

NENA meeting - June 6, 2016

NENA Ontario – AGM Meeting Minutes

Toronto Paramedic Service/Toronto Fire Services Headquarters
4330 Dufferin St.
Toronto, Ontario
Monday, June 6, 2016
10am – 1pm

1. Call to order – NENA Ontario President – Tracy Finn
2. Roll Call – Tracy Finn
3. Approval of Minutes – motion by Larry Breen ; seconded by Donna Gill
4. Business Arising
 - a. No business
5. Announcement of 2nd Vice President - Kerry Kapuscinski
6. Swearing in of 2016 Executive – Nancy Banks
7. Financial Reports – Peter Holland:
 - a. Balance of 10,000;
 - b. Expecting money from APCO / NENA conference;
 - c. Profit loss net income of approx. 5,000; we're conservative due to uncertainty of revenue from APCO / NENA conference;
 - d. Actual result from conference is \$7100;
 - e. Areas of budget not expended were insurance liability D and O (was not incurred);
 - f. Web service site also not expended – carried forth;
 - g. National conference fees – no one attended last year;
 - h. Sponsorship for Ultimate 911 Training day;
 - i. Budget for this year – (more of a suggestion for us):
 - i. New structure for incorporation will address this;
 - ii. For this year, the discussion we had is depending on what sessions we are having this year and will be based on a break-even scenario;
 - iii. Kept the web hosting in at \$3,200 but they may be reduced;
 - iv. National conference \$1000 – do not believe that is going to happen this year;
 - v. Move into the corporation will have to present a budget at that meeting;
 - vi. This budget is more of a summary list;
 - vii. Question about ENP reimbursement - \$2,000 allocated in this budget – based on success of last year; prefer to keep that amount

Motion to approve: - Sue Knox; Seconded by: Nancy Banks

8. Incorporation Report

- a. Not for profit incorporation started early last year but was delayed; arduous and some stumbling blocks along the way which are normal;
- b. Officially we now have 2 formats – NENA Ontario structure and association structure (still operating under this);
- c. Aim is to become officially become incorporated on Sept 15;
- d. 3 members of the board;
- e. Federally regulated corporation – not for profit has to be registered federally but this is only affective in Ontario – if in the future we move to something for Canada, the structure will support it;
- f. Will have to hold another meeting before the end of the fiscal year – Dec 31;
- g. Had to obtain NENA International had to give approval for name since so closely related to theirs;
- h. Interim directors have given Peter authority to act on our behalf;
- i. Registered our GST/HST accounts;
- j. Have spoken with banks, need to create new bank accounts;
- k. New exec will set up the new signing officers but will still require approval of the membership at the first meeting;
- l. Requires a Board of Directors; decision has to be made on how they will be appointed. Members always approve appointment to the Board of Directors – discussing different events – feel it should be someone from the executive to maintain continuity – will become an issue in the by-laws – will have to have a minimum of 3 Board of Directors – term no longer than 4 years; would like to hold first Director's meeting prior to Sept 1 (interim are Carol, Sue, Robin and Tracy); will have a member's meeting after the directors meeting to approve and ratify the decisions from the directors meeting;
- m. Membership will be voting in the directors – directors will be appointing the Executive; will need to appoint an accountant; directors approve the banking arrangements and any other business deemed necessary;
- n. Existing bylaws are being recreated in a format required by incorporation – Peter is in the progress of doing this now;
- o. Main changes are how meetings are being held and how the Board is appointed;
- p. Once directors have internally approved bylaws, a members meeting **must** be held; in the future, the members' meeting will follow the directors' meeting to vote directors, confirm the modified bylaws. Until the membership has voted to accept the bylaws, they are not in place – members will vote in the accountant – would like to see the first directors' meeting before September 1st and the first members' meeting before the end of the year (preferably end of November);
- q. Required to submit all bylaws and structure by March 18, 2017;

