



## National Emergency Number Association (NENA) Ontario Chapter

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### NENA Ontario Chapter - AGM Meeting Minutes

York Regional Police – 4<sup>th</sup> District  
2700 Rutherford Road, Vaughan, Ontario

Monday June 1, 2015  
10:00 hours

1. **Call to Order** – NENA Ontario President – Sue Dawson

2. **Roll Call - 26 Participants**

Tracy Finn, ENP, NENA Ontario 2 <sup>nd</sup> VP	Ritch Lowell, Niagara EMS
Chris Coker, Niagara EMS	Andy Scott, Niagara Region
Nancy Banks, ENP, Canadian Regional Director	Colette Tanner, Hastings County
Sue Knox, ENP, Durham Police	Kerry Kapuscinski, ENP Durham Police
Sandra Mackay, Durham Police	Doug Pflug, Guelph Police
David Miller, Guelph Police	Tom Gaffney, London Police
Kellie Dobson, Cambridge Fire	Scott Grover, Guelph Police
Kathy Noblett, Bell	Cathy Clark, County of Simcoe
Linda Dickson, Wellington County	Mike Dube, Kimball
Dianne Lamb, Peel Regional Police	Sue Dawson, ENP, NENA Ontario President
Carol Frank, NENA Ontario 1 <sup>st</sup> VP	Sue Sartain, Durham Police
Robin Johnstone, Niagara Region	Larry Breen, Bell
Tom Paniak, ENP, Bell	Peter Holland, NENA Ontario Treasurer

3. **Approval of Minutes from Conference Call - January 14, 2015**

Minutes approved as writing with one minor correction in section 6 – Discussion Items, item iii –  
The third bullet should read as follows:

- Budgeted \$8000 but will come in significantly under, although there are a few areas we still need to include and **one** that was forgotten

Motion to approve minutes as amended

Moved by: Linda Dickson      Seconded: Robin Johnstone

Motion: Carried

**NOTE: Minutes amended as indicated.**

4. **Business Arising from the Minutes**

There is no business arising from the previous minutes

**5. Swearing in of 2015 Executive** – NENA Canadian Regional Director – Nancy Banks

There were two candidates for the 2<sup>nd</sup> VP position – Kerry Kapuscinski & Robin Johnstone. It was very nice to see our members taking an interest in being part of the Executive. The vote was conducted electronically (by email) and the successful candidate is Robin Johnstone – Congratulations!

Nancy Banks officially swore in the new Executive for 2015:

Carol Frank - President

Tracy Finn, ENP – First Vice President

Robin Johnstone, ENP – Second Vice President

Motion to destroy the ballots.

Moved: Nancy Banks    Seconded: Colette Tanner

Motion: Carried

**6. Financial Reports** – NENA Ontario Treasurer – Peter Holland

There has not been a lot of change in the reports since January, 2015 as very little in the way of financial transactions take place in the 1<sup>st</sup> 6 months. (Documents attached)

These financials will be filed as the last pending the Incorporation of our Association. This will also change our fiscal year from Calendar year to Fiscal reporting. This will allow us to provide a full year report going forward at our AGM.

There have been very few transactions – the biggest of note is the \$7500 received from Bell for sponsorship at the upcoming APCO/NENA Conference, these funds will be transferred out to the Conference Committee.

Balance Sheet – is stable, again, the receivables from Bell will be transferred out.

Based on our current structure, which will fully change, many of the line items will carry forward; there will be a line item for insurance and legal (the costs for incorporation)

It has been projected that there will be an approximate income of \$9000 for the joint conference, it is hard to estimate and it is believe the figures are “under estimated” so there is a change we may come in a bit higher.

The new budget once incorporated will not bring any significant change.

Motion to accept the Treasurers Report:

Moved: Sue Knox        Seconded: Kerry Kapuscinski

Motion: Carried

**7. Incorporation Report** – NENA Ontario Treasurer – Peter Holland

What this means is that we will be forming a Not For Profit (NFP) Corporation. With this status we cannot solicit funding, but we can have a tax exempt status.

This process will begin with the current executive becoming an interim executive and we will need to file some basic forms which will take place over the coming weeks. This does not require (at this time) a new set of bylaws or any specific motions, just the naming of the Executive. Our

Association will be named: The National Emergency Number Association of Ontario Inc. and we will continue to be known as NENA Ontario.

Once the forms are filed, the process takes approximately 48 hours. Within 30-45 days of filing the forms, the first meeting of the Executive will be called and the bylaws will be reviewed. They will only change minimally as there are a few bylaws required due to the NFP status.

