

**MINUTE NO. 147**

Minutes of the **regular** meeting of the board of directors of the North Island 9-1-1 Corporation held on Friday, November 6, 2020 at the Comox Valley Regional District offices, 770 Harmston Avenue, Courtenay, BC commencing at 11:00 a.m.

<b><u>Present</u></b>	<b>President:</b>	McNabb, J.	- Alberni-Clayoquot Regional District
	<b>Vice President:</b>	Moglove, C	- Strathcona Regional District
	<b>Directors:</b>	Doubt, G.	- qathet Regional District
		Swift, M.	- Comox Valley Regional District
		Wallace, L.	- Regional District of Nanaimo
		Hory, A	- Regional District of Mt. Waddington
	<b>Staff:</b>	Bremer, S	- Manager of Fire Administration, City of Campbell River
		Douville, K	- Manager of Financial Planning, CVRD
		Dyson, R	- NI 9-1-1 Secretary/CAO, Comox Valley Regional District
		Foort, M	- Chief Financial Officer, CVRD
Lapp, M.		- Recording Secretary	
Pearson, B		- NI 9-1-1 Deputy Secretary/Sr. Mgr. of Info. Systems and GIS, CVRD	
<b>Also present:</b>	Zaleschuk, R.	- Technology Manager, NI 9-1-1	
	Oye, G.	- Executive Director, Strategic Partner Engagement, E-Comm (teleconference)	

**MINUTES**

Moglove/Swift: “THAT the minutes (no. 144) of the corporation board meeting held June 26, 2020 be adopted.”

CARRIED

Doubt/Hory: “THAT the minutes of the administration committee meeting held October 23, 2020 including the following reports, be received.”

- Management report dated October 2020
- Fire Dispatch statistics - January 2020 – June 2020
- Fire Dispatch statistics - January 2020 – September 2020
- Fire Dispatch – Peace River dispatch service verbal report
- Fire Dispatch Advisory Committee Minutes – August 11, 2020
- Fire Dispatch Advisory Committee Minutes – September 22, 2020.”

CARRIED

**CORRESPONDENCE**

**NI 9-1-1 Trademark**

Hory/Swift: “THAT correspondence from Accupro dated July 10, 2020 regarding the NI 9-1-1 trademark, be received.”

CARRIED

### **Tsunami modeling**

Moglove/Hory: "THAT correspondence from Strathcona Regional District dated July 24, 2020 regarding a Tsunami modelling project for the Northwest Coast of Vancouver Island, be received."

CARRIED

### **Testimonials - Fire Dispatch Service**

Wallace/Swift: "THAT correspondence from the following fire departments, be received:

- Port Alberni Fire Dept. dated September 30, 2020
- Courtenay Fire Dept. dated October 1, 2020
- Comox Fire Rescue dated October 14, 2020
- Parksville Fire Dept. dated October 15, 2020
- Campbell River Fire Dept. dated October 16, 2020
- Fort St. John Fire Dept. dated October 16, 2020
- City of Powell River, dated October 16, 2020
- Qualicum Beach Fire Dept. dated October 18, 2020"

CARRIED

## **ITEMS FOR DISCUSSION AND DELIBERATION**

### **Notice of Motion**

Notice of motion dated June 26, 2020 made by Director Wallace, Nanaimo Regional District:

"THAT the NI 9-1-1 Corporation apportionment model be changed to the call volume apportionment model effective in the 2021 financial plan."

Wallace/Moglove: "THAT the motion be amended to read:

"THAT the NI 9-1-1 Corporation apportionment model be changed for the 2021 financial plan."

Moglove/Doubt: "THAT the amendment to the motion be amended to read ". . .to exclude call volume calculations."

The motion as amended:

"THAT the NI 9-1-1 Corporation apportionment model be changed to exclude call volume calculations for the 2021 financial plan."

Wallace/ "THAT the amendment to the amendment be altered to "exclude the current assessment apportionment model."

The motion as amended:

"THAT the NI 9-1-1 Corporation apportionment model be changed to exclude the current assessment apportionment model for the 2021 financial plan."

