



National Emergency Number Association (NENA) Ontario Chapter

NENA Ontario Chapter General Membership Meeting Minutes May 27, 2014 10:05 to 12:45 hours

1. Call to Order – Linda Dickson – Meeting called to order 10:05 hours

2. Roll Call – Sign in Sheet passed around for signatures

- Linda Dickson, NENA Ontario Past President, Wellington County
- Sue Dawson, NENA Ontario President, Barrie Fire
- Carol Frank, NENA Ontario 1st VP, York Regional Police
- Tracy Finn, NENA 2nd VP, Toronto Police
- Thompson Morrow, Toronto Police
- Sandy Hutchison, Stratford Police
- Scott Grover, Guelph Police
- Laura Phillips, Guelph Police
- Kerry Kapuscinski, Durham Regional Police
- Sue Sartain, Durham Regional Police
- Harry Dunning, Guelph Fire
- Carol Hubacheck, Peel Police
- Sherry Warren, York Regional Police
- Peter Holland, NENA Ontario Treasurer
- Tom Gaffney, London Police
- Louis Clark, Cambridge Fire
- Glenn Freer, RCI Rogers
- Lori Powers, Windsor Police
- Larry Breen, Bell
- Sue Knox, Durham Regional Police
- Kelly Dobson, Cambridge Fire
- Holly Barkwell, BH Group Inc
- Dave Evans, Niagara Falls Fire
- Trish Schweizer, Hamilton Fire
- Jim Friend, Hamilton Fire
- Tom Paniak, Bell Canada
- Larry Breen, Bell Canada
- Sheryl MacPhail, Conference Committee
- Cathy Clark, Simcoe County Fire
- Collette Tanner, Hastings County
- Steve VanDyk, Halton Police
- Robin Johnstone, Niagara Police
- Denise Boyd Dunlop, Wellington County

3. Approval of Minutes from November 6, 2013 Meeting –

Moved by: Carol Hubacheck Seconded by: Collette Tanner
Motion: Carried unanimously

4. Business Arising from Minutes –

Amendment's to Constitution/Bylaw

- April 27, proposed Amendments to Constitution/Bylaw sent out to membership discussion:
- Sheryl MacPhail, Registration should be included in the financial statement of ammendments.
- Such costs for NENA business provided to the executive for cost incurred for registration, accommodation, travel and meals assigned during chapter duties.

Passed: as further discussed and changes made on May 27, 2014.

Moved by: Linda Dickson Seconded by: Jim Friend

Motion: Carried unanimously

5. Swearing in of the 2014 Executive

Nancy Banks, NENA, Regional Director swore in:

Sue Dawson, NENA Ontario President

Carol Frank, NENA Ontario VP

Tracy Finn, NENA Ontario 2nd VP

6. Financial Report

NENA Ontario Treasurer - Peter Holland – Budget/Finances

- Approval of Budget
- Website updates
- National conference fee's or executive events
- Cost for this year's Training Symposium not included in profits for budget
- Monies allotted for executive events will be included at next meeting for accountability

Passed: Sheryl MacPhail

Seconded: Sue Sartaini

7. Discussion Items:

- ENP reimbursement, if member wants to approach their own company and then NENA will contribute after successfully passing ENP exam. \$400.00 is full amount for writing the ENP exam. Change policy to read full cost at time, if funding is available for reimbursement.

Passed: Dave Evans

Seconded: Holly Barkwell

NENA Ontario VP – Carol Frank - Training Symposium 2014

- Course certificates provided by NENA for full day and half day courses. Course descriptions provided to membership along with estimated costs which will be posted shortly on website. Cost may be included in Organization training budget. NENA Ontario will create letter outlining Training Symposium that can be provided to Organization sending members. Location, Novotel Conference and Hotel, 200 Bass Pro Mills Drive, Vaughan September 22nd – September 25th. Room registration provided to membership.

Canadian Regional Director Updates – Nancy Banks – National Updates

- Canadian Membership, 126 Ontario, 14 throughout rest of Canada. NENA courses offered, 25 across country, 15 in Ontario. NENA National will work hard to accommodate ENP testing as there is limitation to locations. A Standard was set out by National last year in relation to Wellness and Critical Incident Stress. Committees are being established for Wellness. Text with 9-1-1 is very different in the US compared to Canada. 9-1-1 goes to Washington content was mostly Text To 9-1-1. Recommend to read the blast from NENA National as there are some changes in schedule for NENA National in Nashville June 14 – 19. NENA National has created a Telecommunicator caucus with upcoming position for Telecommunicators. Friends of 9-1-1, a non-profit charity is now providing Telecommunicator Scholarship. October 5 – 8 is a NENA working conference, check website. APCO Emerging Technologies Conference was covered, interoperability, radio, cross border incidents. APCO international covered all the public safety apps which they reviewed, what is out there and who is using what.

NENA Ontario 2nd VP – Tracy Finn - OAB Updates

OAB is working hard to reach out to AMO who originally made up a large portion of the OAB board. OAB reviewing restructuring possibilities of the board but require input from

AMO to review requirements so they can move forward without issues. Without AMO sometimes quorum is a challenge. How do we grow, how do we get things done on the OAB. We hear that the Ontario government is starting to be updated, but there was a recent cabinet shuffle and now the pending elections, so things are at a stand-still at that level. NENA Ontario Chapter Past President Linda Dickson, advised OAB is important to help ensure 9-1-1 changes works for us, not for the government. Tracy Finn suggested that perhaps we need to start looking at NENA goes to QUEENS' Park and/or NENA goes to OTTAWA on an ongoing basis much like NENA goes to Washington. If we start continually putting 9-1-1 at the provincial and federal government yearly, we can hope they would have no choice to take notice and 9-1-1 could remain in the forefront.

