

MINUTE NO. 158

Minutes of the regular meeting of the board of directors of the North Island 9-1-1 Corporation held on Friday, September 24, 2021 at the Comox Valley Regional District offices, 770 Harmston Avenue, Courtenay, BC commencing at 11:00 am.

<u>Present</u>	President:	McNabb, J.	- Alberni-Clayoquot Regional District (Zoom)
	Directors:	Doubt, G.	- qathet Regional District (Zoom)
		Hory, A	- Regional District of Mt. Waddington (Zoom)
		Swift, M.	- Comox Valley Regional District (Zoom)
		Wallace, L.	- Regional District of Nanaimo (Zoom)
		Moglove, C.	- Strathcona Regional District (Zoom)
	Staff:	Dyson, R.	- NI 911 Secretary/CAO, CVRD
		Foort, M	- Chief Financial Officer, CVRD
		Martens, J.	- General Manager of Corporate Services, CVRD
		Bremer, S.	- Manager of Fire Administration, Campbell River Fire Dept.
		R. Zaleschuk	- Technology Manager, NI 9-1-1 Corporation
		Douville, K.	- Manager of Financial Planning, CVRD
		Pearson, B	- NI 911 Deputy Secretary/Sr. Mgr. of Info. Systems & GIS, CVRD
		Kozlowski, B.	- Recording Secretary, CVRD (Zoom)
		Starratt, C.	- Regional Fire Services Manager ACRD (Zoom)
		Mulder, E	- Network Support Specialist

MINUTES:

Doubt/Moglove “THAT the minutes (no. 157) of the North Island 9-1-1 Corporation Board meeting held June 18, 2021 be adopted.”

CARRIED

Moglove/Wallace: “THAT the minutes of the NI 9-1-1 administration committee meeting held August 27, 2021 be adopted.”

CARRIED

ITEMS FOR DISCUSSION AND DELIBERATION:

Ambulance Dispatch Incident

S. Bremer provided a verbal summary on the Parksville/Oceanside delayed response incident that occurred on August 27, 2021. It was confirmed that the delay occurred during the transfer of the call between E-Comm and BC Ambulance dispatch. The call was held in the queue for 25 minutes.

A discussion was held with regards to the continuing dispatch delays and challenges being faced by BC Ambulance and possible solutions given the delays are also impacting communications from fire dispatch

Doubt/Wallace: “THAT the Board write to the Premier and MLAs to express concerns regarding the ongoing delays being experienced with BC Ambulance dispatch and outlining the issues being faced by first responders.

CARRIED

Advocacy for Enhanced Cellular Service

President McNabb provided a verbal report on the poor level of cellular coverage he has identified along the highway corridor between Qualicum and Courtenay and the issues it poses for requests for emergency assistance.

Doubt/Hory: “THAT the Board write to the regional telecommunications companies regarding the need for increased cellular service within the service area.

CARRIED

Campbell River and NI 9-1-1 Contract Update

K. Douville provided a verbal update on the Campbell River Fire Department contract. As the Fire Dispatch review is underway a one year extension was recommended while the review is carried out. Further information will be brought forward to the Board in due course.

Peace River and NI 9-1-1 Contract Update

K. Douville informed the Board that the contract with the Peace River Reginal District (PRRD) is up for renewal in March of 2022. A study is being carried out by PRRD on dispatch services and is expected next year which will assist with informing potential renewal efforts.

E-Comm and NI 9-1-1 Contract Update

K. Douville provided a verbal update on the E-Comm and NI 9-1-1 contract. The second extension expires December 31, 2022. Correspondence from E-Comm is expected with regards to a business model review. Staff will reach out to E-Comm prior to next meeting for an update.

Maintenance Plan and New Network Support Specialist

R. Zaleschuk provided a verbal update on the planned infrastructure maintenance and Introduced Eric Mulder, Network Support Specialist.

NEW BUSINESS

North Island 9-1-1 Line of Credit Increase with RBC

K. Douville informed the Board of the necessity to increase the line of credit limit with RBC to \$800,000 as the Corporation needs to be able to provide its own cash flow for the first part of the year until tax revenues are received.

Moglove/Swift: “THAT the Board authorize an increase in the available limit of the Corporation’s line of credit facility arrangements with the Royal Bank of Canada from \$400,000 to \$800,000 in order to accommodate the future cash flow requirements and obligations of the Corporation prior to receipt of its annual shareholder requisitions which are due on or before August 1st;

AND FURTHER THAT the Board Chair and the Secretary, or their designate, are authorized to sign the agreement.”

CARRIED

TERMINATION

Wallace/Hory: “THAT the meeting terminate.”

CARRIED

Time: 11:57 am.

Confirmed:

R. Dyson

R. Dyson
Secretary

Certified correct:

J. McNabb

John McNabb
President