

# Ontario 9-1-1 Advisory Board



## MINUTES

Tuesday, June 7, 2011

10:00 am

Peel Regional Police Headquarters

Fire Services Boardroom

7750 Hurontario Street

Brampton, Ontario

### A. OPENING & MINUTES

#### PRESENT

##### EXECUTIVE COMMITTEE

Judy Broomfield

Peter Glen

Tom Voisey

NENA Ontario

Ontario Association of Chiefs of Police

Secretary-Treasurer

##### MEMBERS

Mark Hull

Nancy Banks

Bryan Baxter

Bill Davis

Art Graham

Ontario Ministry of Health

APCO Canada

AMO – Small Urban Caucus

AMO – ROMA

Toronto

##### TECHNICAL ADVISORY PANEL/OBSERVERS/GUESTS

Fadi Dabliz

Tom Paniak

Mark Hitchman

Tracy Finn

Paulo DaSilva

Josh Sookman

Bell Canada

Bell Canada

OPP

NENA Ontario

Ontario Association of Chiefs of Police

Guardly

##### REGRETS

Jim Friend

Bryan Burbridge

Carol-Anne Albertson

Chris Pittens

Mike Charles

AMO – Regional Caucus

Ontario Association of Fire Chiefs

Ministry of Natural Resources

Ontario – Public Safety & Security

OPP

#### QUORUM

**QUORUM**

**TOTAL VOTING POSITIONS PER CONSTITUTION: 13**

**TOTAL CURRENT VOTING POSITIONS FILLED: 10**

**TOTAL VOTING MEMBERS IN ATTENDANCE: 7**

**QUORUM PRESENT**

## **OPENING REMARKS**

- Welcome to all from Judy Broomfield.
- Round-table introductions.
- Introduction of Josh Sookman, Chief Executive Officer of Guardly  
[www.guardly.com](http://www.guardly.com)

## **GUEST PRESENTATION**

Guardly mobile application for accessing help in emergencies from wireless handheld devices.

- Fast way to dial 9-1-1. 3 keyboard taps vs 8 keyboard taps
- Failsafe features to prevent accidental calling to 9-1-1; i.e., vibration when app launched and 5 second (configurable) countdown timer
- If wireless device in a area that lacks voice and/or data coverage the app will continue to check for a connection until it can send
- Simultaneous alerts sent to individual's "safety network". Everyone notified would receive a link to the Emergency Response Page.
- Automatic real-time location updates

OAB questions included:

- Q - if no signal available does this app give a false sense of security?  
A - app keeps trying until signal is established. Guardly advises customers that the service is dependent on there being a signal
- Q - concern about confidentiality of data when emergency call is initiated  
A - customers give advance consent via signature
- Q - friends in safety network - do they sign a waiver as well  
A - Yes, contact and responders are required to commit to EULA and privacy policy
- Q - problems with 3rd party providers - can't see it happening - even with IP based 9-1-1. Won't be querying external data bases  
A - Can be configured to dial 9-1-1 and advise group of friends or neighbours
  - Get sms/email/phone call
  - Provides GPS location
  - Enters into a conference call
  - Friends or neighbours could be very close and provide immediate assistance

Wrap-up

OAB members thanked Mr. Sookman and concurred that it is good to hear what is happening in the "APP" world and how 9-1-1 may be impacted.

**B. MINUTES / FINANCIAL / CORRESPONDENCE**

**MINUTES**

- Review of minutes of the February 15, 2011 meeting.

