

## MINUTE NO. 125

Minutes of a meeting of the board of directors of the North Island 9-1-1 Corporation held on Friday, October 20, 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 (Teleconference)
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	<b>Staff:</b>	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
		Lawson, R.	- Operations Manager, E-Comm (teleconference)
		Leitch, D.	- CAO, Strathcona Regional District
		Pearson, B.	- NI 9-1-1 Deputy Secretary/Sr. Mgr. of Info. Systems and GIS, CVRD
		Steel, J.	- Manager of Corporate Communication
		Zaleschuk, R.	- NI 9-1-1, Manager of Technology

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

CARRIED

## MINUTES

Wells/Stanhope: "THAT the minutes (no. 123) of the North Island 9-1-1 Corporation board meeting held June 23, 2017 be adopted."

CARRIED

Stanhope/Wells: "THAT the minutes of the North Island 9-1-1 Corporation administration committee meeting dated September 22, 2017 including the following reports, be received."

- Management report.
- Peace River fire dispatch implementation update.
- Report dated August 2017 regarding E-Comm PSAP statistical report.
- Report dated September 13, 2017 regarding the fire dispatch statistics – August 2017.
- Report dated September 15, 2017 regarding 2018 capital projects.

CARRIED

## **Peace River Regional District Fire Dispatch**

B. Pearson and R. Zaleschuk updated the board on the progress with the Peace River fire dispatch project. Specifically, radio network updates are complete for all eleven Peace River fire departments and backup system installations and testing are nearing completion. The mapping database has overcome some software challenges and is expected to be ready by the end of October for fire dispatch to test and develop response plans. Staff have also secured Telus' commitment for the transfer of telephone lines, and final system updates. The target go-live date is November 22<sup>nd</sup>.

## **E-Comm 9-1-1 PSAP Service Results**

R. Lawson, provided the board with a brief summary of the PSAP statistics, noting a slight reduction in abandoned calls. E-Comm will monitor in the coming months to determine if it can be attributed to the recent education and awareness campaign.

Director Wells left the meeting at 11:12 am.

## **Fire Dispatch statistics**

T. Doherty advised the board that fire dispatch staff have travelled to Peace River to work with fire departments, review the existing mapping and to develop dispatch response plans.

Director Wells entered the meeting at 11:15 am.

## **2018 Capital Equipment**

R. Zaleschuk identified that a purchase of additional radio/telephone licensing for the Avtec Scout Radio system in the fire dispatch centre is required. The licensing for the current system is nearing capacity and an upgrade at this point in time would allow for greater flexibility when system expansion occurs.

## **CORRESPONDENCE FOR RECEIPT**

### **Powell River Regional District name change**

Stanhope/McCormick: "THAT email correspondence from Powell River Regional District dated August 18, 2017 regarding a proposed name change to 'qathet Regional District', be received."

CARRIED

Director McCormick confirmed the absence of capitalization is intentional and that regional district hopes to receive Ministry approval for the name change in time for their 50<sup>th</sup> anniversary celebration in December.

## **ITEMS FOR DISCUSSION AND DELIBERATION**

McNabb/Stanhope: “THAT the following reports be received.

- Report dated September 13, 2017 regarding the 2017 accidental call campaign.
- Report dated September 13, 2017 regarding the NI 9-1-1 website design update.
- Report dated September 15, 2017 regarding the 2018 – 2022 NI 9-1-1 financial plan.
- Report dated October 2, 2017 regarding the 2017 audit service plan.”

CARRIED

### **Accidental Abandoned Call Education Campaign**

J. Steel provided a summary of the recent abandoned call campaign. The campaign was well received and the feedback positive. There was also a 32% increase in visits to the NI 9-1-1 website during the campaign. Due to budget considerations, television ads were not purchased, however radio, print, social media were included in the campaign and media outlets were invited to report on the matter.

With the success of the 2017 campaign staff are requesting direction from the board on what they would like to see for future education and awareness initiatives and budget accordingly.

The 2018 proposed budget currently includes an amount similar to 2017 for ongoing education and awareness. Staff noted that NI-9-1-1 could align with E-Comm during their annual promotional campaign in the fall, for efficiency and cost effectiveness or, decide to develop their own, specific to the needs of NI 9-1-1.

The board concurred that ongoing education is the best way to improve awareness and reduce the abandoned call rate. Staff were directed to look into options for promotional opportunities (i.e. phone book 9-1-1 pages) as well as pursue partnership funding and grant opportunities to expand 9-1-1 education and awareness program.

### **Website Design update**

J. Steel gave the board a preview of the new website, scheduled to launch in December 2017. The new site includes an education section that will allow for ongoing public education and awareness.

There is currently no ability to call 9-1-1 through the website, however changing technology could soon allow for 9-1-1 calls to be accepted via text. Format options for 9-1-1 accessibility, is largely dictated by the CRTIC.

Staff directed to look into a logo trademark for NI 9-1-1.

### **2018-2022 Financial Plan**

K. Douville reviewed the proposed 2018 budget and identified the anticipated revenue generated by the fire dispatch service contract and the off-setting operating expenses in the first year. Staff will monitor costs closely in the coming months to determine if adjustments in budget will have to be made for future years.

Further discussions regarding expenditures included, telephone costs for a new fiber optic interconnect system, travel and insurance costs related to the Peace River fire dispatch commitment and software licensing increases.

Mr. Douville noted that the estimated tax requisition could be reduced once the year-end totals are known and the final surpluses have been determined. Staff will apprise the members of any adjustments in the proposed budget as year-end 'actual' totals are known. The proposed 2018 financial plan will be presented for consideration at the November meeting of the board.

McNabb/Stanhope: "THAT the 2018 – 2022 NI 9-1-1 financial plan be received."

CARRIED

### **2017 Audit Service Plan**

B. Dunlop provided a brief explanation of the 2017 audit service plan.

Stanhope/McNabb: "THAT the 2017 audit service plan for the year ending December 31, 2017, be received."

CARRIED

### **New Business**

There was no new business brought forward for discussion.

### **TERMINATION**

Stanhope/McNabb: "THAT the meeting terminate."

CARRIED

Time: 12:21 pm.

Confirmed:

***"R. Dyson"***

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R. Dyson  
Secretary

Certified correct:

***"L. Samson"***

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L. Samson  
President