

## MINUTE NO. 144

Minutes of the regular meeting of the board of directors of the North Island 9-1-1 Corporation held on Friday, June 26, 2020 at the Comox Valley Regional District offices, 770 Harmston Avenue, Courtenay, BC commencing at 11:00 a.m.

<b><u>Present</u></b>	<b>President:</b>	McNabb, J.	- Alberni-Clayoquot Regional District
	<b>Directors:</b>	Doubt, G.	- qathet Regional District (teleconference)
		Hory, A	- Regional District of Mt. Waddington (teleconference)
		Swift, M.	- Comox Valley Regional District (teleconference)
		Wallace, L.	- Regional District of Nanaimo (teleconference)
<b>Absent Staff:</b>	Moglove, C.	- Strathcona Regional District	
	Bremer, S.	- Manager of Fire Administration, Campbell River Fire Dept.	
	Douville, K.	- Manager of Financial Planning, Comox Valley Regional District	
	Dyson, R	- NI 9-1-1 Secretary/CAO, CVRD	
	Lapp, M.	- Recording Secretary, CVRD	
	G. Oye	- Executive Director, Strategic Partner Engagement, EComm (teleconference)	
	Radke, A	- Chief Administration Officer, qRD (teleconference)	
	Starratt, C.	- Regional Fire Services Manager ACRD (teleconference)	
	R. Zaleschuk	- Technology Manager, NI 9-1-1 Corporation (teleconference)	

### MINUTES

An amendment to the minutes dated March 13, 2020 was noted to show the Director Swift in attendance.

Swift/Wallace: "THAT the minutes (no. 143) of the North Island 9-1-1 Corporation board meeting held March 13, 2020 be adopted, as amended."

CARRIED

Swift/Wallace: "THAT the minutes of the NI 9-1-1 administration committee meeting held June 12, 2020 including the following reports, be received

- Management report dated June 2020
- Fire Dispatch quality assurance report for period ending June 2020."

CARRIED

Director Hory entered the meeting at 11:03 am.

### ITEMS FOR DISCUSSION AND DELIBERATION

#### **E-Comm – Pre-switch abandoned calls**

Gail Oye, Executive Director, Strategic Partner Engagement, E-Comm attended via teleconference to present 2019 performance results as it relates to abandoned 9-1-1 calls. The presentation concluded with a request for North Island 9-1-1 Corporation's (NI 9-1-1) approval to turn-off the 'pre-switch' abandoned calls, for 9-1-1 calls within the NI 9-1-1 boundaries.

To support the request E-Comm provided background information and described each call (pre-switch, abandoned and incomplete) defined as abandoned 9-1-1 calls within in the Primary Call Answer Point (PSAP). The request from E-Comm is to turn-off pre-switch calls only. The policy and procedure to handle abandoned and incomplete calls is not intended to change and will continue to receive follow-up investigation.

Hory/Wallace: “Due to the increase in cell phone usage and volume of pre-switch abandoned calls, “THAT the North Island 9-1-1 Corporation approve the E-Comm request to align with other districts in British Columbia and turn off 9-1-1 pre-switch abandoned calls.”

Before calling the question, the board made the following enquiries:

- Is there any data that shows if any pre-switch calls have resulted in an actual emergency?
- Of the regions that have the pre-switch abandoned calls turned off, how long has the policy been in place and has there been any subsequent data that shows the number of actual emergency calls that have been dropped as pre-switch abandoned calls?
- Does the NI 9-1-1 Fire Dispatch Centre or RCMP ‘E’ Division, have any data to show how many pre-switch abandoned calls were investigated and how many were actual emergencies?

The motion was withdrawn.

Swift/Doubt: “THAT staff investigate the matter of NI 9-1-1 pre-switch abandoned calls further and report back to the Board at the next meeting, with a copy to E-Comm for information.”

CARRIED

G. Oye left the meeting at 11:22 am.

### **CRTC - Next Generation 9-1-1 deadlines**

Swift/Wallace: “THAT correspondence dated April 8, 2020 from the Canadian Radio-television and Telecommunications Commission (CRTC) regarding Next Generation 9-1-1 deadlines, be received.”

CARRIED

### **Fire Dispatch - Lasqueti Island**

Swift/Wallace: “THAT the report dated June 22, 2020 regarding fire dispatch services for Lasqueti Island, be received.”

CARRIED

Swift/Hory: “THAT a formal request be sent to qathet Regional District to improve the call handling for cellular 9-1-1 fire distress calls made from Lasqueti Island or have Lasqueti Island become part of the North Island 911 coverage area;

AND FURTHER THAT North Island 9-1-1 Corporation initiate discussion with the shareholder regional districts to request the implementation of a service agreement, that clarifies the duty of NI 9-1-1 with regard to dispatch to un-serviced areas as well as indemnity requirements of each participant.”

CARRIED

A request to separate the resolution into two distinct recommendations was declined.

### **Annual requisition allocation alternatives**

K. Douville presented an update report regarding the review of annual shareholder requisition allocation alternatives.

In concurrence with reviewing the allocation and apportionment alternatives, Mr. Douville recommended that consideration should also be given to the cost implications associated with the following:

- A probable further extension of the E-Comm PSAP service agreement which expires on December 31, 2020;
- Upcoming negotiations with the City of Campbell River for the fire dispatch service agreement which expires on December 31, 2021; and
- A review of the Peace River fire dispatch service agreement which expires on May 18, 2022;

As such, staff have further recommended that the NI 911 Board undertake a strategic planning process commencing in Fall 2020.

Wallace/Swift: "THAT the report dated June 23, 2020 regarding the annual requisition and allocation alternatives, working group update be received."

CARRIED

### **Notice of Motion**

Director Wallace provided a notice of motion for the next meeting of the board:

"That the NI911 Corporation apportionment model be changed to the call volume apportionment model effective in the 2021 financial plan."

### **Strategic Planning**

Swift/Wallace: "THAT the North Island 9-1-1 Corporation hold a strategic planning session in the Fall of 2020;

AND FURTHER THAT the session be held prior to the 2021 budget deliberations to ensure recommendations are included in the 2021 – 2025 financial plan."

CARRIED

### **TERMINATION**

Swift/Wallace: "THAT the meeting terminate."

CARRIED

Time: 11:56 am.

Confirmed:

***"R. Dyson"***

R. Dyson  
Secretary

Certified correct:

***"J. McNabb"***

John McNabb  
President