

MINUTE NO. 127

Minutes of a meeting of the board of directors of the North Island 9-1-1 Corporation held on Friday, January 26, 2018 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:	Hory, A	- Regional District of Mt. Waddington
		McCormick, S.	- Powell River Regional District (Teleconference)
		McNabb, J.	- Alberni-Clayoquot Regional District
		Stanhope, J.	- Regional District of Nanaimo
		Wells, B.	- Comox Valley Regional District
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	Staff:	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
		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
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ELECTION AND APPOINTMENTS

R. Dyson called for nominations for the position of president. At the close of nominations, Director Samson was the only nomination and as such was declared president by acclamation.

R. Dyson called for nominations for the position of vice president. At the close of nominations, Director Stanhope was the only nomination and as such was declared vice president by acclamation.

Director Samson assumed the chair.

AGENDA VARIED

The agenda was varied at the request of the Secretary to hear reports from E-Comm and Campbell River Fire Dispatch, regarding calls received during a recent tsunami warning on Tuesday January 23, 2018.

(An earthquake of 7.9 struck at about 1:30 a.m. (PST), southeast of Kodiak in the Gulf of Alaska resulting in a Tsunami warning along the Coast of B.C. The warning was rescinded about three hours later.)

Tsunami Warning Response

Mr. Lawson reported that during the three hour period between 2am and 5am, on January 23rd, E-Comm received 200 calls from the NI 9-1-1 region. The normal call volume for that time frame would be fifty calls (an average of four calls every fifteen minutes). At the peak of activity, between 3am and 4am there were forty seven calls handled in fifteen minutes. E-Comm was able to quickly realign resources to absorb the added volume and is pleased to report that service performance levels were successfully maintained during the event. Ninety-five percent (95%) of the calls were processed within 5 seconds or less.

The board expressed interest in the regional breakdown of the calls received. E-Comm will identify and include the call information related to the tsunami warning event in the next regularly scheduled E-Comm service performance report.

Mr. Lawson noted that approximately 85 percent of people calling 9-1-1 during the event wanted to know what they should do. Residents that were looking for information were often directed to contact their local emergency services or department of emergency management. There is speculation this prompted people to contact 9-1-1 for information.

The board recognized that the tsunami warning has identified a blind spot in communicating 'what to do' to the public at the regional level. The board also expressed concern that 9-1-1 was being used as an information source during the tsunami warning. Staff will work on developing a communications piece specific to tsunami and earthquake preparedness.

The board concurred that each region has unique requirements for emergency response plans and their local emergency response teams will have a better understanding of the needs of their community with regard to notifications and what to do, during an event. Staff will look at opportunities to work with emergency response teams to develop education and awareness as well as public information access at the local level.

Directors will be following up with their local emergency response teams to learn more about the challenges experienced and concerns that need to be addressed.

Mr. Lawson left the meeting at 11:25 am.

T. Doherty provided a summary of the fire dispatch calls during the tsunami warning. Mr. Doherty noted that although only four calls were transferred to fire dispatch via E-Comm, the Campbell River Fire Dispatch Centre actually received 250 calls via radio and phone during that time. Most were questions on where people should go and from outside the area impacted by the tsunami warning. Mr. Doherty also stated that there were less calls than anticipated due to media updates posted (locally) as the event unfolded.

2018 Appointments

Wells/McNabb: "THAT the report dated January 17, 2018 regarding the appointments for NI 9-1-1 designated accounting office, secretary, deputy secretary, auditors and bank signing officers be received."

CARRIED

Designation of Accounting Office and Officers

Wells/McNabb: “THAT the accounting records office for the North Island 9-1-1 Corporation be the offices of the Comox Valley Regional District.”

CARRIED

Appointment of Secretary

McNabb/Wells: “THAT Russell Dyson be appointed secretary of the North Island 9-1-1 Corporation for the year 2018.”

CARRIED

Appointment of Deputy Secretary

Wells/McNabb: “THAT Brian Pearson be appointed deputy secretary of the North Island 9-1-1 Corporation for the year 2018.”

CARRIED

Appointment of Auditors

Wells/McNabb: “THAT MNP LLP Chartered Accountants be appointed auditors for the North Island 9-1-1 Corporation.”

CARRIED

Appointment of Bank Signing Officer

Wells/McNabb: “THAT the following persons be appointed bank signing officers for the North Island 9-1-1 Corporation and that any two of the following be authorized to co-sign:

President – North Island 9-1-1 Corporation

or

Secretary – North Island 9-1-1 Corporation

or

Deputy Secretary – North Island 9-1-1 Corporation

or

Corporate Financial Officer – Comox Valley Regional District

or

Corporate Legislative Officer – Comox Valley Regional District

or

Manager of Financial Planning – Comox Valley Regional District.”

CARRIED

MINUTES

Stanhope/Wells: “THAT the minutes (no. 126) of the North Island 9-1-1 Corporation board meeting held November 17, 2017 be adopted.”

CARRIED

Stanhope/Wells: "THAT the minutes of the North Island 9-1-1 Corporation administration committee meeting dated January 12, 2018 be received."

CARRIED

CORRESPONDENCE FOR RECEIPT

2018 NI 9-1-1 Meetings Schedule

Stanhope/Wells: "THAT the approved 2018 meeting schedule for NI 9-1-1 board and committee meetings be received."

CARRIED

ITEMS FOR DISCUSSION AND DELIBERATION

E-COMM

Stanhope/McNabb: "THAT the E-Comm 9-1-1 PSAP services results for the period ending December 2017, be received."

CARRIED

2018-2022 Financial Plan

Wells/McNabb: "THAT the report dated January 8, 2018 regarding the 2018 budget and five year financial plan be received."

CARRIED

NEW BUSINESS

There was no new business brought forward for discussion.

TERMINATION

Wells/Stanhope: "THAT the meeting terminate."

CARRIED

Time: 11:45pm.

Confirmed:

"R. Dyson"

R. Dyson
Secretary

Certified correct:

"L. Samson"

L. Samson
President