

# Ontario 9-1-1 Advisory Board

## NOTES

Tuesday, November 18, 2008

10:00 a.m.

British Columbia Room

The Westin Hotel

11 Colonel By Drive

Ottawa, Ontario

### A. Opening & Minutes

#### Present:

##### EXECUTIVE COMMITTEE

Judy Broomfield

Acting Chair (NENA Ontario)

##### MEMBERS

Bryan Baxter

AMO – Small Urban Caucus

Jim Friend

AMO – Regional Caucus

Peter Glen

Ontario Association of Chiefs of Police

Norm Lambert

City of Toronto

##### TECHNICAL ADVISORY PANEL/GUESTS

Carol-Anne Albertson

Ministry of Natural Resources

Pat Berry

Bell Canada

Fern Labelle

Inspector, North Bay OPP

##### REGRETS

John Molyneaux

Ontario Association of Fire Chiefs

Tom Voisey

Secretary-Treasurer

##### QUORUM

Total Voting Positions per Constitution: 13

Total Current Voting Positions Filled: 11

Total Voting Members in Attendance: 5

QUORUM NOT PRESENT

## OPENING REMARKS

- Acting Chair Judy Broomfield welcomed those in attendance and announced that this would be an informal discussion rather than a formal meeting of the Board due to the lack of a quorum present.

## GUEST ISSUE

- Inspector Vern Labelle sought clarification on policies and/or procedures for call taking and transferring downstream due to a recent issue experience by North Bay OPP who received a 9-1-1 call originating in Renfrew which was transferred to Kingston Fire, then to Smith Falls OPP Centre, then to Renfrew Fire
- After discussion, it was concluded that best practices are commonly used in Ontario as legislated policy and/or procedures for call taking and transferring does not exist. Several examples of best practices were provided during the discussion.

## MINUTES

- The minutes of September 16, 2008 were deferred for consideration during the next Board meeting. No revisions were proposed.

## NEXT MEETING

- It was agreed to convene a conference call on January 13<sup>th</sup> or 16<sup>th</sup> at 10:00 a.m. to consider the minutes of September 16<sup>th</sup>, the financial report and correspondence.

## BUSINESS FROM MINUTES

- Jim Friend provided an update on Arthur Rendall's efforts to have the ability to use wireless technology to report emergencies which has now progressed to a presentation to CRTC with support of Bell Canada.
- Pat Berry offered to clarify Bell's current position on the issue.

## REPORTS

### Management and Finance:

- Bryan Baxter reported that the Board's subcommittee mandates and memberships have been updated on the website with appreciation to Jim Friend.
- The Committee will be initiating its action plan in 2009.

### Public Relations

- Peter Glen presented and explained a proposal from John Matsui to prepare a strategic communication plan for the Board and become an advisor to the Board and execute communication strategies on behalf of the Board. There was a positive response and Peter was asked to invite Mr. Matsui to the next Board meeting.

- No update on the news media video project

#### Technical Information

- Peter Glen explained the creation of an Abuse of 9-1-1 Emergency Services Committee at the request of Federal-Provincial Ministers responsible for Justice and advised that he has been appointed as a member of the Committee which is preparing a survey for operational staff.
- Peter suggested the Board consider taking a position on emergency cell phone operation (ICE ) during a future meeting.
- Peter suggested the Board take note of 1-1-2 automatic translate to 9-1-1 by the industry and the impact on our public education program.

#### Wireless and Nomadic Technologies

- Judy Broomfield provided an update on Nomadic VOIP indicating the CRTC has not responded to the report prepared and submitted by the Emergency Services Working Group about twelve months ago.
- Judy provided an update on the Toronto Wireless Trial indicating that consensus with the industry was achieved on most issues in a report submitted to CRTC in June and an anticipated order being made in January. The summary of recommendations has not been posted as of this date despite an agreement being achieved on October 31<sup>st</sup>, which includes voice routing, class service indicators, no data filtering, deployment strategy, GPS handsets.

#### NEW BUSINESS

- Pat Berry advises that Bell 9-1-1 service is 98% complete in Ontario and Quebec
- Bryan Baxter expresses appreciation to the Board for the opportunity to attend the APCO/NENA conference
- Carol –Anne Albertson provides the status of two Ministry initiatives: (a) a project to map and number the far north, and (b) imagery mapping for the Province is nearly completed
- The following dates were tentatively selected for 2009 meetings:
  - Tuesday, February 10<sup>th</sup>
  - Tuesday, May 19<sup>th</sup>
  - Tuesday, September 15<sup>th</sup>
  - Tuesday, November 17<sup>th</sup>

Meeting concluded 12:00 noon.

(ANY SUGGESTIONS FOR ADDITIONS OR CORRECTIONS ARE  
RESPECTFULLY IGNORED BY THE NOTETAKER)