



National Emergency Number Association (NENA) Ontario Chapter

NENA Ontario Chapter General Membership Meeting Minutes Via Conference Call January 14, 2015 09:30 hours

1. Call to Order – NENA Ontario President - Sue Dawson

Conference Call called to order at 09:36hours

2. Roll Call – 45 Participants

Nancy Banks, ENP, Canadian Regional Director
Erich Baumgartner, Rogers
Jodie Brown, Niagara Region
Helen Chasty, Peel Regional Police
MaryAnne Cousineau, Barrie Fire
Terrie Dewsbury, County of Lambton
Kellie Dobson, Cambridge Fire
Harry Dunning, Guelph Fire
Tracy Finn, ENP, NENA Ontario 2nd VP
Glenn Freer, Rogers
Tom Gaffney, London Police
Scott Grover, Guelph Police
Lori Hamer, Kitchener Fire
Peter Holland, NENA Ontario Treasurer
Eric Janus, Ottawa Police
Grant Love, North Bay Fire
Sheryl MacPhail, Conference Committee
Thompson Morrow, Toronto Police
Laura Phillips, Guelph Police
Phaedra van Buuren, Bell
Lori Powers, Windsor Police
Nancy Johnson, Sudbury Police
Magni Magnason, City of Calgary

Holly Barkwell, ENP, BH Group Inc.
Larry Breen, Bell
Susan, Casey, London Fire
Cathy Clark, County of Simcoe
Sue Dawson, ENP, NENA Ontario President
Linda Dickson, NENA Ontario Past President
Jason Dodds, Huron County Emergency Srvcs
David Evans, Niagara Falls Fire
Carol Frank, NENA Ontario 1st VP
Jim Friend, ENP, Hamilton Fire
Paul Gallant, Ottawa Police
Nicole Guglielmi, Niagara Region
Greg Hilton, OPP
Carol Hubacheck, Peel Regional Police
Kerry Kapuscinski, ENP, Durham Police
Sandra Mackey, Durham Regional Police
Kyla Magee, Peel Regional Police
Kathy Noblett, Bell
Sue Sartain, Durham Regional Police
Theresa Virgin, Durham College
Mr. Ferland, Solacom
M. Labarge, Sudbury Police

3. Approval of Minutes from May 27, 2014 Meeting

Motion to approve minutes as written.

Moved by: Sheryl MacPhail Seconded by: Larry Breen

Motion: Carried

4. Business Arising from Minutes

There is no business arising from the previous minutes.

5. Financial Report

NENA Ontario Treasurer - Peter Holland – Budget/Finances

- There is a budget attached to financials which is different than previous years
- Presented Profit/Loss Statement and Balance Sheet (attached) for approval
- Cost of the 2014 Training Symposium which are factored into the statements.
 - Showing a loss of \$25,000, but not a loss in the true sense it actually represents expenditures of funds that were used on behalf of the members.
 - Symposium was budget as a break-even budget, because of the different format (less sponsorship, higher than normal training costs (i.e. NENA courses))
 - Less attendance due to the format which was expected
- Bank balance just shy of \$10,000
- Unknown what conference revenues will be for 2015
- New budget will include – website upgrade (a capital item going forward)
- 2015 Budget is ready for review by Executive and will be presented to membership at next meeting.

Motion to accept the Treasures Report

Moved: Theresa Virgin

Seconded: Holly Barkwell

Motion: Carried

6. Discussion Items:

- i. 2014 Training Symposium – NENA ONTARIO 1st VP – Carol Frank
 - Training Symposium went quite well. Attendance was down from previous conferences, but it was expected due to the change in format
 - Prior to putting the Symposium together, NENA Ontario did a survey of members to ask what type of format you wanted to see and the training type symposium was what members wanted
 - The programs chosen to be offered were voted on by members as to what was relevant to members in their current roles
 - With certificate programs, comes higher costs
 - A survey is to follow (in the next few weeks). It will go to all Symposium attendees. We are seeking honest, direct feedback on the Symposium. Is this something you would like to see again? Any changes we should make? Suggestions? etc.
 - We want to continue to provide our members with what they want
 - Over all there was a good time had by all
- ii. NENA National Update – Canadian Regional Director – Nancy Banks
 - Greetings from the Executive Board