Vote on the amendment:

"THAT the NI 9-1-1 Corporation apportionment model be changed to exclude call volume calculations for the 2021 financial plan."

DEFEATED

Vote on the amendment to the amendment:

“THAT the NI 9-1-1 Corporation apportionment model be changed to exclude the current assessment apportionment model for the 2021 financial plan.”

DEFEATED

Wallace/Moglove: “THAT the motion be tabled.”

CARRIED

**Net Cost Allocations Alternatives**

M. Foort made a presentation to the Board, to illustrate the NI 9-1-1 core service areas, call volumes for PSAP and fire dispatch, and provided a summary of the net cost apportionment options available. In addition to the five options previously reviewed, the report provides an additional three call volume apportionment method alternatives for consideration.

Moglove/Wallace “THAT the report dated November 3, regarding NI 9-1-1 Net Cost Allocation Alternatives be received.”

CARRIED

Wallace/Moglove: “THAT the motion be lifted from the table.”

Vote on main motion as amended:

“THAT the NI 9-1-1 Corporation apportionment model be changed for the 2021 financial plan.”

CARRIED

Directors expressed appreciation for Director Wallace’s willingness to modify the original motion and allow discussion and consideration of the other alternatives brought forward by staff.

The Board recognized Director Wallace’s efforts to resolve the matter between the NI 9-1-1 stakeholders and the Corporation regarding 9-1-1 dispatch services.

The Board was asked to identify which alternate methods should be evaluated further.

Hory/Swift: “THAT staff be directed to provide additional information regarding options 3, 5 and 7 referred to in Appendix A, of the Net Cost Allocation Alternatives report dated November 3, 2020, for consideration at the next meeting of the Board.”

CARRIED

**RECESS**

The Board took a brief recess at 12:28pm.

**RECONVENE**

The board reconvened at 12:40pm.

G. Oye, E-Comm joined the meeting via teleconference.

**E-Comm - PSAP pre-switch abandoned calls**

G. Oye, made a presentation to the Board that included an update regarding the PSAP pre-switch abandoned calls.

As a follow-up to the June presentation and at the request of the Board, E-Comm was asked to investigate:

- 1) Other district's policies on pre-switch abandoned calls;
- 2) Determine how long their policy had been in place; and
- 3) Review data to determine how many pre-switch abandoned calls, were actual emergencies.

In response the afore mentioned, E-Comm reports the following:

- All Regional Districts (not including Regional District of Central Okanagan [RDCO] and North Island 9-1-1), have had their 'pre-switch abandoned' turned off for over five years.
- After reviewing the historical information, E-Comm has found no data to show that a pre-switch abandon call has resulted in an actual emergency.

It was noted that that a change to pre-switch call handling, could affect the PSAP billing, which is based on call volume.

The Board thanked G. Oye for the updated information.

G. Oye left the meeting at 1:15pm.

Staff directed to review the latest information and provide a recommendation to the Board at the next meeting of the Board.

**E-Comm – PSAP performance results**

Wallace/Swift: "THAT the E-Comm PSAP performance report for the period ending September 2020 and Pre-switch abandon calls follow-up report, be received."

CARRIED

**2021-2025 Preliminary Budget**

K. Douville presented the preliminary 2021-2025 five-year financial plan for review and information. Further discussion and consideration of the proposed financial plan will be take place at the next meeting of the Board.

Swift/Wallace: "THAT the report dated November 3, 2020 regarding the 2021-2025 Preliminary budget book be received."

CARRIED

**ADJOURN TO IN-CAMERA**

Wallace/Doubt: "THAT the meeting adjourn to an in-camera session."

CARRIED

Time: 1:16pm

**RISE AND REPORT**

The Board rose at 1:25pm.

**TERMINATION**

Wallace/Doubt "THAT the meeting terminate."

CARRIED

Time 1:26pm

Confirmed:

Certified correct:

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R. Dyson  
Secretary

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John McNabb  
President