NENA Ontario Past Past President – Holly Barkwell – NENA Ontario Website

- Current Website not in good shape, great need for redesign. Two possible companies for website design. Would like more people trained to add content to the website. What we are looking at is a website that will have multiple graphics, means, video, online training, mobile viewing, areas for hosting different types of information, blogging, posting, facebook, a location to provide opinions, advice and best practices. Some of the information we already share in smaller network groups can be distributed on the website. We will be making an announcement to membership and will need a committee to vet it. We will keep you informed of the website as we progress.

NENA Ontario Past President – Linda Dickson

- NENA Ontario has supported OAB with \$1000.00 for 2014, motion to accept.

Approved: Linda Dickson

Seconded: Harry Dunning

- Municipal Directory is available. There will be a Municipal 9-1-1 Coordinators meeting at the NENA Training Symposium this year to get the support as we move forward with the changes with 9-1-1.

Bell Canada Wireless 9-1-1 Product Manager – Tom Paniak

- Text with 9-1-1 enabled areas: Vancouver, Calgary, Peel Region, Winnipeg. Few lessons learned distributed on the 9-1-1 website. We should be including this on the NENA website.
PSAP to PSAP transfer, protocol should be created between the agencies. This feature will be available sometime in 2014, no exact date at this time. Bell will be sending out a bulletin about informing secondary PSAP's. When PSAP's are enabled, they should be contacting CWTA who updates the website as to what services are enabled www.textwith911.ca . PSAP should get in contact with the Municipality to advise

secondary PSAP when they are enabled. Bulletin relating to this should be available within a few days. PSAP's serving 500 Municipalities will find it challenging. A map showing who is not enabled would be helpful. Sue Knox advised that 211 offer's a map on their website. Peel is the first in Ontario to be enabled.

- Nancy Banks advised Peel Regional Police have not received a real call. Before completion of the Text with 9-1-1, they received one. Call Takers still give a verbal greeting as the call comes into the Communications Centre quickly at the same time as the information is received. The 9-1-1 drop Service Classification with show TXE for Text with English or TXF for Text with French. Peel is taking secondary PSAP calls with Basic Call Taking information obtained to generate a call for service. Peel has their own solution, which is running fairly well, will provide a show and tell to any agency interested. Peel's I.T. department would love the opportunity to talk to people about their solution. Peel has policies in place that may be changed once they receive some real calls.
- Tom Paniak advised that there hasn't been any real calls to date in the rest of the Country. If members of the community who are not deaf, deafened or hard of hearing register for this service, there is no way to prevent this as there are no checks in place. One strong indicator that the Text with 9-1-1 caller does not fit in the criteria is that background noise may indicate a speaking caller. There is a slight delay in the Text with 9-1-1 caller receiving the initial text from the PSAP, based on jurisdiction. There is a need to educate the public using Text with 9-1-1, so they realize there is a delay in receiving the initial text from the PSAP. It is the PSAP's responsibility to notify secondary PSAP's and Municipalities of their enabled date. In Future, Agent 511 will allow transfers to secondary PSAP's for Text English and Text French. Agent 511 times out and requires a new password, but previous passwords can be used.
- Nancy Banks advised that they have populated a few English translations to French. Peel has created basic communication translation and is using Google Translate for TEXT French.

NENA Ontario Past President – Linda Dickson

- Many people were not familiar with what we were talking about at the Supersession last year. Moving forward, we would like you feedback on what you would like to hear about at the supersession on NG9-1-1. NG9-1-1 is so much more than a 9-1-1 call now, interoperability, technical. We need to look at some other perspectives now and bring those to the table such as Governance, standards and legislation. We need lots of expertise. Workshops, to get working relationships going. A coalition needs to be created from a National prospective. Movement is slow with Government involvement. Discussion regarding networks need to happen first, not just talk about outcomes. We need a bigger entity to discuss, collation of the willing-group of people trying to move forward and getting in on the Communication Interoperability strategy of Canada. Technology is working faster than governance and this causes things not to come together. There are

some meetings being held, spearheaded by volunteers. What can NG do for us in the future, not just text, pictures and videos. Discussions need to be had on types of data that may be used in the NG9-1-1 world. We need to participate in the discussion or we will be managing their decisions after the fact. CITIG is an Interoperability Group which fits into NG9-1-1. Security components need to be an essential topic of discussion.

- There is a request from NENA National Telecommunicator Caucus that the name Telecommunicator be used instead of Dispatcher.
- On June 11th Canadian Wireless Group offering a ½ day workshop, google CSTA.CA/ps2014 for information. This is being held in Ottawa.

NENA Ontario Conference Committee Past President – Larry Breen

- President's Award information distributed. The award is given out in the Fall each year, nominations close August 15th.

8. Adjournment – meeting adjourned at 12:16hours

Moved: Holly Barkwell

Seconded: Sheryl MacPhail

Motion: Carried unanimously