. He advised that there has been a 40% reduction in Code 4 (lights and sirens) responses which means that calls are getting prioritized more effectively and accurately. He also stated that there has been a 40% reduction in meal claims which means that staff are getting their appropriate breaks.

9. Other Business

There was no other business.

10. Date of Next Meeting

The next meeting will be held on September 23, 2025 at 10 AM at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby.

11. Adjournment

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

CARRIED

The meeting adjourned at 1:37 PM

G. O'Blenes, Durham Regional Police

N. Prasad, Assistant Secretary to
Council