

**NENA Ontario Chapter Meeting  
May 6, 2009  
10:00 Hours to 13:00 Hours  
York Regional Police Headquarters**

**30 Attendees:**

Sheryl MacPhail	Nycole Harding
Peter Gallant	Nancy Banks
Larry Breen	Kim Bastin
Mike Gottlieb	Heidi Schellhorn
Gail Reed	Judy Broomfield
Holly Barkwell-Holland	Carol Hubacheck
Rick Galway	Grace Kippen
Peter Glen	Peter Lang
Patricia Berry	Linda Dickson
Jim Friend	Carol Frank
Peter Greer	Kathy Liljequist
Mark Hitchman	Ron Bloom
Theresa Virgin	Janie Lovell
Dino Lombardi	Kathy Sparks
John Visconti	Tom Paniak

Meeting called to order at 10:05

Welcome by President Sheryl MacPhail

Acceptance of minutes for meeting May 14, 2008. Motion to approve – Rick Galway, Seconded by Holly Barkwell-Holland

**ENP Program – Rick Galway**

The number of ENP's in Canada has doubled. ENP is now recognized as a job requirement in the U.S. Rick stressed that the questions are not misleading or tricky and that he and Ron Welbourn are planning question-writing sessions in order to update the exam. Sheryl MacPhail confirmed that there are funds designated to reimburse members upon successful completion of the ENP exam. Theresa Virgin advised that the study group she took part in was very helpful, and Rick Galway can provide information and contacts to those who wish to start up a group.

**Congratulations to Judy Broomfield**

Sheryl MacPhail congratulated Judy on her OWLE (Ontario Women in Law Enforcement) award for Civilian Achievement, recognizing her contribution to the Ontario Advisory Board, for which she is now President. York Regional Police Deputy Bruce Herridge, who was one of the judges for the OWLE awards, stopped into the meeting to extend his congratulations and thanks to Judy and the OAB for their achievement.

**Ontario Advisory Board Update – Judy Broomfield**

CRTC Telecom Regulatory policy 2009-40 - implementation of wireless phase II E9-1-1 Service

Highlights:

- wireless carriers must implement by February 2010

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- Applies to all existing and new carriers (globalive “yak”)
- Working group includes members from public safety, wire line and wireless services
- Goal is to discover how to technically follow through so all carriers give same info in technically standard format
- Will happen in 2 stages (phase 2 stage 1) wireless caller calls, you get packet like you always did. Packet 2 will give lat/long x/y and deliver to call taker, which will be mapped using your technology depending on what you have (cad, software, paper maps). Will not include unsubscribed phones, roamers or continual updates. Going forward to the next stage it will attempt to track the phone ongoing through the call.
- Each wireless carrier has been asked how they will deploy across the country. Toronto will be first for most carriers. Telus roll out plan does not meet the roll out date, and they will be over the deadline by approx 6 months. Theresa Virgin will talk to Telus for more details.
- Weekly meetings are taking place – Chris Kellett from Alberta advisory board is participating as well.
  
- Won't be a cost to agencies per the commission – wireless agencies must pay. Updates to cad are at the discretion of the agencies and are recommended.

**VoIP Update:**

On April 15, 2009, the OAB worked with the CRTC working group to support VoIP 911 calls.. Currently it is still ‘pretend” 911. Industry came up with technical solution. Non-concensus report submitted in 2007. Commission came back and is not convinced that for nomadic service the solution is effective. Cost is one issue; alternative solutions to improve on nomadic VoIP 911 service are being sought. This means that there is no decision until 120 days after September 28, 2009. Unknown when it will be implemented after a decision is made.

**Updates - Sheryl MacPhail**

Sheryl introduced the current executive, as well as the incoming executive:

Sheryl MacPhail – outgoing president

Peter Gallant – incoming president

Larry Breen- incoming 1<sup>st</sup> vice

Kim Bastin – incoming 2<sup>nd</sup> vice

**Conference Updates – Sheryl MacPhail**

We are still waiting to finalize paying bills before the income from this conference is known.

Registration forms for the upcoming conference in London have been distributed. Larry Breen is conference committee chair – and is looking for volunteers for the various sub-committees.

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**Presentation on NENA Ontario Conference in London, Ontario – September 14 -16, 2009 – Larry Breen.**

Larry showed a video of London convention centre. We currently have floor space for 22 vendors and the convention centre will accommodate if we need more space. The underground parking is very affordable.

Delta Armouries details were provided. It is in close proximity to the convention centre. Accommodation rate for the Delta Armouries is \$110 for room and \$9 for parking. The hotel has indicated that they will do everything they can to accommodate any requests and will be providing a weblink for room registration.

Sponsorship opportunities are available and posted on the NENA Ontario website. Vendor information is also on the website.

Keynote speaker is Bill Buford who was the ATF agent in charge of the Waco incident. He will speak of the incident and its effect on the comm. centre.

Anyone wishing to do a seminar is requested to submit a proposal. The call for papers form is also available on the website.

**Financial report – Peter Gallant**

- Bottom line is \$5721.21 including the money set aside for ENP.
- Recently received \$1297 from NENA int'l
- Canadian cancer society donation of \$1449.76 was made
- Expenses incurred in Ottawa, membership fees
- Have already deposited \$3500 to London Convention Centre
- Advertising on website to generate income \$100 per ad
- Ottawa cut will be substantial, and if we get sponsorships, registrations, we will be good.
- Financial report will be distributed

Discussion:

Judy Broomfield asked why so long to get payment from the Ottawa conference? Bills in January were thought to be the last, some just came in that were overlooked and once paid we will get our share.

Motion to accept the financial statement - Mike Gottlieb, seconded by Jim Friend.