- Membership Renewals went out at end of last year, some people renewing earlier than in previous years, if you haven't done so please do. Also if you have any changes, please update your information (i.e. email addresses etc.)
- New classification added for communicators. It's a non-voting membership, and can be included in group memberships
- Over 7800 members world wide
- Standard open for comments on the NENA website – it's a document called NG PSAP Requirements – technical requirements to move forward towards NG. Any comments welcome. Available on line until the end of January
- ENP Canada added 10 new ENPs in 2014 across the country. There is now a total of 34 Canadian ENPs – an all-time high –16 from Ontario!
- Remember that NENA courses do count towards your ENP recertification points
- Annual NENA Conference June 27 – July 2, 2015 in Denver. Since it crosses Canada Day Nancy has reminded them that something should be done to recognize Canadian Members
- NENA Development Conference Oct 4 -7, 2015 in Austin, Texas
- NENA Education Courses were very successful last year, Thanks to NENA Ontario for offering 4 last year – huge increase for Canada
- Webinars – if you register and can't log in, you can access the archive at any other time
- 2014 Overall a good year for NENA

iii. Website – Holly Barkwell

- Current website in need of a re-do
- Late last year started on project and we are now in the process of firming scope of work
- Budgeted \$8000 but will come in significantly under, although there are a few areas we still need to include and one that was forgotten
- Working on final numbers for the costing
- It is hopeful the new site will include
 - Content Mgmt for things like articles,/text/pictures in order to keep the news section more current
 - Future offerings online training/registrations
 - A “Members Only”– content not for general consumption
 - Contact forms for easy communication
 - A way to engage through social media Facebook/Twitter
 - A way to reach out without spamming peoples at work
 - Electronic store to be able to host event registration, online training and perhaps future merchandise purchases
- Would also like to look towards a new Ontario Logo as we haven't had one for some time
- Current site does have articles of interested posted. The CRTC is respecting better timelines in posting their information so we have not had to update this section as frequently
- Job postings can be posted on the site at a cost of \$100/yr. This allows you to post as many as you wish for as long as you'd like during that one year period

- Sue Dawson added that we are happy to have assistance from members willing to participate (i.e. website committee)

iv. Incorporation – NENA Ontario Treasurer – Peter Holland
Peter provided thorough overview:

- Our current structure is fairly unofficial we do not file statements with CRA , we don't report for HST purpose. We are viewed as a somewhat recreational association, and it makes setting up banking etc. a little difficult
- We are looking to be a NFP (not for profit) Corporation
- Items that go along with that fit the structure of NENA
 - Complete tax exemption
 - Profits made don't need to file income tax, but we are require to put money back into incorporation to be used with members approval under articles of incorporation
 - No personal drawings allowed
 - Format protect directors from personal liability, not much risk but is the opportunity for some
 - Require Insurance protection
 - HST/GST account can be applied for which allows us to recover a lot of the 13%
 - Can use Public Accounting Firm but under NFP members can waive such, and can have the statement provided questions/approved as is currently done
 - No audit required with member approval
 - Consulted Lawyer costs approx. \$1500 -\$2000
 - Under NFP being tax exemption is not a given
 - It's not recommended that we file for charitable status, so no tax receipts for donations (make application to gov't wanted) but probably not a direction we want to go
 - Can file on line with CRA which cuts costs down
 - Must file articles of incorporation (basic structure)
 - Name search for NENA Ontario to see if still available
 - File Name and Addresses of Board of Directors
 - File bylaws within 12months of incorporation

v. 2015 Conference – NENA Ontario 2nd VP – Tracy Finn

- Happy to announce that we will be partnering with APCO Canada for a joint conference this year. The Conference will be held in Niagara Falls Ontario November 2 – 5, 2015 at the Sheraton on the Falls Hotel. Conference rates, and more details to follow in the coming month(s). Tracy will try to get registration costs ASAP so that members can get the conference on their organizations radar. Hotel rooms approx. \$129/night.
- More information on Conference format to follow. If you're interested in presenting, start thinking about call for papers, etc. so you're ready when the time comes.
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ENP Exam

