

NENA Ontario Annual General Meeting
May 18, 2010
York Region Police Services

1. **CALL TO ORDER** – Larry Breen at 10:05
2. **ROLL CALL** – Sign in Sheet - attendance

Larry Breen - Bell
Kim Bastin – York Region Police
Linda Dickson – Wellington County
Sheryl MacPhail – York Region Police
Carol Frank – York Region Police
Penny Dollery – Guelph Fire
Bob Millison – Guelph Fire
Judy Broomfield – Toronto Police Service
Connie Welbourn – Proven Ways
Ron Welbourn – Proven Ways
John Visconti– Bell
Fadi Dabliz - Bell
Tom Paniak - Bell
Pat Berry – Bell
Nicolas Pierre – Bell Mobility
Gail Reed – Barrie Police
Sue Dawson – Barrie Fire
Ross Hamilton – Rogers
Peter Lang - Rogers
Ken Sluman – Peel Regional Police
Nancy Banks – Peel Regional Police, Canadian Regional Director NENA
Sue Sartain – Peel Regional Police
Kerry Kapuscinski – Durham Regional Police

3. **MINUTES OF MAY 6, 2009** – *That the minutes of the NENA Ontario Annual General Meeting are approved.* Moved by Carol Frank, second by Peter Lang. Carried
4. **OPEN ISSUES**
 - a) **ENP Program** – Fadi Dabliz gave an overview of the program
Cost – \$395 members, \$475 non-members (fees are in US funds) + savings for conferences if you are an ENP

Process - Information is available on the nena.org website

Those with 5 -10 years experience probably have enough involvement in 9-1-1 to achieve sufficient points to qualify.

There are approximately 16 Canadian ENPs

Exam is comprised of 150 multiple choice with approximately 50% based upon management and 50% technical aspects of 9-1-1. Need 70% to pass

Need to Re-certify every 4 years at a cost of \$175.

Personal experience – ENP includes technically and operational professionals

With an ENP you are recognized in the organization as a subject matter expert

Reference manual - \$30 –

Canadian content – some questions are USA and some Canadian, some both.

Canadian applicants will see questions that apply to Canada only and those that apply to both

Study groups are recommended – those that have written cannot participate in study groups but they can help you to get organized

Contact – Fadi if you want more information

ENP CD is available to take with you

- b) **Conference 2010 Presentation** – Kim Bastin
Theme Better Together – Believe It, Achieve It,
Location - Markham Hilton Suites Conference Centre & Spa
Accommodations - Two room options – 135 per night – in the main hotel;
\$115 per night in the Warden Building
June 30 – early bird
Spouse passes and day passes will be available
Check out the conference website at <http://www.nenaontario.com/8.html>

- c) **Conference 2009 Updates** – Larry Breen
Highest attended conference to date and made money
Great overall comments - Goal to out do it this year.
Conference committee has been set up but we need sponsors to support the conference. The committee welcomes suggestions or offers for sponsorship, presentations or vendors.

- d) **Financial Report** – Larry Breen reviewed account summary information in agenda package.

- e) **Update on Membership** – Nancy Banks NENA Canadian Regional Director
148 Canadian members – approximately 120 are Ontario Chapter members
This year we had 8 new members.
Request – if you are not receiving monthly emails from Nancy contact her to give her your correct email address.

Interest in participating in Committees contact Nancy Banks –
Nancy.Banks@peelpolice.ca

Q. Notices of expiry of memberships?

A. Individuals or agencies are sent reminder notices which are typically sent out in November and December

Q. What Committees are there?

A. Nancy will send a list.

5. **SWEARING IN OF THE 2010 EXECUTIVE**

Canadian Regional Director Nancy Banks administered the oath of office to the new executive.

The 2010 executive is Larry Breen, President; Kim Bastin, 1st Vice President and Linda Dickson, 2nd Vice President. Sheryl MacPhail is the Past President.

6. **NEW BUSINESS**

- a) **President's Award in memory of Peter Gallant** – NENA Ontario Chapter was saddened by the loss of Peter Gallant – January 29, 2010.

In recognition of Peter's dedication and volunteer service to the NENA, proposed a President's Award has been proposed in his honour.

Group discussed the award criteria provided in the agenda package.

Award – a glass plaque presented to the recipient. Peter's wife Diane will present the first recipient with the Award at this year's conference in September.

