

Public Hearing

Audience publique

Commissioners / Commissaires

The Honourable / L'honorable J. Michael MacDonald,
Chair / Président

Leanne J. Fitch (Ret. Police Chief, M.O.M)

Dr. Kim Stanton

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II Appearances / Comparutions

Mr. Roger Burrill	Commission Counsel / Conseil de la commission
Ms. Jennifer Cox	Commission Counsel / Conseillère de la commission
Mr. Matthew McLellan	Counsel / Conseil
Mr. Joshua Bryson	Counsel / Conseil
Ms. Tara Miller	Counsel / Conseillère
Mr. Stephen Topshee	Counsel / Conseil
CMDR. Darryl MacDonald	RCMP Operational Communication Centre in Prince Edward Island / Centre de communication opérationnel de la GRC à l'Îles-du-Prince-Édouard

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Halifax, Nova Scotia

--- Upon commencing on Tuesday, March 1, 2022 at 9:34 a.m.

REGISTRAR DARLENE SUTHERLAND: Good morning. The proceedings of the Mass Casualty Commission are now in session with Chief Commissioner Michael MacDonald, Commissioner Leanne Fitch, and Commissioner Kim Stanton presiding.

COMMISSIONER MacDONALD: Good morning, everyone. Hello, and welcome. Bonjour et bienvenue à tous. We join you from Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq. And as always, our work today is inspired by the memories of those whose lives were taken or were harmed, their families and all those affected by the April 2020 mass casualty in Nova Scotia.

Yesterday, our counsel, Roger Burrill, presented what the Commission knows to date about what happened in Portapique on April 18th and 19th, 2020. Today, we will start by hearing from a witness who will help explain the 9-1-1 system, and that will provide important context for our inquiry, and it'll provide important context particularly for this afternoon when Mr. Burrill will be back to share two more Foundational Documents with you, one focussed on first responder action in Portapique, of course, that's where the 9-1-1 system is engaged, and another focussed on containment points in and around Portapique.

Like yesterday, some of the information we will hear today will be hard. The nature of our inquiry means that we must continue to share and talk about difficult and distressing events and issues. For those of you joining us in person, we have team members and wellness supports available. In addition, a comprehensive list of provincial and national wellness supports is available on our website. Please ask for help if you need it, and remember we are recording these proceedings and making the information available on our website so you can step away whenever you feel you need to and view the proceedings at your own pace.

Now, we know the facts that Mr. Burrill laid out for us yesterday

1 raise further questions. We know that. Let me be clear, that's the raison d'être of our
2 inquiry, to address those -- to identify those questions and address those questions.
3 Some may be addressed this afternoon, but we would encourage you to keep those
4 questions in mind, to stay engaged as we continue to work through the Commission's
5 carefully designed proceedings.

6 Some of those questions you may have will be answered as we
7 present further Foundational Documents, some which will be shared over the next
8 several weeks, and each one of those documents builds on the others, adding to the
9 picture of what happened. Remember, you can see a list of more than 30 Foundational
10 Documents we expect to present. You can see that on the Commission's website,
11 which is where you can also find each document as we share them during the
12 proceedings.

13 As well, through the Foundational Documents, we expect there will
14 be still material gaps in the factual records or points of difference. We will welcome and
15 consider submissions from Participants about these material gaps or points of
16 difference at regular intervals, and that will start tomorrow.

17 As part of their submissions, Participants will be able to make
18 recommendations about who to call as witnesses and what questions to ask witnesses,
19 and where it is appropriate, counsel for Participants will also be able to ask questions as
20 well.

21 Through this careful iterative and collaborative process we hope to
22 answer the questions about what happened, then this shared factual foundation will
23 allow us to move into the next phase of our proceedings, beginning in the spring, when
24 we will focus on the questions about why and how the mass casualty happened. We
25 will be sharing Commissioned reports on a range of related issues and expanding the
26 types of proceedings to include expert roundtable discussions.

27 So some of the questions you might have today will be answered
28 during that phase of our work, and of course later in the year, we will build on everything

1 we have learned about what happened and why to shape findings and
2 recommendations. At that stage, we will continue to welcome submissions from
3 Participants and ask for suggestions from the public about the kinds of
4 recommendations you would like to see.

5 So to repeat, we urge you to keep your questions front of mind, we
6 urge you to stay engaged, we urge you to get ready to share your perspectives. As a
7 public inquiry, we will take the time and care needed to explore not only just what
8 happened but also the causes, context and circumstances. If I could use the
9 construction of a -- of a building as a metaphor, we are dealing with what happened,
10 that's the foundation, and then we will build on that to find out why it happened and then
11 to ultimately come up with meaningful recommendations that will keep us all safer in the
12 future. We believe that as a result of this rigorous and deliberative process we will get
13 to the best understanding about what happened and why and the best
14 recommendations to keep our communities safer.

15 With that, I will hand over to Senior Commission Counsel Jennifer
16 Cox, who will be sharing a presentation about the 9-1-1 call-taker and dispatch system.
17 Thank you, Ms. Cox, and thank you, everyone, for your continuing interest and
18 engagement in the work of the Commission.

19 **MS. JENNIFER COX:** Good morning, Commissioners, Participants
20 and the public at large. Mr. Darryl Macdonald is going to be joining us as a witness, so
21 we're just waiting for him to come forward. So as Mr. Macdonald has his seat --
22 actually, we're going to administer the oath first.

23 **--- CMDR. DARRYL MacDONALD, Sworn:**

24 **REGISTRAR DARLENE SUTHERLAND:** Please state your name
25 for the record, and spell your last name.

26 **CMDR. DARRYL MacDONALD:** My name is Darryl Macdonald,
27 and my last name is M-A-C, small D, O-N-A-L-D.

28 **--- EXAMINATION IN-CHIEF BY MS. JENNIFER COX:**

1 **MS. JENNIFER COX:** So Mr. Macdonald, I'm wondering if you
2 could tell the Commissioners and the public at large here what your current position is.

3 **CMDR. DARRYL MacDONALD:** Currently, I'm the Commander of
4 the RCMP Operational Communications Centre in Prince Edward Island, which is called
5 L Division.

6 **MS. JENNIFER COX:** Okay. And Mr. Macdonald, how long have
7 you worked for the RCMP?

8 **CMDR. DARRYL MacDONALD:** Twenty-six years.

9 **MS. JENNIFER COX:** Okay. And when did you begin working in
10 the area of 9-1-1 and dispatch?

11 **CMDR. DARRYL MacDONALD:** I began my career in 1995, in
12 December, working in Truro as a 1 of 4 operational centres for the Province of Nova
13 Scotia for the RCMP. Began training as a call-taker and dispatcher at that time, and I
14 began dispatching 9-1-1 calls when the system went live April 1st of 1996.

15 **MS. JENNIFER COX:** Okay. And then in addition to your work as
16 a 9-1-1 call-taker and dispatcher, have you had any other roles?

17 **CMDR. DARRYL MacDONALD:** Yeah, I -- I have worked as a
18 supervisor in the amalgamated RCMP dispatch centre in Truro from 2007 until I took on
19 a position in L Division as the Commander. I've also worked in developing the national
20 core training for RCMP call-takers and dispatchers, as well as the field coaching
21 program for RCMP field coaches who look after the training for the new call takers and
22 dispatchers.

23 **MS. JENNIFER COX:** Okay. And what type of training -- can you
24 give us a little bit of an idea of some of the training that you do?

25 **CMDR. DARRYL MacDONALD:** Sure. The training begins
26 through a selection process for our operators. And the application process takes
27 approximately a year to process through the medical, the screening programs. We
28 have testing for their ability to multi-task, to listen to, create database entries, typing

1 skills, and the psychological screening and medical screening that is done to ensure
2 that they're fit for the job.

3 And then the training begins with a seven-week course that is
4 taught by RCMP trained instructors. And then after they've completed the testing and
5 the scenario training for that course, then they are put in the live environment with a
6 field coach who works alongside of them.

7 And the remaining of the training takes approximately a year with
8 the field coach. They have close by plugged in supervision for a mandatory period of
9 time. And then they have nearby supervision for a mandatory period of time.

10 **MS. JENNIFER COX:** And so the training that you talked about, so
11 the training that's provided by members in the field, do you have any involvement in that
12 training yourself?

13 **CMDR. DARRYL MacDONALD:** Myself, I look after, for the region,
14 I've been the trainer instructor. And so I provide them with training on how to present
15 the material for the course, how to instruct, and how to record progress of the trainees.
16 And that includes whether or not a trainee is fit to continue in their training. And so I
17 provide that for the region. And I've also done that at the national level as well.

18 **MS. JENNIFER COX:** Okay. Madam Registrar, if we could bring
19 up document COMM51462?

20 So Mr. MacDonald, you can see this screen in front of you?

21 **CMDR. DARRYL MacDONALD:** Yes.

22 **MS. JENNIFER COX:** Do you recognize this document?

23 **CMDR. DARRYL MacDONALD:** Yes, I do.

24 **MS. JENNIFER COX:** Okay. Commissioners, I'm asking that this
25 be marked as Exhibit number 4.

26 **REGISTRAR DARLENE SUTHERLAND:** Yes, Ms. Cox. Exhibit
27 number 4.

28 **--- EXHIBIT NO. 4:**

1 Document COMM51462

2 **COMMISSIONER MacDONALD:** Thank you.

3 **MS. JENNIFER COX:** So Mr. MacDonald, if you look at the left
4 side of the screen, you'll see a number of red boxes. I'm wondering if you can talk a
5 little bit about what that represents on the diagram?

6 **CMDR. DARRYL MacDONALD:** Sure. Those -- the red boxes
7 represent the types of calls that feed into the 9-1-1 system. So predominantly, cell
8 phone calls now. When I began my career, it was quite predominant that it would be a
9 landline call. But we're at about 85 percent cellphone calls now into 9-1-1.

10 Also, we have voiceover internet protocol, which is newer
11 technology, which people using, say, a laptop or a home computer and an application
12 can make phone calls that way.

13 The third box indicates a landline, which is about 15 percent now of
14 calls that are coming into the 9-1-1 system.

15 And the last box is telematics, which is basically any other kind of
16 telecommunications equipment that can generate a 9-1-1 call, such as a TTY system for
17 the hearing impaired.

18 **MS. JENNIFER COX:** And all of those red boxes point to the
19 orange box in the middle of the screen. I'm wondering if you can explain what that
20 means or what that represents?

21 **CMDR. DARRYL MacDONALD:** Sure. This is just a simplified
22 description of where the call goes. Once you dial 9-1-1, it goes to the 9-1-1 switching
23 equipment. Currently the switching equipment for the East Coast is located in
24 Fredericton with a backup system in Moncton, New Brunswick, as well.

25 So your telco feeds into that switch and that switch begins the
26 process of directing your 9-1-1 call and obtaining the data for your 9-1-1 call.

27 **MS. JENNIFER COX:** And as we see under the 9-1-1 switchbox,
28 we see another box, and it says MSAG data. I'm wondering if you could explain what

1 that is?

2 **CMDR. DARRYL MacDONALD:** Sure. So MSAG stands for
3 Master Street Address Guide. And it's basically a database that is produced by -- in
4 corporation with the provinces and the telcos as far as the civic addressing and the
5 geolocation throughout the region. So Nova Scotia has a very robust system as far as
6 the database. And so the 9-1-1 switch, once it receives a call, it goes and searches that
7 database to try and acquire the information that's needed to both direct the call where it
8 needs to go, as well as bring along with that the data of the location of the caller.

9 **MS. JENNIFER COX:** Okay. And so beside that, we see on the
10 very right part of the screen, we see the Nova Scotia PSAP with ANI/ALI information.

11 **CMDR. DARRYL MacDONALD:** Sure. So the 9-1-1 switch, once
12 it's dipped into the database, finds the information that it can and it brings the phone
13 number, which is the ANI, and then the ALI, which is the automatic location indicator.
14 That data is included and it directs that phone call to whichever PSAP is nearest to the
15 geolocation of the caller, if possible, if that can be obtained. And it directs it to the
16 PSAP that needs to answer it. So it does that for all of the systems within the Maritimes
17 region. And in this case, indicated on the screen, it's going to direct it to the Nova
18 Scotia PSAP system.

19 **MS. JENNIFER COX:** Okay. So we'll get to the PSAP system in a
20 minute, but just sort of to wrap this particular representation on the screen up, once the
21 calls are coming in, is it fair to say that everything is automated?

22 **CMDR. DARRYL MacDONALD:** Yes. The minute you dial 9-1-1,
23 then the system itself takes over. And up until this point, it's all automated.

24 **MS. JENNIFER COX:** Okay. If we could have screen number 2?
25 So picking up where we -- on the left-hand side of the screen, we see the orange boxes
26 again, so the 9-1-1 switch and the MSAG data. And I'm wondering if you could explain,
27 when it goes from the switch to the Nova Scotia PSAP's box?

28 **CMDR. DARRYL MacDONALD:** Sure. So once the switch knows

1 that this call is being directed to Nova Scotia, then it will direct the call to the nearest
2 PSAP that is within the jurisdiction of the caller, based on the data that the switch
3 determined from the location of the call. So whether it's the cell tower or the landline of
4 where the person is, it will attempt to direct the call to that PSAP.

5 **MS. JENNIFER COX:** Okay. So we didn't explain what the term
6 PSAP means. I'm wondering if we can explain what that is?

7 **CMDR. DARRYL MacDONALD:** Sure. It's a public answering
8 safety -- or public safety answering point.

9 **MS. JENNIFER COX:** Okay.

10 **CMDR. DARRYL MacDONALD:** And so that's the general term
11 that is used internationally for 9-1-1 call reception and processing.

12 And there's another term, called an SSAP, which would be for other
13 agencies that don't answer the initial 9-1-1 call but it's down-streamed to them, such as
14 local police departments.

15 **MS. JENNIFER COX:** Okay.

16 **CMDR. DARRYL MacDONALD:** There is a slight change
17 happening in North America with the term PSAP. It is actually being applied to both
18 types of centers now.

19 **MS. JENNIFER COX:** So in Nova Scotia, how many public service
20 answering points do we have?

21 **CMDR. DARRYL MacDONALD:** There's four.

22 **MS. JENNIFER COX:** Okay. And if you look at the screen here,
23 we have three blue boxes and one green box on the right-hand side of the screen?

24 **CMDR. DARRYL MacDONALD:** Yes.

25 **MS. JENNIFER COX:** Could you explain what those are?

26 **CMDR. DARRYL MacDONALD:** Sure. So the three blue boxes
27 would be police or in dispatch centers that are contracted by the province to be a
28 primary answering point for 9-1-1. And the green box is Valley Communications, which

1 is a call center in the Kentville area. And they're not a primary policy agency, but they
2 were the pilot location for the Nova Scotia 9-1-1 system prior to it going live in '96.

3 **MS. JENNIFER COX:** Okay. So we see some initials or acronyms
4 in the boxes. Can you tell us what CBRM is?

5 **CMDR. DARRYL MacDONALD:** Cape Breton Regional
6 Municipality.

7 **MS. JENNIFER COX:** Okay. So that's one of the public service
8 answering points in Nova Scotia?

9 **CMDR. DARRYL MacDONALD:** Yes.

10 **MS. JENNIFER COX:** Okay. And the next one is what?

11 **CMDR. DARRYL MacDONALD:** Integrated emergency services in
12 the HRM, Halifax Regional Municipality. And so that's the police and fire
13 communication center for Halifax Regional.

14 **MS. JENNIFER COX:** And that's one of the public service
15 answering points as well?

16 **CMDR. DARRYL MacDONALD:** Yes.

17 **MS. JENNIFER COX:** And the next one?

18 **CMDR. DARRYL MacDONALD:** Is the Royal Canadian Mounted
19 Police Operational Communication Centre.

20 **MS. JENNIFER COX:** Okay. And that's located in?

21 **CMDR. DARRYL MacDONALD:** Currently it's located in
22 Dartmouth.

23 **MS. JENNIFER COX:** Okay. But it was located in Truro?

24 **CMDR. DARRYL MacDONALD:** That's correct.

25 **MS. JENNIFER COX:** Okay. And the fourth one, you've explained
26 Valley Communications. Where's that located?

27 **CMDR. DARRYL MacDONALD:** Just in, in the Kentville area.

28 **MS. JENNIFER COX:** Okay. And that's also one of the Public

1 Service Answering Points?

2 **CMDR. DARRYL MacDONALD:** Yes, it is.

3 **MS. JENNIFER COX:** So just to sum it up, how many are there in
4 the Province of Nova Scotia?

5 **CMDR. DARRYL MacDONALD:** There are four.

6 **MS. JENNIFER COX:** Okay. And to go back to what you said a
7 little bit earlier with respect to the location, so explain to us, you know, a little bit more
8 sort of simply when the call comes in, how does it go to which Public Service Answering
9 Point?

10 **CMDR. DARRYL MacDONALD:** So based on the 9-1-1 switch
11 and where it determines the location of the call originated, it will direct it to the PSAP
12 that's nearest to that location that has responsibility for it. So example, if a, a call is in
13 the HRM area, it will be directed to the IES PSAP in -- for Halifax Regional Police.

14 **MS. JENNIFER COX:** And so we didn't talk about the acronym ANI
15 or ALI ---

16 **CMDR. DARRYL MacDONALD:** Yes.

17 **MS. JENNIFER COX:** --- and we will see a screen here shortly
18 about that, but let's talk a little bit about what ANI is.

19 **CMDR. DARRYL MacDONALD:** ANI is the actual number that you
20 are dialing from, and so when you dial, the switch determines what the 10-digit phone
21 number is that you have.

22 **MS. JENNIFER COX:** Okay. So the acronym ANI stands for?

23 **CMDR. DARRYL MacDONALD:** Automatic number indicator.

24 **MS. JENNIFER COX:** Okay. And ALI?

25 **CMDR. DARRYL MacDONALD:** Is the -- basically, the location of
26 where you're calling from. So depending on the type of call, those four types of calls, it -
27 - the system tries to determine the location where you are. So the easiest for the
28 system, of course, is a landline because that's registered to your civic address, and so

1 that would be the automatic location indicator, so that would present that information to
2 the call taker.

3 **MS. JENNIFER COX:** And with respect to the cell phone, how
4 does that work?

5 **CMDR. DARRYL MacDONALD:** So cell phone provides either --
6 initially, it provides which tower you've reached, and so each tower in the province has a
7 civic address, and so the name and the information in relation to the cell tower is
8 delivered to the system. And Nova Scotia is a Phase 2 cellular system, which also tries
9 to geolocate your phone using GPS, and so that is most times delivered to the call taker
10 as well, which is much more accurate.

11 **MS. JENNIFER COX:** And one of the things we talked about on
12 the previous screen, so if we could go back to number one -- oh, no, sorry, this -- it's on
13 this one as well. So under 9-1-1 switch, it says "MSAG data."

14 **CMDR. DARRYL MacDONALD:** M'hm.

15 **MS. JENNIFER COX:** And you've already told us that the acronym
16 stands for ---

17 **CMDR. DARRYL MacDONALD:** Master Street Address Guide.

18 **MS. JENNIFER COX:** Right. So the Master Street Address Guide
19 is established by who?

20 **CMDR. DARRYL MacDONALD:** It's a combination of -- in Nova
21 Scotia, Emergency Measures Department looks after the 9-1-1 system and Nova Scotia
22 geomatics and your municipalities would cooperate in producing that information. So
23 it's basically the civic addressing map of all the locations in Nova Scotia.

24 **MS. JENNIFER COX:** And so that data is updated?

25 **CMDR. DARRYL MacDONALD:** That data is updated as it
26 changes, as it's provided to the provincial government.

27 **MS. JENNIFER COX:** So do you have any sense of when it's
28 updated?

1 **CMDR. DARRYL MacDONALD:** Just from personal experience, it
2 was -- it was updated weekly, I believe, or between weekly and monthly, depending on
3 what the changes were that were fed through.

4 **MS. JENNIFER COX:** Okay. And you did talk a little bit about
5 secondary safety answering points, and maybe we'll get into that at a little bit later point
6 in time. Of the Public Service Answering Points, or the four that are on the screen, what
7 else -- what other types of calls do they take besides 9-1-1 emergency calls?

8 **CMDR. DARRYL MacDONALD:** So all of these -- the blue boxes
9 represent, they're police dispatch centres, so they dispatch for their various police
10 jurisdiction. So Cape Breton Regional Municipality PSAP, they also dispatch Cape
11 Breton Regional Police, as well as a number of fire departments within Cape Breton
12 municipality. IES dispatches for both the RCMP within Halifax County and the Halifax
13 Police Department within Halifax County, as well as about 60 fire departments within
14 that area as well. The RCMP OCC dispatches for all RCMP in Nova Scotia outside of
15 Halifax County, and they also dispatch for Department of Fisheries and Oceans, both
16 Maritimes and Gulf regions within Nova Scotia for the law enforcement side of it, as well
17 as Federal Conservation, working within Nova Scotia and New Brunswick. Valley
18 Communications, aside from their 9-1-1 duties, they also are a call centre for numerous
19 businesses, over 90 fire departments throughout the province, and they -- including tow
20 dispatching and other secondary responders for emergency situations as well.

21 **MS. JENNIFER COX:** And so of those four Public Service
22 Answering Points, do they communicate with each other during calls coming in?

23 **CMDR. DARRYL MacDONALD:** They're linked together through
24 the 9-1-1 system, so in relation to being able to communicate with each other through
25 hot buttons on the 9-1-1 CAD, they're also linked through the radio communications
26 system. They can communicate through phone. And the 9-1-1 system as well, if one
27 PSAP is busy with calls, there is a call bumping order that will go to one of the other
28 PSAPs, and it's -- the system is built so that it goes in a, in a pattern where workload is

1 shared between the other centres, if need be. So if all of the call takers at one centre
2 are busy, then it seamlessly bounces in a, in a directed order to the next PSAP that's
3 able to answer the call and process it.

4 **MS. JENNIFER COX:** Okay. And so you bring up a good point
5 with respect to people being busy. So when, when we set up -- or the, the PSAPs are
6 set up, can you tell us how they determine how many people are working in the PSAP
7 or how many stations are in them?

