

Ontario 9-1-1 Advisory Board

MINUTES

Tuesday, September 21, 2010

10:00 am

Traffic Services Board Room
Emil Kolb Centre for Police Excellence
Peel Regional Police
180 Derry Road East
Mississauga, 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
Wayne Vibert
Mark Hull

AMO – Regional Caucus
Toronto
Ontario Ministry of Health

TECHNICAL ADVISORY PANEL/OBSERVERS

Mark Hitchman
Fern Labelle

OPP
OPP

REGRETS

Bryan Baxter
Dave Hanly
Nancy Banks
Bill Davis
Carol-Anne Albertson
Pat Berry

AMO – Small Urban Caucus
AMO – County Caucus
APCO Canada
AMO – ROMA
Ministry of Natural Resources
Bell Canada

QUORUM

QUORUM

TOTAL VOTING POSITIONS PER CONSTITUTION: 13

TOTAL CURRENT VOTING POSITIONS FILLED: 10

TOTAL VOTING MEMBERS IN ATTENDANCE: 5

QUORUM PRESENT

OPENING REMARKS

- Welcome to all from Judy Broomfield.
- Judy led a tribute to Sandra Dion, Bell Canada, Manager 9-1-1 Emergency Services. Sandra was the Bell 9-1-1 Manager representative to the Ontario 9-1-1 Advisory Board. Sandra passed away on August 19th after a courageous battle with cancer. A floral tribute was sent on behalf of the OAB to the memorial service for Sandra. The card was inscribed:

*“In memory of a special person who gave so much to her family,
friends and through her work with the Ontario 9-1-1 Advisory
Board to the safety of the citizens of Ontario”*

B. MINUTES/CORRESPONDENCE

MINUTES

- Review of minutes for May 11, 2010
- Discussion:
 - Page 2 “Correspondence” Spelling error corrected.

MOTION

Moved by J. Friend

Seconded by P. Glen

That the minutes of the May 11, 2010 meeting be adopted.

Carried

Correspondence

- May 26, 2010 – Email from L. A. Leavitt, Adair Morse LLP Barristers + Solicitors, Toronto looking for assistance on who to contact for a 9-1-1 call transcript. Given the geographic information Ms Leavitt provided and she was provided with the main telephone number of the Durham Regional Police.
- June 8, 2010 – email from J. Brackett detailing an incident where he attempted to get emergency assistance for a person in British Columbia from his home in Ontario. Mr. Brackett would like to know why his local 9-1-1 operator could not simply transfer his call to the appropriate agency in BC. Mr. Brackett was advised that doing this is a recognized issue however moving 9-1-1 calls from one 9-1-1 jurisdiction to another would be very complex and although the OAB is monitoring potential solutions it would likely take some time before an effective resolution could be realized.
- September 8, 2010 – email from A. Reesor who is the Director of a canoe tripping program based out of Algonquin Park. His inquiry is in regards to emergency evacuations where there is no 9-1-1 service. He is looking for a source of information that can provide phone #s and jurisdiction boundaries. Fern Labelle and Mark Hitchman, OPP, will arrange a conference call with Mr. Reesor.

FINANCIAL

FINANCIAL FINANCIAL REPORT

Opening Bank Balance, May 11, 2010	\$23,494.48
Plus:	
Deposit – 20/05/10 [Dep#33]	\$ 300.00
Deposit – 02/07/10 [Dep#34]	100.00
Deposit – 26/07/10 [Dep#35]	800.00
Deposit – 13/09/10 [Dep#36]	<u>1,000.00</u>
Total Deposits	\$2,200.00
Less:	
CK#131-21/05/10 Frances Wise [RE: Meeting Refreshments-11/05/10]	\$ 46.53
CK#132-14/05/10 Liz Catering [RE: Meeting Refreshemnts-11/05/09]	94.50
Bank Service Charges [31/05/10]	1 .60
Total Expenses	<u>\$ 142.23</u>
Closing Bank Balance, September 21, 2010	\$25,552.25
Equity Shares Held	100.00
Cash on hand	<u>0.00</u>
Net Worth, September 21, 2010	<u><u>\$25,652.25</u></u>

MOTION

**Moved by W. Vibert
 Seconded by M. Hull
 That the Financial Report for September 21, 2010 be accepted.
 Carried**

C. BUSINESS ARISING FROM PREVIOUS MEETINGS

Communications Plan – Thumb Drive Distribution

- Bill Davis unable to attend this meeting. To be discussed at the November 23rd meeting.

D. COMMITTEE REPORTS

Government Affairs

- Peter Glen is continuing his review of the mandate of this committee and will report further at the next meeting..