- r. Will be running all of this by NENA International:
 - s. General duties of Board of Directors (elected by members): accountable to members only, responsible for managing affairs, appoint the executive;
 - t. Read key points re: Board of Directors;
 - u. Does not require a member of the Board of Directors to be a member of an emergency service but we can make that a bylaw;
 - v. Directors meetings will include a number of members of the executive committee to ensure well-rounded knowledge, skills and ability;
 - w. Officers will be appointing the committee – will make sure membership still has the control – will be written in to the bylaws;
 - x. Possible for an officer to be a director but see that as a conflict so we may or may not have that;
 - y. Liability – need to protect the directors and executive:
 - i. Have talked to an insurance company and has looked at rates (\$500 in the budget).
 - z. All members have to receive a full copy of the agenda/bylaws prior to the membership meeting (one-year meeting)
 - aa. Once everything is approved by members; all funds will be transferred to new accounts and the new bylaws filed with Corporation Canada;
 - bb. Going forward, need to file a memorandum every year advising who the Board of Directors are and the financial statement;
 - cc. Question from Sandy (Durham) – clarification on voting in Board of Directors; discussing process for voting in new members; looking at changing the term from 1 to 2 years; don't want to change the control of the membership; members control the by-laws;
 - dd. Question from Nancy Banks – minimum of 3 directors but you mentioned that the Executive appoints an accountant – how many other positions do you need? Answer – not required to change that in any way.
 - ee. Wrap it up – try to have first directors meeting and establish a date to get together as a group; will change structure of this meeting – changing fiscal calendar will determine when meetings are held.
9. Discussion Items:
- a. ENPs – did have the most reimbursements last year (3 members successful in becoming ENPs - Tracy Klingbyle, Laura Smith and Ron Willisroft. There will possibly be another opportunity at the workshop / conference for 2016 – worth having another exam to have more recognized in our industry (slower in Canada but starting to get there - approx. 38 in Canada now). Of note, this is the first time that our Board has been made up of all been ENPs

- b. Conference and workshop –
 - i. Delayed due to uncertainty of results of APCO/NENA conference;
 - ii. Did not yield as much revenue from the conference due to the different structure that APCO creates (higher end);
 - iii. Talked about needing to make sure it is beneficial to all members – workshop vs. conference; something for everyone - everything in one room (similar to APCO iCERT); speakers change - considerations need to include communicator-stream, management-stream and technical-stream;
 - iv. Perhaps over 2 days at most – cut out all of the frills (eliminate the sit down dinner, aim to break even and must provide our employers the return on investment); trying to be cognizant of employer mindset on budget restraints; we don't have an event planned yet; will be organizing within the next month or 2; looking for suggestions on topics from all members; looking at an hour presentation from each presenter; want it more interactive – some break-out sessions; want to make it where everyone is walking away with something of value; key is to give our membership what you need (from Carol) – involving managers, communications, IT; something from which everyone can benefit once a determination has been made. In the meantime, send suggestions to us in an email (anything you think is of value);
 - v. Discussions re: 2017 APCO/NENA conference in Windsor – APCO is interested in a joint venture – looking at possibly doing the joint conference every 2nd year and holding a workshop in the off year. We are still looking jointly for next year but it will ultimately sit with APCO on whether they want to partner with us. It makes sense to partner with them when APCO is in Ontario; looking at holding a workshop at the end of September. Lori Powers fully supports this and stated that she really noticed the difference with the APCO conference being so high end – any possibility to speak to APCO about bringing their style down?; APCO now has a conference planner which takes a lot of funds; takes a lot of the burden off of the planning committee but we lose a lot of control. We will look at discussing with APCO the structure of conference; making it more reasonable by being able to opt out of the dinner perhaps – can possibly negotiate a price where the dinner is an option;
- c. President Award Nomination 2016 – Larry Breen
 - i. Important to keep the president's award going regardless of whether we have a workshop or conference
 - ii. Want to keep it in the same timelines
 - iii. Annually we have the President's award in honour of Peter Gallant who passed away in 2010; decided to create the award in his memory – criteria

was largely collected from Diane Gallant (Peter's wife) – key points from memories of Peter and of the qualities that he possessed;

- iv. Set of approximately 5 different items including someone that cares about the job and likes to have fun. Information has been circulated and we ask for submissions every year. The Executive review the submissions and the recipient. Every year we remind everyone that the reward exists. Further criteria includes that either the nominee or nominator are a NENA member (read all criteria). We will be creating a new document with new deadlines and posting it on the website. It was put on the agenda because we don't often get a lot of nominations until the last minute so want to remind everyone to start thinking about it.

d. Canadian Regional Director – Nancy Banks:

- i. NENA 2016 Indianapolis – only one person at the meeting attending
- ii. Format is changing so that the regional breakfast is being held on the first day;
- iii. NENA 2017 is in San Antonio Texas; 2018 is in Nashville;
- iv. Will be doing our 3rd annual run for 9-1-1 at the conference to support the *Friends of 9-1-1* charity which provides scholarships for tele-communicators (TCs) to attend the conference;
- v. Changed the name for the development conference to *Standards and Best Practices* conference which is combined with *Critical Issues* forum to be held Oct 9 – 13 in Columbus, Ohio;
- vi. Feb 2016 was exciting for NENA... exceeded 10,000 members; a lot of increase has been in the TC category and has pushed membership up;
- vii. TC caucus is very active to ensure workshops are made available for TCs;
- viii. Approx. 240 members are from Canada;
- ix. Released this year was the mentoring centre – this and the TC caucus is geared to that and developing people for leadership positions;
- x. Continuing to increase our ENPs every year – Manitoba has almost as many ENPs as Ontario;
- xi. Always looking for information / articles for *The Call* magazine;
- xii. New web site is coming for NENA National; had hoped to launch at national conference but not quite ready;
- xiii. Education – always lots going on ... disappointed that CMCP course did run in Canada this year;
- xiv. Webinar Wednesdays are ongoing;
- xv. Two new courses – Tactical Dispatch for TC, and Recruit, Hire and Retain for success;