8 **CMDR. DARRYL MacDONALD:** Sure, that, that changes over the
9 years, but it's based on workload, so there's always being a measurement of the
10 amount of workload that is being done at each centre, both for the 9-1-1 call taking as
11 well as all of the other activities that each centre does. And also, the province has a
12 MOU agreement with their, their PSAPs as far as call performance, and so they require
13 that 90 percent of the calls be answered within a 10-second timeframe.

14 **MS. JENNIFER COX:** Okay. Okay. And what are the
15 measurements, so workload is based on what? So what are the factors in that?

16 **CMDR. DARRYL MacDONALD:** Call volume and the systems that
17 we use for handling phones, whether they're RCMP, or police, or 9-1-1, all those
18 systems produce data that can be pulled out at any time, but it's usually monitored
19 monthly, and the data will show the level of performance as far as how many calls are
20 answered, how long it takes for them to be answered, how quickly they're processed.

21 **MS. JENNIFER COX:** And does the population of the area have
22 anything to do with it?

23 **CMDR. DARRYL MacDONALD:** Population of the area as well
24 dictates that and which is, again, going to dictate workload. They also measure police
25 files, or fire calls, or any of the workload that they do. Everything is measured, so that
26 we make sure that we have sufficient staff.

27 **MS. JENNIFER COX:** Okay. And, of course, you can only have as
28 many staff working as you have workstations; correct?

1 **CMDR. DARRYL MacDONALD:** That's correct. So this whole
2 situation is monitored in, in cooperation with Emergency Measures Organization. And
3 so we, we always make sure that we have sufficient staff and positions to be able to
4 answer calls and provide the service needed.

5 **MS. JENNIFER COX:** So what happens in a situation where all of
6 the PSAPs or the Public Service Answering Points are busy?

7 **CMDR. DARRYL MacDONALD:** Sure. So initially, when one
8 PSAP, all the positions are busy, then as I said previous, it will bounce to another PSAP
9 to be answered, and the training and the equipment is exactly the same for all of the
10 PSAPs. If it goes to the next PSAP and all of the call takers are busy at that location,
11 then it will go to the next one, and then to the next one. Once it reaches to the point
12 where all positions are busy, then the calls go into a queue where they receive -- where
13 the caller receives a message indicating to them that they have reached 9-1-1 and to
14 not disconnect, and it's a recording that's provided by Emergency Measures for the
15 system.

16 **MS. JENNIFER COX:** So calls that originate in Nova Scotia, do
17 they ever leave Nova Scotia?

18 **CMDR. DARRYL MacDONALD:** Sometimes they do. Sometimes
19 there's spillage of cell phone calls throughout the region as well because a cell phone
20 can grab whichever tower it gets the strongest. So if you're in a border area, then you
21 may get a, a call that's come from out of province. So in my centre in Prince Edward
22 Island, we've taken calls that were in Nova Scotia and have bounced across to Prince
23 Edward Island, the same thing happens in New Brunswick. And actually, years ago
24 when there was a PSAP in Yarmouth, calls would actually bounce in from the United
25 States because they would hit a tower in Nova Scotia.

26 **MS. JENNIFER COX:** But they wouldn't go from a PSAP outside of
27 the province; correct?

28 **CMDR. DARRYL MacDONALD:** They -- the initial call may be

1 picked up elsewhere, but then their -- the PSAPs in those provinces would direct the call
2 back. So there is a possibility of a call from New Brunswick coming into Nova Scotia,
3 hitting a PSAP in Nova Scotia and then PSAP knows what to do with those calls.

4 **MS. JENNIFER COX:** But to actually answer the call, it doesn't get
5 answered outside of the province; correct?

6 **CMDR. DARRYL MacDONALD:** Nova Scotia's calls get answered
7 within Nova Scotia.

8 **MS. JENNIFER COX:** Correct. Okay. With respect to who makes
9 the rules or who is responsible for 9-1-1 can you talk a little bit about that?

10 **CMDR. DARRYL MacDONALD:** Sure. The 9-1-1 is owned and
11 operated through EMO in Nova Scotia. They provide all of the training, the equipment
12 and they monitor the system as well as quality assurance.

13 **MS. JENNIFER COX:** And EMO stands for?

14 **CMDR. DARRYL MacDONALD:** Emergency Measures
15 Organization.

16 **MS. JENNIFER COX:** And earlier, you talked a little bit about an
17 MOU, so a Memorandum of Understanding between -- who is it?

18 **CMDR. DARRYL MacDONALD:** Between all of the PSAPs there
19 is a Memorandum of Understanding for service delivery. So basically, Emergency
20 Measures is contracting each of the PSAPs to provide the 9-1-1 service.

21 **MS. JENNIFER COX:** Okay. And the one you're familiar with is
22 obviously the one with the RCMP?

23 **CMDR. DARRYL MacDONALD:** Yes.

24 **MS. JENNIFER COX:** Okay. So when you're in the public service
25 answering point and the call is coming in, who can hear that call?

26 **CMDR. DARRYL MacDONALD:** That call is heard by the 9-1-1
27 call-taker, and if they ---

28 **MS. JENNIFER COX:** Okay.

1 **CMDR. DARRYL MacDONALD:** --- and if they are in field
2 coaching it will be heard by their field coach as well.

3 **MS. JENNIFER COX:** Okay. But typically, it's only just heard by
4 the caller -- the call-taker, sorry.

5 **CMDR. DARRYL MacDONALD:** That's correct.

6 **MS. JENNIFER COX:** Okay. If they want to share the call with
7 somebody else, can they?

8 **CMDR. DARRYL MacDONALD:** They have the ability to transfer
9 between positions if they want to send the call to a co-worker.

10 **MS. JENNIFER COX:** Okay. And if they're in training, what's the
11 tool they use so that everybody can hear at the same time?

12 **CMDR. DARRYL MacDONALD:** So when they're in training,
13 they're plugged in with their field coach. And so on the headset there's actually a
14 splitter and so they are physically connected so that the coach can hear the call and at
15 anytime the coach can hit a button and take over the call if they need to.

16 **MS. JENNIFER COX:** Okay. And if somebody else wants to listen
17 to the call, is that possible?

18 **CMDR. DARRYL MacDONALD:** Within the centre somebody
19 could listen to the call afterwards ---

20 **MS. JENNIFER COX:** Okay.

21 **CMDR. DARRYL MacDONALD:** --- because they're being
22 recorded as they come in.

23 **MS. JENNIFER COX:** Okay. So when a call comes in to a 9-1-1
24 centre, they're reaching a call-taker; correct? So they're reaching a call-taker?

25 **CMDR. DARRYL MacDONALD:** Yes, they are.

26 **MS. JENNIFER COX:** And what are the main goals of the call-
27 taker?

28 **CMDR. DARRYL MacDONALD:** So the call-taker for answering 9-

1 1-1 is actually trained by EMO. I want to make that clear that the RCMP side of it is
2 what I was involved in training, but EMO provides training for the call-taker. So the goal
3 that they want is to, number one, determine if the call coming in is in fact an emergency
4 and what the nature of that emergency is; the second is what is the location that the
5 emergency is occurring and thirdly after that is what resources do we need to send to
6 this emergency location.

7 **MS. JENNIFER COX:** Okay. And what are the tools that are
8 available to the call-taker to assess the information?

9 **CMDR. DARRYL MacDONALD:** So they have, as I said before,
10 the information that comes from the 9-1-1 switch is a tool, and so it could be a landline
11 civic address that comes in, and associated to that the system also knows which
12 responding agencies for that geolocation are responsible. So whether it's police, fire or
13 ambulance, it knows which agency has to respond to that location. So that's one of the
14 tools that's primary to this.

15 If they -- again, on a cell phone call, you might not have the location
16 of the caller, and so the tools that they use in relation to that are their skills to ask the
17 caller their location and try and determine it from that. They may get a GPS location
18 come in at a later time as the system bids on what the location is. They also have the
19 ability on a cell phone to do what's called "in-call location" or ICLU, and that is where the
20 -- using the 9-1-1 call-taking equipment they can send a signal to try and obtain another
21 location or an updated location for the cell call.

22 That's all dependent on the strength of signal from the cell caller to
23 the tower and the ability for it to determine the location of the caller. So that varies by
24 each call. So within the call, you will receive an area of uncertainty or a radius of
25 uncertainty for each call if you actually get GPS coordinates. So Downtown Halifax,
26 where there's a lot of cell phone coverage, you may get a radius of uncertainty of a
27 couple of metres. If you're in a rural area of Nova Scotia, a very remote area, you may
28 get a radius of uncertainty of kilometres, multiple kilometres.

1 **MS. JENNIFER COX:** And so the shop word is "rebid".

2 **CMDR. DARRYL MacDONALD:** Yes.

3 **MS. JENNIFER COX:** So one of the tools that the call-taker uses
4 is a rebid.

5 **CMDR. DARRYL MacDONALD:** Right. So that's using the
6 technology that exists in the cell phone, 9-1-1 side of things, and so they can request
7 that the system try and geolocate the phone again.

8 **MS. JENNIFER COX:** Okay.

9 **CMDR. DARRYL MacDONALD:** And so that becomes a -- that
10 becomes a rebid. They can do that multiple times through a call. It's usually around
11 every 30 seconds that they can do that. Sometimes the rebid comes back with the
12 exact same coordinates and radius of uncertainty that they originally had.

13 **MS. JENNIFER COX:** So if we could have slide number 3.
14 Could you tell us what this is?

15 **CMDR. DARRYL MacDONALD:** Sure. This is one side of the 9-1-
16 1 screen that's used in Nova Scotia. And so what this displays, there's no information
17 being displayed on this particular screenshot but it will show the ANI information, so the
18 phone number of the caller, the location through the ALI screen and which PSAP the
19 call has gone through. There's quite a bit of data that is on this screen. There's also an
20 indicator if they're receiving a TTY call gives them the ability to do a rebid as well, and it
21 also will populate with the agencies that would be responding to an emergency. So it
22 will present which fire department, which police agency, which ambulance base that
23 would respond to an emergency at that location.

24 **MS. JENNIFER COX:** So when a call comes in, this is
25 automatically populated; is that fair?

26 **CMDR. DARRYL MacDONALD:** It's automatically populated. And
27 being a call-taker for almost 20 year on the system, when we saw a civic address on
28 that screen, we were very happy because we knew it was a landline phone call and the

1 process is much easier for a locating a person when they -- when they call from a
2 landline at that time. As the technology has developed, though, cell phone technology
3 is much better now, and so when we get those GPS coordinates in a small radius then
4 we breathe a sigh of relief as well because we know that we have got a pretty good idea
5 of where the person is calling from.

6 **MS. JENNIFER COX:** So you've talked a little bit about the
7 accuracy of the ANI and ALI information. Is there times that you know it's not accurate
8 or it's just so far off that you can't really...

9 **CMDR. DARRYL MacDONALD:** Especially on cell phones there
10 are times when it's off far enough that you cannot use that information other than you
11 kind of have an idea of the geographic area of the province where somebody is, and
12 that's just based on the service on the cellular towers and other factors. So weather
13 may have a factor as well.

14 That's when a call-taker has to use their other skills, which is their
15 questioning skills, and trying to determine where the caller is, and some callers, of
16 course, are better at providing their location than others, and so it -- there's a mapping
17 tool that they use associated to this equipment.

18 **MS. JENNIFER COX:** So one of the tools that call-takers have at
19 their workstation also is a list of questions to help them assist with location identification;
20 correct?

21 **CMDR. DARRYL MacDONALD:** Yeah. So the -- so on the -- on
22 the police dispatching side, they're trained how to question people as far as what their
23 location is concerned.

24 When they receive their 9-1-1 call-taking training, they're also
25 taught how to question people on obtaining location. So, "Where are you traveling
26 from? Where are you travelling to? How long have you been travelling? Are there any
27 landmarks that you have seen? Do you see any intersections or any roads? Do you
28 know what road you are actually on?"

1 And then they use several tools, one is their mapping tool where
2 they can begin by punching in the county where the person may be located, and then
3 the geographic region. They may not know the civic address but they might know an
4 intersection, so they could punch that information in. And -- or what road they last
5 passed or that they remember.

6 Nova Scotia has an excellent system on their highways called,
7 "Distance markers" and those are fantastic. My own province doesn't have those and
8 when they were implemented in Nova Scotia that -- especially for motor vehicle
9 accidents, that was an extremely good implementation.

10 **MS. JENNIFER COX:** So those distance markers, are those the
11 numbers on the side of the highway that you see?

12 **CMDR. DARRYL MacDONALD:** Yeah. And in Nova Scotia they
13 indicate which highway you're on and the direction and the kilometre mark. So they're
14 every kilometre, and so if you have a motor vehicle accident, that makes a huge
15 difference when you're trying to narrow down where somebody is located.

16 **MS. JENNIFER COX:** If we could have Slide number 4?

17 **CMDR. DARRYL MacDONALD:** Sure. This is a call-taker
18 workstation in the current "H" Division OCC in Dartmouth. On the right-hand side is the
19 9-1-1 equipment. So the stacked screens, that is the 9-1-1 system. At the top is the
20 map and at the bottom is the ANI, ALI and the hotkeys, and some other information that
21 the call-taker receives in relation to their calls; their call history and so on.

22 On the left-hand side of the two screens that is the RCMP CAD
23 system, or computer-aided dispatch system. And that is used throughout Canada by
24 the RCMP, except for in British Columbia, for dispatching and call-taking RCMP police
25 calls.

26 **MS. JENNIFER COX:** So if we could have Slide number 5? And
27 this is the 9-1-1 call-taking information that we just saw in the previous screen; correct?

28 **CMDR. DARRYL MacDONALD:** That's correct. So at the top is

1 the mapping system, and on the left-hand side of that is the search tool for searching for
2 streets and intersections, communities, even to county. So we search a county; we'll
3 list all of the streets and then you can work it down to a very specific location as you go
4 through it.

5 Also, when a cell phone call comes in, and if there's GPS
6 coordinates it will map on that top screen, and there will be a circle with the radius of
7 uncertainty on it for where the caller is located.

8 **MS. JENNIFER COX:** So if you could go back to screen number 4,
9 please?

10 So we talked a little bit about the CAD, or you mentioned the CAD
11 system. Can you explain what CAD is?

12 **CMDR. DARRYL MacDONALD:** Sure. CAD is computer-aided
13 dispatch, and it's used by police departments right across North America; around the
14 world, actually.

15 We have -- the RCMP has a specific CAD that's integrated with
16 numerous systems. By using the CAD system, we monitor the police officers that are
17 on the road; we create all of our files, our incoming calls for service. And we use it for
18 dipping into various databases, including CPIC, PSP, and several others. I'm sure you'll
19 ask me the acronyms as we get going here.

20 **MS. JENNIFER COX:** Sure. So -- well, we might as well talk about
21 it now. I mean, ---

22 **CMDR. DARRYL MacDONALD:** Sure.

23 **MS. JENNIFER COX:** --- the various databases that -- so CPIC is?

24 **CMDR. DARRYL MacDONALD:** Canadian Police Information
25 Centre. And so that would hold criminal records; that would hold missing person
26 database. It's connected to various motor vehicle branches across North America, and
27 it's also connected to Interpol. And so we can query licence plates; we can query
28 people on that; we can query boats; we can query stolen items. We can -- if we come

1 across a person that's disoriented, we can -- if we have their name or their date of birth,
2 we can check on them. It's massive databases that police information and it's used in
3 agreement by police forces right across North America.

4 So CPIC is Canadian but it also dips into the American system as
5 well, or into Interpol.

6 **MS. JENNIFER COX:** And PROS is another database; correct?

7 **CMDR. DARRYL MacDONALD:** PROS is another database that
8 this CAD connects to, and that's the Police Reporting and Occurrence System for the
9 RCMP. So it's our records management system nationally for the RCMP. And there's
10 also a number of police departments across the country that are on the PROS system
11 as well.

12 So in Nova Scotia, you would have most of the police departments,
13 outside of Halifax Regional, would be on that system, and they would be able to dip into
14 those databases.

15 And so that's -- once the response is done, so the CAD looks after
16 the response of the police to the initial call, and then PROS is the records management
17 system, or the filing system, where all of that information and data goes, and then the
18 members, when they're doing their investigation would plot all of their information into
19 PROS.

20 **MS. JENNIFER COX:** Okay. And there are other databases that
21 the call-taker can access as well, right?

22 **CMDR. DARRYL MacDONALD:** Yes. So also in the system is -- it
23 used to be called Police Information Portal, so I may call it PIP by mistake; they just
24 changed the name. But it's PSP, Police Services Portal. And so that actually is
25 connected into the other records management systems of other police agencies across
26 Canada as well. So it dips into PROS but it also dips into, like, the records
27 management system that Halifax Regional Police use.

28 **MS. JENNIFER COX:** And here in Nova Scotia we have some

1 other databases; correct?

2 **CMDR. DARRYL MacDONALD:** Yes. So not integrated into this
3 CAD but also on their screen database that they would have would be the JEIN system,
4 Justice Enterprise Nova Scotia. So that includes the record -- the Motor Vehicle Branch
5 records, so everybody's driver's licence and all the plates and VINs for all the vehicles.
6 But also a part of that is the court system as well, so anything that's going into the court
7 system for Nova Scotia.

8 So the call-takers have access to that, and it's another tool if they
9 need it in querying somebody for response.

10 **MS. JENNIFER COX:** So when they start their shift, do they have
11 to log in to various databases?

12 **CMDR. DARRYL MacDONALD:** Yes, they do.

13 **MS. JENNIFER COX:** Okay. So which databases are
14 automatically accessed and which databases do they have to go and look for?

15 **CMDR. DARRYL MacDONALD:** So the very first thing they would
16 log into is the CAD system, and that's because it gives them the quickest access to
17 CPIC and to PSP. And that also shows them all of the police cars and all of the files
18 that are going on in Nova Scotia for the RCMP.

19 Next, as a call-taker that's on the 9-1-1 side of things, they would
20 log into the 9-1-1 equipment, and the backup phone, if need be; there is a manual
21 phone as well on the desk for the 9-1-1 system. They also log into their phone
22 equipment for the RCMP side of things. Then they have to log into PROS; they would
23 log into the JEIN system; they log into the audio recorder which records all of the
24 incoming call traffic in case they need to play something back.

25 Most of them will bring up RCMP Standard Operating Procedures
26 on their screen. The 9-1-1 system has Standard Operating Procedures for it, so that
27 comes up on their screen as well. And many of them will log into various map, such as
28 Google Maps or Bing Maps as well to be prepared to take calls. So they want to have

1 as many tools at their fingertips as possible before they take a call.

2 **MS. JENNIFER COX:** So if we could look at screen number 6,
3 please?

4 Can you describe what this is?

5 **CMDR. DARRYL MacDONALD:** Sure. So this is from our training
6 information. So there's nothing on here that's actually from the real world but this is our
7 CAD system, the computer-aided dispatch. So this is the main screen that RCMP
8 dispatchers and call-takers use for processing police calls. And so it's got a large
9 amount of information.

10 So we actually have this screen, you just see it as a single screen
11 here, but we have it spread over two 36-inch screens for the call taker to see. So
12 they're basically looking at almost six feet of CAD information in front of them.

13 So on the left-hand side, with the colours, that would be the patrol
14 units that are signed in. And in that box, it tells them how long a patrol unit has been at
15 a certain status, who is in the car, and the location of them.

16 The middle lower is the incidents that have been dispatched to
17 police cars.

18 And just above the -- on the left-hand side, the middle box that
19 shows files that are ready to be dispatched to a police car. And those are listed in
20 priority, and chronologically as well.

21 **MS. JENNIFER COX:** So is that -- we see that as active incidents?

22 **CMDR. DARRYL MacDONALD:** That's active incidents. Correct.

23 **MS. JENNIFER COX:** Okay.

24 **CMDR. DARRYL MacDONALD:** And so once that's been posted
25 from a call taker who has taken the information, it goes to a dispatcher and it fills the
26 dispatcher's que. They read the files, they put them out in order of priority, and call
27 type, and chronologically.

28 So if you have a bunch of priority three, which is just routine files,

1 then you would dispatch those chronologically. But if you have a priority one file come
2 in, then that goes to the top of the que. You'll see on this screen it happens to have a
3 red box around it and the number one beside it. So that's an urgent file that needs to be
4 dispatched as soon as possible.

5 **MS. JENNIFER COX:** And when it comes to who prioritizes, so
6 who puts the number beside it?

7 **CMDR. DARRYL MacDONALD:** The call takers do that initially.

8 **MS. JENNIFER COX:** Okay.

9 **CMDR. DARRYL MacDONALD:** And they do -- when I train them,
10 I usually train them to fill that box in last on the CAD because during a call, the priority
11 may change. But they will select that priority based on the national standard from our
12 training. And that may change even after it's been dispatched to the dispatcher. So
13 they may go back and change that as well. And there may be an update that goes to
14 another call taker, and that call taker may change the priority as well.

15 **MS. JENNIFER COX:** So we see the map view on the right-hand
16 side of the screen there. Can you talk a little bit about that?

17 **CMDR. DARRYL MacDONALD:** Sure. And that's a basic civic
18 map and it indicates jurisdictions. The blue dots are basically civic addresses along a
19 road. It's a street map, basically, but it's based on the civic addresses.

20 And this is from the training environment that's used nationally in
21 the RCMP. And it happens to be from Nova Scotia because Nova Scotia has such a
22 really high quality civic addressing system.

23 **MS. JENNIFER COX:** And the map view, I guess, what would be
24 the purpose of that screen or that part of the screen?

25 **CMDR. DARRYL MacDONALD:** So that map interacts with
26 whichever piece of information you're going to open up. So if I clicked on one of the
27 police cars that's on the screen, the map would go to the location of where that police
28 car was. If I clicked on a file, the map would go to the location of where that incident

1 was going on.

2 **MS. JENNIFER COX:** Okay. So just for clarification, there's a
3 number of buttons on the left-hand side of the screen. So they're green, grey, yellow.
4 Those are what you would determine to be police cars; right?

5 **CMDR. DARRYL MacDONALD:** Yeah, that's a police car, or if
6 we're dispatching another agency, then it will be numbered however their agency is.

