

# Ontario 9-1-1 Advisory Board



## MINUTES

Tuesday, September 27, 2011

10:00 am

Peel Regional Police Headquarters  
Chief's Management Group Boardroom  
7750 Hurontario Street  
Brampton, Ontario

### A. OPENING

#### PRESENT

##### EXECUTIVE COMMITTEE

Peter Glen Ontario Association of Chiefs of Police  
Tom Voisey Secretary-Treasurer

##### MEMBERS

Mark Hull Ontario Ministry of Health  
Nancy Banks APCO Canada  
Bryan Baxter AMO – Small Urban Caucus  
Bill Davis AMO – ROMA  
Paulo DaSilva Ontario Association of Chiefs of Police (A)

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

Tom Paniak Bell Canada  
Mark Hitchman OPP  
Tracy Finn NENA Ontario  
Ken Sluman Peel Regional Police

##### REGRETS

Jim Friend AMO – Regional Caucus  
Fadi Dabliz Bell Canada  
Art Graham Toronto  
Bryan Burbridge Ontario Association of Fire Chiefs  
Carol-Anne Albertson Ministry of Natural Resources  
Mike Charles OPP

#### QUORUM

**QUORUM**

**TOTAL VOTING POSITIONS PER CONSTITUTION: 13**  
**TOTAL CURRENT VOTING POSITIONS FILLED: 9**  
**TOTAL VOTING MEMBERS IN ATTENDANCE: 5**  
**QUORUM PRESENT**

**OPENING REMARKS**

- Welcome to all from Peter Glen.
- Peter advised that his last meeting before retirement will be February, 2012
- Round-table introductions.

**B. MINUTES / FINANCIAL / CORRESPONDENCE**

**MINUTES**

- Review of minutes of the June 7, 2011 meeting.

**MOTION**

**Moved by B. Davis  
 Seconded by P. DaSilva  
 That the minutes of the June 7, 2011 meeting be adopted.  
 Carried**

**FINANCIAL**

**FINANCIAL REPORT**

Opening Bank Balance, June 7, 2011	15,800.48
Plus:	
Total Deposits Dep#37 NENA IOntairo	\$ 1,000.00
Less:	
CK#143-07/06/11 – Tom Voisey [RE: Retirement - J. Broomfield]]	\$ 45.19
CK#144-07/06/11 – Frances Wise [RE: Meeting Refreshements-15/02/11]	\$ 32.53
CK#145-07/06/11 – Liz Catering [RE: Legal Services]	\$ 126.56
Bank Service Charges [30/06/11]	\$ <u>1.80</u>
Total Expenses	\$ <u>206.08</u>
Closing Bank Balance, September 27, 2011	\$16,594.40
Equity Shares Held	100.00
Cash on hand	<u>0.00</u>
Net Worth, September 27, 2011	<u>\$15,694.40</u>

**MOTION**

**Moved by P. DaSilva  
 Seconded by N. Banks  
 That the Financial Report for September 27, 2011 be accepted.  
 Carried**

## **MEMBER RETIREMENT EXPENSES**

- Peter Glen had made arrangements for awards that recognize the years of contributions made by retiring members Judy Broomfield and Patricia Berry. These plaques were purchased by the London Police Service on behalf of the OAB, in the amount of \$305.46.

**MOTION**

**Moved by B. Baxter**

**Seconded by B. Davis**

**That the London Police Service be reimbursed the amount of \$305.46 for expenditures made on behalf of the OAB to purchase retirement recognition plaques.**

**Carried**

## **CORRESPONDENCE**

- July 22, 2011, 2011, email from Colin Cope, Chair of the Township of Norwich Police Services Board re concerns regarding false 9-1-1 calls suggesting that PSBs be represented on the OAB. Bryan Baxter replied to this message by advising that he was the OAB member representing the Ontario Small Urban Municipalities as well as being the Chair of the Cobourg Police Services Board. Bryan indicated that the OAB shares Mr. Cope's concerns and invited Mr. Cope to contact him if further information is required.
- August 15, 2011, email from Suneal Verma, WaveRok Inc. who are interested in developing a solution which dials 9-1-1 on a mobile device based on emergency situations. Suneal was looking for someone to speak regarding this. The email was responded by Peter Glenn who advised that the best advice that the OAB could offer would be to ensure that any such application development should follow the rules as determined by the CRTC. Peter provided Chris Kellett's contact information (Chair - CRTC Emergency Services Working Group) to Suneal should he be interested in the CRTC working groups.
- September 27, 2011, email from S. Hickling, a Barrie, Ontario resident regarding a discrepancy in municipalities that her address is in when 9-1-1 is called. Tom Paniak was forwarded the message for follow-up.

