



Ontario 9-1-1 Advisory Board

MINUTES

Tuesday, May 20, 2008

10:00 am

Can Room A & B

Town of Newmarket Municipal Offices

395 Mulock Drive

Newmarket, Ontario

A. OPENING & MINUTES

PRESENT

EXECUTIVE COMMITTEE

Dan Van Londersele

Judy Broomfield

Tom Voisey

Chair (AMO – Rural Caucus)

Vice Chair (NENA Ontario)

Secretary-Treasurer

MEMBERS

Peter Glen

Nancy Banks

Jim Friend

John Molyneaux

Mark Hull

Bryan Baxter

Norm Lambert

Ontario Assoc. of Chiefs of Police

APCO Canada

AMO – Regional Caucus

Ontario Association of Fire Chiefs

Ontario Ministry of Health

AMO – Small Urban Caucus

City of Toronto

TECHNICAL ADVISORY PANEL/OBSERVERS

Pat Berry

Tom Paniak

Sandra Dion

Carol-Anne Albertson

Bill Davis

Mark Hitchman

Chris Pittens

Bell Canada

Bell Canada

Bell Canada

Ministry of Natural Resources

AMO – Rural Caucus

OPP

Ontario Ministry of Community Safety &
Correctional Services

REGRETS

Dave Hanly

AMO – County Caucus

QUORUM

QUORUM

TOTAL VOTING POSITIONS PER CONSTITUTION: 13

TOTAL CURRENT VOTING POSITIONS FILLED: 12

TOTAL VOTING MEMBERS IN ATTENDANCE: 9

QUORUM PRESENT

OPENING REMARKS

- Welcome to all from Dan Van Londersele.
- New to the group:
Tom Paniak, Bell Canada
Carol-Anne Albertson, Ministry of Natural Resources – Land Information Ontario
William Davis, Deputy-Reeve – Municipality of Dysart et al.
- Letter received from Shane Gallagher, Ministry of Municipal Affairs and Housing advising that he is now with a different branch of MAH and Donna Simmonds would be replacing him on the Board/

MINUTES

- Review of OAB Minutes, February 19, 2008
- Corrections:
Page 2, Minutes, Paragraph 2 – name correction, should be “Fadi Dabliz”
Page 4, Committee Reports, Technical Information Subcommittee, Paragraph 1 on this page should read: “VoIP service providers would have a true IP interconnection with Public Safety Answering Points and would be able to provide more information that the legacy ...”

MOTION

**Moved by J. Molyneaux,
Seconded by N. Banks,
That the minutes of the February 19, 2008 meeting be adopted, as amended.
Carried**

CORRESPONDENCE

- Email (March 5, 2008) from Patricia Berry, Bell, regarding Public Notice CRTC 2008-3 – Review of regulatory requirement for CLEC/Municipality agreements. Judy Broomfield advised that this review came about as a result of a complaint by Rogers Wireless that 9-1-1 Municipal Agreements should no longer be required and as such be eliminated. Too expensive and time consuming. Toronto’s view on this is as follows: they like to know who is operating in their territory; who are the phone companies involved; and they were disappointed that the City of Toronto was the only Ontario municipality to respond to the CRTC notice. Judy indicated that the City of Calgary did a good job of identifying the issues and she will distribute their response to the members.
- Email (March 19, 2008) from Colette Tanner, 9-1-1 Coordinator for the County of Hastings. Colette was inquiring about the May OAB meeting and indicated a desire to attend as an observer. Board member Jim Friend replied to her indicating she was welcome to attend and provided the meeting time, date and location information.

FINANCIAL

- T. Voisey reported on the current financial status of the Advisory Board.

Opening Bank Balance, February 19, 2008		\$27,126.34
Plus:		
Deposit-22/02/08 [Dep#24]	100.00	
Deposit-29/03/08 [Dep#25]	300.00	
Deposit-08/05/08 [Dep#26]	300.00	
Total Deposits		<u>700.00</u>
Closing Bank Balance, February 19, 2008		\$27,826.34
Equity Shares Held		100.00
Cash on hand		<u>0.00</u>
Net Worth, May 20, 2008		<u><u>\$27,926.34</u></u>

MOTION

**Moved by B. Baxter,
 Seconded by N. Banks,
 That the financial report be accepted.
 Carried**

- Judy Broomfield advised that NENA Ontario would be donating \$1,000.00 to the Board

B. BUSINESS ARISING FROM PREVIOUS MEETINGS

9-1-1 Emergency Services for the Hearing Disabled

- Jim Friend –
 - January, 08 meeting with Hamilton PSAP, including representative from RIM and Fadi Dabliz (Jim not in attendance)
 - February meeting with Jim and Arthur Rendall
 - Arthur is a very mobile individual and relies on his Blackberry for his primary communications.
 - TTY doesn't serve the Hearing Impaired community very well for citizens that are mobile
 - Arthur wants to advance technology so that Hearing Impaired persons have equal access to 9-1-1 services. He is very focused on this problem and has met with all levels of government.
 - RIM willing to work with Arthur to make it work
 - Jim Friend suggested an agency (?) to be a "RIM" emergency agency that would relay emergency information
 - Arthur is looking at a National solution but recommends a local start initially and would like to do Ontario first
 - OAB has agreed to use of the 2008-1 deferral account
 - Bill Davis advises that there is an AMO committee focusing on access for disabled and it has a 2025 deadline to make Ontario accessible. Bill will provide further information at a future meeting. He recommended that Arthur send a letter to the committee chair, Kim Woods.
 - Judy Broomfield advises that wireless carriers block 9-1-1 on data networks

- Jim Friend advises that there is a June meeting with Arthur, MNR and Health ministries.