7 **MS. JENNIFER COX:** Okay. And we'll get to how you know where
8 their location is in a minute, ---

9 **CMDR. DARRYL MacDONALD:** Sure.

10 **MS. JENNIFER COX:** --- but is there anything else on that screen
11 that the call taker needs to sort of access or needs to be sort of a piece of information
12 that they're looking at?

13 **CMDR. DARRYL MacDONALD:** Sure. On the second row in the
14 middle, you'll see queries. And there's various types of queries that come in. So the
15 ones that are being shown are all CPIC queries. And so those are every time we dip
16 into the database, it comes back with the information. The flag indicates whether or not
17 there's a hit on it. The colour of it tells you what type of hit we've gotten. In other
18 words, the database has produced something that we should have a look at.

19 It also is associated to the car that we've run the query on behalf of
20 so we know who belongs to which query or if it was in relation to a file.

21 And so that's the integration that we have with CPIC and PSP.

22 The boxes across the top are message notifications. So there's
23 high priority notifications and low priority notifications that come into the dispatcher.
24 And those are system generated notifications. So if somebody's timer has expired,
25 you'll get a notification. So if somebody has arrived on scene of a serious type of file
26 that has violence, the timer will be very short and it will come up on the screen and tell
27 the dispatcher that they need to check on that police officer.

28 The low priority notifications are lesser notifications. So if

1 somebody hasn't updated their status with us in a certain period of time, they'll get a
2 notification there that will tell them that they need to check in with this police officer
3 because they haven't updated with us.

4 **MS. JENNIFER COX:** So what you're talking about right now is the
5 role of a dispatcher, not the role of a call taker; correct?

6 **CMDR. DARRYL MacDONALD:** That's correct. It's the role of the
7 dispatcher. So it's the same screen that's used by both.

8 **MS. JENNIFER COX:** Okay. And so that's what I was just going to
9 ask you, that this particular screen is used by both call takers and dispatchers?

10 **CMDR. DARRYL MacDONALD:** It looks exactly the same. And it
11 can be configured to show different information the way they want, but there's certain
12 boxes that are always up on the screen for them for situational awareness.

13 The other thing that's included in this, there's internal and external
14 messages to the system. And so the internal messages are -- you can send from
15 workstation to workstation within the OCC or within the offices of the RCMP throughout
16 the Division, or they can send from a workstation to a police car and from a police car
17 back to the workstation. So it can be used for all kinds of messaging between police
18 officers, between dispatchers and police officers, between call takers and call takers,
19 call takers and dispatchers. So it's internal to the system. It's kind of like an instant
20 messaging type of system.

21 **MS. JENNIFER COX:** And so I'm just going to quickly finish up
22 some of the roles of the call takers. So if we could go to screen number 7 and just
23 quickly have a look?

24 This is one of the screens that a call taker would see as well;
25 correct?

26 **CMDR. DARRYL MacDONALD:** This is one of the screens that
27 the call taker sees and initiates. This is the "Create Incident" screen.

28 **MS. JENNIFER COX:** Okay.

1 **CMDR. DARRYL MacDONALD:** And so when we receive a call
2 for service, this is the screen within the CAD that the call taker enters information into.

3 **MS. JENNIFER COX:** And just generally speaking, is there
4 anything more that we would need to know? Like this is where they're entering
5 information?

6 **CMDR. DARRYL MacDONALD:** Yeah, so this screen on the right-
7 hand side, there's a box that has some red alerts on there. So this is part of the
8 integration of the system. And so this will indicate if there's a history for the location, for
9 the type of call that you're taking, if there's some special instructions for it. You'll see on
10 this screen possible duplicates. So there may be two call takers taking a call on the
11 same geographic location or the same type of incident. So the system will let you know
12 there's somebody else working on a file, or we've already received a file from this
13 location. The history will go back two years and tell you if we've received calls from this
14 same location in the last two years.

15 And also, the 9-1-1 information is populated from the 9-1-1 system
16 and the 9-1-1 call taking equipment is populated automatically into this screen as well.
17 So if the GPS comes in from a cell call, it will be populated in that opening on that
18 screen or that portal.

19 As well, if there's a tactical response for the type of call that you're
20 taking. So if it's -- I'll give you an example, if someone dies suddenly, policy says we'll
21 send a general duty member and we'll send a supervisor. And so that screen will tell
22 you that this is the steps that you would take, who the people are who you need to call
23 as well.

24 **MS. JENNIFER COX:** So if we could have screen number 8?

25 So this looks very similar to the one that just came up. What's the
26 difference between this and the other one?

27 **CMDR. DARRYL MacDONALD:** So this one is a 9-1-1 cell call.
28 And so you'll see in the alert screen the Lat and Long of the call and the phone number

1 where it came in from.

2 And as you scroll down -- I couldn't show the whole thing on this,
3 but as you scroll down, it will show you the radius of uncertainty of where that call is
4 possibly geolocated. And again, it's just the very start.

5 So when the 9-1-1 system receives a call, it instantly populates a
6 screen to this level so that you know that that information is there and it will populate the
7 information in the caller's screen as well for their location and their phone number.

8 So what this does is it's designed to speed up the police handling of
9 calls, so when I'm taking a 9-1-1 call, as a 9-1-1 call-taker for the province, as soon as
10 that call comes in and the data for that call comes in, my CAD is automatically starting
11 to generate a file in case it's a police call. And if it is a police call, then I will turn to that
12 and populate my information as I need to.

13 **MS. JENNIFER COX:** Okay. And we'll talk about the dispatch
14 here in just a second, but just to finish up this screen, you said "lat" and "long".

15 **CMDR. DARRYL MacDONALD:** Yeah, GPS coordinates.

16 **MS. JENNIFER COX:** Okay.

17 **CMDR. DARRYL MacDONALD:** Latitude and longitude.

18 **MS. JENNIFER COX:** Okay. And again, that's based on the cell
19 tower.

20 **CMDR. DARRYL MacDONALD:** It's based on the information that
21 comes through the -- the cellular provider.

22 **MS. JENNIFER COX:** Okay. So if we could have screen number
23 9.

24 So can you describe what this picture represents?

25 **CMDR. DARRYL MacDONALD:** Sure. This is the new RCMP
26 dispatch centre in Dartmouth, and they moved there in February of last year to this new
27 centre. It was being constructed for a couple of years beforehand, and so it's -- it's
28 showing their workstations. At the -- on the left-hand side will be supervisor area and

1 risk manager area. Closest to -- perspective-wise, closest to us would be from the call-
2 taking end of the operation and furthest away would be the -- the dispatching part of the
3 operation.

4 **MS. JENNIFER COX:** And based on the picture, it doesn't look
5 there's any walls or anything in that space; correct?

6 **CMDR. DARRYL MacDONALD:** There's no -- there's no walls
7 dividing call-takers from dispatchers, but they are separated physically in the room.

8 **MS. JENNIFER COX:** Okay. Number 10.

9 So this is a dispatch station; correct?

10 **CMDR. DARRYL MacDONALD:** So this is a call-taking position in
11 the old OCC in Truro.

12 **MS. JENNIFER COX:** Okay. So number 11.

13 **CMDR. DARRYL MacDONALD:** And this is a dispatching
14 workstation in the old OCC in Truro.

15 **MS. JENNIFER COX:** Okay. And so they don't look a whole lot
16 different; correct?

17 **CMDR. DARRYL MacDONALD:** One's newer, for sure. The
18 equipment is the same. There's some enhancements in the new centre as far as the
19 screens on the walls and, obviously, the facility is much better, but there's also no wall
20 between call-take and dispatch.

21 So in the old centre, the dispatch is a separate room from the call-
22 taking side.

23 **MS. JENNIFER COX:** So the role of the dispatcher is to receive
24 the call from the taker, the 9-1-1 call-taker; correct?

25 **CMDR. DARRYL MacDONALD:** That's one of their roles, yes.

26 **MS. JENNIFER COX:** Yeah. And what are the main ways that the
27 information goes from the 9-1-1 call-taker to the dispatcher?

28 **CMDR. DARRYL MacDONALD:** Sure. So when the -- when the

1 call-taker receives the call, if it is the RCMP police jurisdiction, then they transfer the call
2 from the 9-1-1 equipment to the RCMP line and they begin to populate the CAD with the
3 details of the file. They take all of the necessary details to safely dispatch police to the
4 file if they can, and then they post that file through the CAD system to a dispatcher, so
5 the dispatcher will be sitting in this -- in this room or in the new centre they'd be sitting
6 on the other end of the open room.

7 **MS. JENNIFER COX:** But it's electronically.

8 **CMDR. DARRYL MacDONALD:** It's totally electronically, so all of
9 the information contained in the file is taken by the call-taker and it's sent to the
10 dispatcher, who reads the file type, the priority and the basic details of the file and goes
11 on the radio, which is -- in this screen, the radio system for Nova Scotia is the screen on
12 the right-hand side.

13 **MS. JENNIFER COX:** Okay.

14 **CMDR. DARRYL MacDONALD:** And so they would go on the
15 radio and they would advise the detachment that they have a file, the basic location and
16 nature of the file, and then they would send that electronically to the police cars that are
17 going to respond to it.

18 **MS. JENNIFER COX:** Okay. So we'll talk a little bit about the
19 police cars in a minute, but in terms of the way the information goes, it goes
20 electronically.

21 Are there other ways that dispatching happens?

22 **CMDR. DARRYL MacDONALD:** Well, it depends on the nature of
23 the call. So if the call is a high-priority violence call, the information is dispatched -- or
24 sent to the dispatcher on the CAD on the screen, but then a short time later the call-
25 taker will offer the caller, if possible, to the dispatcher in case they want to get more
26 information from -- from the caller.

27 **MS. JENNIFER COX:** And in terms of the dispatch to -- so in Nova
28 Scotia, does everybody have access to the CAD system?

1 **CMDR. DARRYL MacDONALD:** The -- in the RCMP they do, but
2 not -- not in every police agency.

3 **MS. JENNIFER COX:** Okay. So let's talk about the police agency
4 that doesn't have CAD. How does that dispatch happen?

5 **CMDR. DARRYL MacDONALD:** So if I'm, again, doing my 9-1-1
6 job and I'm answering a 9-1-1 call, so an example would be Truro Police. If I'm working
7 in the centre and I get a call and it's for Truro Police, I would press the button on my 9-
8 1-1 equipment to transfer the caller to the Truro Police Service and they would answer
9 their phone. I would advise them, "This is 9-1-1 Dartmouth with a police emergency at"
10 and I would provide them the location and I would confirm the phone number of the
11 caller and any other information that the caller relayed to me while I was taking that
12 information. And they are basically getting that information by voice only.

13 **MS. JENNIFER COX:** Right. And that's called "hot button"?

14 **CMDR. DARRYL MacDONALD:** That's -- that's a -- we have
15 quick dials for all of the police agencies or any responding agencies. That is -- those
16 buttons are populated by the data that comes from the 9-1-1 switch and so it knows
17 that, for this geographic area, that's Truro Police's area. We press the button for Truro
18 Police and it goes through.

19 If those buttons don't populate, then we have the list of all of the
20 agencies that would respond to any emergency and we would use those buttons to
21 transfer the call.

22 **MS. JENNIFER COX:** Okay. So if we could have slide number 12.
23 What is this?

24 **CMDR. DARRYL MacDONALD:** Okay. So this is a file that has
25 been posted to a dispatcher, so it looks very similar except for you'll see that there are
26 units associated or attached to it where the details of the file were, so now it's on the
27 status-keeping side of when police response happens. So these are the units that are
28 being dispatched to this file and what detachment they're out of.

1 Again, this is from training only, so this is fictitious.

2 But what I have highlighted and circled is a feature that we have in
3 our CAD system which is called the Incident Log, and this enables every call-taker and
4 every dispatcher on the system to be able to update information in the file at any time.
5 And so when new information comes in, it comes in highlighted in green and it's got the
6 date and time stamp and the user ID of the person who put the information in there.

7 So this is one of the best features of this CAD that we're using now.
8 We did not have this CAD available to us when the shootings happened in Moncton,
9 and so there was a different way of transmitting information between people who were
10 taking updating calls, but this is -- this is instant and it leaves a record. And the visual is
11 the lime green highlight for the dispatcher and they can just acknowledge all that
12 information as it's coming to them. And so you can have multiple calls coming in at the
13 same time about this incident and adding new information to this incident at any time.

14 **MS. JENNIFER COX:** And who are the people that add the
15 information, like dispatchers?

16 **CMDR. DARRYL MacDONALD:** It could -- it could be a
17 dispatcher, it could be a call-taker, it could be the risk manager. Anybody who has done
18 any work on this file, they can record what work they've done.

19 They also have some ability to put in what we call benchmarks,
20 which is just a simple right-click function on the screen, and there will be a list of things
21 that you can say like a tow was called or ambulance is staging, fire department is
22 responding. And so that's to get the information just written into the file very quickly and
23 update the dispatcher.

24 This log also instantly goes to the mobile work stations of all of the
25 responding members, and so it gives them that information as well as they're
26 responding to a call.

27 This is a very dynamic tool for -- especially for critical incidents
28 because in a critical incident, say you have a very large motor vehicle accident and you

1 have numerous callers. Somebody will send a file to the dispatcher. Then if we've got
2 more calls with more information, we can just add that information into that line and the
3 dispatcher becomes aware of it and everybody who is responding to that becomes
4 aware of it as well through their mobile workstation.

5 **MS. JENNIFER COX:** If we could have slide number 13?
6 What's this?

7 **CMDR. DARRYL MacDONALD:** So this is a map from the CAD.
8 So it's just a blown-up portion of it. And again, fictitious information, but it is the map. I
9 believe this one is from Ottawa.

10 And so you'll see the black triangle is where the file is located. And
11 surrounding that is a perimeter of police cars. And so the dispatcher can see where
12 they are relative to the file. And so a risk manager could use this as well if they wanted
13 to locate resources in specific areas for checkpoints or roadblocks, or anything along
14 those lines.

15 **MS. JENNIFER COX:** And so you mentioned that it's police cars.
16 How is it that they're located? Like, how can the dispatcher tell? Is it the individual
17 members or is it the car itself?

18 **CMDR. DARRYL MacDONALD:** So there's just an icon with a car
19 and you'll see there's information there. So on the right-hand side, my eyes are failing
20 me, I think it says one Charlie zero one. So that would be the call sign for the police
21 car. If you click on the car itself, it will actually tell you who is in the car.

22 We also will know, by the colour of the car, what their status is,
23 whether they're stationary, whether they're responding somewhere, or whether they're
24 just available for a call.

25 And so this allows a dispatcher to know where the resources are or
26 the risk manager to know where the resources are.

27 And then there's building footprints included in this, and some of
28 the building footprints are very specific.

1 So you'll see the brown building, so we know that that's a school.
2 All the schools on the map appear as a brown building. The blue building is a law
3 enforcement building. So we know that that's what that is. The grey buildings are
4 footprints of large buildings in the neighbourhood.

5 As we zoom in, you'll see the little blue dots for civic addresses.

6 **MS. JENNIFER COX:** So the signal that's there with respect to the
7 cars, how does that get picked up?

8 **CMDR. DARRYL MacDONALD:** So the car has a mobile
9 workstation, which is a computer. And it has a modem in it that is a GPS modem. And
10 so the modem itself is always keeping track of the GPS location of the patrol unit and
11 it's feeding that to the computer, and the computer is sending that over the network, the
12 RCMP network, to the CAD system. And that's updating -- in Nova Scotia, it's set to
13 update every 30 seconds or 150 metres of distance travelled.

14 **MS. JENNIFER COX:** And we're talking only about the RCMP?

15 **CMDR. DARRYL MacDONALD:** Yes.

16 **MS. JENNIFER COX:** Okay. So ---

17 **CMDR. DARRYL MacDONALD:** Halifax Regional would have their
18 own system.

19 **MS. JENNIFER COX:** Okay. So if you were a dispatcher, could
20 you see the Halifax Regional Police in that picture as well?

21 **CMDR. DARRYL MacDONALD:** No.

22 **MS. JENNIFER COX:** Okay. If you were on the RCMP CAD
23 system?

24 **CMDR. DARRYL MacDONALD:** If they were logged in to the
25 RCMP CAD system, ---

26 **MS. JENNIFER COX:** Okay.

27 **CMDR. DARRYL MacDONALD:** --- we would see them. But we
28 don't see Halifax RCMP cars.

1 **MS. JENNIFER COX:** Okay. Commissioners, I'm wondering if it's
2 an appropriate time to take a bit of a 15-minute break? And we'll have an opportunity to
3 get some questions from the Participants, if there are any. And then we'll come back at
4 approximately 11:00 or five minutes after 11:00. Whatever please ---

5 **COMMISSIONER MacDONALD:** Yeah. Thank you very much.
6 That's what we'll do.

7 Thank you, Mr. MacDonald and Ms. Cox.
8 And we'll break then until 11:05. Thank you.

9 **MS. JENNIFER COX:** Thanks.

10 **REGISTRAR DARLENE SUTHERLAND:** Thank you. The
11 proceedings are now on break and will resume in 15 minutes.

12 --- Upon breaking at 10:47 a.m.

13 --- Upon resuming at 11:11 a.m.

14 **REGISTRAR DARLENE SUTHERLAND:** Welcome back. The
15 proceedings are again in session.

16 **COMMISSIONER MacDONALD:** Ms. Cox?

17 **MS. JENNIFER COX:** Thank you.

18 So we left off on screen number 13 and I'm wondering if we can go
19 back to screen number 12 for a minute, please?

20 Mr. MacDonald, one of the things you mentioned earlier was that
21 this screen, and particularly the green highlighting, is that correct, changed after the
22 Moncton events?

23 **CMDR. DARRYL MacDONALD:** Yes.

24 **MS. JENNIFER COX:** Can you tell us when it changed?

25 **CMDR. DARRYL MacDONALD:** The new version of the CAD was
26 rolled out in 2016.

27 **MS. JENNIFER COX:** Okay. And the other thing that I'm
28 wondering is, this screen, is this available to members through the mobile workstation?

1 **CMDR. DARRYL MacDONALD:** Not this specific screen, no. This
2 is just in the CAD.

3 **MS. JENNIFER COX:** Okay.

4 **CMDR. DARRYL MacDONALD:** But the information from this is
5 presented in a different way.

6 **MS. JENNIFER COX:** Okay. And we'll get to that in a minute.

7 **CMDR. DARRYL MacDONALD:** Sure.

8 **MS. JENNIFER COX:** So screen number 14, please.

9 What screen is this?

10 **CMDR. DARRYL MacDONALD:** So this is a unit update screen.
11 And so this is -- the little icon of the police car, this is what's -- the data that's generated
12 in behind of that. So a dispatcher will open this screen up and they can see who is in
13 the patrol unit.

14 And the part that is circled is actually also a new feature in the CAD
15 from 2016. And what it shows is the abilities and the equipment that the members that
16 are in the car have.

17 So in this example, you can see that if somebody speaks a different
18 language, or what equipment they have in the car, so a spike belt, or if they're carrying
19 a conductive energy weapon, or if they have a carbine. Any of those -- any of that
20 equipment.

21 So it keeps track of both the roles that they carry with them, such
22 as if they were a supervisor or if they were a breath tech, or any of the specialized roles
23 that an RCMP member may have. That travels with them from car to car. But it also
24 indicates, when they get in a car, what equipment they may have with them. So they
25 might be trained to deploy a CEW, or a Taser, but they may not have it with them on
26 that shift and so that role is entered temporarily.

27 **MS. JENNIFER COX:** Okay. So this is the screen the dispatcher
28 sees; correct?

1 **CMDR. DARRYL MacDONALD:** This is on the dispatch side, yes.

2 **MS. JENNIFER COX:** Okay.

3 **CMDR. DARRYL MacDONALD:** But it can be viewed by a call

4 taker.

5 **MS. JENNIFER COX:** Okay. And so if we could go to screen

6 number 15?

7 So what is this?

8 **CMDR. DARRYL MacDONALD:** This is the mobile workstation

9 that's found in RCMP cars. And it's a Panasonic Toughbook and it's hardwired into the

10 car and secured into the car. And it literally is a workstation for them. So they have all

11 of the applications that they would have in their office, generally speaking. And they

12 also have what you see viewed on the screen there now is what we call SAMM, Status

13 and Mobile Messaging is the program. And that is connected directly to the CAD

14 system for the RCMP.

15 **MS. JENNIFER COX:** Okay. And this is specific to the RCMP;

16 correct?

17 **CMDR. DARRYL MacDONALD:** That's correct.

18 **MS. JENNIFER COX:** The other police forces in Nova Scotia

19 would have ---

20 **CMDR. DARRYL MacDONALD:** They may have a computer, but

21 they don't have the application.

22 **MS. JENNIFER COX:** Okay. When you say application, you

23 mean?

24 **CMDR. DARRYL MacDONALD:** The software that's contained on

25 the computer.

26 **MS. JENNIFER COX:** Which is the SAMM?

27 **CMDR. DARRYL MacDONALD:** SAMM is one of the programs.

28 And that's the one that connects directly to our CAD system.

1 **MS. JENNIFER COX:** Okay. And the information that we just saw
2 on the previous screen about the member, so the qualifications of the member or the
3 equipment that they have with them, is that -- does that come from this device?

4 **CMDR. DARRYL MacDONALD:** It does not. It comes from the
5 CAD database ---

6 **MS. JENNIFER COX:** Okay.

7 **CMDR. DARRYL MacDONALD:** --- and it also comes from their
8 log on. So when they start their shift, they advise their dispatcher what equipment they
9 have. Now, when they log on, they may put it in a message to the dispatcher
10 electronically and the dispatcher physically goes in and updates the equipment that
11 they're carrying.

12 **MS. JENNIFER COX:** And when you say log on, do you mean log
13 on to the mobile workstation?

14 **CMDR. DARRYL MacDONALD:** Log on to the mobile workstation,
15 or just manually, they can radio in or call in and log on their shift for the day as well.

16 **MS. JENNIFER COX:** Okay.

17 **CMDR. DARRYL MacDONALD:** And then they can log in to this
18 device when they get in the car.

19 **MS. JENNIFER COX:** And so some of that data just follows the
20 member; correct?

