

MINUTE NO. 124

Minutes of a meeting of the board of directors of the North Island 9-1-1 Corporation held on Friday, June 23, 2017 at the Comox Valley Regional District offices 550-B Comox Road, Courtenay, BC commencing at 11:00 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
			-
	Staff:	Baikie, I	- Fire chief, City of Campbell River
		Doherty, T	- Deputy Fire Chief, City of Campbell River
		Douville, K.	- Acting Manager of Financial Planning, CVRD
		Dunlop, B.	- Chief Financial Officer, CVRD
		Dyson, R.	- NI 9-1-1 Secretary/CAO, CVRD
		Lapp, M.	- Recording Secretary, CVRD
		Leitch, D.	- CAO, Strathcona Regional District
		Pearson, B.	- NI 9-1-1 Deputy Secretary/Sr. Mgr. of Info. Systems and GIS, CVRD
		Pearce, D.	- GM of Transit, Fire and Emergency Services RDN
		Watson, D.	- VP of Operations E-Comm (teleconference)
		Zaleschuk, R.	- NI 9-1-1, Manager of Technology
			-
<u>Absent</u>	Directors:	Wainwright, P.	- Regional District of Mt. Waddington
		Wells, B.	- Comox Valley Regional District

AGENDA

President Samson requested that future agendas include a placeholder for status updates on the preparations for Peace River fire dispatch services cut-over implementation.

Stanhope/McNabb: "THAT the agenda be received as amended."

CARRIED

MINUTES

Stanhope/McNabb: "THAT the minutes (no. 122) of the North Island 9-1-1 Corporation board meeting held May 12, 2017 be adopted."

CARRIED

Stanhope/McNabb: "THAT the minutes of the North Island 9-1-1 Corporation administration committee meeting dated June 9, 2017 be received."

CARRIED

CORRESPONDENCE FOR RECEIPT

Telephone outage – notification procedure

Stanhope/McNabb: “THAT email correspondence from Mayor Gary Unger, Village of Gold River dated May 4, 2017 regarding 9-1-1 phone issues / outage be received.”

CARRIED

D. Watson provided the board with his understanding of the circumstances that Mayor Unger was referring to and confirmed that E-Comm learned of the telephone outage from the Courtenay RCMP OCC, not the telephone service provider.

Mr. Watson has since reached out to Telus to reiterate the challenges faced by emergency personnel with the service provider’s current notification procedures for telephone outages and to request a review of their policy.

Deputy Chief Doherty confirmed that fire dispatch had learned of the telephone outage from the Courtenay RCMP OCC, and subsequently contacted the emergency program coordinator for the community affected to advise them of the situation.

Staff will work with fire dispatch to establish a formal process for fan out communication procedures for future telephone outage events.

ITEMS FOR DISCUSSION AND DELIBERATION

Trouble reporting – operating guide

McNabb/Stanhope: “THAT the memorandum dated June 9, 2017 regarding PSAP operating guide revision – trouble reporting be received.”

CARRIED

Stanhope/McNabb: “THAT the verbal report from staff regarding the telephone service provider’s current practice for telephone trouble reporting be received.”

CARRIED

B. Pearson outlined the previous (PSAP) procedure of contacting NI 9-1-1 key personnel when there was a telephone outage.

D. Watson inferred that the ability to keep contact lists up to date is better handled by local representatives, and noted that the current operating guide includes a provision for E-Comm to advise the SSAP contacts with outage information to disseminate to their regional contacts. He also confirmed that the fan-out procedure was included as part of the transition with NI 9-1-1 but was not provided to any other 9-1-1 emergency service providers receiving PSAP service from E-Comm.

Stanhope/McNabb: “THAT the revised 10.0 Trouble Reporting standard operating procedure and team manager duties, dated June 2017 be adopted and incorporated in the E-Comm / North Island 9-1-1 operating guide for enhanced 9-1-1.”

Stanhope/McNabb: “THAT the Trouble reporting procedure 10.1, 10.3 and 10.3a be amended by removing the item:

- E-Comm will use the ‘fan out email’ list to provide information on the outage to contacts as required. “

CARRIED

Vote on main motion as amended

“THAT the revised 10.0 Trouble reporting standard operating procedure and team manager duties, dated June 2017, be adopted and incorporated in the E-Comm / North Island 9-1-1 operating guide for enhanced 9-1-1.”

CARRIED

New Business

Peace River Regional District fire dispatch status update

T. Doherty confirmed that the amendment to include Peace River Regional District fire departments in the fire dispatch service area, in the NI 9-1-1 and City of Campbell River agreement, has been executed.

Mr. Doherty also confirmed that work has begun on response plans for each of the Peace River fire departments.

R. Zaleschuk advised equipment has been ordered and is starting to arrive. In addition, the a data sharing agreement has been issued that will allow NI 9-1-1 to begin uploading the Peace River mapping data that fire dispatch will use. He anticipates radio equipment assembly will complete in time to begin testing in September and the new IP based ANI/ALI, fire wall installations and Telus updates for Next Gen technology will be ready for testing in November.

Communication – abandoned call campaign

Director Stanhope shared with the members, he has received positive feedback and support for the abandoned call awareness campaign while attending various events in his community.

Staff directed to prepare an update on abandoned call campaign for the next meeting of the board.

TERMINATION

Stanhope/McNabb: “THAT the meeting terminate.”

CARRIED

Time: 11:35 pm.

Confirmed:

“R. Dyson”

R. Dyson
Secretary

Certified correct:

“L. Samson”

L. Samson
President