**MOTION**

**Moved by P. Glen  
 Seconded by M. Hull  
 That the minutes of the February 15, 2011 meeting be adopted.  
 Carried**

**FINANCIAL**

**FINANCIAL REPORT**

|   |            |                    |
|---|------------|--------------------|
| Opening Bank Balance, February 15, 2011 |            | \$18,394.48        |
| Plus:                                   |            |                    |
| Total Deposits                          |            | \$ 0.00            |
| Less:                                   |            |                    |
| CK#140-15/02/11 – Frances Wise          | \$ 44.88   |                    |
| [RE: Meeting Refreshments-15/02/11]     |            |                    |
| CK#141-15/02/11 – Liz Catering          | \$ 106.32  |                    |
| [RE: Meeting Refreshments-15/02/11]     |            |                    |
| CK#142-05/05/11 – Leger                 | \$2,440.80 |                    |
| [RE: Legal Services]                    |            |                    |
| Bank Service Charges                    | \$ 2.40    |                    |
| [28/02/11, 31/03/11 & 31/05/11]         |            |                    |
| Total Expenses                          |            | \$ 2,594.40        |
| Closing Bank Balance, June 7, 2011      |            | \$15,800.48        |
| Equity Shares Held                      |            | 100.00             |
| Cash on hand                            |            | 0.00               |
| Net Worth, June 7, 2011                 |            | <u>\$15,900.48</u> |

**MOTION**

**Moved by B. Davis  
 Seconded by N. Banks  
 That the Financial Report for June 7, 2011 be accepted.  
 Carried**

## AUDIT REPORT

- Bryan Baxter introduced the Audit Committee Report, dated March 10, 2011. The members of the Audit Committee included Bryan Baxter, Judy Broomfield and Tom Voisey.
- All transactions for 2010 were reviewed and previous years transactions were "spot-checked".
- Copies of the Audit Report were distributed at the meeting. Copies also attached with the distribution of these minutes.

**MOTION**

**Moved by B. Baxter**

**Seconded by P. Glen**

**That the Audit Committee Report dated March 10, 2011 be accepted.**

**Carried**

## CORRESPONDENCE

- March 22, 2011, email from Lorna Ruder, Executive Assistant, AMO advising the OAB that Bill Davis, Deputy Reeve of Dysart et al has the support of the ROMA Board for re-appointment to the Ontario 9-1-1 Advisory Board.
- March 29, 2011, email from Peter Glen, Chair - OAB, that Inspector Paulo DaSilva, York Regional Police Service, has been selected to replace Peter on the Board. Peter will remain Chair until selection of the 2012 executive in February.
- May 6, 2012, email from James Green, St.Catharines, inquiring about a typical cost to cities to respond to an individual 9-1-1 call. He is doing a research project for community care services. Mr Green was advised, by reply to his email, of the Purpose of the OAB. The responsibility for providing and operating 9-1-1 systems/services in Ontario is the responsibility of each municipality and therefore it was recommended that he direct his inquiry to the Niagara Regional Police Service.

## **C. BUSINESS ARISING FROM PREVIOUS MEETINGS**

### OAB Website/Hosting

- Jim Friend unable to attend this meeting.
- Further discussion took place regarding problems with email forwarding; i.e., queries from public, etc. to the Board - lack of information - difficult to distribute to members for comment/follow-up with email address of originator to be held at a future meeting.

## D. COMMITTEE REPORTS

### Government Affairs

- Peter Glen continuing to review this committee/function.

### Management/Financial

- See Audit Report above.

### Public Relations

- Nancy Banks volunteered to be Chair of this Committee
- Further discussion re the new website included the development of a Q&A/FAQ area. Nancy will work with Jim Friend to review the website; i.e., consideration of liability issues and use of PSA.

### Technical Information

- **Bell Alliant/Bell Canada Part VII Application**  
Peter Glen reported that Bell Alliant made an application to CRTC to "*review and vary Telecom Decision 2010-387 regarding the application of directives for 9-1-1 VoIP service*" (Decision 2011-72) regarding provision of E9-1-1 service for nomadic and fixed/non-native VoIP subscribers. Further discussion took place regarding the comments made to the CRTC regarding this issue.
- **Pocket Dialers**  
Peter Glen reports that the Ontario Association of Chiefs of Police (OACP) are looking at developing a resolution in regards to the problem of pocket dialed 9-1-1 calls and the impact they are having on 9-1-1 call centres. The OACP have a report(attached) that details the number of calls from a selected number of agencies from 2005. There appears to be some discrepancy in the numbers. The OACP is asking whether the OAB has taken a position on these types of calls.

