



National Emergency Number Association (NENA) Ontario Chapter

NENA Ontario Chapter Annual General Meeting Minutes

**May 16th, 2012
10:00 to 13:00 hrs**

I. **Call to order** – Kim Bastin - Meeting called to order 10:02 am

II. **Roll call** – Sign in Sheet passed around for signatures

- Bill McKay, Kane-MacKay + Assoc
- Steve VanDyk, Halton Regional Police
- Tracy Finn, Toronto Police
- Larry Breen, Bell
- Robin Johnstone, Niagara Regional Police
- Kerry Kapuscinski, Durham Regional Police
- Gail Reed, Barrie Police
- John Anglin, Barrie Police
- Sherry Warren, York Regional Police
- Carol Hubacheck, Peel Regional Police
- Grace Kempers, Peel Regional Police
- Glenn Freer, Rogers
- Peter Lang, Rogers
- Carol Frank, York Regional Police
- Holly Barkwell, NENA ON, 1st Vice President, BH Group Inc.
- Peter Holland, BH Group Inc.
- Kim Bastin, NENA ON Past President, York Regional Police
- Linda Dickson, NENA ON, President, Wellington County
- Sheryl MacPhail, SamCom
- Sue Dawson, NENA ON, 2nd Vice President, Barrie Fire
- Gavin Hayes, Trillium College
- Nancy Banks, NENA Regional Director, Peel Police
- Sue Knox, Durham Regional Police
- Tom Paniak, Bell
- Kathy Noblett, Bell
- Sharon Laidlaw, Barrie Fire

III. **Approval of minutes from May 30th, 2011** – motion to approve Gavin Hayes seconded by Carol Frank. Motion carried unanimously

IV. **Open issues**

- a) ENP Program – Nancy Banks for Fadi Dabliz
- Increased interest in ENP. Numbers are not growing greatly as some people retire and their memberships expire are not renewing. A survey will be going out soon to find out why members are not renewing. Changes made last year should increase interest; the survey should point out any other modifications required. Canadian arrangements for writing the exam are made individually because testing centres are not as numerous as the U.S. Book of knowledge has been updated to include more Canadian content.
 - The bank of questions is reviewed annually to make sure that questions are appropriate

Check the website regularly for updates. <http://www.nenaontario.com>

- Question was raised re: renewal for this year. Is the exam based on the old BOK or the new one? Will NENA send out a new BOK to people who just purchased a BOK and were sent the old one? (Nancy to follow up and find out if National will replace them)

- b) Conference 2012 Presentation – Holly Barkwell
 - Question was raised about whether we will be offering the ENP exam. Holly emailed Bob Cobb approx. 3 weeks ago asking if we can and what the requirements were. (Nancy to follow up) Included in that email was whether we could offer an incident management course to allow members to earn points to write the exam (Nancy to follow up on this as well)
 - Pricing has been slightly revised to reflect costs, vendor pricing now includes a second registration

- c) Conference 2011 Updates – Linda Dickson
 - Memberships and individuals per day attendees approximately 125 per day
 - Survey went out after the conference and feedback was very well received. We've made a couple of changes based on the survey results

- d) Financial Report – Peter Holland
 - 2011 conference made money
 - \$6,490 profit from the conference (see financial balance sheet)
 - Motion to approve financials: Peter Lang seconded by Steve VanDyk
 - Motion carried

- e) Update on Membership – Nancy Banks
 - Canadian membership is remaining pretty steady at about 200
 - As members join, others retire
 - New members are coming on board; Next Gen is big driver
 - Membership committee is working on a survey to send out soon. Please, please respond. This is the best way to let the association know how it can improve
 - Please review the NENA course offerings and let the exec know what if anything is missing
 - Webinars are being offered free of charge. Please take advantage of them.
 - Please cast your vote for the NENA national executive election
 - National has asked Nancy if the Canadian regional meeting would be willing share space with the international group. Consensus was no.
 - Looking for participation in working groups. Working groups have been merged in one main structure. (Technical and operational structures have been merged). They are a great way to find out what is going on in the industry
 - Are there any issues for Nancy to take back to the national board



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- f) OAB Updates – Tracy Finn
- Pocket dial campaign is now on. Not seeing the reduction that was hoped. Toronto PD launched their own pocket dial campaign and everyone is working to trying to keep it in the media. OAB is monitoring the initiatives across the province
 - New OAB website has pocket dial information that can be used by agencies upon request
 - Texting trials are underway. Trial should be complete in June
 - Phase II Stage II testing scheduled for Sept 1 in PEI. (in call location update)
 - Discussions are under way regarding VoIP, Next Gen, and other issues in the Emergency Services Working Group. Nancy will be submitting a report from the ESWG to the OAB
- g) Text to 911 trials – Tom Paniak and Peter Lang (chair of text to 911 committee)
- Pre-test work is underway
 - Testing has been underway for several months
 - 33 test scenarios have been developed to be tested in the 4 test locations
 - Most service providers are participating but not in all locations; Ontario (Bell, Telus, Rogers, Wind), Montreal (Bell, Telus), and Vancouver (Bell, Telus, and Wind)
 - A Tiff has been issued for the trial. Check the May 2012 Newsletter
 - May 22 in Toronto the actual testing will begin with the deaf and hard of hearing community
 - Agencies in border areas may receive calls inadvertently. Educate call takers in what to do in the event a pocket dial is received with the texting call for service (Tracy will have a screen capture to use in communications if required)