21 **CMDR. DARRYL MacDONALD:** That data follows the member if
22 it's a skill set that they've been trained for. But if it's equipment that they can or cannot
23 have with them, then they provide that information at the start of shift, or at anytime
24 during shift if it changes.

25 **MS. JENNIFER COX:** And again, this is not information -- this type
26 of information for a police force, other than the RCMP, is not available to dispatchers;
27 right?

28 **CMDR. DARRYL MacDONALD:** It depends on what the CAD

1 system is that other agencies have.

2 **MS. JENNIFER COX:** Okay.

3 **CMDR. DARRYL MacDONALD:** Some of them have this
4 capability of having some information that travels like this that I've observed, but I've
5 also been to other police forces and their CAD system did not track this information.

6 **MS. JENNIFER COX:** Okay. So it depends partly on whether the
7 system actually catches the information, and it also talks -- depends on whether they
8 talk to each other?

9 **CMDR. DARRYL MacDONALD:** Yes.

10 **MS. JENNIFER COX:** Okay. Number 16 please. I'm wondering if
11 you can tell us what this is.

12 **CMDR. DARRYL MacDONALD:** Sure. So this is from the SAMM
13 or the mobile workstation. This is what a file looks like when it comes to the member.
14 And so it's a little different format. It's, it's paired down, it's, it's fairly brief. It gives us
15 the details. It gives them the location, gives them any alerts that are associated to that
16 location, and it electronically comes to them. So the, the details don't need to be voiced
17 unless it's a priority type of file. And then if it's priority, then we want to voice it because
18 we want other members who are working to know and be aware of this file, and they
19 may want a copy of it as well.

20 **MS. JENNIFER COX:** Okay. So this is the, the view of, of what
21 you see in the car, when you're sitting in the car you'll see this; right?

22 **CMDR. DARRYL MacDONALD:** Yes, and this is the daytime view,
23 so the picture of the computer in the car was a nighttime view. They can adjust their
24 screen for the lighting.

25 **MS. JENNIFER COX:** Okay. And in terms of the logging in feature
26 that we just talked about, is that how the GPS function works as well?

27 **CMDR. DARRYL MacDONALD:** That's correct. When this
28 application becomes active in the car and is connected to the CAD, the GPS data is fed

1 to the, the CAD system.

2 **MS. JENNIFER COX:** Okay. So what we saw in some of the
3 previous screens where we could see the police car locations, it depended on whether
4 the, the mobile workstation was logged into?

5 **CMDR. DARRYL MacDONALD:** That's correct.

6 **MS. JENNIFER COX:** Okay. And let's talk about how the mobile
7 workstation does talk to the CAD. So you did mention I think before that it was
8 connected through GPS?

9 **CMDR. DARRYL MacDONALD:** So there's a modem, a GPS
10 modem that communicates with the cellular network ---

11 **MS. JENNIFER COX:** Okay.

12 **CMDR. DARRYL MacDONALD:** --- and the computer in the car,
13 and so they, they work together, and the data is carried through the cellular network to
14 the RCMP internal network, and that's fed to the CAD.

15 **MS. JENNIFER COX:** Okay. So one of the difficulties that you
16 could have with the use of this tool is the cellular signal; right?

17 **CMDR. DARRYL MacDONALD:** Yes.

18 **MS. JENNIFER COX:** Okay. Let's look at slide number 17.
19 What's this view?

20 **CMDR. DARRYL MacDONALD:** So this is what the map looks like
21 for the member in the car, and so it's, it's the same map and same data. It appears
22 slightly different, but they have the same abilities to pan around on this. And in this
23 particular one, it's showing -- at the centre, it's showing where a file is located, and,
24 again, the colour of the file indicates the priority to the member. And they can use this
25 map to actually navigate to the location where the file was created for.

26 **MS. JENNIFER COX:** And can you tell what map type this is?

27 **CMDR. DARRYL MacDONALD:** Sorry?

28 **MS. JENNIFER COX:** Is it a specific type of map or software?

1 **CMDR. DARRYL MacDONALD:** So the map that's contained
2 within our CAD and within this application SAMM is generated by the vendor, which is
3 Bell, Bell Public Safety Group. And so they obtain their information from the Province of
4 Nova Scotia, the GIS section, and all of the shape files for the building footprints and
5 everything that's located in there, it all comes from the province. They request that
6 when they built the map. And the other thing that underlines that is the police
7 jurisdictions on this map, so we know which detachment responds to which area.

8 **MS. JENNIFER COX:** And this would also be connected with the
9 TMR2 radio system; correct?

10 **CMDR. DARRYL MacDONALD:** It is not currently connected to
11 the TMR radio system.

12 **MS. JENNIFER COX:** Okay.

13 **CMDR. DARRYL MacDONALD:** We are in the process of doing
14 that. That was one of the recommendations from the MacNeil Report for Moncton.

15 **MS. JENNIFER COX:** Okay. All right. Slide number 18 please.
16 So the next few slides, we're going to talk about some of the scenarios that would
17 happen when calls go into the Public Service Answering Points here in Nova Scotia,
18 and we've talked about four different scenarios in these slides. And I'm -- oh, I'll let you
19 walk us through each one of them, but the purpose -- just for the edification of the
20 Commissioners and, and the public at large, is so that people can understand that there
21 -- the process of a 9-1-1 call and, and the way that it's -- tracks through the system is
22 different depending on the type of call that comes in, in the different PSAPs that we
23 have here in Nova Scotia. So the first scenario, which is slide number 18, Mr.
24 MacDonald, if you could just explain to us what this mean?

25 **CMDR. DARRYL MacDONALD:** Sure. So this is a call, very
26 common occurrence, somebody calls in an impaired driver, and the location of this is on
27 the 125 Highway between Sydney and North Sydney, in the area around Leitches
28 Creek. So a caller would call 9-1-1, it would go through the process of going through

1 the 9-1-1 switch and, and so on. Then that call is sent to the PSAP of jurisdiction for
2 that area, which in this scenario happens to be Cape Breton Regional Police PSAP.
3 And so they would take the 9-1-1 call, determine the nature of the emergency which is
4 an impaired driver. They would determine the location. And in this scenario, because
5 it's on the 125 Highway, the police of jurisdiction is Cape Breton Traffic Services, which
6 is RCMP detachment that patrols that area. So despite it being in Cape Breton County,
7 there's a section that the RCMP patrol, which is for traffic offences on those highways.
8 And so the, the PSAP in Cape Breton Regional would then transfer that caller to the
9 RCMP Operational Communications Centre where this file would be dispatched to the
10 police of jurisdiction, which is an RCMP police officer.

11 **MS. JENNIFER COX:** And just for clarification, Leitches Creek is in
12 Cape Breton?

13 **CMDR. DARRYL MacDONALD:** Cape Breton County.

14 **MS. JENNIFER COX:** Yeah. Okay. If we could have slide number
15 19. So this one is a little bit different because of the type of call and I'm wondering how
16 is the type of call -- what, what difference does that make in terms of how this is routed?

17 **CMDR. DARRYL MacDONALD:** The, the type of call just
18 determines what agencies are needed. So in this situation, there's somebody injured,
19 but it's also a police matter because there's violence where an assault has occurred.

20 **MS. JENNIFER COX:** Okay.

21 **CMDR. DARRYL MacDONALD:** And so it dictates the type of
22 response required.

23 **MS. JENNIFER COX:** So if we could just talk a little bit about how
24 this comes in?

25 **CMDR. DARRYL MacDONALD:** So, again, this person called 9-1-
26 1. And what happened was, in this particular scenario, was the incident occurred in the
27 Town of Amherst, but the person, the victim, called their mother who lived in Halifax to
28 report that this happened to them. So the mother, of course, needing police for the

1 victim, calls 9-1-1. Because the mother is located in Halifax, the call goes to the PSAP
2 in Halifax, but the incident was occurring in a different geographical location. So the
3 PSAP in Halifax would determine the location and nature of the call. Once they do that,
4 they, they determine that they have to contact Amherst Police, so they connect the
5 caller to the police department in Amherst via one of the hotkeys on the 9-1-1
6 equipment. And because there was injuries, they also call into Emergency Health
7 Services dispatch for ambulance to attend. And so they're doing two notifications of first
8 responders for this situation. And even though the caller and the PSAP are in a
9 completely different county, they, again, follow the 9-1-1 process and protocols for the
10 province of Nova Scotia, where they send the first responders for the location where this
11 happened.

12 **MS. JENNIFER COX:** And so let's talk a little bit about the, the way
13 that this dispatch happens though. So you said there was a hotkey?

14 **CMDR. DARRYL MacDONALD:** Yes.

15 **MS. JENNIFER COX:** So there's a call, essentially, to the Amherst
16 Police Service; right?

17 **CMDR. DARRYL MacDONALD:** Yes, through the 9-1-1 system,
18 so the, the call taker would transfer the caller to the Amherst Police dispatch, and
19 depending on whether they wanted to keep the caller on the line and take more details,
20 or if they wanted -- if the, if the injuries were significant enough, if the 9-1-1 call taker
21 wanted to take the caller back once police had their information and then transfer that
22 caller to the ambulance dispatch, they may do that, or they may just notify them after
23 they've disconnected with the caller themselves and left them on the line with the police
24 department.

25 **MS. JENNIFER COX:** And let's talk about how the ambulance
26 dispatch happens in Nova Scotia.

27 **CMDR. DARRYL MacDONALD:** Sure. So the ambulance
28 dispatcher, they also have a CAD, which is different than the one that the RCMP use,

1 but it's specifically for taking medical calls. So when a PSAP transfers a call to them, all
2 of the data from the 9-1-1 call, the ANI/ALI screen information, it populates on the CAD
3 for EHS, and so they begin their file in their CAD system, and they have a series of
4 questions that they'll ask each caller based on the nature of the call. So if somebody
5 was calling with chest pains, they would enter that into their CAD and they would have a
6 series of questions that they would ask the caller surrounding that, and they may even
7 provide pre-arrival information as well.

8 **MS. JENNIFER COX:** So that dispatch is done both electronically
9 and over the -- the radio system or the phones?

10 **CMDR. DARRYL MacDONALD:** Correct.

11 **MS. JENNIFER COX:** Okay.

12 **CMDR. DARRYL MacDONALD:** So all calls are, if they're being
13 transferred to another agency, are always introduced. You identify which PSAP is doing
14 the transfer, you provide the location and the phone number and the nature of the
15 emergency, any details that were provided to you while you were taking that
16 information. And then the agency that's responding takes over from there, and the 9-1-
17 1 call-taker disconnects.

18 **MS. JENNIFER COX:** And depending on who is responding to the
19 event, everybody has different pieces of equipment that they're using; right?

20 **CMDR. DARRYL MacDONALD:** Yes.

21 **MS. JENNIFER COX:** Okay. Let's go to slide number 20. So this
22 one is a motor vehicle collision. Maybe you can talk a little bit about that and maybe
23 make sure that we all understand where Highway 101 and New Minas is.

24 **CMDR. DARRYL MacDONALD:** Okay. So -- and this is from the
25 landline. So when the 9-1-1 call comes in you would have the location of the caller
26 based on their civic address. And so they see a collision, and they're calling from a
27 landline phone. And so the 101 highway in the Valley, just outside of New Minas or
28 Kentville area where this is -- this is, of course, a fictitious situation but happens, is

1 being reported, because it's a landline, the system knows that the jurisdiction for police
2 for that area is RCMP so it's going to send that call to the PSAP in Truro. And we talked
3 about ---

4 **MS. JENNIFER COX:** In Truro?

5 **CMDR. DARRYL MacDONALD:** Sorry, Dartmouth. I was in Truro,
6 I spent 20 years there, so forgive me.

7 Yeah, so it goes to the RCMP PSAP in Dartmouth, and from there
8 they determine that it's a motor vehicle accident. The call-taker has a series of
9 questions on a motor vehicle accident that they have to ask, "Is there any injuries?" "Is
10 there any entrapment?" "Is there smoke or fluids leaking from any of the vehicles?"
11 And so once that is determined that the location is known, then they dispatch the
12 resources they need.

13 So in this scenario, police, fire, and ambulance are required
14 because there is injuries and there's entrapment. And so now the PSAP is going to
15 engage RCMP, EHS, and fire, and to do that they would transfer into -- for fire, they
16 would transfer to Valley because Valley ---

17 **MS. JENNIFER COX:** Which is ---

18 **CMDR. DARRYL MacDONALD:** --- the Valley ---

19 **MS. JENNIFER COX:** And we learned earlier that that's on the
20 public service answering points.

21 **CMDR. DARRYL MacDONALD:** That is one of the public service
22 answering points, but they are also a dispatch centre for fire for that area. So they
23 transfer them for fire because people are trapped. EHS is the next transfer because
24 they require medical attention because there's somebody injured.

25 And because the RCMP has answered the 9-1-1 call, their CAD
26 has started the file for the RCMP, which again is going to be the same dispatch centre,
27 the Dartmouth dispatch centre, and they're going to dispatch New Minas RCMP to this
28 location.

1 And so the one PSAP is communicating with a second PSAP which
2 is Valley, but in the role as a dispatch centre for fire, EHS in the role of a dispatch centre
3 for ambulance, and of course themselves. So they've -- we call it "changing your hat"
4 because you're a 9-1-1 call-taker and then you turn the hat around and now I'm a
5 RCMP call-taker, and I post the file for dispatch to send police.

6 **MS. JENNIFER COX:** Okay. And the last scenario we have,
7 scenario number 4, is on 21. So this is also a motor vehicle collision. Is that the same
8 one?

9 **CMDR. DARRYL MacDONALD:** So this is the same motor vehicle
10 collision except for this caller is calling on a cell phone, and because of the location of
11 the tower they hit, the call was directed to the nearest PSAP, which was Valley, and
12 because Valley is not the police of jurisdiction then they're going to need to engage the
13 Dartmouth RCMP dispatch centre, the OCC. And so because they are the fire dispatch
14 centre, they immediately dispatch fire, and then they do their other transfers. So they
15 would go to EHS, who dispatch the ambulance, and then they would contact the RCMP
16 for the police response. So it's the exact same location it just went to a different PSAP.

17 And so it's just to show the workflow of how the four PSAPs in the
18 province are integrated together, the same standards, the same procedures for
19 dispatching. And because we do secondary tasking as well, we have the resources at
20 our fingertips and we have the relationship with each other to be able to dispatch the
21 primary responders -- responders to all incidents that happen in Nova Scotia.

22 **MS. JENNIFER COX:** So in some cases there is two levels of
23 dispatch; right?

24 **CMDR. DARRYL MacDONALD:** For the most part there is, yes.

25 **MS. JENNIFER COX:** Yeah. I'm going to go back to slide
26 number 9. So you told us that this is the operation and command centre for the
27 Dartmouth OCC.

28 **CMDR. DARRYL MacDONALD:** Yes.

1 **MS. JENNIFER COX:** And it's an open space.

2 **CMDR. DARRYL MacDONALD:** Yes, it is.

3 **MS. JENNIFER COX:** Okay. Was that the way the centre was in
4 Truro when you worked there?

5 **CMDR. DARRYL MacDONALD:** No.

6 **MS. JENNIFER COX:** Okay. And is there a reason why there is
7 differences of, you know, to your knowledge anyways, why the rooms are set up
8 differently?

9 **CMDR. DARRYL MacDONALD:** At that time, when they -- there
10 were -- originally when I started my career there was four dispatch centres for the
11 RCMP, one in Sydney, one in Yarmouth, one in Halifax and one in Truro, and the
12 decision was made to amalgamate us through a process that took a number of years.
13 The final result was to put us into the building in Truro. That building was completely
14 renovated on the upper floor for the dispatch and call take centre. Because of the
15 structure of the building, there was a double set of walls in the hallway that divided the
16 building and they did not remove that structure. And so we were -- we had to put call-
17 takers on one side of the building and dispatchers on the other side.

18 **MS. JENNIFER COX:** And you talked a little bit about how the
19 information gets transferred from a call-taker to a dispatcher earlier.

20 **CMDR. DARRYL MacDONALD:** M'hm.

21 **MS. JENNIFER COX:** So what does the room setup do to that
22 transfer?

23 **CMDR. DARRYL MacDONALD:** There's some positive and some
24 negative situations with that. So one of the things that being separated made us all do
25 was be better users of our CAD system. So when I worked in Truro and then when I
26 travelled and looked at other dispatch centres most of them were an open concept but
27 they didn't necessarily use their CAD as well in some places. So the CAD forced the
28 operators to instead of verbalising in the room information, having to type it into the

1 CAD and send it electronically so there was a record of everything. So that was -- that
2 was a help in many ways because the OCC here in Nova Scotia uses the CAD to its
3 fullest.

4 The -- on the negative side of that is the sometimes inability to
5 communicate with a supervisor or with a risk manager. The risk managers are located
6 on the dispatch side because they primarily deal with the response and the members,
7 and so there's no -- there's no visual, there's -- if you had something urgent. Although
8 it's best not to vocalise in a -- in a dispatch centre, it's best to put things in a CAD, but
9 sometimes you do want to be able to verbalise, so it hindered that. And so -- also, there
10 is situational awareness because the call-takers are not hearing what is being broadcast
11 over the air in some cases and there might be some information that they're not being
12 shared -- not being shared with them about the response, that could be a possibility in
13 relation to being divided. So it's -- it was good and it was bad at the same time.

14 **MS. JENNIFER COX:** Let's talk about the staff in both the call-
15 taker's side and the dispatch side.

16 So the call-taker side, what are the typical staff that you normally
17 see?

18 **CDR. DARRYL MacDONALD:** So, normally, you would have your
19 call-takers who are also 9-1-1 operators; you would probably have somebody in training
20 as well at whatever various stage. And I know in the Truro centre in 2020, they had a
21 supervisor that would sit either on call-take or dispatch, or if they had two supervisors
22 on duty, they would have one on each side.

23 **MS. JENNIFER COX:** So there's at least a call-taker and a
24 supervisor?

25 **CDR. DARRYL MacDONALD:** There's usually a call-taker and a
26 supervisor, but, you know, the call-takers are very good at their job and they don't need
27 direct supervision. Most of the time a supervisor checks on both sides of the floor if
28 they're working alone. If there's two of them, then one will take one side and one will be

1 on the other.

2 **MS. JENNIFER COX:** And on the dispatch side, what's the staff
3 usually like there?

4 **CDR. DARRYL MacDONALD:** There'd be an operator who's
5 dispatch trained as well, so they would be call-take trained and dispatch trained as well.
6 And they -- there would be a supervisor, and, again, the supervisor would -- if there was
7 one, they would go from one side to the other; if -- wherever they were needed. If there
8 was two on a shift, then one would be embedded in dispatch, and there would be a risk
9 manager, which would be at the Staff Sergeant level, RCMP member.

10 **MS. JENNIFER COX:** Right. And that's only within the RCMP call-
11 taking centres.

12 **CDR. DARRYL MacDONALD:** That's correct, that's in the Truro
13 centre. My centre is a much smaller centre; it's just our call-takers and -- like, they call-
14 take and dispatch simultaneously, so it's a little different.

15 **MS. JENNIFER COX:** And, for example, the Valley, the PSAP
16 Valley Communications wouldn't have a risk manager?

17 **CDR. DARRYL MacDONALD:** No, because they're not a police
18 dispatch centre, as such.

19 **MS. JENNIFER COX:** Let's talk a little bit about the role of the risk
20 manager in the environment, on the dispatch thing.

21 **CDR. DARRYL MacDONALD:** So the risk manager is a regular
22 member at the Staff Sergeant level. They're capable of providing assistance to
23 members on the road at any time, and they're also trained to be an *ad hoc* incident
24 commander for any significant incident that's underway. And they provide that initial *ad*
25 *hoc* role as an incident commander until an incident commander arrives on scene.

26 And so they provide direction to the members but they also interact
27 with the dispatchers as well. If there's something, a resource that's needed such as a
28 dog master or ERT response or bomb disposal unit, any -- depending on the file, the

1 risk manager will interact with the dispatcher and authorize or provide by calling or
2 contacting the additional resources.

3 If there's backup needed from another detachment area, the risk
4 manager would make that call as well. And they also review all of the files that come in
5 for dispatch and just -- just to make sure if there's any kind of additional resources that
6 are required.

7 **MS. JENNIFER COX:** So they're sort of like a bit of a supervisor to
8 the supervisor on the dispatch side?

9 **CDR. DARRYL MacDONALD:** The supervisors and the
10 dispatchers are civilian members, and they -- so we're not supervised by the risk
11 manager but we work in partnership with the risk manager in providing for the response
12 to any situation on the road.

13 **MS. JENNIFER COX:** Okay. So maybe it's more that the risk
14 manager has the same information as the dispatchers on the simultaneous ---

15 **CDR. DARRYL MacDONALD:** And they're looking at the CAD as
16 well.

17 **MS. JENNIFER COX:** Okay.

18 **CDR. DARRYL MacDONALD:** And so as a file comes in, again,
19 as the log is being populated with new information, the risk manager is viewing that as
20 well. And so they're making what their determination needs to be, as far as response.

21 **MS. JENNIFER COX:** Okay. And I have one last question with
22 respect to the GPS itself. So the mobile work station we saw was mounted in the police
23 car.

24 **CDR. DARRYL MacDONALD:** Yes.

25 **MS. JENNIFER COX:** Any of the GPS signals that show up on the
26 dispatch side, those are based on where the car is located; correct?

27 **CDR. DARRYL MacDONALD:** Yes.

28 **MS. JENNIFER COX:** Okay. It can't be where the member is

1 located?

2 **CDR. DARRYL MacDONALD:** The minute the member dismounts
3 from their unit, they cannot be tracked by GPS, currently. So we're working towards
4 implementing changes to our radio system in the region in order to be able to do that.
5 That was one of the recommendations of *MacNeil*, and I've been working on that project
6 nationally for a while.

7 **MS. JENNIFER COX:** So when you say, "Dismounts" that means
8 that they're away from it.

9 **CDR. DARRYL MacDONALD:** As soon as they leave their car, the
10 dispatcher is dependent on the member verbally providing, over the radio, their location.

11 **MS. JENNIFER COX:** Right. And the dispatcher does
12 communicate, typically, with an active member, right?

13 **CDR. DARRYL MacDONALD:** They communicate with someone
14 throughout their entire shift.