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

### **Pocket Dialed 9-1-1 Calls**

- Further to the discussion at the June 7th meeting Peter Glen advises that the topic of Pocket Dialers was on the OACP Agenda for a meeting to be held on September 29, 2011. He wants to ensure that OAB thoughts regarding this topic are communicated to that group. The OACP will advise all Police Services in Ontario.
- Information/statistics are being collected by a number of different agencies, however there a number of approaches being used regarding what is being collected. For example, OPP are tracking event codes specific to cellular 9-1-1; and Toronto Police are tracking calls where person says that they didn't know that a 9-1-1 call was placed. Ken Sluman, Peel Regional Police indicates that their process is not in the OACP format and that his tracking indicates a 19.31% increase in these calls from last year.

- Peter Glen will not have a final document for Thursday's OACP Meeting. Some of the outstanding issues for the report include (1) a definition of "Pocket Dial"; (2) Media campaign; and (3) words to indicated that the actual WSP is not as important as the make/model of the wireless device.

### **OAB Funding Campaign Letter**

- Peter Glen had revised the OAB funding campaign letter and it was distributed by email to the Board members. Discussion was held at this meeting and there was general agreement that the letter was appropriate and read to be distributed.
- Further discussion took place regarding how the letter would be distributed. Previous campaigns used a database that included the coordinates for all Municipal Clerks associated with AMO. That was a long time ago and the data would likely be very out of date. Bill Davis recommended that the OAB do a mail out. Peter Glen will contact Pat Vanini, Executive Director of AMO regarding the data base.

## **D. COMMITTEE REPORTS**

### **Government Affairs**

- No report

### **Management/Financial**

- No report. Bryan Baxter requested that the Secretary/Treasurer prepare a membership list with all the contact information for Board members.

### **Public Relations**

- Nancy Banks provided further discussion re the new website including the development of a Q&A/FAQ area. As per the last OAB meeting Nancy will work with Jim Friend to review the website; i.e., consideration of liability issues and use of PSA. Jim Friend is still totally immersed with the commissioning of their new Fire Communications Centre. They are in the final stages and are hopeful of a December "go live" date.

### **Technical Information**

- **Skype**  
Peter Glen reports that Skype is now offering connection to landline and wireless networks. You can dial emergency 3-digit numbers but get a recording saying that Skype "cannot connect". Their website is unclear regarding 9-1-1. He has written to Skype but to date no response. Peter has sent the info to Chris Kellett for comment.
- **CRTC Telecom Notice 2011-596**  
Peter Glen reported that The CRTC release Telecom Notice 2011-596 on September 19, 2011. This notice deals with contractual arrangements between local VoIP service providers, wholesale customer and subordinate wholesale customers to ensure that they all abide by the CRTC directions regarding the provision of 9-1-1 service. The OAB has until October 19th to state that

they are an "interested party" and file comment. Further consultations with JP Leger might be required.

- **CRTC Telecom Decision 2011-619**

September 26, 2011

"Bell Aliant Regional Communications, Limited Partnership - Application regarding notification and express consent requirements for 9-1-1 services and their applicability to fixed/native VoIP service."

Peter Glen reports that there is no need for intervention here. There is no change to the VoIP notification process.

### **Wireless & Nomadic Technologies**

- Tracy Finn reported that she was in Ottawa at the CRTC meeting and advises that the T9-1-1 project is moving ahead.
  - WSP's + TPS + Peel Police + EComm + Montreal 9-1-1 are doing end-to-end testing in November
  - The vendor that will provide the text gateway will be Impact Mobile and the application is called Agent511
  - Procedures are being written
- Tom Paniak reports that IPVPN circuits are being installed for the T9-1-1 trial. Some of these will be used in September 2012 for the new IP-based ANI/ALI systems.  
The registration process is not fully defined yet and recommends that trial users reserve a telephone number for the trial.  
PSAP requirement - a PC with a browser  
New Classes of Service will be set up; TXE for English speaking users and TXF for French speaking users.  
Agent 511 provides .xml feed -- works with Integraph.  
Primary PSAPs only in trial.  
Tom indicates that there needs to be a standard reply; i.e., "Call cannot be completed" that would be presented to unregistered people who try to text to 9-1-1.

### **Wireline**

- Mark Hull referenced an article from The Canadian Press that quoting a Convergence Consulting Group study that predicts that 2 million Canadian homes will be landline-free in 2011. Mark will make the article available for distribution to all members.

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

- No report

## E. NEW BUSINESS

### CRTC Emergency Services Working Group

- As a participant on the ESWG group Ken Sluman advises that the problem of location accuracy is being looked at. He has noted that the rate of wireless calls without appropriate latitude/longitude information has tripled. The problem often sees error messages where the lat/long information should be. Also, often the lat/long information is somewhat bizarre; i.e., wireless call in Peel gives coordinates that place the caller in far-off places (eg. Africa). Accuracy of this information varies with WSP's. Ken is hopeful that ESWG will assist with establishing performance standards in this area. Further updates to be provided as they become available.

## F. ADJOURNMENT

### Conferences

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

### Next Meeting

- February, 2012

---

**MOTION**

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

---