V. **Announcement of 2012 2nd VP Position Results** – Larry Breen (election committee chair)

Three excellent candidates this year, very exciting. Larry thanked everyone and introduced the candidates; Carol Frank, Gavin Hayes, and Sue Dawson.

The winner of the position of 2nd VP; Sue Dawson

VI. **Swearing in of the 2012 Executive** – Nancy Banks

Linda Dickson – President
Holly Barkwell-Holland – 1st Vice President
Sue Dawson – 2nd Vic President
Kim Bastin – Past President

VII. **New Business**

- a) Business Proposal for NENA Ontario name change – Holly Barkwell

Discussion with members concerning the future direction of the Chapter and our ability/opportunity to provide subject matter expertise nationally in Canada. Executive has discussed with BC Chapter and agree that we should go forward to NENA National with a business proposal to amalgamate and become a national chapter of NENA.

Timelines were presented to the members – (add dates to minutes)

Intent is to bring the completed proposal to the membership at the Annual Conference for membership vote.

Hope is a national chapter will be able to provide the membership base to increase education, training and opportunities for members across Canada.

Question – supermajority – 75% or greater across Canada

Voting to take place when – looking into that – maybe a combination of paper and electronic balloting.

Is BC involved in the development of the Business Case – Yes they have been involved in this.

Have we discussed this beyond the 75 members at large.

Looking for avenues to find information and turning to NENA for information.

Need to be able to reach out to the technical community.

Chance to approach other organizations – not yet.

We hope that this will give us national credibility and focus.

Proposed Executive Structure – same number of members but need to add 3 Board members – west, central, east and maintain our NENA National Director to maintain the link to NENA.

Have we had discussions with Rick – his thoughts as former director; know his experiences – we have had discussions with both Rick and Nancy – trying to establish other chapters in other provinces has not happened maybe partly due to distances.

Sue Knox made a motion that the membership request the Executive to conduct research into the possibility of establishing a united NENA Canada Chapter and report back to the membership at the Annual Conference in September.

Seconded by Kathy Noblett

Tom – what is the number – will clarify that for the members.

b) Financial Support to Ontario Advisory Board

Motion made to contribute \$1000 to the OAB. A suggestion was made to make a note in the NENA Newsletter to advise members that the letter to the municipalities has been sent, and to check for it. This will allow PSAPs to support the letter and get the request for funding approved.

- c) NENA Ontario Chapter Committee updates
- Liaison Committee – Holly Barkwell: Robin Johnson, Niagara Region – has been tasked with reaching out to related organizations to get updates to provide to our members; and to develop a media kit. The media kit will help the executive address issues and advise members on issues of importance
 - Research Committee – Holly Barkwell: Tom Paniak is working to produce content for the new NENA newsletter. We expect to produce it approximately quarterly. The newsletter will contain CRTC updates and other industry news that PSAPs will find of interest. The first issue of the newsletter has been sent out. If you haven't received your copy, [click here](#) to view

VIII. **Items From the Floor**

- Peter Lang is retiring from Rogers this summer. He will still be involved in some industry events but not all.
- Real Time Communications Conference- Illinois institute of technology is having a conference this summer to evaluate ESInet technology. (Emergency Number IP Network) Sept 10 – 12th, in Chicago. This is a good opportunity to find out what is happening with ESInet
- #e911 – paper.li on twitter – a collection of 911 information of interest
- PSAPs please get involved in ESWG calls to find out what is going on in the province. Some of this information will be posted on the NENA Ontario website, so that you can dig in to issues if you want to.
- Delivery of no answer calls over IP to PSAPs. Currently, only a portion of no answer or hang-up calls are delivered to a PSAP as a hang-up call. These calls require a physical call from the PSAP to the Bell SMC to get the call back information. Once converted to the IP platform, all no answer information will be delivered to the PSAP. PSAPs will have to adjust SOP's to deal with these calls.
- Current call information statistics can be collected from the current Bell reports.
- NENA smart brief is now available but you have to subscribe to get it. Visit the NENA National site to subscribe.

IX. **Adjournment**

Motion made to adjourn made by Linda Dickson. Motion carried.
Meeting adjourned 12:23 pm

X. **Lunch**