

Ontario 9-1-1 Advisory Board

MINUTES

Tuesday, September 29, 2009

10:00 am

Town of Newmarket Municipal Offices

Council Chambers

395 Mulock Drive

Newmarket, Ontario

A. OPENING & MINUTES

PRESENT

EXECUTIVE COMMITTEE

Judy Broomfield

Peter Glen

Tom Voisey

NENA Ontario

Ontario Association of Chiefs of Police

Secretary-Treasurer

MEMBERS

Jim Friend

John Molyneaux

Mark Hull

Norm Lambert

Dave Hanly

AMO – Regional Caucus

Ontario Association of Fire Chiefs

Ontario Ministry of Health

Toronto

AMO – County Caucus

TECHNICAL ADVISORY PANEL/OBSERVERS

Mark Hitchman

Carol-Anne Albertson

Tom Paniak

Pat Berry

OPP

Ministry of Natural Resources

Bell Canada

Bell Canada

GUESTS

Dipti Mittal

Sue Jorgensen

Ontario Ministry of Health

Ontario Ministry of Health

REGRETS

Chris Pittens

Bill Davis

Bryan Baxter

Nancy Banks

Ontario – Public Safety & Security

AMO – ROMA

AMO – Small Urban Caucus

APCO Canada

QUORUM

QUORUM

TOTAL VOTING POSITIONS PER CONSTITUTION: 13

TOTAL CURRENT VOTING POSITIONS FILLED: 11

TOTAL VOTING MEMBERS IN ATTENDANCE: 7

QUORUM PRESENT

OPENING REMARKS

- Welcome to all from Judy Broomfield.
- Recognize the guests from the Ministry of Health; Dipti Mittal, Assistant Provincial CACC Coordinator ; and, Sue Jorgensen, Business Analyst/Project Leader (ARIS II), Public Safety Services Delivery Unit, Health Services I&IT Cluster.

MINUTES

- Review of meeting minutes for April 28, 2009.

MOTION

**Moved by M. Hull,
Seconded by J. Molyneaux,
That the minutes of the April 28, 2009 meeting be adopted.
Carried**

- Review and confirmation of motions distributed via email dated July 30, 2009 and passed by majority email response.
 - Number of OAB voting positions : 13
 - Number of positions filled: 11
 - Number of “yeas”: 10
 - Number of “nays”: 0

**EMAIL
MOTION ‘A’**

**Moved by P. Glen,
Seconded by J. Molyneaux,
That the expenses for Judy Broomfield, Chair, be paid for by the OAB for her attendance at the NENA Ontario conference in London from September 13 to 16, 2009.
Carried**

**EMAIL
MOTION ‘B’**

**Moved by P. Glen,
Seconded by J. Molyneaux,
That 250 1GB thumb drives, engraved with the OAB logo and website be purchased for distribution at the September 13-16, 2009 NENA Ontario conference. The cost of this purchase to be approximately \$2,000.
Carried**

MOTION

**Moved by J. Molyneaux,
Seconded by N. Lambert,
That Email Motions ‘A’ and ‘B’, previously carried by return email, be confirmed and added to the minutes of the September 28, 2009 meeting.
Carried**

CORRESPONDENCE

- May 14, 2009, email received from member Bryan Baxter re an announcement that the Association of Municipalities of Ontario (AMO) and the Union of Municipalities of Quebec (UMQ) have signed an Agreement of Cooperation. Information forwarded to Dave Hanly, Chair of the Ad Hoc Sustainable Funding Resources sub-committee.
- May 25, 2009. email received from member Carol Anne Albertson re a media article from US regarding the use of “Twitter” to obtain emergency services. Email forwarded to all members.
- May 9, 2009, email request from a Mr. Abbott, resident of Gravenhurst, Ontario wishing to know how to confirm that his 9-1-1 service has the proper directions to his home. Member Patricia Berry, Bell, responded to Mr. Abbott.
- June 2, 2009, email from Mr. Silver, Ministry of Aboriginal Affairs, inquiring about who is responsible for the regulation of 9-1-1 services in Ontario. Email forwarded to Dan Ranich, Bell Canada who responded directly to Mr. Silver.
- June 16, 2009, email from Tanya Dalton regarding an incident in Woodstock where she was reportedly put on hold for a period of time after dialing 9-1-1. The email was investigated by member Mark Hitchman, OPP and he responded directly to Ms Dalton.
- July 7, 2009, email from Judy Broomfield advising that she would be participating in an interview with CBC regarding 9-1-1 and cellphones. Bryan Baxter complimented Judy on her interview indicating that it “was great and provided tremendous outreach for our Advisory Board.”
- July 7, 2009, email from Lisa Bray, Ontario Ministry of Government Services, looking for information on “9-1-1 and what act or regulation they must follow with regards to assisting someone in medical distress behind a locked residential door.” This email was responded to by member Mark Hull.
- July 30, 2009, email from Dan Guillemette, Sudbury, ON, wanting to know how he can obtain a Municipal address or 9-1-1 address. This email was responded to directly by Dan Ranich, Bell Canada.
- August 19, 2009, email from Dave Ralph providing information on a USA Today story entitled “Cellphones problematic for 911”. Email was distributed to all members.
- August 26, 2009, email from G. McCormick, Unionville, ON, inquiring about a possible name change of Unionville and was told that the 9-1-1 committee had made the request. This email was responded to by member Tom Voisey who provided G McCormick with contact information for York Region and the Town of Markham Fire Chief.
- September 15, 2009, email from member Mark Hitchman containing an article about an ONSTAR success story from Huron East, ON.