Management/Financial

- No report

Public Relations

- Peter Glen has had discussions with John Matsui over the summer months.
 - John has developed a tent card that could be distributed to politicians, etc. Copies were sent to OAB members for discussion.
 - Discussions were held regarding the use of a tent card to get the OAB message out. The target audience would be politicians; however OAB members are concerned about the fact that in some municipalities the message should be directed to emergency services representatives.
 - OAB members present agreed not to proceed with the tent card idea.
- Judy Broomfield has re-drafted the funding letter and sent it to Dave Hanly.
 - The draft was sent to Pat Vanini, AMO Executive Director. A reply was received from Jennifer Mark, Policy Advisor, who indicated that document was not really in a format suitable for “AMO Watch” (AMO Watch File available from the AMO Home page at www.amo.on.ca)
 - Judy will follow up with Pat Vanini and Jennifer Mark re:
 - Is AMO still willing to assist?
 - What is the correct format for distribution?
 - Can the OAB obtain a distribution list?
- Peter Glen will go back to John Matsui and discuss how the OAB could make further beneficial changes to the web site.
- Jim Friend has agreed to continue on as the OAB Webmaster.

Technical Information

- No report.

Wireless & Nomadic Technologies

- Judy Broomfield reports that there has been a lot of activity at the CRTC ESWG.
- Telecom Decision CRTC 2010-387
 - On June 17th the CRTC rejected the proposed Canadian I2 approach
Telecom Decision CRTC 2010-387
<http://www.crtc.gc.ca/eng/archive/2010/2010-387.htm>
Viability of proposals for the provision of E9-1-1 service for nomadic and fixed/non-native VoIP subscribers
In this decision, the Commission determines that there are no viable alternatives to the voice over Internet Protocol (VoIP) 9-1-1 service currently provided with nomadic and fixed/non-native VoIP service. The Commission therefore directs nomadic and fixed/non-native VoIP carriers to make certain improvements to their current VoIP 9-1-1 service until next-generation 9-1-1 service is implemented. The Commission also requests the CRTC Interconnection Steering Committee Emergency Services Working Group to monitor developments that could lead to further improvements to the current VoIP 9-1-1 service or lead to a viable alternative solution, and to file an annual report of its findings.

- Current routing for these calls will continue; i.e.,
 - 9-1-1 calls processed by third party
 - Manually routed to PSAPs based on a) what the caller verbally indicates, or b) based on file information from customer
- The CRTC has directed that within 90 days ISPs are to contact all customers to confirm their emergency contact information.
- ESWG also directed to monitor the development of NG9-1-1
- Peter Glen reported that on September 13th Bell filed a Part VII of the CRTC Telecommunications Rules of Procedure (Section 62 of the Telecommunications Act).
 - Copies distributed to members via email on September 27th
 - The Form VII is an application to the CRTC for a review and vary Telecom Decision CRTC 2010-387
 - This will require participation by the OAB
 - The services of Jean-Francois Leger will likely be required to assist with the OAB submission.

MOTION

Moved by J. Broomfield

Seconded by J. Friend

That Peter Glen be authorized, on behalf of the Board, to contact Jean-Francois Leger to review any requirements of the Bell Part VII application to the CRTC.

Carried

- Wireless Phase II Stage 1
 - Now completed across the Province
 - Discussion is now progressing on “how to make it better”
 - Currently PSAPs are receiving only a single coordinate with each call. Accuracy is on a “best efforts” basis only – could be all over the place.
 - On demand type services would require an upgrade of the 9-1-1 network in Ontario
 - Unsubscribed handsets
 - No guarantee that information will be received
 - No callback number
 - Carrier won’t have any records
- Texting for DHHSI (Deaf, Hard of Hearing and Speech Impaired) persons
 - **Telecom Decision CRTC 2010-224**
<http://www.crtc.gc.ca/eng/archive/2010/2010-224.htm>
CRTC Interconnection Steering Committee – Improving access to emergency services for people with hearing and speech disabilities
 - On April 21st the CRTC approved the recommendations of the CISC EWSG regarding 9-1-1 services for DHHSI persons, briefly described as:
 - DHHSI person must register their handset
 - User initiates a 9-1-1 voice call (likely silent call with background noise)
 - Phase I/II information provided to the PSAP
 - Special Class of Service identifier will show handset as being registered
 - PSAP calltaker will initiate SMS text message
 - CRTC has directed that a trial be conducted as soon as possible. Toronto Police will be working with Bell to set up trial, target is Q1-2011.
- CISC ESWG Also Watching
 - Change Notification Process (to Bell); i.e., boundaries / street name changes, etc.

- Real-time Access to ALI Computer; i.e., records updating in a timely fashion. Currently using a batch process – would like instantaneous.
- ECNS (Emergency Call Notification Service); i.e., tariff finalized

Wireline

- No report

Ad Hoc Sustainable Funding Resources

- No report.

E. NEW BUSINESS

OACP Resolution

- Peter Glen advised that the Ontario Association of Chiefs of Police passed Resolution 2010-09 at their annual general meeting held in June. The title of this resolution was:
“**Increasing Standards of Effectiveness for Wireless Enhanced 911 Service for all Canadians**”
Copies of the resolution were emailed to OAB members in September.

NENA ONTARIO CONFERENCE

- “Better Together – Believe It, Achieve It
September 25th to 29th, 2010
Hilton Suites Toronto/Markham Conference Centre

F. ADJOURNMENT

Future Meetings

- Tuesday, November 23, 2010

MOTION

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