



Interoffice Memorandum

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Elaine Baxter-Trahair
Chief Administrative
Officer

Date: August 28, 2025

To: Area Municipal CAO's and Bill Clancy, Executive
Director, DRPS Board

From: Elaine Baxter-Trahair, Chief Administrative Officer

Subject: 9-1-1 System Agreement for Execution

Further to my memo of March 7, 2024, which provided the draft modernized 9-1-1 System Agreement, please find attached the final copy of the new System Agreement between the Region of Durham (the Region), The Durham Regional Police Services Board (the DRPS Board) and the Area Municipalities (Attachment #1) for execution.

As you may recall, the modernized System Agreement focuses on the governance and responsibilities of the 9-1-1 system within Durham Region, while the new Service Agreement between the Region and the DRPS Board sets out the expectations for performance and delivery of such services and addresses financial matters. The new approach reflects modern service levels, incorporates best practice board governance practices, shifts operational responsibilities to the service provider (DRPS) and defines service delivery expectations and related funding. This new service agreement also sets out the budget process and financial approvals for the 9-1-1 system to define appropriate roles, reporting responsibilities and accountability.

Please note that membership of the 9-1-1 Board remains unchanged. Participation of the local municipalities continues to occur through the long-standing membership of a local Fire Chief. The local Fire Chief remains as an appointee of the Fire Chiefs' Committee to ensure that all first responders and local PSAPs are directly involved.

For your information, this agreement was prepared with the assistance of DRPS staff, the Corporate Privacy Officer, both the Region's and DRPS' Legal Services and Regional Finance staff, including the Internal Auditor. All parties are recommending these agreements be executed.

Thank you for your assistance in modernizing the 9-1-1 system agreement for this essential service.

Elaine Baxter-Trahair
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Chief Administrative Officer

Cc Nancy Taylor, Commissioner, Finance, Durham

Mary Simpson, Director of Risk Management, Economic Studies and Procurement, Durham

Jason Hunt, Director, Legal Services and Regional Solicitor, Durham

Robert Woon, Solicitor, Legal Services, Durham

Gord O'Blenes, Superintendent, DRPS

Shaun Carter, Inspector, Communications – 911 Unit, DRPS

Teresa Fetter, Director, Business Services, DRPS