15 **MS. JENNIFER COX:** And we didn't talk about this but one of the
16 roles of the dispatcher is to conclude the incident with the responding service provider;
17 correct?

18 **CDR. DARRYL MacDONALD:** So once the -- once the member
19 clears of an incident, the dispatchers advise through the CAD that the unit is no longer
20 attached to it. And so they'll do a final review of the information and then they will close
21 the incident and that all of the information and all the updates, all the times, everything
22 associated with that incident gets downloaded into the records management system,
23 and a copy of all of the data is saved in the CAD for a period of two years.

24 **MS. JENNIFER COX:** So when a matter is active, though, the
25 dispatcher is actively monitoring the location of those who are responding; correct?

26 **CDR. DARRYL MacDONALD:** They are, and it also depends on
27 the nature of the call. So if it's a routine call; if somebody reported a stolen bicycle, they
28 do see on their screen that the member's responded to it and when they arrived on

1 scene and, you know, their time and so on, but the dispatcher's not actively engaged
2 with them throughout that.

3 If a member's responding to, say, a domestic dispute where there's
4 potential for significant violence, the radio channel is left open the entire time, and all of
5 the cars are timed for their travel time to the incident, their on-scene time, and there's a
6 set -- depending on the nature of the call, there are set times when a dispatcher will
7 interact with the police officer.

8 **MS. JENNIFER COX:** So they'll check in; is that a fair way of ---

9 **CDR. DARRYL MacDONALD:** They verbally go on the air and ask
10 them for their status.

11 **MS. JENNIFER COX:** Okay.

12 Those are all the questions I have, Commissioners. I'm wondering
13 if we can take, well, a lunch recess so I can have an opportunity to speak to the
14 Participants. And perhaps if we could come back -- I'm not sure what would please you;
15 whether it's 1 o'clock or shortly before that?

16 **COMMISSIONER MacDONALD:** Well, maybe we could call it an
17 hour, if that's okay? Yeah, sure.

18 Thank you, Ms. Cox and Mr. MacDonald. We'll come back at
19 12:45.

20 **MS. JENNIFER COX:** Thank you.

21 Oh, and just for clarification, the witness isn't excused yet.

22 **COMMISSIONER MacDONALD:** No, thank you. You're quite
23 right, Ms. Cox.

24 **REGISTRAR DARLENE SUTHERLAND:** Thank you.

25 Counsel will now caucus and proceedings will resume after the
26 lunchbreak at 12:45.

27 --- Upon breaking at 11:44 a.m.

28 --- Upon resuming at 1:08 p.m.

1 **REGISTRAR DARLENE SUTHERLAND:** Welcome back.

2 The proceedings are again in session.

3 **COMMISSIONER MacDONALD:** Well, thank you. Thank you so
4 much, everyone.

5 Ms. Cox, thank you. You've kindly relayed to us a request by
6 Participants' Counsel to ask questions of this witness, and considering the fact that all
7 Participants' Counsel have been meeting on this and have been heard from and
8 considering the fact that counsel -- Participants' Counsel haven't had a lot of time to
9 prepare questions in advance, and considering the nature of this witness who is here to,
10 essentially, assist us in terms of understanding the 9-1-1 system -- which, of course, will
11 be the subject of the next session -- we think it appropriate that Participant Counsel, in
12 fact, ask the questions.

13 And I think you kindly provided during your meeting a list of those
14 questions, by category at least, and Ms. Cox has those and she can certainly identify
15 the categories and/or counsel who will be asking the questions.

16 Thank you.

17 Ms. Cox?

18 **MS. JENNIFER COX:** Thank you, Commissioners.

19 So pursuant to Rule 52, the decision that you've just made, is --
20 based on the request from the Participants to question Mr. MacDonald, I am going to
21 offer a couple of questions for some of the Participants who are not in the room, so I'm
22 going to start with those and then, after that, I'll ask counsel for the various Participants
23 who've indicated the questions they wish to ask, I'll call on you in the order that you
24 spoke.

25 **COMMISSIONER MacDONALD:** Thank you.

26 **MS. JENNIFER COX:** So Mr. MacDonald, I want to talk a little bit
27 about the CIIDS system, so C-I-I-D-S.

28 **CMDR. DARRYL MacDONALD:** Yes.

1 **MS. JENNIFER COX:** And how that is integrated into the CAD
2 system.

3 **CMDR. DARRYL MacDONALD:** So CIIDS, C-I-I-D-S, is the name
4 of the CAD system that the RCMP uses nationally ---

5 **MS. JENNIFER COX:** Okay.

6 **CMDR. DARRYL MacDONALD:** --- and it stands for
7 Computerized Integrated Information Dispatch System. And so that is the actual CAD
8 that we use that we showed on the screen earlier.

9 **MS. JENNIFER COX:** And can a mobile workstation access the C-
10 I-I-D-S?

11 **CMDR. DARRYL MacDONALD:** So mobile workstation is an
12 extension of that, and so it's what's in the police car, but it's a part of it which is mobile
13 and it communicates back and forth with the CAD system through a communications
14 server that's located in Ottawa.

15 **MS. JENNIFER COX:** So the answer is yes.

16 **CMDR. DARRYL MacDONALD:** Yes.

17 **MS. JENNIFER COX:** And photographs, the sharing of
18 photographs. So if a dispatcher has a photograph, can that be sent to the mobile
19 workstation?

20 **CMDR. DARRYL MacDONALD:** So currently, a photograph can't
21 be sent directly to a mobile workstation in a messaging format. They can retrieve them
22 through a PSP query if it's a -- something that's on the records system, but there is
23 another method where a photograph can be shared with a mobile workstation, and that
24 is the use of a tool within the CAD called "bulletin board", and so the photograph can be
25 uploaded with information to the bulletin board and the member in the patrol unit is able
26 to retrieve that information through a web link on the software that comes with SAMM.

27 **MS. JENNIFER COX:** Okay. And with respect to the role of the
28 call-taker going over to the dispatch side, so at what point does the call go from the call-

1 taker over to the dispatch side?

2 **CMDR. DARRYL MacDONALD:** Sure. And that's usually, for the
3 vast majority of calls, the call is what we call posted to the dispatcher once all of the
4 necessary information is obtained to dispatch the file, but on a high-priority call, perhaps
5 a file with violence or weapons involved or, say, an armed robbery, then the call-taker
6 can post the file with the location, detachment area and the nature of the call. And once
7 they receive that, they can post that to speed up the process by sending that directly to
8 the dispatcher and then continuously updating the file as new information is obtained
9 from the caller.

10 **MS. JENNIFER COX:** And one of the other questions raised was
11 with respect to the software.

12 So what are the tools available, like the specific list of all of the
13 tools that are available or technology that's available to particularly the dispatchers?
14 Can you list?

15 **CMDR. DARRYL MacDONALD:** Sure. Primarily is the CAD
16 system, and that is integrated with CPIC and PSP. And it also contains the
17 internal/external messaging from CPIC. And so you can communicate with other policy
18 agencies through the CAD using the CPIC system. That's the primary tool that's used
19 for basic dispatching.

20 The other tool that's used is the trunked mobile radio system, and
21 that's throughout the region currently. And that's used to communicate with the
22 members in the car or in the detachment. There's radios located in both of those
23 locations plus their portable radios that go with them.

24 The other tools they use is the Motor Vehicle Branch, the JEIN
25 system in Nova Scotia. They use that for running plates and running driver's licence
26 and also accessing the court system to obtain information in relation to anybody that
27 they're dealing with.

28 Through CPIC, they reach into various databases as well that

1 include Firearms Registry for people.

2 And also, they log into PROS, which is the records management
3 system. And they also have a log-in for the audio recorder which allows them access to
4 both call-taking and dispatcher phone calls, 9-1-1 phone calls, and all of the radio
5 channels within the province that the RCMP record.

6 That's their basic equipment that they use throughout their shift.

7 **MS. JENNIFER COX:** Okay.

8 **CMDR. DARRYL MacDONALD:** And they have email and a few
9 other applications that RCMP provided as well if needed.

10 **MS. JENNIFER COX:** Okay. So now I'm going to move to the
11 individual Participants' Counsel who have asked to go ask questions. And we're going
12 to ask the counsel once I name them to raise their hand so we can make sure the mic
13 gets to you.

14 So the first counsel is Matthew McLellan with Patterson Law.

15 **COMMISSIONER MacDONALD:** Mr. McLellan.

16 **--- CROSS-EXAMINATION BY MR. MATTHEW McLELLAN:**

17 **MR. MATTHEW McLELLAN:** Good afternoon, Mr. MacDonald. I
18 just have a few questions. It shouldn't take too long.

19 So you had mentioned that the GPS systems inside the officer
20 vehicles to some extent rely on the cellular networks in the area; correct?

21 **CMDR. DARRYL MacDONALD:** Correct.

22 **MR. MATTHEW McLELLAN:** So what happens if, say, for
23 example, either the GPS is not working in a vehicle or the vehicle passes through an
24 area of no service? What happens, and how is that reflected on the map?

25 **CMDR. DARRYL MacDONALD:** So when they're in an area
26 where they can't reach a tower where there's no service or the computer goes offline,
27 there's an indicator to the dispatcher in the CAD system that shows them that the car is
28 offline, so basically a silhouette of red comes around the car and indicates that to the

1 dispatcher. The member gets an indication on their CM screen as well that they're
2 offline.

3 The data is still being processed in their -- in their unit and when
4 they come into an area, if it's a short outage, then it will be fairly seamless and when it
5 comes back online, the data gets pushed, but if it stays off for a period of time, they may
6 have to log in once they get into an area where they have service.

7 **MR. MATTHEW McLELLAN:** Okay. So it's not that the vehicle
8 would drop off the map altogether. It would just have a red indicator where it was last
9 picked.

10 **CMDR. DARRYL MacDONALD:** Correct. And the update might
11 not be as quickly as possible because if they're in an area where it's not reporting, it will
12 report the last GPS coordinate that they had. But the modem is still saving that data
13 and will push it as soon as it gets the opportunity to.

14 **MR. MATTHEW McLELLAN:** And so at a later point, you can still
15 reconstruct the route that that car had taken once it ---

16 **CMDR. DARRYL MacDONALD:** If it -- if it has been fed and you'll
17 be able to see it in the data as it comes through.

18 **MR. MATTHEW McLELLAN:** Okay. My second question will look
19 at it through the lens of Valley Communications, a non-RCMP PSAP.

20 So my question is, you had mentioned previously there's about a
21 10-second answering time for the majority of calls that come into call-takers. Is that
22 correct?

23 **CMDR. DARRYL MacDONALD:** It's the standard that's provided,
24 so when a call rings or when it gets presented from the 9-1-1 switch, there's a ring that
25 the caller hears. It has not rung yet for the operator, obviously. It's just the same as
26 when you make any other phone call.

27 So the 10 period -- 10-second period is from when the call is
28 presented.

1 **MR. MATTHEW McLELLAN:** And so if a matter goes into, say,
2 Valley Communications, that is then relayed to, for example, the OCC, that -- the
3 information the call-taker takes is relayed by voice because they can't -- they're not
4 sharing a CAD; correct?

5 **CMDR. DARRYL MacDONALD:** So when they -- if Valley were to
6 take a police call and they were to transfer it to a police agency that has a CAD, if that
7 CAD is connected to the 9-1-1 system it will reach the CAD -- sorry, the 9-1-1
8 information, the ANI/ALI will be delivered to the CAD system. So in the case of the
9 RCMP when Valley transfers a call to the RCMP PSAP, the CAD is populated even
10 though it's coming through a phone system.

11 **MR. MATTHEW McLELLAN:** Okay. So I guess my question
12 concluding that bit is, is there any time loss, then, if a call is being relayed from, say,
13 Valley communications to the OCC as compared to a call-taker within the OCC to
14 dispatch within the OCC?

15 **CMDR. DARRYL MacDONALD:** There's a -- there's a slight time
16 loss in that it's being transferred to somebody, but it's very slight because the work
17 that's being done by Valley is the exactly the same as what a call-taker in the RCMP
18 OCC will be doing on the 9-1-1 side. So when they're wearing the 9-1-1 hat, they would
19 be doing the exact same duties, establishing the nature of the call, the location of the
20 emergency, confirming the person's information. When they hit the transfer button,
21 that's coming to a dedicated hand-off line in the RCMP OCC, and so that's a priority
22 answer because we know it's a 9-1-1 call being handed off to us from one of the other
23 PSAPs. So they answer that in priority sequence, and so the timeframe is extremely
24 small compared to, I've answered it in my own PSAP and now I'm transferring to my
25 own phone system on my own desk. The only difference is it's somebody in Valley who
26 is actually pushing it and transferring it to that. So the only loss of time would be the
27 procedure of handing off the call, but the CAD again is being populated with the 9-1-1
28 information, so there's very little loss. And that's the way the system has been

1 constructed in the province.

2 **MR. MATTHEW McLELLAN:** Thank you. You had mentioned the
3 JEIN system, and that it provides information from the, I believe you had said the court
4 systems. Many of us in the room know what the JEIN system is, but for those who may
5 not or maybe need reviewing outside of this room, if you could explain what court
6 system specifically and whether or not that includes civil courts and civil matters.

7 **CMDR. DARRYL MacDONALD:** So from a dispatcher or a call-
8 taker's perspective, our duties surrounding the court system are basically to find
9 people's names and dates of birth associated with it, so we rarely ever get into any of
10 the data that is associated to the court system side. For us, when we query systems,
11 it's usually to provide additional information for the safety of the people that we're
12 serving, whether it's the police officers in the field or perhaps a victim. So if we're trying
13 to obtain some information about a person, so I'll give you an example to try and explain
14 how we would use it, if you don't mind.

15 So if we knew a relative had left a place because of a medical
16 emergency and we didn't know what vehicle they were travelling, well if we knew who
17 lived in that residence or even ran the postal code for that residence to see the people
18 who have registered vehicles from the court system or anything along those lines or
19 from the records, or the, sorry, the motor vehicle branch system, then we would see
20 here's a list of people from that geographic area. The name might match. Then we can
21 check to see what do they have for vehicles, what's their date of birth, those kinds of
22 things. And so that's -- basically, it's a query tool for us, it's not a -- obtaining legal
23 information from that system.

24 **MR. MATTHEW McLELLAN:** So just to clarify then, you wouldn't
25 be able to state definitively whether or not JEIN includes just criminal matters or criminal
26 matters and civil matters, so if somebody was a defendant in, say, hypothetically, an
27 assault, versus somebody who was involved in a negligence matter, I guess that's
28 outside of purview?

1 **CMDR. DARRYL MacDONALD:** So on the dispatch side of things,
2 we use CPIC for those kinds of -- those kinds of things as well as the records
3 management system, PROS, or PSP if it's for outside of an agency that does not use
4 PROS.

5 **MR. MATTHEW McLELLAN:** Thank you. Could you explain the
6 concept of reverse? I -- there's some reference in certain materials to a reverse 9-1-1.
7 If you could explain, a, what reverse 9-1-1 is, if that is something you're familiar with,
8 and -- actually, if you could just explain what reverse 9-1-1 is I'll have a follow up
9 question after.

10 **CMDR. DARRYL MacDONALD:** My only understanding of reverse
11 9-1-1 is the ability to search geographic areas for phone numbers, so a database, but
12 it's not something that it is -- that is done on a dispatch side. We can do what we call a
13 reverse alley search using the 9-1-1 equipment, and that is if you have a phone number
14 then you can query that to try and find the automatic location indicator for the address
15 for that. So it's not -- it's not a task that we do in our dispatch centre.

16 **MR. MATTHEW McLELLAN:** Okay. So my follow up question,
17 then, is can you then use that to say you receive a call from one, we'll use a landline as
18 an example, so from one civic address by landline, can you then use reverse 9-1-1
19 technology to determine other individuals or civic addresses in the area and their
20 information, either geolocation or -- by geolocation or determining their phone number,
21 individuals you should contact who may be impacted by that initial call?

22 **MS. JENNIFER COX:** Mr. McLellan, I think the answer to the
23 question was it's not technology that he uses, so I'm not sure how he can answer
24 anymore questions if he doesn't use it. I mean, if ---

25 **CMDR. DARRYL MacDONALD:** I was about to say I'm not -- I'm
26 familiar that the technology exists in some areas, but I'm not familiar with how it is used
27 or under what circumstances.

28 **MR. MATTHEW McLELLAN:** Okay, and I appreciate that. Thank

1 you. If I may, I just have a couple more questions.

2 So if you could maybe speak to, and again, this might be outside
3 your purview, speak to the protocol that is used for entering officer notes into a -- into
4 CAD, either during call or after a call, or how officer experiences would be incorporated
5 into CAD based on, you know, what happens during the call?

6 **CMDR. DARRYL MacDONALD:** So officers -- my understanding
7 of officers is they enter their information into other systems, so not CAD. So CAD is for
8 -- is the front end of the -- of the record because it's used for the dispatch and response
9 to an incident, so I don't have any -- I don't have any knowledge on that.

10 **MR. MATTHEW McLELLAN:** Okay. One final question. You had
11 mentioned that some of the dispatchers have access to Google Maps. I guess my first
12 question is, is Google Maps available on the mobile workstations as well?

13 **CMDR. DARRYL MacDONALD:** They should be able to access
14 that application. There's a browser on the -- on the mobile.

15 **MR. MATTHEW McLELLAN:** So is it -- is it possible for dispatch to
16 then push a Google map that would have been generated related to a call to a mobile
17 workstation as the call is ongoing?

18 **CMDR. DARRYL MacDONALD:** No, the transfer of visuals of that
19 nature are not done.

20 **MR. MATTHEW McLELLAN:** So I guess just one final follow up to
21 that. Is it then expected that potentially a dispatcher could be just speaking with the
22 officer in real-time, giving them information based on what they are seeing on the
23 Google map?

24 **CMDR. DARRYL MacDONALD:** Yes, and they do that for a
25 considerable number of their dispatches that are of critical importance. So they're --
26 they -- one of the interactions is to see where the officer is in relation to the incident and
27 what's surrounding. So also built into our CAD is a right click functionality from the map
28 which will take them to, they have two to three options. They can go to Google Maps,

1 Bing Maps, or National Operation Centre, which is Esri maps, and that's provided by the
2 RCMP. So they have that capability and they -- and they convey that information to the
3 members over the radio.

4 **MR. MATTHEW McLELLAN:** Those are all my questions, thank
5 you.

6 **CMDR. DARRYL MacDONALD:** Thank you.

7 **COMMISSIONER MacDONALD:** Thank you, Mr. McLellan.

8 **MS. JENNIFER COX:** Next counsel is Mr. Bryson.

9 **MR. JOSHUA BRYSON:** Thank you.

10 **--- CROSS-EXAMINATION BY MR. JOSHUA BRYSON:**

11 **MR. JOSHUA BRYSON:** Thank you, Mr. Macdonald. Just a
12 couple of questions.

13 I'm trying to get a better sense of the time it takes when a Priority 1
14 call comes into the call-taker and it can then be relayed to the dispatch side. Can that
15 occur or does that typically occur during the call? So for example, you have a four or
16 five 9-1-1 call, it's deemed Priority 1, when does dispatch become aware of the nature
17 of this call?

18 **CMDR. DARRYL MacDONALD:** It depends on the priority of the
19 call, but the operator has the ability to post a file anytime they've established the
20 location, the nature of the call, the priority of the call and the various -- the most brief of
21 details. So I often use the example of an armed robbery in progress, so if we know the
22 location that's populated, we -- that'll automatically generate the detachment area and
23 they will put in Priority 1 and they'll write "armed robbery in progress", and they will hit
24 "post". So if that's coming from 9-1-1 data, the location is usually populated for them, so
25 they're basically picking the call type and writing one or two words, hitting post, and then
26 they're updating that file.

27 **MR. JOSHUA BRYSON:** Okay. So that can occur while the call is
28 in progress then?

1 **CMDR. DARRYL MacDONALD:** Absolutely.

2 **MR. JOSHUA BRYSON:** Okay. Thank you.

3 **CMDR. DARRYL MacDONALD:** We call that a hot dispatch.

4 **MR. JOSHUA BRYSON:** Yeah.

5 **CMDR. DARRYL MacDONALD:** So they don't, they don't
6 complete all of the questions they would normally ask on ---

7 **MR. JOSHUA BRYSON:** Yeah.

8 **CMDR. DARRYL MacDONALD:** --- they post the file beforehand,
9 so it gets dispatched in a, in a hot manner to the, the responders.

10 **MR. JOSHUA BRYSON:** And then would that be when there's
11 enough information gleaned from the caller to determine that it's, for example, a priority
12 one call?

13 **CMDR. DARRYL MacDONALD:** Yes, so we, we do need to
14 establish what the nature of the call is.

15 **MR. JOSHUA BRYSON:** Okay. Second question. In regards to
16 the playback you had given evidence about previously, the ability for the risk manager
17 and dispatch to play the call back, when does that ability to play the call back, when is
18 that created? When does that exist? Can that be while the call is in progress, or is that
19 after the call has ended?

20 **CMDR. DARRYL MacDONALD:** So the, the recorder is Vox-
21 controlled, so when there's voice on the line, it, it creates a track. If there is a break in
22 the discussion, then it'll create another track, so once the track is completed, it can be
23 immediately brought back up by another user.

24 **MR. JOSHUA BRYSON:** So what's, what's classed as a, as a
25 break? Is that a disconnect?

26 **CMDR. DARRYL MacDONALD:** No, it, it can be a pause in the
27 discussion, and so you'll, you will see in, in some recordings where there'll be a, an
28 initial discussion, and then there'll be a stop, and then it'll continue. The other time that

1 there is a break is if somebody makes a 9-1-1 call, the 9-1-1 lines are recorded. Once
2 the call taker transfers to the police agency, or to themselves if they are the police
3 agency, that's picked up on another line, so there's a break at disconnect from the 9-1-1
4 system, so you would only get the -- everything that was said on the 9-1-1 line, but that
5 call has continued on a police line, and so that's where it would be picked up on the call-
6 taking equipment for the police side.

7 **MR. JOSHUA BRYSON:** Okay.

8 **CMDR. DARRYL MacDONALD:** So you would have a break in
9 that situation.

