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The Regional Municipality of Durham

MINUTES

9-1-1 MANAGEMENT BOARD

September 23, 2025

A regular meeting of the 9-1-1 Management Board was held in Meeting Room LL-Pickering, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby, at 10 AM. Electronic participation was permitted for this meeting.

N. Prasad called the meeting to order and advised that a motion will be needed to appoint Shaun Carter as the new DRPS representative on the 9-1-1 Management Board.

1. Roll Call

Present: S. Carter, Durham Regional Police, Chair
S. Boyd, Fire & Emergency 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: G. O'Blenes, Durham Regional Police
A. Naeem, Solicitor, Legal Department

Absent: T. Cheseboro, Region of Durham Paramedic Services

Staff

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

2. Change of Durham Region Police (DRPS) Representative

Moved by Councillor Garrod, Seconded by J. Wichman,
(7) That Shaun Carter, Durham Regional Police Service, be nominated as the new Chair of the 9-1-1 Management Board to replace Gord O'Blenes, Durham Regional Police.

CARRIED

Shaun Carter assumed the Chair at this time for the remainder of the meeting.

3. Declarations of Pecuniary Interest

There were no declarations of pecuniary interest.

4. Adoption of Minutes

Moved by Councillor Garrod, Seconded by J. Wichman,
(8) That the minutes of the 9-1-1 Management Board meeting held on
June 17, 2025, be adopted.

CARRIED

5. 9-1-1 Call Statistics

J. Wichman stated that the 2025 call volume so far has been normal. He stated that there has been a slight increase in calls over the summer which is expected. He also stated that the no-answer and wireless hangups are better than they have been historically which may be due to education campaigns.

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

J. Wichman provided an update on the 9-1-1 System. He advised of a malfunction in the system on June 29, 2025. Complaints were received from callers who were placed on a brief hold of silence in the 9-1-1 queue until they were answered by the next available caller. The normal operation provides callers with a brief message advising them that all call takers are busy and that the next available call taker will answer the call. Staff was immediately notified and the support vendor determined the root cause to be an error state of the server that houses the recording. On July 1st the servers were restored to normal working order and it was confirmed that no 9-1-1 calls were missed.

J. Wichman advised of another incident that occurred on August 29th at 3:40 PM regarding a water main that was damaged during road construction which resulted in the water to the main building needing to be shut off for repairs. The water was restored to the building at 9:30 PM, approximately 7 hours after the incident and evacuation was not required.

J. Wichman also advised that 9-1-1 call takers have been getting calls from a prank caller for the past year. It is suspected that suspects the calls are made from the United States and that the caller is rude to call takers and takes up a considerable amount of time which affects the front desk staff as well as other services. He advised that they are working with Bell 9-1-1 to track and stop the calls.

7. Update on NG9-1-1 GIS Readiness and Risk Assessment/NG9-1-1 Data Sharing Agreement

J. Wichman provided an update on the NG9-1-1 GIS Readiness Assessment. He stated that the Regional GIS department is creating a Memorandum of Understanding (MOU) with the area municipalities for GIS data collection. He advised that the MOU is still in draft form as they are awaiting feedback from the municipalities and hopes to provide the draft at the November meeting for review. J. Wichman also advised that a user group meeting is scheduled for October 14th and will consist of representatives from the municipalities. He further advised that they are looking into the possibility of purchasing software from ESRI in 2027 or 2028 that would verify the data for NG9-1-1.

J. Wichman responded to questions regarding the approval process for the MOU.

8. Confidential Matters

There were no confidential matters.

9. Other Departments - Comments/Concerns

1. Comments/Concerns – Regional Council

Councillor Garrod extended his thanks for the opportunity to attend various call stations at hospitals.

Councillor Garrod provided a document entitled “Building the Psychological Strength of Emergency Communications Operators” by Resilient Minds to committee members via email and advised that he would like to see support for front line workers and those taking calls at the 9-1-1 centres. Discussion ensued regarding the availability of this program; what steps can be taken to encourage help for frontline call takers; and whether staff can investigate having a trial.

Moved by Councillor Garrod, Seconded by M. Simpson,

- (9) That staff investigate and report back at the next 9-1-1 Management Board meeting, the feasibility of running a trial for the 9-1-1 call takers and paramedic services to see how quickly a program similar to that run by Resilient Minds, can be done and to provide an update on available ongoing services across the Region.

CARRIED

2. Comments/Concerns – Durham Police

There were no updates.

3. Comments/Concerns – Fire Departments

S. Boyd advised that there was an outage earlier on in the week with the Hexagon software. He advised that staff was down to one terminal but back up in half an hour and there was no cause for concern.

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

W. Spindler advised that they are still settling into MPDS but staff have done extremely well in taking on the new triage system. He advised that staffing continues to improve and they are seeing staffing levels that haven't been seen in three to four years. He stated that the last cohorts of trainees and hires have done well and the sign off process has gone from three to four hundred hours down to about a hundred and fifty hours with the new triage system. He also advised that a new group of hires will be starting on October 6th which will fill their complement fully.

5. Comments/Concerns – Durham Finance

M. Simpson advised that the regional budget will be brought forward to the December Regional Council meeting.

6. Comments/Concerns – Region of Durham Paramedic Services

There were no updates as T. Cheseboro was absent.

10. Other Business

There was no other business.

11. Date of Next Meeting

The next meeting will be held on November 25, 2025 at 10 AM at the Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby.

12. Adjournment

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

CARRIED

The meeting adjourned at 10:36 AM

S. Carter, Durham Regional Police

N. Prasad, Assistant Secretary to
Council