The bylaws will need to be filed within 18 months so discussions will need to take place with regard to Executive structure, banking, etc. Once finalized, we will call our first members meeting (via teleconference), to present the new bylaws, and proposed executive structure. The membership will have the opportunity to vote.

Once the membership has voted, the bylaws will be filed with the Canadian Revenue Agency (CRA) and NENA National.

Motion to appoint the current Executive, as the New Executive for Incorporation.

Moved: Larry Breen      Seconded: Kellie Dobson

Motion: Carried

## **8. Discussion Items**

### **i. ENP Reimbursement – Sue Dawson**

We will continue to provide the ENP Reimbursement this year, so far an indication that 5 people wish to write, - we want to keep the number of ENP's increasing.

ENP Exam - Tracy added that if you are considering writing the ENP, now is the time to start making your intentions known and reserving a spot with NENA National. We will be selecting an Exam cut-off date of mid-September as it takes a bit of doing and planning to ensure there is a proctor in place for the written exam, this cannot be done last minute. Once you have been registered for the exam with NENA National, the Executive will be notified of the numbers to write the exam.

### **ii. 2014 Training Symposium Survey Results - Carol Frank**

Carol briefly reviewed the responses from the survey. There were not a huge number of surveys returned, however overall it was deemed a success. In future if we consider this format it seems that more of a hybrid (1 hr, ½ day, full day sessions are preferred), there was also a concern that this format doesn't allow for much networking. All things to be considered going forward. Thanks to all who responded.

### **iii. 2015 APCO/NENA Conference – Tracy Finn**

The conference seems to be shaping up nicely. For those who aren't aware the APCO/NENA Conference will be in Niagara Falls – November 2 – 5, 2015. Online Registration is open, and there is an early bird price available.

The Speakers list is fairly well rounded and as part of the speaker selection committee I did my best to ensure that there is good content for the 9-1-1 side of the conference so it's not so radio-centric.

### **iv. President's Award Nomination – Larry Breen**

Nominations are open and will close on September 30<sup>th</sup>. Consider any member in your organization who is deserving of this recognition, even if you have nominated a winner in the past. Either the nominee or the nominator must be a NENA member

**v. Canadian Regional Director Updates – Nancy Banks**

- Greetings from President Christy Williams and the entire Executive Board
- Membership has grown to almost 9,000 members, believed to be due to the group memberships and the new telecommunicator category
- Ensure your contact information is up to date. NENA is doing less mailing and more electronically, if they don't have your correct or updated information you will be missing out
- NENA Annual Conference is in Denver – June 27 – July 2. On Sunday June 28, the 2<sup>nd</sup> 5 k walk/run supporting Friends of 9-1-1. Friends of 9-1-1 provides scholarships and training opportunities
- The NENA Development Conference will be in Austin, TX October 4 – 7 and followed by the Critical Issues Forum October 7 & 8
- The 2016 Annual Conference will be returning to Indianapolis
- All committees are busy writing and updating documents and standards. It may seem to take a lot of time, but there are many steps that must be followed to meet the ANSI Standards
- NG i3 V.2 is out for public comment and the work will begin on V. 3 Q3, 2015
- There is a joint APCO/NENA group working on PSAP requirements
- Text to 9-1-1 is still rolling out – we should be watching because eventually the public will expect that they can text to 9-1-1
- There is work being done to develop national telecommunicator training standards. The Denise Amber Lee Foundation has been successful in getting standards in place in Florida and a couple of other states
- Location Accuracy is focusing on wireless indoor locations
- Lots of discussion on consolidation
- New NENA/APCO Standard has been released on Quality Assurance and Improvement
- NENA youtube channel has webinars and other information – address is [youtube.com/911nena911/](https://youtube.com/911nena911/)
- The voting for this year's election closed May 19. The results will be announced at the membership meeting in Denver on Sunday June 28
- What's the Executive Board working on?
  - i. Bylaws – updates and rewrites
  - ii. Board policies – often based on the bylaws
  - iii. Strategic Planning for the Association
- Change in Board Members – Cheri Lynn Rockwell had a change in employment status and tendered her resignation for the position of 1<sup>st</sup> VP in February. As per the Bylaws, Renee Hardwick was sworn in as 1<sup>st</sup> VP (she was 2<sup>nd</sup> VP). She will remain as 1<sup>st</sup> VP and Christy Williams will complete a second term as President. This is in the best interests of the Association. This election will replace the 2<sup>nd</sup> VP.
- Education – the webpage has been updated. Webinar Wed is back. If you can't watch live, they are all archived and if you've registered, you can watch when convenient.

