

## MINUTE NO. 121

Minutes of a meeting of the board of directors of the North Island 9-1-1 Corporation held on Friday, March 10, 2017 at the Comox Valley Regional District offices 550-B Comox Road, Courtenay, BC commencing at 11:00 a.m.

<b><u>Present</u></b>	<b>President:</b>	Samson, L.	- Strathcona Regional District
	<b>Directors:</b>	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
<b>Staff:</b>	Baikie, I	- Fire chief, City of Campbell River	
	Byrne, W	- Manager of Financial Planning, CVRD	
	Douville, K.	- Acting Manager of Financial Planning, CVRD	
	Dunlop, B.	- Chief Financial Officer, CVRD	
	Dyson, R	- Chief Administrative Officer, ACRD	
	Lapp, M.	- Recording Secretary, CVRD	
	Lawson, R.	- Operations Manager, E-Comm (teleconference)	
	Oakman, D.	- NI 9-1-1 Secretary/CAO, CVRD	
	Pearce, D.	- Manager, Transit Operations & Emergency Planning Operations, RDN (teleconference)	
	Pearson, B.	- NI 9-1-1 Deputy Secretary/Sr. Mgr. of Info. Systems and GIS, CVRD	
	Steel, J.	- Manager Corporate Communications, CVRD	
	Zaleschuk, R.	- NI 9-1-1, Manager of Technology	
	Watson, D	- VP of Operations E-Comm (teleconference)	

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

CARRIED

## MINUTES

Stanhope/Wells: "THAT minutes (no.119) of the North Island 9-1-1 Corporation board meeting held January 27, 2017 be adopted."

CARRIED

Wells/McNabb: "THAT the minutes of the North Island 9-1-1 Corporation's administration committee meeting dated January 22, 2017 be received."

CARRIED

### **Peace River Regional District - fire dispatch service**

R. Zaleschuk and I. Baikie provided the board with a review of their recent trip to the Peace River Regional District, where they met with the fire chiefs and deputy fire chiefs from Fort St. John, Dawson Creek and surrounding areas. The NI 9-1-1 team were able to answer questions and provide information regarding NI 9-1-1 fire dispatch service as well as demonstrate the commonalities between their requirements and NI 9-1-1 / Campbell River Fire Department's fire dispatch technology and capabilities. The team also heard concerns related to the records management system in use, which is similar to one currently in use by a fire department in the Albern-Clayoquot Regional District. The team felt the meeting was positive and enabled staff to reassure the Peace River fire departments that NI 9-1-1 will be able to provide fire dispatch service that meets their needs.

D. Oakman provided the board with an update regarding the Peace River Regional District's decision to move forward with the fire dispatch service agreement including all eleven fire departments.

### **CORRESPONDENCE FOR RECEIPT**

#### **Per capita call volume**

Wells/McNabb: "THAT the E-Comm memorandum dated February 16, 2017 regarding per capita call volume data, be received."

CARRIED

The board thanked Mr. Lawson and E-Comm for providing the per capita information. The findings are valuable to see how NI 9-1-1 statistics compare with other jurisdictions.

### **ITEMS FOR DISCUSSION AND DELIBERATION**

#### **Audit Service Plan**

B. Dunlop outlined the purpose of the audit service plan and advised that the audit findings report would be available for the members review at the next meeting of the board.

Wells/Stanhope: "THAT the MNP LLP audit service plan for the year ending December 31, 2016 be received."

CARRIED

### **Communication plan – abandoned call campaign**

J. Steel provided a brief presentation outlining the communication plan for an abandoned call campaign scheduled for May 12, 2017. Working in collaboration with E-Comm, the 2017 campaign will focus on avoiding accidental calls to 9-1-1 and will include print and radio advertising, community posters and newsletters as well as social media posts. The communications team will work with local community emergency planning staff to reach smaller communities with fewer media options.

Due to budget constraints the 2017 campaign is focused on a specific topic to educate the public on accidental calls. Future campaigns will address other abandoned call issues.

Wells/Stanhope: “THAT the 2017 abandoned call communication plan be approved.”

CARRIED

### **Financial Plan - update**

W. Byrne provided the board with a final financial plan review following the close of year-end. Changes are primarily attributed to an increase in surplus. There is no change to the requisition as a result of the update.

B. Dunlop provided clarification regarding revenue reporting for the NI 9-1-1 Corporation. The board will receive information on any revenue realized as a result of the fire dispatch service agreement with Peace River Regional District in the fall of 2017, following the transition to NI 9-1-1 fire dispatch.

Wells/Stanhope: “That the report dated February 10, 2017 regarding the 2017 – 2021 final budget and five year financial plan be received.”

CARRIED

Wells/Stanhope: “THAT the 2017 budget and five year financial plan for 2017-2021 be adopted as presented.”

CARRIED

### **TERMINATION**

Stanhope/Wells: “THAT the meeting terminate.”

CARRIED

Time: 11:45 p.m.

Confirmed:

**“D. Oakman”**

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D. Oakman  
Secretary

Certified correct:

**“L. Samson”**

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L. Samson  
President