OAB Public Service Announcement

- Please see Public Relations Committee report

C. COMMITTEE REPORTS

Government Affairs

Dan Van Londersele acknowledged the ongoing efforts of the Ministry of Natural Resources re their mapping endeavors.

Dan also led a discussion regarding OAB funding campaigns. He will put a letter together for submission to the AMO Board at the AMO conference in August. Dan will check with Lorna Ruder, AMO re booths/sessions. AMO conference is August 24 – 27, 2008 at the Rideau Convention Centre.

Management/Financial

- Bryan Baxter reports that the 2008 work plans and budget are on the OAB web site. It is now time to look at 2009 and all Committee Chairs should review their plans/budgets for discussion at remaining 2008 OAB meetings.
- Review of Committees (* Appointment this meeting)
 - Government Affairs:** Chair – Dan VanLondersele
Member – John Molyneaux
 - Management/Financial:** Chair – Bryan Baxter
Member – Judy Broomfield
Member – Tom Voisey
 - Public Relations:** Chair – John Molyneaux
Member – Jim Friend
Member – Nancy Banks
 - Technical Information:** Chair – Peter Glen
Member – Nancy Banks
Member – Carol Anne Albertson*
 - Wireless & Nomadic:** Chair – Judy Broomfield
Member – Peter Glen
 - Wirelines:** Chair – Mark Hull
Member – Dave Hanly
Member – Pat Berry
 - Ad Hoc Sustainable Funding:** Chair – Dave Hanly
Member – AMO staff representative
 - Ad Hoc Public Service Announcement:** Chair – John Molyneaux
Member – Peter Glen
Member – Judy Broomfield
Member – Chris Pittens
Member – Pat Berry
Resource – Nancy Banks

- Update on CAPAN (Canadian Association for Public Alerting & Notification). Bryan advised that this organization was originally brought to the attention of OSUM. OSUM noted and filed the information. Further information is available at their website www.capan.ca and includes their Strategic and Business Plans.

Public Relations

Public Service Announcement:

- Further discussion was conducted regarding the proposed Public Service Announcement. Changes were recommended and the document will be re-drafted and distributed to members. Further discussion centered around how it might be made public; i.e., radio stations, television stations, cable, downloads from our website.
- John Molyneaux will look for input from municipal PR personnel.

Technical Information

Nothing current to report

Wireless & Nomadic Technologies

Judy Broomfield reports:

VoIP

- Judy gave a historical review CRTC dealings with VoIP issues
- Final comments to CRTC are due in the June/July time frame. This is the point that OAB should respond -- fully supporting the Bell proposal.
- The end result must be that 9-1-1 calls are routed to correct answering agency. PSAP's don't really care what technology is used -- only that the result is what they need.

Wireless

- CRTC has asked for an update on the Enhanced 9-1-1 Trial in Toronto. CWTA was not happy with the deadlines that were given. The date was extended to the end of August. A face-to-face meeting is scheduled in Ottawa June 25/26, 2008 to review the first draft of the Trial Report.
- Judy will ensure that the final version is distributed to OAB members.
- Still experiencing problems with unsubscribed hands4ets and "roamers".

Wireline

Mark Hull reports:

- Nothing new to report at this meeting.
- "Enhanced Community Notification Service" CRTC 2007-13 which addresses use of the wireline database for emergency notification in times of disaster.
 - Many questions still outstanding including security, confidentiality, and data retention.
 - The CRTC is reviewing submissions from PSAPs.
 - VoIP, wireless and hearing impaired devices are not included

Ad Hoc Sustainable Funding Resources

- No report.

Ad Hoc Public Service Announcement

John Molyneaux reports:

- Nothing further than that discussed in the Public Relations Sub-committee report.

D. NEW BUSINESS

OTTAWA APCO/NENA CONFERENCE

- Reminder; APCO/NENA Conference will be held in Ottawa from November 16-19, 2008.
- Members are encouraged to look at the websites for these organizations:

www.APCO.ca

www.NENAONTARIO.com

Consider the following:

Call for papers

Sponsors

Vendors

- NENA is arranging a “9-1-1 Goes to Ottawa” session.
- The November OAB meeting is to be held at the APCO/NENA conference

MOTION

Moved by J. Broomfield,

Seconded by J. Friend,

“That the OAB support the attendance of Dan VanLondersele and Bryan Baxter at the APCO/NENA Conference to be held November 16-19, 2008. The support would include accommodation and registration expenses”

Carried.

E. ADJOURNMENT

Next meetings:

- Tuesday, September 16, 2008-02-12
- Tuesday, November 18, 2008 – in conjunction with the APCO Canada/NENA Ontario conference

MOTION

Moved by J. Friend,

Seconded by N. Banks,

“That the meeting be adjourned.”