Subscription packages are available. Benefit is that multiple people can watch the webinar.

- CMCP – Centre Manager Certification Program is coming back to Canada in spring 2016
- Vacancy on the Education Advisory Board, information for applying is on the webpage
- ENP – numbers continue to increase, we are up to 35 in Canada. Know of one job where ENP is a requirement, if there are others let me know. Practice test is available. If you're looking for a study group, we can help find one or start one. The study groups have shown to be very successful.

**vi. OAB Updates – Tracy Finn**

There still has not been an OAB meeting since last updated, however the OAB has finally, successfully reached out to AMO, and received permission to begin to restructure as deemed necessary, reporting back to AMO and they will decide how they wish to be involved. We hope to have a meeting soon, to begin this process.

Tracy Further adds that because there has been no activity at the OAB, and won't be much in the coming months (except for the meetings) and suggests that NENA Ontario defer consideration of financial support for this year, but ask that it continue to be on the agenda of our AGMs for consideration going forward.

Motion to defer financial support to the OAB in 2015, but to consider continuation in 2016 going forward.

Moved: Linda Dickson Seconded: Sue Sartain

Abstain: Tracy Finn, Nancy Banks (both sit on OAB)

Motion: Carried

**vii. CRTC ESWG Updates (including Text with 9-1-1 (T9-1-1) & NG9-1-1) – Tracy Finn**

Much work is ongoing as always at the CRTC Emergency Services Working Group (ESWG). There was a two-day face-to-face meeting in Quebec City – May 26 & 27<sup>th</sup>. There are multiple TIFs (Task Information Forms) ongoing. We are always looking for more participants, as more hands make lighter work. Some of the highlights:

- i. **T9-1-1 - TIF61 (main Text with 9-1-1 TIF) and TIF67 (Chaired by T. Finn) – PSAP Operations** – looking at the transfer chat feature, a few issues have been identified by Toronto/Peel and we are hesitate to use the feature until the issue are resolved. Still few calls and Bell is working with Impact Mobile to review the issues. Ask that other PSAPs test the feature and provide feedback. Next call for TIF67 – TBD
  1. Currently there are 1671 registered Deaf participants 668 in Ontario
  2. As of today T9-1-1 is live in parts of Vancouver (Ecomm territory), City of Calgary, Manitoba, Province of Nova Scotia, and in Ontario (Atikokan, City of Barrie, Blind River, Brant County, Bruce County, Bruce Mines, Chapleau, Chippewas of Thames First Nation, Cornwall, Ear Falls, Elgin County, Elliot Lake, Essex County, Fauquier, Fort Frances, Georgina Island First Nation, Greenstone, Grey County, City of Guelph, Haldimand County, Haliburton County, Halton Region, Hastings County, Huron County, Kapuskasing, Kenora District, Kingston, Kirkland Lake, Lake Of

The Woods First Nations, Lambton, County, Lanark County, Leeds Grenville Counties, Lennox and Addington County, Manitoulin, Matheson, Moosonee, Mohawks of the Bay of Quinte Administration, Muskoka, Norfolk County, Northumberland County, Ojibways of the Pic River, First Nation, Oneida Nation of the Thames First Nation, Owen Sound, Parry Sound (District), Peel Region, Perth, Perth County, Peterborough County, Port Hope, Prescott-Russell Counties, Prince Edward County, Rainy River, Red Lake, Renfrew, Renfrew County, Sarnia, Sault North, Simcoe County, Sioux Narrows-Nestor Falls Twp., Six Nations of the Grand River First Nation, Smooth Rock Falls, Stormont, Dundas and Glengarry Counties, Sudbury East, Temagami, Thunder Bay, Tilden Lake, Timiskaming, City of Toronto, Upsala, Waterloo Region, Wawa-White River, Wellington County, West Nipissing, City of Windsor, York Region) For a further breakdown of coverage go to [www.textwith911.ca](http://www.textwith911.ca) There is great progress being made across the country.