10 **MR. JOSHUA BRYSON:** And each break generates a Vox log?

11 **CMDR. DARRYL MacDONALD:** It -- yes, it does, generates a, a
12 line on the call.

13 **MR. JOSHUA BRYSON:** Yeah, thank you. Final question is in
14 regards to the priority status that you had indicated is accorded to calls based on
15 seriousness and that it can change ---

16 **CMDR. DARRYL MacDONALD:** Yes.

17 **MR. JOSHUA BRYSON:** --- for the duration. Does that create a
18 paper trail? For example, if something is deemed to be a priority three, more
19 information is obtained, it's deemed to be more serious, it's then changed to a two, can
20 we go back and see the three changed to a two ---

21 **CMDR. DARRYL MacDONALD:** You can ---

22 **MR. JOSHUA BRYSON:** --- in ---

23 **CMDR. DARRYL MacDONALD:** Once the file is posted for
24 dispatch, then everything from that point, if there was a change in priority, you would
25 see that the priority was changed. So if it was in the middle of me obtaining information
26 from you and I had initially put in priority three, but then the situation became extremely
27 serious and it was not sent to dispatch yet, so I haven't posted the file, then it would not
28 record that I changed it because I'm still active as the call taker on that initial call. But

1 once I posted that call, any changes are all tracked all the way through.

2 **MR. JOSHUA BRYSON:** Okay. Thank you. They're all my
3 questions.

4 **COMMISSIONER MacDONALD:** Thank you so much.

5 **MS. JENNIFER COX:** Next counsel is Ms. Miller.

6 **--- CROSS-EXAMINATION BY MS. TARA MILLER:**

7 **MS. TARA MILLER:** Thank you. Good afternoon, Mr. MacDonald.
8 Just a few questions as well. Thank you for your time. Firearm interest for police, the
9 FIP, how is a member able to search for a FIP? Is that through their -- a mobile
10 workstation?

11 **CMDR. DARRYL MacDONALD:** If they run a CPIC query on their
12 mobile workstation, they can do that.

13 **MS. TARA MILLER:** Okay. Thank you. You were asked a
14 question by Ms. Cox with respect to the transmission of photos, and I think I heard you
15 say it cannot be sent directly, but there are two ways that photos can be uploaded. Did
16 I understand your evidence correctly with that aspect?

17 **CMDR. DARRYL MacDONALD:** So currently with the SAMM
18 application, which is the application that is in the police car ---

19 **MS. TARA MILLER:** Yes.

20 **CMDR. DARRYL MacDONALD:** --- photos cannot be sent directly.
21 The information is transferred to that application from the CAD through either an
22 incident being sent, or a, a message that's internal to the system being sent, or a query.
23 And so the message will be the only way to send a photo, but it does not have the
24 capability to send it, and so to work around that, we have a, a bulletin board feature that
25 we could upload a, a file to, a photo file to, and the members can go in and query that,
26 so they have access to it. So it's not, it's not dynamic, like, I couldn't just type a
27 message and send it to you, so that's -- that is a shortcoming with, with that SAMM
28 application that, that is going to be addressed.

1 **MS. TARA MILLER:** It's shortcoming in that it takes extra steps
2 and time to access that information; is that fair to say?

3 **CMDR. DARRYL MacDONALD:** Correct.

4 **MS. TARA MILLER:** Thank you.

5 **CMDR. DARRYL MacDONALD:** And then that's existed because
6 the technology is, is at end of life and is being replaced.

7 **MS. TARA MILLER:** Thank you. And with respect to a BOLO, a
8 be on the lookout, how is that transmitted to members through the 9-1-1 Centre and
9 then ultimately through the mobile workstation?

10 **CMDR. DARRYL MacDONALD:** So, so a BOLO is police
11 generated, and so either a dispatcher or a call taker can be asked to do that, and it is
12 done through a couple of applications within the CAD system. So I mentioned internal
13 messaging, so this -- the CAD system has the ability to send to any workstation and to
14 any mobile messages, and so that's how we do it internally. And there are groups
15 designated to be able to send those messages instantaneously. So we can send them
16 province wide to every person that's logged into a mobile workstation, or we can send it
17 to a geographic area based on the detachment identifier ---

18 **MS. TARA MILLER:** Yes.

19 **CMDR. DARRYL MacDONALD:** --- or we can send just one
20 message from one person to another. So that's within the RCMP realm on the RCMP
21 CAD. With CAD's connection to CPIC, we are able to send what's called an external
22 message through the CPIC message function, and that's the standard procedure across
23 the country for sending police agency to police agency a BOLO. And so with that, we
24 can copy and paste the exact same information, put it in an external message, hit send
25 after we've identified where we want it to go, so it might be every police agency in the
26 Province of Nova Scotia, or every police agency in Canada. And we can send that, we
27 can go that wide, or we can go, you know, just the region, or we can go just the
28 province. And that same message goes instantly through the CPIC message function

1 to all of those police or jurisdiction.

2 **MS. TARA MILLER:** Okay. And for a member who's in their, in
3 their vehicle and has logged into the mobile workstation, how instantaneous is their
4 access? So, for example, if they're driving, how instantaneous would their access be to
5 the BOLO?

6 **CMDR. DARRYL MacDONALD:** Lift the screen and just touch the
7 screen ---

8 **MS. TARA MILLER:** Okay.

9 **CMDR. DARRYL MacDONALD:** --- and it would open.

10 **MS. TARA MILLER:** Thank you. And my final question, Mr.
11 MacDonald, relates to your earlier evidence this morning when you were sharing with us
12 the role of the dispatcher communicating with members through the shift. And through
13 my notes I think you said once the member clears the file, the dispatcher then does a
14 final review and closes the incident ---

15 **CMDR. DARRYL MacDONALD:** Yes.

16 **MS. TARA MILLER:** --- if I've characterized that correctly. Thank
17 you. Is there a limit, Mr. MacDonald, on the number of members a dispatcher can
18 communicate with at any given time?

19 **CMDR. DARRYL MacDONALD:** There is not. So they can
20 communicate through the, the, the SAMM internal messaging. They can, they can send
21 information that way, but primarily, they would use the radio system. And the radio
22 system in Nova Scotia is, is one of the best in the world and has the ability to
23 communicate across the entire geographic region of not just Nova Scotia but the
24 Atlantic -- or the Maritime provinces. And so all the dispatchers have, through their
25 dispatch console, radio console, have the ability. They can talk on a single-talk group to
26 everybody who's in a specific region, or they can pair them all, and they can do a
27 broadcast to every detachment, and they can also reach partner agencies through the
28 console as well.

1 **MS. TARA MILLER:** Okay. Thank you. Those are my questions

2 **CMDR. DARRYL MacDONALD:** Thanks.

3 **COMMISSIONER MacDONALD:** Thank you, Ms. Miller.

4 **MS. JENNIFER COX:** Next counsel will be Mr. Topshee.

5 **--- CROSS-EXAMINATION BY MR. STEPHEN TOPSHEE:**

6 **MR. STEPHEN TOPSHEE:** Yes, thank you. Good afternoon, Mr.
7 MacDonald. I'm going to -- my questions relate to the MacDonald Report, and, and the
8 recommendations that came out of the MacDonald Report. And this ---

9 **MS. JENNIFER COX:** I think it's Mr. -- the MacNeil Report ---

10 **MR. STEPHEN TOPSHEE:** Sorry, excuse me, MacNeil Report.

11 MacNeil Report and its reference to com 0050842 ---

12 **MS. JENNIFER COX:** Mr. Topshee?

13 **MR. STEPHEN TOPSHEE:** I put that on the record. Pardon me?

14 **MS. JENNIFER COX:** We didn't discuss you bringing the report up
15 in the screen. We are not prepared to -- and this individual can't speak to that report.

16 **COMMISSIONER MacDONALD:** I'm not sure I -- sorry, Mr.
17 Topshee, why don't you ---

18 **MR. STEPHEN TOPSHEE:** My question is he mentioned this
19 morning that he had some involvement in, in working on, on the mapping system,
20 CIIDS, as I understood it, and he mentioned the, the MacNeil Report.

21 **COMMISSIONER MacDONALD:** Right.

22 **MR. STEPHEN TOPSHEE:** And I was just looking for clarification
23 on that front as to what it is he was doing and under what recommendation of that report
24 that he's working on that particular ---

25 **COMMISSIONER MacDONALD:** So you're following up on a
26 question he -- on a statement he made this morning?

27 **MR. STEPHEN TOPSHEE:** Correct. Yes, I am.

28 **COMMISSIONER MacDONALD:** Okay. Go ahead.

1 **MR. STEPHEN TOPSHEE:** Thank you.

2 So -- and I realize it can't be put up on the screen, but I'm just
3 putting it in its document location, and it's 5842 and 5843. That's the MacNeil Report.
4 And I just want to know, Mr. MacDonald, if you meant the MacNeil Report this morning
5 and that you are working on some aspects -- you were working on something relating to
6 that. perhaps you can refresh my memory in that regard, please?

7 **CMDR. DARRYL MacDONALD:** Sure. The connection is when a
8 member leaves their vehicle when responding to calls or otherwise, we're unable to
9 track them through GPS currently with the technology we have. And so one of the
10 recommendations of the MacNeil Report I don't mind saying is that dispatchers need
11 the ability to track members when they exit their vehicles.

12 And so me personally, I work with national OCC -- sorry, national --
13 OCCNSS, which is Operational Communications Centre National Support Services
14 Policy Centre. I sit on their advisory board. And I also work with the CAD working
15 group nationally. And one of the projects that we're working on is the integration of
16 GPS from the radio, the portable radios of the members, into the CAD system so that
17 we'll be able to see them when they exit their vehicles. So I'm doing work in that light.

18 **MR. STEPHEN TOPSHEE:** Very good. Thank you. And I guess
19 last question, and you may not know the answer to this, do -- are you able to point us to
20 which recommendation that is in the MacNeil Report? Because I can't put it up on the
21 screen, that's why I ask. I mean, ---

22 **CMDR. DARRYL MacDONALD:** I know that it's contained in the
23 report.

24 **MR. STEPHEN TOPSHEE:** Right.

25 **CMDR. DARRYL MacDONALD:** And I'm very familiar that it's in
26 the report, but I could not tell you which paragraph.

27 **MR. STEPHEN TOPSHEE:** And in the recommendation section
28 then, there's three -- there are recommendations and there are responses of the RCMP,

1 I suspect, and then there's a target date for completion. Are you aware of the target
2 date for completion by chance?

3 **CMDR. DARRYL MacDONALD:** I am not.

4 **MR. STEPHEN TOPSHEE:** Okay. Thank you. Those are my
5 questions.

6 **COMMISSIONER MacDONALD:** Thank you, Mr. Thompson.

7 **MS. JENNIFER COX:** Commissioners, those are all the questions
8 that the Participants had raised.

9 **COMMISSIONER MacDONALD:** Thank you.

10 **MS. JENNIFER COX:** So subject to any questions that you may
11 have for the witness, I think he can conclude.

12 **COMMISSIONER MacDONALD:** Thank you so much, Ms. Cox,
13 and thank you, counsel.

14 I'll begin with Commissioner Fitch, if she has any questions, and
15 then Commissioner Stanton.

16 **COMMISSIONER FITCH:** Thank you, Mr. MacDonald and
17 Commission Counsel Cox. And Participant Counsel, you've asked very good questions.
18 So some of the questions I actually had made note of have been answered, Mr. Chair.

19 But if you don't mind, I will ask a couple more.

20 One is with reference and follow up to Ms. Miller's question. When
21 BOLOs go out, does that include municipal agencies? I think you answered that. But
22 Canada Border Services Agency, are they recipients of BOLO?

23 **CMDR. DARRYL MacDONALD:** Generally speaking, BOLOs
24 remain within the police organizations.

25 **COMMISSIONER FITCH:** Okay. Thank you.

26 **CMDR. DARRYL MacDONALD:** There is the capability to send to
27 any agency that is on the CPIC system. But generally speaking, all BOLOs go to police
28 agencies.

1 **COMMISSIONER FITCH:** The second question I have is when a
2 member logs on, and you indicated that dispatch could bring people in for backup so
3 people could be coming in on staggered shifts during a major incident, and they can log
4 into their mobile workstation either manually or dispatch can log them on the system at
5 their request.

6 In that system, through CAD, through BOLO, or any other means,
7 is there an automated briefing, per say, that can bring those members up to speed with
8 an active ongoing situation, other than by -- just by line? Is there an automated briefing
9 system on the mobile workstation?

10 **CMDR. DARRYL MacDONALD:** When a member logs in to their
11 mobile workstation, they have the ability to query incidents within either their
12 detachment area or greater. And so they can become familiar with the incidents that
13 are going on currently within their dispatch area, or which area that they head into or
14 select. They have the ability to query that.

15 And procedurally, a dispatch or anything serious that was going on,
16 a BOLO that may be continuing on for a shift, the dispatcher would keep on their
17 desktop and would send out again to new members coming on.

18 And we generally know the timeframe when members log on and
19 log off, so we would look after letting them know in those circumstances.

20 **COMMISSIONER FITCH:** Thank you. Sorry, I have a couple
21 more. You had mentioned a number of programs that were available through dispatch
22 and listed them off, gen, motor vehicle, CPIC, and so forth. You had mentioned also the
23 portal system, which thank you for bringing us up to speed on the latest label for that.

24 Could you advise, through that system, what access members
25 would have from dispatch and through their mobile workstation on criminal intelligence
26 bulletins, and specifically information that would be held in ACIIS?

27 **CMDR. DARRYL MacDONALD:** So bulletins, criminal intelligence
28 bulletins, are usually pushed out through email to police officers and sometimes

1 dispatchers, depending on the setup. So they're not sent through CAD at this point.
2 And so if somebody wanted that information, then they would have to have it emailed to
3 them.

4 Again, most of our members have access to email when they're on
5 shift, either through their mobile phone, or they could log in to it through their mobile
6 workstation as well. So if there was a need to send a bulletin that was accessible, then
7 they would do that.

8 **COMMISSIONER FITCH:** Okay. And ---

9 **CMDR. DARRYL MacDONALD:** It's not a common practice, I can
10 say, on a dispatching side, because those emails are broadcast to the members as they
11 come in from the Criminal Intelligence Section.

12 **COMMISSIONER FITCH:** Okay. So crime bulletins or access to
13 ACIIS, the Automated Criminal Intelligence Information System, that would be one of
14 those areas that you would have to dig for, I think is how you explained it earlier?

15 **CMDR. DARRYL MacDONALD:** Yeah, that ---

16 **COMMISSIONER FITCH:** It wouldn't be one that would
17 automatically be ---

18 **CMDR. DARRYL MacDONALD:** Yeah.

19 **COMMISSIONER FITCH:** --- used by dispatch?

20 **CMDR. DARRYL MacDONALD:** And that's not something on the
21 dispatch call taker side, which is ---

22 **COMMISSIONER FITCH:** Okay. Thank you.

23 **CMDR. DARRYL MacDONALD:** --- my area. Okay. Thanks.

24 **COMMISSIONER FITCH:** I didn't think so, but I wanted to confirm.

25 Can you explain for us as well when you went through very helpful
26 scenarios of PSAP and the way that those that are channeled through to other
27 agencies? In the Province of Nova Scotia, all of those other agencies, police,
28 municipal, fire, and ambulance, would they be operating on encrypted or unencrypted

1 channels?

2 **CMDR. DARRYL MacDONALD:** So the RCMP, since 2015 I
3 believe it is, when the TMR2 system was rolled, and previously on the TMR1 system,
4 were using encrypted and the majority of other agencies were not encrypted is my
5 understanding, including most police agencies within the province.

6 I believe there's been a significant change in that area over the last
7 few years.

8 **COMMISSIONER FITCH:** Thank you very much. Those are all my
9 questions.

10 Thank you, Mr. Chair.

11 **COMMISSIONER MacDONALD:** Thank you. Commissioner
12 Stanton?

13 **COMMISSIONER STANTON:** Thanks. I just want to understand a
14 little bit more about the risk manager role. You mentioned they're just on the dispatch
15 side?

16 **CMDR. DARRYL MacDONALD:** Yeah, they have a workstation on
17 the dispatch side. In the current centre, the new centre, they have a workstation in the
18 center of the dispatch call takers. And so it's a slightly raised area. And next to them is
19 the shift supervisor, or at least one of the shift supervisors. And so they have a
20 complete view of call take and dispatch. And they have the same equipment that the
21 dispatchers would have in front of them. So they have a radio console and they have
22 the CAD system and all of the other systems with them there.

23 **COMMISSIONER STANTON:** Okay. And so at what point does
24 the risk manager sort of come online? Is it as soon as a call has gone to dispatch? Or
25 is it only if the call is dispatched to police? Or would it be to any agency?

26 **CMDR. DARRYL MacDONALD:** So the risk manager's role is
27 police only oriented. So every file that comes through gets posted to their workstation
28 as it would one of the dispatchers. And so they review those files to see if they have to

1 have any interaction with that file in their role as an *ad hoc* Incident Commander or in
2 providing authority for other resources or calling other resources in to meet the need of
3 that particular file.

4 **COMMISSIONER STANTON:** Okay. And then once -- you said
5 that once an Incident Commander is on scene, the risk manager sort of steps back?
6 Are they still involved, though?

7 **CMDR. DARRYL MacDONALD:** They're still involved because
8 they -- they monitor the call, they monitor all of the activities, they monitor the members
9 who are responding to it, and they support any resource call-outs that are needed and
10 any information that needs to be relayed on the senior management side as well, if
11 need be, depending on the nature of the call.

12 **COMMISSIONER STANTON:** Okay. Thank you.

13 **COMMISSIONER MacDONALD:** Well, thank you, Mr. MacDonald.
14 I just had one question.

15 Your reference to downloading photos to the bulletin board feature,
16 I presume that would have been in effect on April 18th and 19th, 2020?

17 **CMDR. DARRYL MacDONALD:** Yes.

18 **COMMISSIONER MacDONALD:** Thank you.

19 Thank you very much, Mr. MacDonald. Thank you, Ms. Cox.
20 Thank you, counsel. And you are free to go.

21 And we will take a break to get ready for Mr. Burrill's presentation,
22 so let's say we break until 2:00 p.m.

23 Thank you.

24 --- Upon breaking at 1:52 p.m.

25 --- Upon resuming at 2:04 p.m.

26 **REGISTRAR DARLENE SUTHERLAND:** Welcome back. The
27 proceedings are again in session.

28 **COMMISSIONER MacDONALD:** Thank you so much.

1 Mr. Burrill.

2 **--- INTRODUCTION OF FOUNDATIONAL DOCUMENT NUMBER 2 AND 3:**

3 **--- PRESENTATION BY MR. ROGER BURRILL:**

4 **MR. ROGER BURRILL:** Thank you, Commissioners.

5 I'm back again for the introduction of Foundational Document
6 Number 2 and Foundational Document Number 3.

7 I will not be getting into too many preliminaries this afternoon
8 because, of course, you're familiar with the process by now, having had the
9 Commissioners explain it, and I went through a great deal of discussion with it last time I
10 was here.

11 I explained to you yesterday the process of the information
12 gathering at the Mass Casualty Commission, and you'll be familiar with the presentation
13 methodology. The same approach that was undertaken yesterday will be taken today.
14 I'm of the view that the presentation will not be as lengthy as it was yesterday.

15 I need not remind you that there is some information that is difficult,
16 difficult material. I do feel compelled to remind you once again, as you've heard many
17 times, that this presentation is the best information we know as of March 1st, 2022. It is
18 not the final factual word. It is the basis within the Foundational Document for which
19 this Commission will build.

20 So without any further delay, Madam Registrar, I move that the
21 Foundational Document entitled "First Responder Actions in Portapique" be marked and
22 tendered as an exhibit in these proceedings, please.

23 **MS. DARLENE SUTHERLAND:** Yes, Mr. Burrill. That will be
24 Exhibit No. 5.

25 **--- EXHIBIT No. 5:**

26 Foundational Document entitled "First Responder Actions in
27 Portapique"

28 **MR. ROGER BURRILL:** Thank you. Exhibit 5.

1 Subject matter this afternoon, Foundational Document in this
2 presentation contain a summary of information currently available to the Mass Casualty
3 Commission in relation to events in Portapique on April 18th and 19th, 2020. Focus is
4 placed on the actions, decision-making, communications of First Responders during the
5 earliest hours of the mass casualty.

6 We have approached this narrative in the same chronological way
7 as we did yesterday. You will be hearing selected portions of Colchester radio
8 transmissions. The transcript is available in the source materials.

9 The effort today is to try to give you a good sense of what first
10 responders heard, what first responders saw, what first responders knew and how they
11 reacted and made the decisions that they did.

12 Now, the one good thing about following Mr. MacDonald this
13 afternoon is I can skip over a bunch of slides and move a little bit quicker than
14 anticipated, that is, I had put in three slides that perhaps were a little bit technical and
15 boring at the start.

16 First of all was a definition of OCC. You've heard from Mr.
17 MacDonald what the Operational Communications Centre is, so I need not go over it.
18 He's obviously the expert and has given you a good sense of it.

19 It is for me representing to you the Operational Communications
20 Centre is the communications hub in this matter, and obviously that will be clear to you.
21 Call-takers take the calls, they receive the calls, they channel it to the appropriate
22 location, dispatchers relay information and -- the information that they get from the call-
23 takers.

24 That's a pretty quick synopsis, but you've heard enough information
25 with respect to that.

26 The second definition that I wanted to speak to briefly was the risk
27 manager, and you've heard about the risk manager today as well, so there won't be a
28 great deal of discussion of that on a definitional level.

1 The risk manager is a senior RCMP member who is embedded in
2 the OCC responsible for providing guidance in operations involving risk, and you heard
3 Mr. MacDonald describe the risk manager at some time as an *ad hoc* Incident
4 Commander. So that is a useful definition that you've got.

5 The third definition, perhaps, was not touched upon by Mr.
6 MacDonald because it's not his area of expertise, but it is the acronym IARD that you
7 will hear me say regularly today, and perhaps too much. I said it yesterday, but I wasn't
8 in a position to actually tell you what it was, helpfully.