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**Swearing in of 2009 Executive – Rick Galway**

Rick announced that he will be taking over the position of 2<sup>nd</sup> vice president of NENA International in June 2009. Nancy Banks will take over as Canadian Director

Rick performed the swearing-in of the 2009 NENA Ontario Executive:

Peter Gallant – President

Larry Breen – 1<sup>st</sup> Vice President

Kim Bastin – 2<sup>nd</sup> Vice President

**Update on Membership – Rick Galway**

Numbers standing firm, and would like to see more membership over the Prairie Provinces to bring more membership dues back into the country. NENA lost 2 members in BC due to retirement and job shift. Quebec membership would like docs translated into French but due to cost, not currently planned.

NENA International's position has improved, in general due to Brian Fontes and Dr. R. Cobb. Having been in a deficit last year, now \$600,000 to the good (less \$500 thousand in conference expenses). Revenues are above last year. In US there is much out of state travel curtailed.

Rick will be president of NENA International in 2012. He gave his thanks to Judy Broomfield and Peter Glen for their work on the OAB.

**New Business**

**Sheryl MacPhail**

At the APCO/NENA conference, Ron Bonneau brought up that Mexico will be branching into their own organization. They have offered NENA Ontario and BC the option to become NENA Canada. Meeting in Burlington, Nancy Banks outlined the steps that were taken when APCO became APCO Canada. This is open to feedback and discussion. There is a lot of time required, especially when all are volunteers. The establishment of NENA Canada would involve a huge commitment.

Discussion:

Rick Galway advised that there is no time line set. Rick feels that there is not enough membership to cover the expenses that would exist if NENA Canada were to be implemented, but he does not want to discount possibility. The option was offered so that Canada could be on equal footing with Europe, Mexico and Malaysia.

NENA Canada would mean memberships paid in Canadian funds.

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Peter Glen inquired whether this would be a membership decision for all NENA members in Canada. The membership would have to vote, and would have to be an overwhelming majority.

Peter Gallant suggested we can also remain a chapter with members from across the country, rather than breaking off on our own.

Holly Barkwell-Holland suggested that it would likely be a 5-6 year process to complete.

Rick Galway – in States a lot of good going on. Ontario advisory board are who to support here.

### **Text to Landline Calls**

Peter Gallant introduced new business from Jim Friend, Hamilton Fire, regarding Text to Landline calls. A handout was provided.

Discussion:

Holly wants everyone aware this is happening now.

Niagara received back door call to 9-1-1, which was a text message. Larry advised that it cannot come in as a 911 call, and likely happened as a misdial to a back door number.

Judy – there is currently a problem in Toronto with deaf community as they cannot text to 911. If you do text to 911 it looks like the message went, there is not an error message. This poses a problem since you can text anywhere, but not 911.

Larry – The Bell network will give an x next to message indicating it was undeliverable

Rick has taken part in discussions in Gatineau with CRTC and deaf community. They have been making their feelings well known.

Linda – This brings up interesting items re: accessibility standards for municipalities and wonders if Bell has any ideas for meeting the requirements.

Larry – Bell will allow text calls to operator (Bell Relay Service) who will relay to 911. This is published in every directory. When operator gets data signals, will recognize text call. He stressed that you cannot text to 911.

Hamilton wanted to set something up with the Canadian Hearing Society to get text and email going. Opening another can of worms as there is no way to confirm if email was received. Someone has to be checking 24/7 every 30 seconds. There will still not be a location provided, and phase 2 won't help with text messages.

Peter Glen – The deaf community needs to be identified as a group being dealt with in the OAB. Target groups should include every PSAP, municipalities, deaf community. Peter will be

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bringing it up at next meeting of the OAB. There is info on the OAB website which identifies current status of what 911 can and can't do. Their website is <http://www.oab911.ca>

**Bid 13 Document**

Judy Broomfield advised that in July a revised Bell Bid 13 document will come out and IT will have to look at to ensure equipment is compatible.

**ECMS (reverse 9-1-1)**

Question to Pat Berry from Judy- where does ecms (reverse 911) stand?

Pat Berry advises that Bell is looking at agreements and tariff. It will be a long process and is taking a back seat to phase 2 and VoIP but is being worked on diligently this year. Bell will deliver data and each agency will have to download and make use of the data. Bell is building another database with only the essential info.

**Update on Sandra Dion**

Pat advised that Sandra Dion is now cancer free and enjoying her maternity leave. She expected back at work in January, 2010

**Financial Support to Ontario Advisory Board**

NENA Ontario has supported the OAB for the past two years. Mike Gottlieb made a motion to continue to support them with a \$1000 contribution this year. Motion approved by Holly Barkwell-Holland, seconded by Theresa Virgin, membership voted in favour –passed.

**Presentation to Sheryl MacPhail**

Peter Gallant made a presentation to outgoing president Sheryl MacPhail, thanking her for all of her hard work and dedication, particularly during the APCO/NENA conference. Sheryl praised the team that worked with her to make the conference so successful.

Break for 5 minutes at 11:30

**Presentation by GEO Comm**

Kathy Liljequist, GIS expert at Geo Comm who teaches classes, and is involved in NENA. Masters in geography.

Ron Bloom – was wireless deployment manager for phase 1 & 2 through U.S. Served on NENA International executive board as private sector director. Previously with Ameritech.

Soft copy of presentation was supplied.

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**Closing Remarks**

Peter requested that everyone check the website frequently, and forward your ideas. We are encouraging a social side to the website, awards nights and special events, etc. so send pictures and articles in.

Rick Galway advised that Nancy Banks' son just returned from Afghanistan from his second tour of duty.

Sheryl congratulated Tom Paniak on his upcoming marriage in July

Motion to adjourn by Holly Barkwell-Holland, seconded by Peter Lang at 13:05 hrs.