

MINUTE NO. 128

Minutes of a meeting of the board of directors of the North Island 9-1-1 Corporation held on Friday, March 2, 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
		McNabb, J.	- Alberni-Clayoquot Regional District
		Stanhope, J.	- Regional District of Nanaimo
		Wells, B.	- Comox Valley Regional District
	Staff:	Doherty, T.	- Deputy Fire Chief, City of Campbell River
		Douville, K.	- Manager of Financial Planning, 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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Absent:	McCormick	- Powell River Regional District (Teleconference)	
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ADOPTED OF THE AGENDA

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

CARRIED

MINUTES

McNabb/Stanhope: "THAT the minutes (no. 127) of the North Island 9-1-1 Corporation board meeting held January 26, 2018 be adopted."

CARRIED

Stanhope/McNabb: "THAT the minutes of the North Island 9-1-1 Corporation administration committee meeting dated February 16, 2018 including the following reports, be received.

- Management report dated February 2018.
- Fire Dispatch statistics report period ending December 2017.
- Fire Dispatch quality assurance report period ending December 2017.
- Report dated February 9, 2018 regarding 2018 revised capital projects.
- Peace River fire dispatch implementation."

CARRIED

Staff reported that Peace River fire dispatch successfully transitioned to NI 9-1-1 in November 2017. Initial data shows a slightly higher than anticipated call volume for the first quarter. Feedback received by the NI 9-1-1 fire dispatch manager, indicates overall satisfaction with the service and in particular with the mapping and CAD to CAD system that is now available to the Peace River fire departments.

CORRESPONDENCE FOR RECEIPT

There was no correspondence for receipt.

ITEMS FOR DISCUSSION AND DELIBERATION

Accidental Calls 2018 Communication Plan

J. Steel provided an overview of the proposed accidental communications plan for 2018.

The Board reiterated concern at the number of accidental calls and discussion ensued regarding possible causes for the large number of accidental calls received by NI 9-1-1.

The Board requested that staff make enquiries with regard to

- dropped telephone signals to see if that is a contributing factor;
- determine if any research has been done into other possible factors;
- how other jurisdictions have addressed the problem.

With regards to the communication plan, the Board acknowledged that local content with common message may help engage the community in the conversation and suggest enlisting local media in NI 9-1-1 service areas to interview the area directors, to bring local awareness to the problem of accidental 9-1-1 calls. Capturing a wider audience may also increase awareness of the accidental 9-1-1 calls problem and suggested that the larger media networks will reporting on the issue may have a greater impact.

Staff directed to continue to seek grants and other funding opportunities and reach out to other 9-1-1 service providers to look at collaboration opportunities.

Wells/Stanhope: "THAT the report dated February 9, 2018 regarding the 2018 accidental calls communication plan be received."

CARRIED

Wells/McNabb: "THAT the North Island 9-1-1 Corporation board approved the 2018 accidental calls communication plan as attached to the staff report dated February 9, 2018."

CARRIED

2018-2022 Financial Plan

K. Douville reviewed changes to the projected surplus in the recommended budget and noted that the revision would not impact the annual requisition.

Wells/Stanhope: "THAT the report dated February 9, 2018 regarding the recommended 2018-2022 financial plan be received."

CARRIED

Wells/McNabb: "THAT the 2018 NI9-1-1 budget and five year financial plan for 2018-2022 be adopted as presented."

CARRIED

NEW BUSINESS

B. Pearson advised the board of a revenue opportunity regarding an RFP for 9-1-1 fire dispatch services.

Staff reviewed details of the project and identified a number of technical and resource challenges that it presented to NI 9-1-1 should the board decide to pursue the project. Staff also identified limitations due to the submission deadline.

NI 9-1-1 Board meeting schedule – May 2018

The board acknowledged the next regular meeting is scheduled for Friday, May 18, 2018 and requested that the meeting date be changed to May 11, 2018.

Wells/Stanhope "That the meeting of the NI 9-1-1 Corporation board of directors be changed from May 18, 2018 to May 11, 2018."

CARRIED

TERMINATION

Wells/Stanhope: "THAT the meeting terminate."

CARRIED

Time: 11:45am.

Confirmed:

R. Dyson

R. Dyson
Secretary

Certified correct:

L. Samson

L. Samson
President