9 IARD means Immediate Action, Rapid Deployment. And IARD has
10 a very clear meaning with respect to police response to an active shooter situation, and
11 I'll read it out because I think it gives you a proper definitional basis for dealing with
12 what we're talking about here.

13 "It is the swift and immediate deployment of law
14 enforcement resources to an ongoing, life-threatening
15 situation, where delayed deployment could otherwise
16 result in grievous bodily harm and/or death to
17 innocent persons."

18 With those three definitions handled at this stage, let's move on a
19 little bit to the resources.

20 This slide before you is taken entirely from the Barry MacKnight
21 Report. You heard from Ms. Young last week with respect to resources and policing in
22 Nova Scotia. I only draw your attention to, in this slide, the location of Bible Hill
23 detachment and Millbrook geographically in terms of its location in Colchester County
24 near Portapique.

25 So you now have a sense of terminology, you have a sense, kind
26 of, of police resources. Commissioners, I will now proceed with the narrative involving
27 first responders in Portapique.

28 You will recall yesterday where we spoke of the telephone call, the

1 9-1-1 call of Jamie Blair, 10 o'clock. The next call of significance or the call from a first
2 responder's point of view is 10:04:03. This is where you will hear the initial response by
3 dispatchers to first responders with respect to the complaint that was presented by Ms.
4 Blair earlier.

5 So I'll play that for you so you can get a flavour, the sense of the
6 initial response.

7 **[AUDIO PLAYBACK]**

8 In the space of four to six lines, there's a tremendous amount of
9 information there. And we have to break it down a little bit for purposes of explaining
10 some terminology and also getting a sense of how the horse is leaving the barn, so to
11 speak.

12 First of all, I just want to break down a few words. Three five five
13 (355), the first line; "Colchester Members, 355 here." Three five five (355) is numeral
14 equivalent of OCC, so 355 is the Communications Centre speaking to the responders.

15 "Bravo-06"; at 10:04:18 p.m. Cst. Beselt says, "Bravo-06". That's
16 his car identifier number. He's acknowledging that the call has come to him at 10:04:18.

17 Next line, 10:04:26, the dispatcher, "10-4"; that perhaps is the only
18 term that I don't have to explain to you; you'll know what 10-4 is. But as you move
19 along on the line, it says, 9-1-1 here -- or:

20 "...here 9-1-1, husband shot and lying on the deck,
21 SOC Gabriel..."

22 SOC is a term for subject of complaint. So you're going to see
23 SOC a lot, and it simply is police talk for discussing the subject matter of the complaint
24 here. And in this case, you'll see a lot of information loaded up on the SOC. It says
25 there's an RCMP car in the yard and:

26 "SOC had a huge gun, unknown where SOC is now."

27 So in the space of, what, 20, 22 words, whatever, the bottom line is
28 there's a great deal of information that has been provided by the dispatcher to the first

1 responder.

2 The next expression that perhaps is of importance to interpret at

3 10:04:26:

4 "10:4. I just sent it down..."

5 You will have heard what Mr. MacDonald said about transmission
6 of information from dispatchers to the mobile workstation. That's what's going on here.
7 "I sent it down"; it's an electronic message containing notes about the call transmitted to
8 computers in member's vehicle; i.e. the MWS, the mobile workstations.

9 So you've got a lot of terms, that all explain what's going on, very
10 quickly at 10:04:03.

11 When I listened to this particular dispatch, many times, you'll see in
12 there where it says, "(inaudible)"?

13 "...but it says (inaudible) there was an RCMP car in
14 the yard"?

15 I believe -- and we'll hear it again -- that the word actually is "comm"
16 or "comp"; that is "Comp says there was an RCMP car in the yard..." That means that
17 the complainant is describing what's being seen at that stage.

18 So at this stage, you've got a great deal of information with that
19 limited attempt to describe what I think is actually taking place.

20 Let's listen to it again.

21 **[AUDIO PLAYBACK]**

22 So what do we know from the very first call? Husband shot, lying
23 on the deck, SOC is Gabriel with a huge gun. Complainant says there's an RCMP car
24 in the yard. Beselt and Merchant responding officers, copy and respond.

25 That's a lot of information for a little bit of words, a few words.

26 So the call comes through, and we need to determine what kind of
27 resources are able to respond to this. There are four members of the Bible Hill
28 Detachment on duty that night; Cst. Stuart Beselt, a name you've heard before and will

1 hear again. He was the acting Corporal, or, as he says, he was the team leader. He
2 had 24 years' policing experience, joined the RCMP in 2009, and had worked at the
3 Bible Hill Detachment since 2014.

4 The second member of that team was Cst. Adam Merchant. Cst.
5 Merchant had 13 years' experience. He had been at the Bible Hill Detachment since
6 2017. He had worked before that in the Antigonish Detachment, so had some familiarity
7 with Nova Scotia policing.

8 The third member of that team delineated here is Cst. Aaron
9 Patton. Cst. Patton was the youngest member of that group. He had been with the
10 RCMP since 2017; his first posting was to the Bible Hill Detachment.

11 And then, finally, the fourth member of that team was Cst. Vicki
12 Colford. Cst. Colford was actually the most senior member of that team; she was not
13 acting as the team leader. She has since retired from the service, from the RCMP.

14 So that gives you a sense of the resources that were available at
15 Bible Hill that were, at this stage, mobilized to the call.

16 The four members, from the information gained by the Mass
17 Casualty Commission, had been working together as a team for about a year. By all
18 indications they had a good working relationship, and that they felt the competencies of
19 all four were acknowledged and they were capable members.

20 All four members are IARD trained; that is, there was manditoring
21 [*sic*], continued -- mandatory, continuing ongoing training required to be an ongoing
22 General Duty member of the RCMP whereby you had to be IARD trained. All four
23 members were IARD trained.

24 Three of the four members were carbine trained. So Cst. Colford,
25 the fourth member that I have described, was not carbine trained; that is, not trained in
26 the operation of that firearm. The other three were.

27 So there's the context of the first responders. I just want to give
28 you a sense, geographically, of where these people or these officers were.

1 Cst. Beselt, at the time of the call that you just heard, was in Valley,
2 Nova Scotia. In some of our working meetings, we had some confusion about the
3 Annapolis Valley. It's not the Annapolis Valley, of course; it's a small community to the
4 northeast of Truro-Bible Hill called Valley. It is 47, or about 47 kilometres away from
5 Portapique.

6 Cst. Merchant and Cst. Patton were in Salmon River, attending to a
7 call there. They were in a community that's east of Truro and Bible Hill; they were 51
8 kilometres -- approximately 51 kilometres away from Portapique to the west.

9 Cst. Colford at the time of the call was located at the detachment;
10 she was 49 or about 49 kilometres away from the scene. When the call came, all four
11 officers mobilized. Four officers in four cars responding to the call.

12 So we've had an opportunity to monitor, listen to the
13 communications that were ongoing between the members themselves and the
14 dispatchers and other participants in this process as they made their way to Portapique.

15 In the slide you have before you is a summary of early
16 communications with the OCC.

17 Cst. Beselt, who was the team leader, you will recall, he telephoned
18 his NCO, his detachment operations Sergeant, Sgt. Andy O'Brien. Sgt. O'Brien was at
19 home at the time. He had actually, because of COVID protocols, been working from
20 home. Cst. Beselt said he had a good working relationship with his Sergeant, and he
21 felt that his Sergeant would want to know what was going on with respect to the call.
22 And as a result, he called the Sergeant and informed him of what was going on.

23 He also inquired whether the risk manager, S/Sgt. Rehill, was
24 monitoring the call at the time.

25 So Beselt is making arrangements to make sure that people are in
26 a position to know what is going on, to be informed and be in a position to advise and/or
27 guide he and his team.

28 He inquired whether the risk manager was monitoring the call at the

1 time. And then he also made an extra request about the RCMP vehicle, saying, "Can
2 you give us a description of the vehicle?" Which is interesting, given the fact that it had
3 been described earlier as an RCMP vehicle. But the officer -- the General Duty team
4 leader obviously had questions about that and wanted to make sure that it was a police
5 vehicle.

6 The OCC dispatcher confirmed what the complainant said; that is,
7 there is an RCMP car in the yard, and also informed that Cumberland Detachment, or
8 excuse me, Cumberland District RCMP, the county over, had been contacted or alerted
9 to try to find out whether they had a vehicle, a police vehicle, there.

10 Risk manager S/SGT Brian Rehill was on duty that night. He was
11 engaged in this call very early. And you had heard some communication by Mr.
12 MacDonald with respect to what the role of the risk manager is. He actually was alerted
13 to the nature of this call from Ms. Blair and made efforts to contact the complainant, Ms.
14 Blair, by calling her back on the line that had been provided. He knew that the phone
15 had disconnected, he had advised that he was making efforts to reconnect the call. He
16 also advised Cst. Beselt and the team via the radio that he was going to try to "ping" the
17 phone. "Ping" is a term for contacting the service provider for purposes of obtaining
18 GPS location of the phone in order to give the first responders more information.

19 He also advised that he was checking the PROS system, which is
20 the Police Reporting and Occurrence System, the records management system, for
21 finding out as much information as he could with respect to the complainant, the call,
22 and the location.

23 So all at that stage is done for purposes of getting information to
24 the first responders so they know what they're going to face when they get there.

25 Cst. Patton, the youngest member of the team, he actually
26 broadcast that he was, while on route, that he had double checked with some
27 colleagues in Cumberland County to try to determine whether there was a Cumberland
28 County RCMP car present.

1 So you can see the importance of the RCMP car communication to
2 all involved at this stage.

3 That's the exchange of information until 10:19. And at 10:19, a
4 second call from the 9-1-1 dispatcher comes to the first responders.

5 Now, you'll recall yesterday when I was making comments that the
6 10:16 time period is extremely important, because that's when the children made the
7 call from 135 Orchard Beach Drive.

8 So this call at 10:19 is responsive to that.

9 **[AUDIO PLAYBACK]**

10 So you can see what's actually being undertaken at this stage.
11 There is inquiries about the veracity of the complaint, or of the complainant. You will
12 have heard Cst. Merchant say, "Is this MHA?" MHA stands for a mental health act or
13 something of that nature. That is, is there mental disturbance or mental difficulties here,
14 such that will explain for the relatively, or perhaps grandiose nature of the complainant,
15 keeping in mind what had been heard here by the officers.

16 I would suggest to the Commissioners that there's at least a degree
17 of incredulity by the first responders with respect to the nature of the call and with
18 respect to the, how shall I say, grandiose nature of it, the fact that there's an RCMP
19 vehicle involved, the fact that there is even a discussion of a multiple homicide.

20 I'll have you listen to this again in terms of the responder's
21 response and the details of the information being provided. And this is at 10:19, while
22 the officers are on their way to the scene.

23 **[AUDIO PLAYBACK]**

24 The last comment by Cst. Beselt indicates "(Inaudible)". I think I
25 hear, "I'm sure a neighbour would see the house on fire."

26 Once again, effort being made by the first responders to confirm the
27 nature of the complaint.

28 So as the members are going the 50 odd kilometres, they're

1 communicating amongst each other with respect to what is to be done. Given the
2 nature of the complaint, given the nature of the information that has been provided, how
3 are these first responders going to react to the situation?

4 **[AUDIO PLAYBACK]**

5 So the officers are discussing, as they're on their way. Cst. Beselt
6 actually took a different route than Cst. Merchant and Cst. Patton. And as they were
7 communicating with each other, they were trying to indicate that they'd better be safe
8 than sorry.

9 Merchant and Patton actually stop along the Highway 2, if I'm not
10 mistaken, to put their hard body armour on and make some observations of the area.

11 Cst. Beselt is ahead of them and is actually the first person to arrive
12 as they emerge from the Truro area to the Portapique area.

13 **[AUDIO PLAYBACK]**

14 So as they're operating at 10:38:08, the dispatch communicates
15 some more information to them with respect to information that they've obtained from
16 the 9-1-1 caller. That information is that the complainants are describing the parents
17 are dead, the complainants are at 135 Orchard Beach Drive, and 135 Orchard Beach
18 Drive is just next to the original address where the first call came.

19 **[AUDIO PLAYBACK]**

20 So at 1:23:08, we have a confirmation of the information that had
21 been received some 15/20 minutes earlier with respect to the fire and with respect to
22 the concerns of the complainants, not described at this point that they are children, but
23 that they are complainants, the parents are dead, and that they are at 135 Orchard
24 Beach Drive.

25 So Cst. Beselt, as I indicated, is the first to arrive. He arrives at
26 10:25:27. He stops where the blue dot is roughly located on the slide. He puts on his
27 hard body armour, and then he maneuvers south on Portapique Beach Road and he
28 encounters a vehicle that was emerging north on Portapique Beach Road.

1 He proceeded about 150 to 170 metres south on that road to
2 somewhere near 33 Portapique Beach Road. So you'll recall yesterday, when we went
3 through the geography, I had emphasised for you that 33 Portapique Beach Road was
4 important. That's because that's where the first encounter was.

5 At 10:28:24, Constable Beselt indicates over his radio, "Found
6 some victims here." What that means is he has encountered Andrew MacDonald,
7 Andrew MacDonald is clearly a victim of a shooting. And from Constable Beselt's
8 recollection and communications with the Mass Casualty Commission, it was at that
9 point that Constable Beselt said, "This is very real."

10 This slide gives you a sense of an overhead view of the earliest
11 police response and where the officers were and how they attended.
12 Constable Beselt's initial stopping point at 10:25:27 is identified there. Shortly
13 thereafter, within minutes, Constable Merchant, Constable Patton, and
14 Constable Colford arrive; Merchant at 10:28:53, Patton at 10:28:57 and Colford at
15 10:32.

16 At that stage, Constable Beselt had had an engagement with
17 Andrew and Kate MacDonald. He also was engaged with the Faulknors, who were in
18 the vehicle right behind. It became clear that he had been shot, that is, Andrew.
19 Andrew MacDonald and Constable Beselt actually knew each other from outside the
20 police services from the community.

21 And at that point Beselt makes some decisions. He knows that
22 there's a shooting, he knows he has victims, he knows he has this serious complaint.
23 What Constable Beselt did not know, as we discussed yesterday, is that it is the
24 Commission's position that the perpetrator was merely 160 metres away up at the
25 corner of Portapique Beach Road and Orchard Beach Drive. Couldn't see him. That
26 interaction with the MacDonalds had taken place in the seconds if not minutes earlier,
27 but that's the situation that Beselt found himself.

28 Beselt and Merchant organise at this stage and Patton takes on a

1 responsive role with respect to Andrew MacDonald. So Beselt with MacDonald, leaves
2 MacDonald, joins Merchant for efforts of going into Portapique Beach Road. Patton, the
3 younger member, deals with Andrew MacDonald and Kate MacDonald, who were in the
4 car. Colford is on her way or just immediately arriving.

5 Patton obtains more important information from Andrew
6 MacDonald.

7 **[VIDEO PLAYBACK]**

8 So 10:30:21 p.m., Constable Patton in the short period of time he
9 has dealt with Kate and Andrew MacDonald has learned some important information,
10 has provided that information and interestingly enough the dispatcher has also
11 confirmed that information. "It's somebody named Gabe. He has a car that looks like a
12 police car." At 10:30:48, "Gabriel Wortman is the name we're getting here, the owner
13 there." So that information is being piled up with respect to car, perpetrator, location.

14 You'll see here, Corporal Jamieson involved. It was difficult for us
15 to excise Corporal Jamieson at this stage in terms of the flow of the clip.
16 Corporal Jamieson is from Millbrook detachment, is on her way heading east to the
17 complaint. So she's on the road as this information is coming forward. She too is doing
18 what any first responder is, is asking for more information about the complainant --
19 about the perpetrator and about the car. Clearly, she is not at the scene yet but wants
20 to know what's going on.

21 Another thing that struck the Commission of perhaps of some
22 importance here is the use of terminology. Look at the first line:

23 "It's somebody named [sic] named Gabe. He has a
24 car that looks like a police car." (As read)

25 Interesting terminology there given the status of the complaint
26 earlier.

27 The final line, it says:

28 "SC -- SOC vehicle looked like a cop car with a

1 symbol on the side of it." (As read)

2 From our review of the materials, that seems to be the first sort of
3 introduction of not an RCMP vehicle, but looking like a RCMP vehicle. I'll play it again
4 so you can hear the context.

5 **[VIDEO PLAYBACK]**

6 Next slide is a different view of Portapique Beach Road, and it's
7 used to illustrate the fact that what happened was after the officers attended, excuse
8 me, the members attended and proceeded south into the community, Constable Colford
9 took over the care of the complainants MacDonald, Kate and Andrew MacDonald, and
10 moved the vehicle that the MacDonalds were in from the south north up to about where
11 the mailboxes were. So Colford and the MacDonald vehicle move from about
12 170 metres on Portapique Beach Road north up to where the mailboxes are, and
13 Colford is looking after the medical needs, perhaps the psychological needs, the needs
14 of Andrew and Kate MacDonald at that stage while the other three members undertake
15 the next step of entering Portapique.

16 So at 10:33:46, Constable Beselt and Merchant have entered
17 Portapique on foot. That's important, they were on foot. At 10:33:46, Constable Beselt
18 and Merchant speak to each other. Patton says at 10:33:46, "Stu, where you at?"
19 Beselt says, "We're walking down the road here." At 10:36:19, Constable Patton starts
20 following on foot. Patton says, "Whereabouts are you, Stuart", or excuse me, "Stu?"
21 "I'm making my way, halfway down the road now."

22 Now, the important thing of course in this is that the officers had
23 entered into Portapique Beach Road on foot and that is important because it's part of
24 the IARD training that I had discussed earlier, that is, Constable Beselt when he was
25 interviewed said that "It would have been suicide to go into an active shooter situation
26 with your motor vehicle because you are a billboard." That is, this was a clear tactical
27 decision being made by the police officers, members, to respond in a consistent fashion
28 to their training. Clearly, it would have been a slower process, but as Constable Beselt

1 says, in order to respond to the complaint you have to be alive in order to do that. So
2 that's the rationale at this point for going on foot down Portapique Beach Road.

3 And this is where things begin to get very troublesome. 10:39. It's
4 interesting how that time comes up throughout these proceedings, 10:39 to 10:40 to
5 10:41. You'll recall yesterday in the presentation we had suggested that it's around this
6 time period that Corrie Ellison is murdered by the perpetrator. So at 10:39, Beselt and
7 Merchant continue to communicate with Patton, who is joining them on foot from
8 behind. You'll hear some of their observations.

9 **[VIDEO PLAYBACK]**

10 Now if you're like me, you hear some degree of urgency in the
11 voices, but not only the degree of urgency in the voices, but the substance is clear, that
12 is, hearing gunshots, hearing more gunshots as they're proceeding down Portapique
13 Beach Road to deal with this issue. You'll hear Sgt. O'Brien again, Sgt. O'Brien who
14 was contacted by the, by the team leader, Cst. Beselt. He engages and says, "Make
15 sure you have your body armour on." You also heard that little portion there about the
16 RTT. Cst. Patton is running down Portapique Beach Road and his request to talk
17 button on his microphone is hitting his hard body armour, and it's sending off a message
18 that he wants to talk, and he has to communicate back to the OCC to say, "Ignore that.
19 I'm running down the road and my RTT is hitting my hard body armour." Obviously, a
20 very inconvenient type of thing and a small detail, but it is, however, giving you a sense
21 of the urgency under the circumstances. I would submit that this is a very intense
22 situation, that the first responders are hearing gunshots, and the group is, at this stage,
23 making efforts to become reunited. Let's see if we can get the context again by hearing
24 it again.

25 **[VIDEO PLAYBACK]**

26 You remember I said earlier about the ambush and the billboard.
27 You can see where Beselt actually articulates that concern to the junior member of the,
28 of the team. He also describes at 10:40:47 where they are physically, for purposes of

1 the team united, or uniting.

2 So at 10:41:12, or thereabout, the team unites or is in the same --
3 in the area of 200 Portapique Beach Road. We spoke earlier about what 200
4 Portapique Beach Road is. 200 Portapique Beach Road was the cottage of the
5 perpetrator, and it was clearly on fire at that time.

6 **[VIDEO PLAYBACK]**

7 Two things from that communication. The officers, members are at
8 200 Portapique Beach Road. They see a white Taurus in the driveway. That's
9 important because a Taurus is a commonly used police vehicle with markings,
10 obviously, but it is information that is being provided by Cst. Beselt at that point in terms
11 of his early observations. The IARD team at that stage as well hears shots and they
12 decide to continue on.

13 **[VIDEO PLAYBACK]**

14 The IARD members at this stage, as they unite at this bend, just
15 around the corner at 200 Portapique Beach Road, hear shots coming from the east.
16 Now they had said earlier that they heard shots coming from down the road. The
17 materials indicate that the shots are coming from the east at this stage, and that's
18 important because the members actually at that stage leave the road, Portapique Beach
19 Road, and head east through the woods towards what they believe are the shots that
20 are coming. So pitch dark outside, on foot, hear shots coming near them, hear shots to
21 the east, and decide to go into the woods to head towards the shots, three members on
22 foot.

23 At 10:46:30, there are communications with respect to observations
24 by the members when they arrive at 136 Orchard Beach Drive. Once again, 136
25 Orchard Beach Drive is the warehouse, the second property that we discussed
26 yesterday being of the perpetrator. So we hear the following discussion with respect to
27 their observations.

28 **[VIDEO PLAYBACK]**

1 Once again, the tone is significant. That last line obviously gives
2 you some sense of the urgency and the lack of information that the officers have. The --
3 they are at the warehouse. You hear the tension. You hear the uncertainty. They're at
4 the scene of another huge fire. The officers indicated in interviews with the Mass
5 Casualty Commission that they were either in the pitch dark when they were going
6 down the road, or they were in an ablaze of light when they were near these residence
7 or structure fires that were ongoing. The transmission gives you a sense. Cst. Dow --
8 once again, forgive me, it was -- it would have been difficult to excise Cst. Dow out of
9 the transcript because Cst. Dow actually arrives at the top of Portapique Beach Road
10 and indicates that he didn't go 23. I mean, that means he didn't report his location. But
11 he's not important to the narrative, other than the fact that things are going on. That is,
12 Beselt, Merchant and Patton are not only making their way through Portapique, but
13 there's other things that are going on at the time at a different location simultaneously.