3. Bell is looking at putting together a PSAP Registry to assist PSAPs with being able to transfer T9-1-1 calls across the country if required. This is also a step towards NG9-1-1 next steps.
- ii. **TIF69 - Location Accuracy** – Consensus Report has been submitted to the CRTC Report ESRE068. Decision expected sometime early summer. Document can be found on CRTC website  
Issue mentioned regarding SPSAPS having some issues – where primary is on the new network the secondary (still on X25) is not receiving lat/long. Seems to be isolated to only one carrier. Bell is working closely with the carrier and hopes to have the issue resolved. Once all on the new network, the issue will disappear if not resolved sooner
  - iii. **TIF73 Multi-Line Telephone Systems** (impact to PSAPS with business spread of vast geographic area – not always in same jurisdiction, college campuses etc.) How do we deal with calls with improper addressing etc., .
  - iv. **TIF75 Wireless 9-1-1 Test Calls** ( how can we streamline them to reduce impact to PSAPS etc.) – there have been a few good contributions from PSAPs on suggestions on how to reduce the number of calls, including the potential of automating responses with unique class of service. This may be of interest to PSAPs who are seeing growing demands for 9-1-1 testing. This TIF only focuses on the wireless calls but we do recognize test requests come from VoIP, MLTS, and Corporate Installations etc. Awaiting a contribution from Bell towards the end of June early July, and then a report will be submitted to the CRTC on this issue.
  - v. **TIF76 – Impacts of WIFI 9-1-1 Calling** – this is a new TIF that will explore a number of services that are currently available from WSP's that allow a mobility customer to make a voice call over WIFI from either a smartphone or a WSP-provided APP on a Table, PC/MAC
  - vi. **TIF77 NENA i3 Architecture Assessment**
    - This is a new TIF that will look at the NENA i3 Architecture, determinations to be made on if it is the solution for Canada and/or what

modifications need to be made. The CRTC will open a Notice of Consultation in the coming months on NG9-1-1 and it will be open to all including consumers. This TIF will be starting with standards and building from where we are – we want NG9-1-1 to offer nothing less than what we currently have

- Want to ensure PSAPs are clear that IP Migration is not the same as NG9-1-1, this is merely laying some basic ground work and nothing more.
- Tom Paniak updates with the following on the IP Rollout
  - 90% IP capable – installed
  - Not all on line yet
  - 28% migrated to the new network
  - 100% migration expected by end of this year
  - Circuits delivered by end of year to remaining 10%

#### **viii. Website – Holly Barkwell**

Sue advised that Holly sends her regrets, but reports that the process is underway. We expect this to take approximately 3 months start to finish (including logo creation) and to come in within the budget of \$3200. We expect to see a prototype or draft for review in the coming months.

#### **9. New Business**

Tom Paniak – With respect to “no answer” calls, Bell may have a way to address this by way of sending an automated message back to the caller. He asks that PSAPs consider if this is a viable solution that may work in their environments.

Tracy added that this seems like a good solution, but mentioned that this may not be one-size-fits all solution as many PSAPs already handle calls of this nature differently – some call back once, some more than once, some attend each and every call. She suggests that it may be difficult to assess its even viable until all are on the new IP network to see the impact of the increased call volume and once assessed over time, will be decisions made by Management at each PSAP.

#### **10. Closing Remarks**

As outgoing President, Sue Dawson just wanted to thank the members of the Executive as well as all members of the NENA Ontario Chapter for their support. She assures the group she will still be around to participate.

#### **11. Adjournment/Lunch**

Motion to adjourn the meeting.

Moved: Nancy Banks      Seconded: Tom Gaffney

Motion: Carried

**National Emergency Number Association, Ontario Chapter**  
**NENA Profit & Loss Budget Overview Total Year**  
**January through December 2015**

	<u>Jan - Dec 15</u>
<b>Income</b>	
Annual Conference Revenues	
Conference AA Attendance Fees	9,000.00
<b>Total Annual Conference Revenues</b>	<u>9,000.00</u>
Membership Dues	1,200.00
Miscellaneous Revenue	300.00
<b>Total Income</b>	<u>10,500.00</u>
<b>Expense</b>	
Annual Conference	
Conference Merchant Fees	0.00
<b>Total Annual Conference</b>	<u>0.00</u>
Bank Service Fees	48.75
Contract Services	
Legal Fees	250.00
Outside Contract Services	444.00
<b>Total Contract Services</b>	<u>694.00</u>
ENP Reimbursement	2,000.00
Insurance - Liability, D and O	500.00
Internet Web Hosting	3,200.00
Meeting Facility AGM	500.00
National Conference Fees	1,000.00
Presidents Award	100.00
Sponsorships	2,000.00
Telephone, Telecommunications	300.00
<b>Total Expense</b>	<u>10,342.75</u>
<b>Net Income</b>	<u><u>157.25</u></u>



