



NENA ONTARIO ANNUAL GENERAL MEETING

May 30, 2011

York Region Police Services
2700 Rutherford Road, Vaughan

In Attendance

Larry Breen, President, Bell
Kim Bastin, 1st VP, York Region Police Services
Linda Dickson, 2nd VP, Wellington County
Holly Barkwell-Holland, Public Safety Consultant
Sandy Hutchinson, Stratford Police Service
Sheryl MacPhail, Past President
Rick Gallaway, NENA 1st Vice President
Carol Frank, York Region Police Services
Terry Hubbard, Burlington Fire
Colette Tanner, Hastings 9-1-1 Coordinator
Peter Holland, Consultant
Lori Powers, Windsor Police Service
Tracy Finn, Toronto Police Services
Ron Welbourn – Proven Ways
Connie Welbourn – Proven Ways
Judy Broomfield, Toronto Police Service
Peter Lang, Rogers
Ross Hamilton, Rogers
John Visconti, Bell
Tom Paniak, Bell
Nancy Banks, NENA Regional Director
Cathy Noblett, Bell
Ken Sluman, Peel Region Police Service
Susan Knox, Durham Region Police Service
George Ravenek, Niagara Region Police Service
Robin Johnstone, Niagara Regional Police Service
Kathy Noblett, Bell

Meeting was called to order by President Breen at 1008 hrs

Meeting was recorded



Roll Call – Attendance sheet circulated

Minutes of the September 28, 2010 meeting: Moved by Rick Galway and seconded by Carol Frank that the minutes of the September 28, 2010 NENA Ontario Chapter Meeting held at the Annual Conference are approved. Carried.

OPEN ISSUES –

ENP - Ron Welbourn gave a presentation to the members on the ENP Programme; the benefits, the requirements and the how to become ENP certified. Many thanks to Ron and Connie.

Conference 2011 – Linda Dickson provided information on the 2011 Annual Conference to be held at the Holiday Inn on Stone Road in Guelph September 19-21, 2011. An outline of the conference activities was provided in the agenda along with a registration form.

Conference 2010 – Kim Bastin reported that there were 126 attendees to the conference held in Markham. The conference costs were covered without significantly affecting our chapter reserve fund.

Financial Report – Larry reviewed the chapter financial reports provided in the in agenda package.

Moved as filed by Rick Galway and second by Sheryl MacPhail that the NENA Ontario Chapter Financial Summary dated April 30, 2011 be approved. Carried.

Update on Membership - Nancy Banks reported that there are 200 members in Canada and that 135 of those are from Ontario. This information was current as of the May 30, 2011 meeting. Nancy advised that the NENA Membership categories and fees have changed and that group membership options are now available. There was information on Training Courses provided in the Agenda package. Nancy announced that Rick Galway will become President of NENA National at the June conference.

Note: **** The NENA national office has moved. Check the website for new address. ****

Terry Hubbard asked if NENA will be offering more online courses. Answer - The intent is to do this but development takes time and is done by volunteers. Additional courses to be announced hopefully by year end.



NENA Centre Manager Certification Program – Terry Hubbard advised that Burlington Fire intends to hold the NENA Centre Managers Certification Programme. Burlington will sponsor lunch. Need a minimum of 20 to conduct the course. Spread the word. An invitation is included in the agenda package. **October 17-21, 2011.**

OAB Updates – Judy Broomfield provided an update as follows:

- OAB's focus is on wireless issues – Regarding in call location and trying to find a technical solution to be able to provide update-to-date location information for customers on the move. A dynamic solution is required. Solutions will most likely require changes to centre equipment. Bell has come up with a technical proposal - stay tuned for more information as it becomes available.
- Text to 9-1-1 project. Bell is looking at rebuilding the data network to accommodate deaf/hearing impaired subscribers only. There are many challenges to deal with and three working groups have been established. The challenges will be primarily to standard PSAP operating procedures. New operating procedures will have to be developed for text to 9-1-1.
- Future challenges - Federal Government has expressed an interest to continue deregulating the telecomm industry. This will open the door to further competition and will create new challenges to overcome with current 9-1-1 architecture.
- Peter Glen will become Chair of OAB when Judy retires in July. Tracey Finn has been put forward as a new member on the OAB.

Text 911 – Tom Paniak from Bell provided an update as follows:

Four test sites have been established – Peel, Toronto, Montreal and Vancouver. Test trials will begin in mid – November. New IP sites to these locations still need to be set up. No one needs to panic that the old system will be turned off. Tests will run in parallel with existing equipment until an agency and Bell agree to turn down old service. Two new classes of service to be added TSE (Text Service English), TSF (Text Service French).

Ken Sluman expressed a concern that text to 9-1-1 testing is very time consuming. Is there a way to handle this without impacting the PSAPs? It would be appreciated if those conducting the testing could inform the PSAPs during testing phases so that they understand when it will be occurring and can plan staffing accordingly.

Constitution By-laws Amendments – Linda Dickson reviewed the amendment and draft By-law document with membership.



Moved by Collette Tanner and second by Carol Frank that the Amendment to the NENA Ontario-Chapter Constitution and By-laws be approved.

Peter Lang indicated a concern with the wording proposed for the Term of Office of the appointed Treasurer. Proposed to add the words “a maximum” prior to the 3 years and removed the wording as “otherwise provided by the President”.

Typo corrections were also noted during the presentation.

During the discussion of the motion, Rick Galway recommended that the amendment be accepted with Peter Lang’s changes incorporated.

Ken Sluman noted that recommended NENA standards are not specifically outlined in the purpose section of the By-laws. It was discussed that they are incorporated under items A and D of the purpose.

None opposed. **Motion carried.**

SWEARING IN OF THE 2011 EXECUTIVE – President Breen advised that Holly Barkwell-Holland was acclaimed and that there would be no election for 2nd VP this year.

Nancy Banks, NENA Regional Director swore in the 2011 NENA Ontario Chapter executive as follows:

Kim Bastin, President

Linda Dickson, 1st VP

Holly Barkwell – Holland, 2nd VP

Larry Breen is now the immediate Past President.

Swearing in ceremony completed.

OPEN ISSUES

Presidents Award – Newly appointed president Kim Bastin announced that the call for recipients is now open.

Financial Support OAB – Moved by Nancy Banks and second by Sandra Hutchinson that NENA Ontario Chapter provide \$1000.00 in financial support to the Ontario Advisory Board for 2011. Carried.



Appointment of Treasurer – That the Ontario – Canada Chapter supports the President’s appointment of Peter Holland as Chapter Treasurer for a 3 year term. Peter will fulfill the duties and responsibilities of Treasurer as set out in the Ontario – Canada Chapter By-laws. Motion moved to accept by Ken Sluman and seconded by Cathy Noblett. Motion carried.

NENA Ontario Chapter Committee involvement

Holly Barkwell-Holland spoke to the Committee Liaison position. An outline of the job description was included in the agenda package.

Executive contact information is on the NENA Ontario website if members would like additional information on volunteer opportunities. A copy of the information will be posted on the website.

211 Presentations – Bill Morris gave a presentation on the roll out of the 211 service in Ontario.

Motion to Adjourn Terry Hubbard, second by Peter Lang.

Meeting adjourned at 12:45 pm May 30, 2011.