

MINUTE NO. 112

Minutes of a regular meeting of the board of directors of the North Island 9-1-1 Corporation held on Friday, July 8, 2016 at the Comox Valley Regional District offices 550-B Comox Road, Courtenay, BC commencing at 11:03 a.m.

<u>Present</u>	President:	Samson, L.	- Strathcona Regional District		
	Directors:	McCormick, S.	- Powell River Regional District (teleconference)		
		McNabb, J.	- Alberni-Clayoquot Regional District		
		Stanhope, J.	- Regional District of Nanaimo		
		Wainwright, P.	- Regional District of Mt. Waddington		
		Wells, B.	- Comox Valley Regional District (teleconference)		
			-		
	Staff:	Baikie, I.	- Fire chief, City of Campbell River		
		Byrne, W	- Manager of Financial Planning, CVRD		
		Idema, W.	- Regional District of Nanaimo (teleconference)		
Lapp, M.		- Recording Secretary, CVRD			
Lawson, R		- Operations Manager, E-Comm (teleconference)			
Leitch, D.		- CAO, Strathcona Regional District			
Oakman, D.		- NI 9-1-1 Secretary/CAO, CVRD			
Pearson, B.		- NI 9-1-1 Deputy Secretary/Sr. Mgr. of Info. Systems and GIS, CVRD			
Sargent, D		- City Manager, City of Campbell River			
Steel, J.		- Manager Corporate Communications, CVRD			
<u>Absent</u>	Staff:	Dyson, R.	- CAO, Alberni-Clayoquot Regional District		
		Fletcher, G.	- CAO, Regional District of Mt. Waddington		
		Radke, A.	- CAO, Powell River Regional District		
				-	

MINUTES

Stanhope/Wainwright: "THAT the minutes (no. 110) of the North Island 9-1-1 Corporation board meeting held May 13, 2016 be adopted."

CARRIED

Stanhope/McNabb: "THAT the minutes of the North Island 9-1-1 Corporation's administration committee meeting dated June 10, 2016 including the following reports, be received:

- Management report dated June 2016.
- Fire Dispatch Advisory Committee minutes – meeting dated May 17, 2016
- E-Comm 9-1-1 PSAP 2016 service results for the period ending (YTD) April 30, 2016"

CARRIED

D. Watson provided an overview of the year to date service results for NI 9-1-1 PSAP.

R. Lawson explained the different types of abandoned calls. Although the total abandoned call rate of 20 percent is a concern, the number includes unintentional, accidental and non-actionable pre-switch calls that cannot be down streamed for investigation. The actual in-que abandoned call rate is significantly lower at 1.8%

E-Comm is working with regional districts to develop consistency for handling the un-actionable abandoned calls.

Spikes in the rate of abandoned calls (i.e. ACRD March 2016), usually cannot be explained without reviewing each of the calls individually for the month in question. Sometimes it can be attributed to a specific event but it is often the result of a temporary increase in population or a seasonal change when people are more active. Many times the influx in calls goes un-identified until there is an ongoing pattern that can be traced to a cause.

Fire Dispatch Advisory Committee

C. Vrabel provide a brief summary of representation on the Fire Dispatch Advisory Committee (FDAC) and the appointment of a new chair and vice chair.

CORRESPONDENCE FOR RECEIPT

There was no correspondence for receipt.

ITEMS FOR DISCUSSION AND DELIBERATION

There was no times for discussion or deliberation.

NEW BUSINESS

There were no new items brought forward for discussion.

D. Watson and R. Lawson, left the meeting at 11:25 a.m.

ADJOURN TO IN-CAMERA

Stanhope/McNabb: "THAT the meeting adjourn to an in-camera session."

CARRIED

Time: 11:25 a.m.

RISE AND REPORT

The board rose at 12:25 p.m.

TERMINATION

Stanhope/Wells: "THAT the meeting terminate."

CARRIED

Time: 12:26 p.m.

Confirmed:

“D. Oakman”

D. Oakman
Secretary

Certified correct:

“L. Samson”

L. Samson
President