FINANCIAL

- T. Voisey reported on the current financial status of the Advisory Board. As detailed in the motion that was carried at the February 17, 2008 conference call the financial report from the February meeting was deferred until the April 28, 2009 meeting.

FINANCIAL REPORT SEPTEMBER 29, 2009	Opening Bank Balance, April 28, 2009		\$26,391.45
	Plus:		
	Deposit-01/06/09 [Dep#30]	\$ 300.00	
	Deposit-10/06/09 [Dep#31]	<u>800.00</u>	
	Total Deposits		1,100.00
	Less:		
	CK#117 – 11/05/09 – N. Banks [RE: CRTC Mtg. Peel, 03/03/09]	\$ 117.60	
	CK#118 – 28/04/09 – Jean Ross [RE: Meeting Refreshments-28/04/09]	\$ 260.00	
	Bank Service Charges	<u>\$ 1.20</u>	
	Total Expenses		<u>378.80</u>
	Closing Bank Balance, September 29, 2009		\$27,112.65
	Equity Shares Held		100.00
Cash on hand		<u>0.00</u>	
Net Worth, September 29, 2009		<u>\$27,212.65</u>	

MOTION	<p>Moved by J. Friend, Seconded by D. Hanly, That the financial report for September 29, 2009 be accepted. Carried</p>
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B. BUSINESS ARISING FROM PREVIOUS MEETINGS

Draft Communications Plan from John Matsui

- Peter Glen reported on the Draft Communications Plan that was submitted by John Matsui. The Plan was distributed to all members before this meeting.
 - Peter had a number of conference calls with John Matsui
 - The plan is very comprehensive however would appear to be too aggressive for this organization at this time. Peter has concerns about its impact on human resources.
 - There is a need for much more discussion about the recommendations
- General discussion included the following:
 - Agreement that there is a lot of good things in the report and that there is a need to prioritize and get started. Identify what we can do now.

- Peter Glen recommended that the Board work at improving the effectiveness of the web site.
 - Jim Friend agrees that there is a need to make the appearance of the website more professional and indicated that the Board needs to invest in this project.
 - Norm Lambert complimented Jim Friend on all of his efforts being the web master for OAB.
 - Tom Paniak advised that he knows of 2 companies that would design a web site for free. In return we would acknowledge their efforts on the website. He will investigate further. These companies also provide “hosting” services.
 - Jim Friend added that Mountain Cable Vision hosts our site for free. Also, our domain name expires on October 27th and Jim has been dealing with Tucows regarding the renewal however there are a number of issues that have arisen, including the fact that there was no formal change of our webmaster from Bill Bouwhuis to Jim Friend. This service is \$20.99 per year and once the dialogue with Tucows is completed a cheque will be issued.
- Judy Broomfield summarized the discussion with the following three action items:
 1. Further discussions with John Matsui regarding how much of the report can be proceeded with.
 2. Resolve domain name issue.
 3. Proceed with a new website design
- Tom Paniak will obtain further information about the web designers
- Peter Glen will go back to John Matsui and discuss what the Board has talked about
- Judy Broomfield requested the sub-committee to look at the website design issue first.

MOTION

**Moved by J. Broomfield,
Seconded by J. Molyneaux,
That the OAB domain name www.oab911.ca be renewed for a term of 10 years and that J. Friend make the necessary arrangements at a yearly rate of \$20.99 (US) plus any applicable taxes.
Carried**

- The Public Relations committee includes Chair, John Molyneaux, Jim Friend, Nancy Banks, Peter Glen and Tom Paniak.

MOTION

**Moved by P. Glen,
Seconded by N. Lambert,
That the Draft Communications Plan be referred back to the Communications Plan Sub-committee for further discussion and further that this Sub-committee give priority to the details of redesigning the OAB website.
Carried**

D. COMMITTEE REPORTS

Government Affairs

- No report

Management/Financial

- No report.