- If you are interested or considering writing the ENP exam at the conference please start giving it some thought, so that we can book well in advance to ensure we can have a Proctor available, as well as space to write. We would like to have members registered by early to mid-summer, so there is no scrambling at the last minute

vi. 2015 Goals – NENA Ontario President – Sue Dawson

- As an executive we sat down at set some goals, and we have discussed a few already;
 - Website
 - Incorporation
- We would also like to create more official policies/procedures to go along with bylaws, to make it an easier transition for future boards and not have to rely on information passed down through memory
- We would like to host a CMCP Course in the GTA and have targeted spring 2016. We mention this now so that it give members ample opportunity to get it on organizations radar – approx. \$1000 per person for the 40 hours (5 day) course Information on the CMCP course can be found on the NENA website [www. NENA.org](http://www.NENA.org) We are trying to have the NENA Ontario Chapter become more visible by getting out to other agencies such as Ontario Association of Fire Chiefs, Ontario Association of Chiefs of Police etc., to let them know who we are, and what we do
- Happy to say we're getting through our goals

7. New Business

- OAB Update/CRTC Update – NENA Ontario 2nd VP – Tracy Finn

OAB

- There has not been any activity since our last NENA meeting. Our Treasurer has been off extended due to illness. We are hopeful to get together in the near future to get things moving forward

CRTC

- Much work is ongoing as always at the CRTC Emergency Services Working Group (ESWG). There are multiple TIFs (Task Information Forms) ongoing. We are always looking for more participants, as more hands make lighter work. Some of the highlights:
 - T9-1-1 - TIF61 (main Text with 9-1-1 TIF) and TIF67 (Chaired by T. Finn) – PSAP Operations – Next call for TIF67 – Tuesday January 20, 2015 10:30am EST – we will be discussion the new transfer feature (PSAP to PSAP) for T9-1-1 application
 - Currently there are 1163 registered Deaf participants 366 in Ontario
 - As of today T9-1-1 is live in parts of Vancouver (Ecomm territory), City of Calgary, Manitoba, and in Ontario – Peel Region, York

Region, Thunder Bay, City of Windsor and City of Toronto. Nova Scotia is set to go live this week. We are making great progress across the country.

- TIF72 – IP Migration will be starting up again after a hiatus (as PSAPS started to work towards IP connectivity. For discussion will be PSAP Registry as well as No answer calls and how to handle them. No date yet, but should be by end of month/early Feb.
- TIF69 - Location Accuracy – working towards better location with wireless calls still ongoing but a good one to pay attention to
- Some others that TIF73 Multi-Line Telephone systems (impact to PSAPS with business spread of vast geographic area – not always in same jurisdiction, college campuses etc.
- TIF75 Test Calls (how can we streamline them to reduce impact to PSAPS etc.) – this one is VERY new, and hasn't gotten off the ground but may be of interest to some PSAPs were test calls are impactful

- Other New Business

Question from Carol Hubacheck on the status of putting together a Canadian Chapter

- Sue Dawson and Linda Dickson both addressed the question advising that there were some concerns raised about moving forward with a Canadian Chapter and that we should – look at the Ontario structure and our own incorporation first to make sure we're on solid footing and perhaps revisit the idea in the future We want to be a bigger voice in Ontario before we move to a national group. We have big challenges ahead and not just NG9-1-1, we still have no legislation or funding in Ontario, and we need a direction to move ourselves forward in Ontario

- Closing Remarks

Sue Dawson thanked everyone for making the time to join the call and felt it went very well, she has invited members to provide feedback on the format

Linda Dickson advise that due to sheer volume she feels it was a success

8. Adjournment – meeting adjourned at 10:37 hours

Moved: Paul Gallant Seconded: Nancy Banks

Motion: Carried unanimously