**National Emergency Number Association, Ontario Chapter**  
**Balance Sheet**  
**As of 31 May 2015**

	<u>31 May 15</u>
<b>ASSETS</b>	
Current Assets	
Chequing/Savings	
RBC Current	9,421.76
Total Chequing/Savings	9,421.76
Accounts Receivable	
Accounts Receivable	7,500.00
Total Accounts Receivable	7,500.00
Total Current Assets	16,921.76
<b>TOTAL ASSETS</b>	<b><u>16,921.76</u></b>
<b>LIABILITIES &amp; EQUITY</b>	
Equity	
Opening Bal Equity	35,080.32
Unrestricted Net Assets	-25,209.43
Net Income	7,050.87
Total Equity	16,921.76
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b><u>16,921.76</u></b>

12:31 PM

## National Emergency Number Association, Ontario Chapter

27/05/15

## Profit &amp; Loss Budget vs. Actual

Accrual Basis

January through May 2015

	Jan - Dec 15	Budget	\$ Over Budget	% of Budget
<b>Income</b>				
<b>Annual Conference Revenues</b>				
Conference AA Attendance Fees	0.00	9,000.00	-9,000.00	0.0%
Conference AA Sponsorships	7,500.00			
<b>Total Annual Conference Revenues</b>	7,500.00	9,000.00	-1,500.00	83.3%
<b>Membership Dues</b>	0.00	1,200.00	-1,200.00	0.0%
<b>Miscellaneous Revenue</b>	100.00	300.00	-200.00	33.3%
<b>Total Income</b>	7,600.00	10,500.00	-2,900.00	72.4%
<b>Expense</b>				
<b>Annual Conference</b>				
Conference Merchant Fees	104.59	0.00	104.59	100.0%
<b>Total Annual Conference</b>	104.59	0.00	104.59	100.0%
<b>Bank Service Fees</b>	18.75	48.75	-30.00	38.5%
<b>Contract Services</b>				
Legal Fees	0.00	250.00	-250.00	0.0%
Outside Contract Services	339.00	444.00	-105.00	76.4%
<b>Total Contract Services</b>	339.00	694.00	-355.00	48.8%
<b>ENP Reimbursement</b>	0.00	2,000.00	-2,000.00	0.0%
<b>Insurance - Liability, D and O</b>	0.00	500.00	-500.00	0.0%
<b>Internet Web Hosting</b>	0.00	3,200.00	-3,200.00	0.0%
<b>Meeting Facility AGM</b>	0.00	500.00	-500.00	0.0%
<b>National Conference Fees</b>	0.00	1,000.00	-1,000.00	0.0%
<b>Presidents Award</b>	0.00	100.00	-100.00	0.0%
<b>Sponsorships</b>	0.00	2,000.00	-2,000.00	0.0%
<b>Telephone, Telecommunications</b>	86.79	300.00	-213.21	28.9%
<b>Total Expense</b>	549.13	10,342.75	-9,793.62	5.3%
<b>Net Income</b>	<b>7,050.87</b>	<b>157.25</b>	<b>6,893.62</b>	<b>4,483.9%</b>

**National Emergency Number Association, Ontario Chapter**  
**Balance Sheet**  
**As of 31 May 2015**

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<b>ASSETS</b>	
Current Assets	
Chequing/Savings	
RBC Current	9,421.76
Total Chequing/Savings	9,421.76
Accounts Receivable	
Accounts Receivable	7,500.00
Total Accounts Receivable	7,500.00
Total Current Assets	16,921.76
<b>TOTAL ASSETS</b>	<b><u>16,921.76</u></b>
<b>LIABILITIES &amp; EQUITY</b>	
Equity	
Opening Bal Equity	35,080.32
Unrestricted Net Assets	-25,209.43
Net Income	7,050.87
Total Equity	16,921.76
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b><u>16,921.76</u></b>

12:28 PM

27/05/15

Accrual Basis

**National Emergency Number Association, Ontario Chapter**  
**NENA Profit & Loss Budget Overview Total Year**  
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Legal Fees	250.00
Outside Contract Services	444.00
<b>Total Contract Services</b>	<u>694.00</u>
ENP Reimbursement	2,000.00
Insurance - Liability, D and O	500.00
Internet Web Hosting	3,200.00
Meeting Facility AGM	500.00
National Conference Fees	1,000.00
Presidents Award	100.00
Sponsorships	2,000.00
Telephone, Telecommunications	300.00
<b>Total Expense</b>	<u>10,342.75</u>
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