Several years ago the OAB and others approached the Canadian Wireless Association in regards to having the manufacturers remove the 9-1-1 pre-programmed dial from wireless devices. As a result of this the wireless device manufacturers no longer pre-program phones but it can still be done by customers.

One of the problems is that the FCC in the United States has made it a requirement that wireless devices can be programmed to single digit dial 9-1-1. The CRTC in Canada has not done this but has also not said anything about not doing it.

Discussion determined that the OAB strongly supports any OACP or CACP resolution that would assist in getting this problem under control. OAB also supports the OACP sending direction to police agencies on capturing statistics that at the minimum would identify

#### 1. Pocket Dials

2. Hang up Calls
3. Accidental Calls

The call information should include Type of call from above, device type and wireless provider. This information would assist in determining what action could be taken.

Peter also provided a national report(attached) that was accepted by the Federal/Provincial/Territorial Ministers responsible for Justice on October 15, 2010. This report covered many topics dealing with 9-1-1 abuse but there was little consensus across the country on how to deal with it but does have some points worth considering.

Also a public relations campaign will be looked at as part of the strategy to combat this problem. Nancy Banks, Chair of the Public Relations committee will look at what can be added to the website. A program from E-COMM in British Columbia is being reviewed by several GTA agencies and Peter will contact Sudbury Police as they have recently launched a public relations campaign on this topic.

Peter supplied two reports, copies attached.

### **Wireless & Nomadic Technologies**

- Judy Broomfield provided updates on the following:

#### Additional Wireless Carriers

- 3 more wireless carriers have been added
- "Spectrum Auction" expected

#### Text to 9-1-1

- Texting from the hard of hearing community is more complicated than anticipated..
- The complications are not just technology related and include such areas as registration, gateways, and PSAP operations.
- The project is ongoing and further updates will be provided at future meetings.

### **Wireline**

- Mark Hull advises that there is nothing new report at this time.
- PERS re-signing project is ongoing.

### **Ad Hoc Sustainable Funding Resources**

- No report
- Dave Hanly has submitted his resignation from the Board. Further discussion regarding this sub-committee for a future meeting.

## **E. NEW BUSINESS**

### **Funding Campaign**

- Peter Glen initiated further discussion regarding the OAB funding campaign and asked that efforts continue to prepare a funding letter for distribution. Judy Broomfield will provide him with a copy of the latest version.
- Some discussion followed regarding how the letter could be distributed, including; email, AMO distribution (weekly newsletter?) Bill Davis will look into the AMO possibilities.

### **NENA Representative to OAB**

- Judy Broomfield introduced her replacement as NENA Ontario representative to the Ontario 9-1-1 Advisory Board.
- Tracy Finn, ENP, Acting E9-1-1 Voice Services Coordinator, Toronto Police Service

### **Judy Broomfield - Retirement**

- Today's meeting will be the last one for Judy Broomfield. She has been involved with the Board for more than 16 years and has clearly been responsible for many advances to the betterment of 9-1-1 services in Ontario. Peter Glen acknowledged Judy's endless contributions as Chair and Vice Chair for many years. All members present agreed with Peter's comments and wished Judy all the best in her retirement years. Peter will be presenting Judy with a plaque recognizing her contribution to the OAB at a retirement dinner in her honour to be held June 23, 2011.

### **Patricia Berry - Retirement**

- Patricia Berry's last day at Bell Canada was April 29th. Peter Glen acknowledged her contributions to the OAB and to all citizens of Ontario for her work and leadership related to 9-1-1 services in the Province. Our records show that Patricia started her participation with OAB back on February 3, 2004. A plaque recognizing Patricia's contribution to the OAB was presented to her by Peter at a retirement gathering held on June 1st. Best wishes to her from all OAB members
- Fadi Dabliz will be replacing Patricia Berry on the OAB.

## **F. ADJOURNMENT**

### **Conferences**

- APCO Canada – November 6 – 9, 2011, Ottawa

### **2011 Meetings**

- Tuesday, November 15, 2011

**MOTION**

**Moved by B. Baxter,  
Seconded by B. Davis,  
“That the meeting be adjourned.”**

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