Public Relations

- John Molyneaux previewed the PSA which is now 60 seconds long.
 - Further discussion included potential methods of distribution of the PSA, including:
 - Place on web site
 - Include on thumb drives
 - Distribution through AMO
 - Place on YouTube
 - Cable company PSA spots
 - Extract the audio portion in a .wav file
 - Prepare an abbreviated “print” version
 - Action items include:
 - The Communications Sub-committee to review all of the discussion items regarding the PSA
 - The text font used in the video is difficult to read. John Molyneaux to investigate changes to this
 - Dave Hanly to check further into distribution of PSA via AMO

Technical Information

- No further report

Wireless & Nomadic Technologies

WIRELESS

- Judy Broomfield reports:
 - In February 2009 the CRTC directed wireless carriers to accomplish Stage 1 of Phase II by February, 2010
 - Provides a single xy coordinate with each cellular call
 - Standard format that all PSAPs and Secondary PSAPs can use
 - Carriers directed to pay for it themselves
 - Sub working groups deciding on how to achieve February 2010
 - Deployment schedules being developed, emphasis on not hitting the same area at the same time for testing/deployment
 - Broadcast Circular sent to PSAPs re the schedules. PSAPs requested to keep Secondary PSAPs informed
 - As each carrier goes into a territory the sites are left live when completed
 - No roamers included
 - Non-subscribed handsets not included
 - Location updates are in Stage 2 of Phase II (some time in 2010)
 - A rebuild of the PERS platform will be required for S2PII as the current platform is not set up to make dynamic changes to the X/Y coordinates. Bell is working on this.
 - Every cell site to be tested (max,. 100 calls per day)
 - Testing not only to confirm technology from carrier’s end but also to test PSAP mapping issues, etc.

- Only primary PSAPs being contacted/tested in Ontario. PSAPs need to communicate with downstream agencies.
- Two more wsp's are coming on line – Wind Wireless and Public Mobile. They will have to meet the February
- Tom Paniak advised that they have contacted all secondary agencies that have CAD systems and have provided them with the Bell Canada schedule.

VoIP

- Peter Glen advises that a Canadian “i2” solution is being looked at to deal with VoIP
 - NENA recognizes the fact that “VoIP is poised to become the predominant technology used in the telecommunications industry” and has produced their Standard: “Interim VoIP Architecture for Enhanced 9-1-1 Services (i2)” to address compatibility issues with current 9-1-1 platforms.
 - VoIP providers have indicated that it is too expensive.
 - CRTC will have to make a decision -- perhaps by year-end.

Wireline

- No report

Ad Hoc Sustainable Funding Resources

- Dave Hanly reports that he is working with Judy Broomfield to revise the original funding request letter.; i.e., updating recent accomplishments.
- Judy Broomfield advises that the Alberta Advisory Board includes emergency services representatives and all PSAPs and Secondary PSAPs are members who pay an annual membership fee.

E. NEW BUSINESS

Retirement

- John Molyneaux, representing the Ontario Association of Fire Chief's, has advised the Board that he will be retiring at the end of the year. John has contacted the OAFCA and requested that they appoint a replacement for him to sit on this Board.

OAB Thumb Drives

- Peter Glen reported that pursuant to Email Motion ‘B’ dated July 30, 2009 a quantity of 250 1GB thumb drives were ordered for distribution at the NENA Ontario Conference in London, Ontario. Unfortunately the delivery company lost the shipment. The order was cancelled.
- Further discussion took place regarding the value of purchasing these items for distribution, as required, by the Board and further that the thumb drives would present an excellent opportunity to include a file containing the new Public Service Announcement.
- As the original Motion specifically referred to the NENA Ontario conference Peter presented a new motion to proceed with the purchase of 250 thumb drives.

MOTION

**Moved by P. Glen,
Seconded by D. Hanly,
That 250 1GB thumb drives, engraved with the OAB logo and website be purchased for general distribution by the Board, and further that the Board Public Safety Announcement be loaded onto each thumb drive. The cost of this purchase to be approximately \$2,000.
Carried**

Ontario Road Network

- Carol-Anne Albertson reported that the ORN program has been very successful. There are some issues regarding jurisdictions amongst municipalities; however the conflicts are being worked on. Further information is being requested from Elections Ontario and the Ontario Trail Network (OTN).

F. ADJOURNMENT

Next meeting:

MOTION

**Moved by P. Glen,
Seconded by N. Lambert,
That, due to member scheduling conflicts for the pre-established meeting date of November 17, 2009, the next meeting be held on Monday, November 23, 2009.
Carried**

**Monday, November 23, 2009
10:00 am
Town of Newmarket Municipal Offices
Council Chambers
395 Mulock Drive
Newmarket, Ontario**

MOTION

**Moved by P. Glen,
Seconded by J. Friend,
“That the meeting be adjourned.”**