Q. Will be available this year? **A.** Yes

Consensus that we include a deadline nomination date
NENA Executive will finalize the award criteria and information as supported by the membership.

Motion – To accept the award criteria as circulated in the agenda information and to proceed to recognize a successful recipient at this year's conference in Markham. Moved by Fadi Dabliz, second by Carol Frank, Carried.

- b) **OAB/CRTC Update** - Judy Broomfield –
Wireline – 2 issues –
- i) Community Notification Service access to the 9-1-1 data base to notify the public of serious situations regarding actions to be taken such as evacuations or an area.
 - ii) Tiffs working group – last fall Rogers filed a part 7
3 new discussions groups have been formed
 - Impact to the CLEC of municipal addressing changes.
 - ILEC s and competitors test calls – with PSAPs.
 - Competitors looking for real time access to the ALI database.Pat Berry will be sending information out to request municipal participation.

Wireless Phase II – Stage 1 deployment moving forward in three areas

- i) Unsubscribed handset no call back #'s, unregistered, 10 digit telephone numbers 9-1-1 platform now seeing more #s from telephones globally – how to make it possible or improved
- ii) Stage I 9-1-1 - need to update the platform to be able to move forward to Stage II – a lot of technical updates to be implemented.
- iii) Texting to 9-1-1 for the deaf – Commission has directed the working group to look into this issue – this is intended to be an accessible opportunity for the deaf to have access to 9-1-1 services only.
Report was submitted in January. Direction was given to move forward on some of the recommendations.
Q. Who would they register with
A. Still under discussion has to be maintainable and dynamic.
Q. Trial?
A. Not determined yet. It is going to happen. Need to participate in discussions to be able to train our staff. This is going to open the door to all of the Next Generation 9-1-1 that we have been hearing about and discussing
- 4) VoIP – decision was to be out at the end of April – not finalized yet still getting through 3 party services.

c) **Financial Support** –

Motion – That the NENA Ontario Chapter provide financial support to the 9-1-1 Ontario Advisory Board in the amount of \$1000.

Moved by Nancy Banks, Second by Sue Sartain, Carried.

Judy – appreciate the support on behalf of the OAB.

d) **Discussion of the ENP reimbursement –**

Current ENP reimbursement practices were discussed and the group suggested options for improving the current policies.

That the NENA Board develops a policy regarding the funding of the ENP program for Ontario Chapter Members based upon the discussion of the following items.

- Will refund up to a maximum \$400 and this amount may be reviewed by the Committee on an annually basis,
- How to maintain the funding reserve
- Provide reimbursement for initial write, submit proof of success, no reimbursement for reference material
- No funding for rewrites or re-certification.

7. **PHASE II WIRELESS AND CNS PRESENTATIONS**

Phase II Wireless – Tom Paniak

Bell is finding large numbers coming back with uncertainty issues in rural areas and this is being investigated

To support the new Stage II need to update the Bell network and new specifications to be in place by September 2011. Changes to 9-1-1 data will not impact voice connections or circuits. Notification will be coming out to PSAPs the end of the month to give them some consideration for the changes coming forward. There will be a significant investment required – How much? Not sure? What are the impacts to record management systems? Not clear Storage could be a concern.

PSAP recording large uncertainties should send details to the WSB.

Community Notification System – Fadi Dabliz

CNS has been refiled –

Information received will be segregated by municipal code. Telephone number, address, class of service will be included in the list.

Why refiled – Able to reduce the rate to \$1202 one time service charge. For one to three municipal lists 90 per month. More than 3 will be \$54/month. Contact the 9-1-1 service manager to order the lists. Bell will work with the municipality/agency/organization that signed the PERS agreement. This should be available by June 1st.

CRTC has certain requirements including a public education process through billing service notification

Q. How will the CLEC do this?

A. Bell will notify it is available and then up to CLECs to do their own education process.

CNS is filed under general tariff 1375 on the Bell tariff page.

VoIP – location determination platform LDP – every internet connection is in a data base so you can create lists from an IP address that can be correlated with a civic address. This is a big undertaking. Have to build the data base to ensure the accuracy and integrity of the decision. Still waiting final word from CRTC on this issue.

Handouts Available

- i) Next gen 9-1-1 – created in the USA.
- ii) Disks of the ENP program available.

MOTION - Moved by Pat Berry to adjourn the meeting at 12:15 Carried.