- xvi. NENA partnered with National administrators and iCert to push for NG911 to be implemented by 2020; version 2 of the i3 document is coming;
- xvii. New working group to develop recommendation for monitoring and managing NG911 services;
- xviii. NG911 data Management Requirements document has been completed and is now available – need to keep track of these as we are developing our strategies in Canada;
- xix. App development and Apps Accessing 9-1-1; NENA works with app developers so that they understand the requirements for accessing 9-1-1; will become a bigger issue how the apps will be affecting our 9-1-1 operations and what info will be delivered;
- xx. Commend the work the Executive and Peter have done on the bylaws; it's an onerous task – NENA National has recently gone through that – reminder to review the new bylaw structure for NENA National;
- xxi. NENA BC chapter is close to being up and operating. They have an interim Board selected and have put forward their bylaws however did not meet some legislative requirements but they are close.

10. OAB Update –

- i. Nancy is current chair; have been looking at how to restructure the OAB; approvals from EMO to replace some of the positions that were held for certain municipalities; have received approval to make changes as long as EMO kept updated
- ii. Created a draft of a new Constitution and have identified the groups that should be represented.
- iii. OAB is still functioning in Ontario. It is still responding to requests from citizens about 9-1-1 but most are being referred back to the agency that handled the 9-1-1 call;
- iv. The Government of Ontario held the majority of seats but weren't providing any people therefore we were unable to function without them and were restricted on who are eligible members. We have recreated it with who we think should be involved. Many members became inactive which made trying to obtain information from previous members difficult. As we move forward with NG, Ontario, BC and Manitoba are the only ones that do not have a provincial group to speak on behalf of 9-1-1. Our our government does not seem to have the interest. There is a difference in municipality responsibility and they don't always have a representative involved in provincial activities – there is an imbalance. We want to make sure we have a group that represents Ontario and can provide the responses when CRTC puts out the notice. Also dealing with a group that

is dwindling quickly. Perhaps it should be something that is joined with NENA Ontario and the 2 groups together provide the representation. OB needs people from government agencies; not all municipalities are part of AMO. Before ip, 9-1-1 really hadn't changed and therefore many municipalities didn't take any notice but now we really need involvement.

- v. Linda Dickson stated it was a good idea to join forces with NENA and OAB;

11. New business:

- a. No 9-1-1 legislation – without legislation there is concern that the province will just implement something without any voice or input from agency experts.
 - i. Nancy Banks advised that Chris Pitton was supposed to be putting together a committee within the government but nothing has been done yet.
 - ii. Linda Dixon advised that she has seen things transpire at a more senior level; feel that they have the expertise but it's at a very high level which could be problematic;
 - iii. Consensus was that everyone would like to see a NENA Goes to Ottawa opportunity (similar to NENA Goes to Washington in the U.S.). It is time for NENA and the OAB to band together and get that process started – to get meetings at the provincial level; be able to get involved in the conversations that are going on to move forward on the initiative
 - iv. A lot of the info received from US and are perspective is not the same – need to be aware that some of the things they think are happening will not be happening; disconnect between decision-makers and the people making standards on what is required which is very problematic;
 - v. Limited in OAB membership, came up with every organization that we thought of that could offer input was difficult but have a draft constitution and would like to move forward – partnership between the two in order to get attention – hope that groups identified will cause focus to move up to receive some attention
- b. Tracy Finn advised that last year we, NENA ON, deferred contribution to OAB however would still like to still see that in our purview but will defer it for another year in light of our restructuring (operating expenses right now are delegated to running the web page.

Motion to approve to defer the funds to next year by Linda Dixon; seconded by Sue Dawson

12. CRTC ESWG – Tracy Finn

- a. CRTC has held notice of consultation – 2 separate phases – first for service providers and PSAPs – mandated to respond – due May 9th; 2nd part of notice

of consultation out to interested citizens – collectively we had 20 or so PSAPs that put something together and submit – commission likes to see strength in numbers; CRTC has read it; don't know what is going to happen with the notice of consultation – it is closed – can ask questions – contributions on their web site; can submit to ask questions of the writers – due in July – unknown if there will be questions; January 2017 there will be hearings; had to indicate whether you would like to appear – TPS will appear and one or two people from the PSAP group will appear; after the hearing which will last approx. 5 days, they expect a decision on where we are going to head and what NG will look – decision by June (Commissioner responsible for the decision retiring) in the meantime, the work continues to all of the things being done by CRTC – NG will branch off to technology, network and PSAP considerations – commission doesn't regulate PSAPS so what PSAPs want to happen, don't always work – try to represent the challenges that PSAPs encounter ; seen as being difficult – have budgetary restraints – takes things longer for PSAPS to have funds available – processes are very different than the technical side and they don't always mesh – make sure these issues are presented ; also hard to maintain funding when we don't know what will be required ; Text with 911 2200 registrants across the country – have had approx. 43 calls in Toronto since 2014; but the ones that have been received are serious (threats suicide 43 mins) successful but challenging - discovered a glitch with iPhone (Rogers network) can text 9-1-1 without problem but 6s receives an error when texting to 91-1 – identified at the beginning of March – still not resolved -- if call takers come across the situation; make bell Canada know so that the issue is logged – only know right now that it's happening wth rogers on the iphone 6s device – don't end the session because they think it's not working – between impact mobile (creator of agent 511) and Rogers; will only find out about the issues as we keep moving forward – if not a Bell issue or beyond control will make sure carrier follows up

- b. PSAP Portal – a national PSAP Portal is being created by Bell for the purpose of being able to access agency information associated to all P-PSAPs across Canada.
 - a. This information will not be disseminated to vendors but will be available for PSAPS only.
 - b. It will provide a 10-digit 24/7 telephone number to transfer the call 9-1-1 calls. At this time, it will not be listing secondary PSAPS since there are so many.
 - c. Priority is to get the call to the right PSAP across the country.

- d. There will be password access and want to make sure information cannot be printed.
- e. Provinces have different restrictions therefore considerations must be given to meet all restrictions across the country.
- f. This sets the way for NextGen – not a direct connection but better than current process.
- g. More than likely will lead to requests for other – who else would we want to have access? Will it be the same information? (Poison control, OnStar, etc.). This will evolve over the next few years but need to make sure that confidential information remains that way. (Several TIFs pertain to this endeavor)

Point of Interest: SWTA released two information videos on YouTube on how to use 911. The videos go through how to place the call, keeping the call active i.e. "don't hang up". The videos have been posted to the Toronto Police Service Facebook page. Everyone is encouraged to take a look at them and consider posting on your agency's website or pass on to Corporate Communications to put out through social media – important to share with TCs (3 minute video)

13. Website – Carol Frank

- i. Holly has been working on this for quite a while;
- ii. Website is quite outdated. Ideally we want to include notification, TIF decisions, CRTC issues; opportunities to share training material and to offer webinars. Also would like a platform offers Ontario members more for their membership fees. This can be utilized as another way to push training out to members (include 2-minute training material); can share info from the Bell 9-1-1 manual, and would want it to have the ability to use PayPal function for workshops - simply, user friendly website that could also accommodate online voting which would definitely be a consideration in the future.
- iii. We have 3 different quotes:
 - 1. George Brown
 - a. Concerned on the maintenance and service
 - b. Cheaper but causes for concern
 - 2. Sweet World Media; and
 - 3. CMS web solutions; (this quote has a lot of additional costs for extras so it wasn't as attractive)
- iv. have also reached out to web savvy people at organizations -
- v. Sweet World Media quote is seriously being considered because:
 - Smaller company- been in business 6 years, and
 - User friendly platform – deluxe platform (there is a cost)

- Investigation into this company indicates that it has been holding strong for 6 years but there is concern regarding service and maintenance because it is such a small company.
- A face-to-face meeting will be scheduled in order to obtain a more detailed description of what is provided and discuss expectations in order to have a product that fits our needs. Have 3200 dollars in our budget, if we need to go over it will have to go to the membership before spending the money... possibility the quote will come under this but sweet is the company that is preferred
- vi. Peter advised the other options are using custom codes that exceeds our needs ; *Wordpress* is more suitable to our needs

14. R2MR – Carol Frank is looking into offering this course free to our membership. The vision includes:

- a. 6 hour course
- b. Lunch will be provided
- c. Max of only 35 / class
- d. Robin Johnstone and Carol Frank are certified to train
- e. Program written by Ministry of Health therefore permission to teach is required
- f. More information is up and coming on the website – just waiting for permission from the Ministry of Health – do not perceive any problems
- g. Probably hosted in Vaughan area in the fall
- h. If we find there is a big demand, will look at another session
- i. Mandatory course within many organizations
- j. OPC hosts the Train the Trainer course and they have to sign a contract that it will be taught as written to maintain integrity

15. New Business:

- a. No items brought forward

16. Closing Remarks

- a. Carol Frank delivered a heartfelt address regarding her time on the Executive and her involvement with NENA

Motion to adjourn by Sue Dawson; seconded by Kerry Kapuscinski.