14 I'm going to try to play it again just to be sure that you get the
15 nuances of the full discussion.

16 **[VIDEO PLAYBACK]**

17 So now I'm going to be guilty of taking you back a little bit in time. I
18 hate doing that. I like to start at the start and get to the end, but because there's so
19 much going on here, I had to jump back a little bit to give you some sense of what else
20 is going on while the IARD members at 10:48:31 are dealing with the fire at 136
21 Orchard Beach Drive. At this time, there are other first responders attending at
22 Portapique Beach Road and in the environment. We are able to determine from the
23 materials that at 10:55, the Bass River Fire Brigade actually attended and staged at
24 Five Houses Road, that is, that volunteer group of firefighters attended with their
25 equipment at 10:55 at Five Houses Road, but did not go in because it wasn't safe to go
26 in in terms of their communications with the RCMP.

27 We know as well that EHS, or Emergency Health Services,
28 ambulance attended at the top of Portapique Beach Road at 10:48 p.m. in order to

1 respond and deal with the injury to Andrew MacDonald.

2 So at 10:48 p.m., the ambulance attends. At 11:01, the ambulance
3 leaves the area, so not only do you have the officers attending at the locations as
4 described, but you have non-RCMP members responding as well.

5 Constable Colford, you will recall -- and I'm going to take us up to
6 10:48 a.m. after having that little hiatus.

7 Constable Colford was dealing with Andrew and Kate MacDonald,
8 and it is this stage that there was a transmission that will be of some importance. And
9 that is, at 10:48:41, Constable Colford transmitted the following over Colchester radio.

10 **[AUDIO PLAYBACK]**

11 Constable Colford has been dealing with the MacDonalds, and she
12 makes the reference to Millbrook. Millbrook, we will suggest, is the parties who were
13 responding, the members who are responding from the Millbrook detachment. They
14 would be coming, as the Bible Hill detachment was, from the east in response to this
15 complaint.

16 So Constable Colford is providing some information over the
17 broadcast that she's directing to members whom she believes are on their way from the
18 east.

19 **[AUDIO PLAYBACK]**

20 So this is important information, obviously. It's information that we
21 would suggest she obtained from the MacDonalds and is advising that there is an
22 alternative way, potentially, to leave or depart from Portapique. And that information
23 was transmitted at the time indicated at 10:48:41.

24 Constable Jamieson -- excuse me, Corporal Jamieson, who I
25 described earlier in one of the transmissions, actually arrives at Portapique Beach Road
26 and Highway 2 at 11:01, so she's on her way at 10:48:41 when this communication
27 emerges.

28 Constable Chris Grund, he arrives at Portapique Beach Road and

1 Highway 2 at 10:59, so he, too, is on his way when that communication comes through.

2 So Constable Colford is essentially saying that there is a road.

3 **[AUDIO PLAYBACK]**

4 That's obviously significant and important information.

5 I'm going to take you back to the IARD situation in Portapique. At
6 10:49:15, the officers -- excuse me, the members emerge from the blaze at 136
7 Orchard Beach Drive and two things happen.

8 Might be hard to listen to this one. I think it's one of these things
9 where there's much being said, but we'll review it.

10 **[AUDIO PLAYBACK]**

11 So two pieces of significant information there, that is, Officer --
12 Officer Beselt has indicated -- I keep calling him "Officer". Forgive me.

13 Member Beselt has indicated that there is "one deceased" located
14 on the ground. Simultaneously, dispatch is communicating a concern over pounding on
15 the door at 135 Orchard Beach Drive. So this obviously is a significant input of
16 information for the three responding officers at this point.

17 I would submit that there are three things that they're dealing with
18 at this point. They have a deceased on the ground that they have just discovered.
19 They have kids who are in jeopardy that they're hearing pounding at 135 Orchard
20 Beach Drive. And they also have the responsibility of following up on their training to
21 continue on towards the threat that they clearly think is undertaken at this stage.

22 I'm going to play it again. Hopefully it'll be a little more clear after
23 you've got this context.

24 **[AUDIO PLAYBACK]**

25 The deceased on the ground, of course, is Corrie Ellison. He was
26 the first person to be discovered at this point. And you will recall from our discussion
27 yesterday how, exactly, that came about.

28 Deceased on the ground, complaints about 135 Orchard Beach

1 Drive. What to do if you're the responding officers?

2 The responding officers at that stage make a decision to go to 135
3 Orchard Beach Drive.

4 **[AUDIO PLAYBACK]**

5 So Constable Beselt has indicated that he has got to 135 Orchard
6 Beach Drive, observed that there are kids there, observed and heard from the kids
7 about some information about their parents being dead down the road, and then
8 advises the OCC that, "We're going to start moving on, we told them to go into the
9 basement and lock everything".

10 The decision has obviously been made at this point that the active
11 shooter, the active threat is still very much in existence and has to be dealt with,
12 consistent with their training, and they make that, I would submit, difficult decision.

13 **[AUDIO PLAYBACK]**

14 After that decision is made, the three IARD members at 10:55, or
15 thereabout, are on the front lawn area of 135 Orchard Beach Drive and then something
16 very significant happens.

17 As they're at that location, they notice to their south a flashlight.
18 Now, of course, given the circumstances, body on the ground, children in the house,
19 concern over fires, active shooter threat situation and you see a flashlight to your left,
20 this is what happens.

21 **[AUDIO PLAYBACK]**

22 There's always ways to get information with respect to an incident.
23 One is to read the transcript and read the words and get a sense, and then there's the
24 ability to hear it in real time in terms of what is being said. And the value of listening to
25 it, obviously, is you can get a sense of urgency perhaps more than you can get from the
26 words.

27 Of course, in this situation, we know what's going on. Clinton
28 Ellison is proceeding from the south from his father's house up to where his brother had

1 been deceased. Clinton Ellison has made the observations that his brother is deceased
2 and Clinton Ellison is of the view, potentially, that the murderer/shooter is actually on
3 135 Orchard Beach Drive lawn.

4 So we have this situation of a lack of information for Clinton Ellison,
5 and a lack of information for the officers. And at that point, the officers are extremely
6 worried. And indeed, Mr. Ellison as well, because Mr. Ellison immediately turns,
7 extinguishes the flashlight, and runs into the woods.

8 **[AUDIO PLAYBACK]**

9 "We may have the suspect" is on the mind of the first responders at
10 that point.

11 The IARD members take up a defensive position in the front yard of
12 135 Orchard Beach Drive. The flashlight disappears into the woods and they have a
13 decision to make.

14 **[AUDIO PLAYBACK]**

15 The decision is actually made for them. At 135 Orchard Beach
16 Drive, as they're moving about to make this decision, they make the gruesome
17 discovery of the second body of Lisa McCully.

18 So Cst. Beselt has just transmitted, at 10:59:33 that he's in the front
19 yard by 138. I think it's quite clear he's mistaken. He's in the front yard by 135. And
20 they find, at this stage, a second body, the body of Lisa McCully.

21 **[AUDIO PLAYBACK]**

22 So the IARD members now have two discovered deceased bodies
23 in the immediate area around 135 Orchard Beach Drive, where the kids, they have had
24 some contact.

25 They decide at that stage, given the fact that the flashlight had
26 dispersed and disappeared into the woods, they found a second body, they make a
27 decision at that point.

28 **[AUDIO PLAYBACK]**

1 So I would submit at this stage, there are a change of tactics
2 communicated at 11:04:58. That is, given the inputs and the information that
3 they've seen and heard, they have decided that they're going to go back to the
4 children and unless they hear more gunfire, they're going to be sitting still.

5 **[AUDIO PLAYBACK]**

6 "We're going to set up there to make sure those
7 children are safe."

8 At 11:09, more information comes in to the three first
9 responders who have made their decision.

10 **[AUDIO PLAYBACK]**

11 Dispatch has communicated to the first responders more
12 information about shooting. The shooting is actually the report of the shooting of
13 one of the two sons, in this case, Corrie Ellison, who may have had contact with
14 by finding the dead body, but did not know the context of how that came about.

15 The complaint is made by Richard Ellison, Corrie Ellison's
16 father, who has received a telephone call from Clinton Ellison, who has run into
17 the woods because he's seen the IARD members to the north of him at that
18 stage.

19 So the difficulty for the first responders is, of course, at this
20 point that they think they have a call now with another homicide on top of that
21 which they have seen.

22 You can see, at least in the tone of Cst. Beselt, how much he
23 is worried about the disadvantage of being in the same area with an active
24 shooter who is obviously on a rampage, and he believes there are three bodies
25 that have been involved here.

26 **[AUDIO PLAYBACK]**

27 The IARD members are at 135 Orchard Beach Drive, outside
28 the house at that time, making observations and trying to determine what's

1 happening.

2 When they get the complaint of the two sons incident, they're
3 not sure where the complaint is, how to access the complaint, what direction to
4 go, so they make the decision, as indicated on the transmission.

5 At 11:09, efforts are made to find more information. Cst.
6 Patton says: "Where is this assault? Where is that, 355?" The dispatcher,
7 "Orchard Beach Drive -- Road. We're going to try to locate and narrow it down."
8 Beselt: "We're at a huge disadvantage here. The trees. Completely pitch black."
9 "We're on Orchard Beach though." That's Patton speaking. And then Beselt:
10 "10-4. Three five five (355), where in relation where we are was that last
11 shooting?" Patton: "Fifty-five (55). Those last gunshots, are those to the north of
12 us or towards the highway? Or are they towards the water from this civic?" "It
13 has not been indicated."

14 So it's clear that the degree of information being provided to
15 the first responders at this time is not enough for them to react, or at least feel
16 they're in a position to respond, even though at this stage, they are attempting to
17 respond to the complaint of the two sons that had come in from the dispatch
18 minutes earlier.

19 So they make some further inquiries of dispatch with respect
20 to what in the world should they do.

21 **[AUDIO PLAYBACK]**

22 So the officers at this stage have got official direction from
23 S/Sgt Rehill, the Risk Manager, to do what they can to stay safe now, until ERT,
24 Emergency Response Team, arrives on the scene.

25 Commissioners, this might be a good time for a break, if you'd
26 please, for 10 or 15 minutes, and then I can return and complete the
27 presentation.

28 **COMMISSIONER MacDONALD:** Yes. Thank you very

1 much, Mr. Burrill. We'll break for 15 minutes.

2 **REGISTRAR DARLENE SUTHERLAND:** Thank you. The
3 proceedings are now on break for 15 minutes.

4 --- Upon breaking at 3:09 p.m.

5 --- Upon resuming at 3:31 p.m.

6 **REGISTRAR DARLENE SUTHERLAND:** Welcome back.
7 The proceedings are again in session.

8 **COMMISSIONER MacDONALD:** Thank you.

9 Mr. Burrill?

10 **MR. ROGER BURRILL:** Thank you, Commissioner

11 MacDonald.

12 We had left off with the IARD members outside 135 Orchard
13 Beach Drive after being provided instruction or direction from the Risk Manager.

14 At 11:16:06, the IARD members begin to hear suspicious
15 noises to the north of them. Eleven sixteen oh six (11:16:06) Cst. Merchant
16 says, "What's that shooting?" Eleven sixteen fifty-two (11:16:52), "Stu -- Adam,
17 there's something happening to the north of us right now." Eleven eighteen oh
18 four (11:18:04), Cst. Merchant, "What's going on?" Eleven eighteen oh seven
19 (11:18:07), Cst. Patton, "Stu and Adam, I'm going to come down the side of the b
20 -- this house; okay? I'm coming down the north side of the house from the front
21 porch." Eleven eighteen twenty-seven (11:18:27), Cst. Merchant, "I heard what
22 sounded like fireworks and then a car going fast."

23 The officers at this stage have heard noises from the north of
24 the Portapique area and are alerting themselves to that.

25 And then at 11:19:41, they receive a further dispatch.

26 **[AUDIO PLAYBACK]**

27 At this stage, the officers have received a dispatch with respect to a
28 complaint at 34 Orchard Beach Road, and they respond by indicating they're moving.

1 Entirely consistent with hearing the suspicious noises from the north and having the
2 complaint provided to them at this point.

3 Next communication comes from the OCC with respect to problems
4 with the kids.

5 **[AUDIO PLAYBACK]**

6 So the officers make their way up Orchard Beach Drive to respond
7 to the complaint. They hear some concerns from the dispatch with respect to "Thump,
8 thump, thump" at the kids, and they're required at that stage to go back.



9 The IARD members return to 135 Orchard Beach Drive. At that
10 point, they secure the house; they tell the kids at that point as well to lock the door
11 behind them and then they tell the kids as they have them in the basement, "Do not
12 answer this door unless anyone coming to the door tells you the code word,
13 'pineapple'".

14 So the arrangements are made with the kids to be secured in the
15 basement in an effort to then continue on to respond to the dispatch.

16 At 11:33:55, the IARD members move north in the direction of the
17 complaint.

18 **[AUDIO PLAYBACK]**

19 So here's a description of their physical movement. They're
20 moving north up Orchard Beach Drive. They observe two more structures on fire. It's
21 likely that Beselt is describing one structure on fire, 71 Orchard Beach Drive, the
22 Gulenchyn house at that stage, although it's unclear where the second one is. There is
23 a lot of talk-over with respect to what's actually being undertaken at that time but the
24 officers -- excuse me; the members are moving north.

25 They continue to move north and then they cut west through the
26 property at 34 Orchard Beach Road to  Portapique Beach Road -- excuse me; 34
27 Orchard Beach Drive to  Portapique Beach Road.

28 **[AUDIO PLAYBACK]**

1 Now, this is interesting, in terms of what happens at this point.

2 The officers are actually at [REDACTED] Portapique Beach Road and there's
3 a car coming to them for purposes of an engagement that they have with that person.

4 The car is actually Floria and Gerry Murphy.

5 The Murphys live at [REDACTED] Portapique Beach Drive. The Murphys are
6 returning from south on Portapique Beach Road where they had actually engaged on
7 Faris Lane earlier. The bottom line is, they engage with the Murphys and they tell the
8 Murphys to leave. Shortly thereafter:

9 **[AUDIO PLAYBACK]**

10 Members have received another complaint with respect to an
11 unwanted person at the bottom of Portapique Beach Road at [REDACTED] Faris Lane. So the
12 officers then respond to that.

13 The [REDACTED] Faris Lane complaint is a little complicated because it
14 involves the Murphys I described earlier. [REDACTED] Faris Lane is the residence of the
15 Griffons. The Murphys had actually seen a fire to the south of them on Portapique
16 Beach Road and travelled south, saw the fire at 293 Portapique Beach Road, that's the
17 home of -- the Zahl-Thomas home. And then had decided that they would alert their
18 neighbours, the Griffons, as to the fire going on in their neighbourhood.

19 When they did that, the Griffons called 9-1-1 to say, "We have an
20 unwanted person at the location." The concern, of course, by the Griffons was that the
21 Murphys were the perpetrator and unwanted person.

22 The Murphys' concern was that there was fire in the neighbourhood
23 and they wanted to alert their neighbours. That confusion, of course, results in
24 difficulties for the dispatchers, obviously, and more importantly, for the first responders.

25 Allan Griffon had been told about the incidents on the north of
26 Portapique Beach Road, and had been told not to answer this door. So when the
27 Murphys attended at his door, there was this difficulty that emerged. So,
28 understandably, that difficulty led to another complaint for the first responders.

1 The first responders then moved south towards 293 Portapique
2 Beach Road; they evacuate houses on their way. At 200 Portapique Beach Road, they
3 notice a car on fire. That car is the same Ford Taurus that they described earlier that
4 they had seen previously not on fire.

5 But they also notice, when they're at 200 Portapique Beach Road,
6 that 293 Portapique Beach Road, the Zahl-Thomas residence, is now on fire. So they
7 proceed towards the complaint with this information.

8 At 10:44:55, we hear the following transmission.

9 **[AUDIO PLAYBACK]**

10 So at this stage, the IARD members, having to respond to the south
11 of Portapique Beach Road, mention:

12 "With all these fires getting lit, I think maybe we
13 should send in [a] couple of members to go sit with
14 those kids so their house doesn't get lit on fire while
15 they're hiding in the basement."

16 And this is not the first time the topic of getting the kids out is
17 discussed on the radio. Twenty-four (24) minutes earlier, at 11:20 p.m. there was an
18 interaction between Cst. Grund, the officer who had arrived at the top of Portapique
19 Beach Road and Highway 2 around 11:00, and the risk manager. That interaction was
20 as follows:

21 **[AUDIO PLAYBACK]**

22 Twenty-four (24) minutes earlier, discussion with respect to whether
23 another team should have been sent in to deal with the situation in Portapique.

24 Eleven-forty-five (11:45) p.m. -- getting back to the narrative with
25 respect to the three IARD members -- post-Merchant transmission about getting some
26 members to go in and sit with the kids, we hear a broadcast from another member
27 who's at the top of Portapique Beach Road.

28 **[AUDIO PLAYBACK]**

1 So Cst. Neil is a member that attended from Pictou County. He
2 attended at around 11:25 p.m. at the corner of Portapique Beach Road and Highway 2.
3 Cst. Neil says, "I don't know who is in command". There is an interjection by S/Sgt.
4 Carroll, the Colchester District Commander, reminding all involved that Risk Manager
5 S/Sgt. Rehill is the person in command.

6 At 11:46, one minute later, there is discussion specifically with
7 respect to responding to the children, amongst the members and the risk manager.

8 **[AUDIO PLAYBACK]...**

9 The plan is being formulated to evacuate the kids at around 11:47.
10 Staff Sergeant Rehill conducts an ongoing inquiry with respect to whether these are the
11 kids that actually witnessed the homicides earlier.

12 At 10:50:54, there is the authorization to extract the kids or get the
13 kids out of the community. This is two minutes later from the conversation that you just
14 heard.

15 **[AUDIO PLAYBACK]**

16 Grund and Neil are actually at around 33 Portapique Beach Road
17 at this time, at which time they accept the call and make efforts to go and retrieve the
18 children.

19 Constable Grund and Neil make their way south on Portapique
20 Beach Road down to Orchard Beach Drive. At 12:20 a.m., they attend at 135 Orchard
21 Beach Drive. At 12:22:15, Grund and Neil indicate that they have made contact with the
22 kids at 135 Orchard Beach Drive.

23 At 12:18, there's discussion amongst the members on how to
24 evacuate the children. There is no police vehicle there because they have attended on
25 foot.

26 The IARD team is on Portapique Beach Road. The following
27 discussion takes place.

28 **[AUDIO PLAYBACK]**

1 Discussion of the plan to remove the kids emerges that there's no
2 police vehicles present at the time, so the discussion is to make the family vehicle the
3 escape vehicle at that time, and that was suggested by Constable Patton at the tail end
4 of the conversation.

5 Constable Grund then loaded the kids in the family vehicle. They
6 leave Portapique to Great Village command post and then to Colchester Hospital. As
7 the kids are walking to the car, the younger McCully child says, "Is that my mom?",
8 making a motion towards the deceased body. Constable Neil says, "Do not look over
9 there".

10 The children get in the car. Constable Grund drives them out of
11 Portapique.

12 At 12:24, the IARD members proceed north on Portapique Beach
13 Road over to Orchard Beach Drive and then unite with Constable Neil at 135 Orchard
14 Drive Beach.

15 At 12:46 through to 12:49, the following conversations take place
16 from the IARD members and Constable Neil with respect to what is to be done by those
17 members in the location at 135.

18 **[AUDIO PLAYBACK]**

19 The conversation here between Risk Manager Rehill and Constable
20 Milton is simply confirming the arrangements to be made to extract the members from
21 135. Constable Milton is the second-in-charge of the Emergency Response Team, the
22 ERT, that was attending at that time to operations in Portapique.

23 At 2:38, the IARD members and Constable Neil are evacuated,
24 picked up by the ERT and taken to Great Village, where they are debriefed.

25 Commissioners, that is the extent of the presentation with respect
26 to the first responders in Portapique involving the information that I have presented. I
27 have one further presentation to make, about 10 minutes long.

28 I perhaps jumped the gun a little bit in the break that I suggested

1 earlier, but I'm thinking perhaps it would be useful to all, particularly on timing here, if I
2 was permitted to proceed directly into the third Foundational Document with respect to
3 containment points in and around Portapique.

4 **COMMISSIONER MacDONALD:** That makes sense, Mr. Burrill.
5 We had planned to get that in today anyway, so please proceed.

6 Thank you.

7 **MR. ROGER BURRILL:** Thank you.

8 I'm going to require a little technical help.

9 All set? Great.

10 The third Foundational Document, Commissioners, is entitled
11 "Containment in and Around Portapique". The purpose of this brief presentation, you'll
12 be relieved to hear, is given that we present that the perpetrator departed Portapique at
13 10:45 p.m., then the question becomes what were the containment efforts made in the
14 early police response.

15 Madam Registrar, I move that the Foundational Document entitled
16 "Containment Points in and Around Portapique" be marked and tendered as an exhibit
17 in these proceedings.

18 **REGISTRAR DARLENE SUTHERLAND:** Thank you.

19 Exhibit No. 6.

20 **--- EXHIBIT No. 6:**

21 Foundational Document entitled "Containment Points in
22 and Around Portapique"

23 **MR. ROGER BURRILL:** Exhibit 6. Thank you.

24 This Foundational Document covers the RCMP's police presence in
25 and around Portapique during the early, mid-time ranges of the mass casualty, identifies
26 movement and direction of police vehicles and resources at this location.

27 I present the Foundational Document, "Containment Points in and
28 Around Portapique".

1 There were six locations of containment points set up in and around
2 Portapique from 10:25 p.m. on April 18th to the early morning hours of April 19th, 2020.

3 From the west to the east, the identified containment points are:
4 Five Houses Road; Bay Shore Road; Portapique Beach Road; Brown Loop; 7276
5 Highway 2, and 7787 Highway 2 identified on the slide in front of you.

6 I will proceed, Commissioners, chronologically with respect to when
7 these locations were attended.

8 The first location identified as Portapique Beach Road and Highway
9 2, you will recall Constable Beselt arrived at 10:25:57 as described in the previous
10 presentation. He was followed shortly thereafter by Constables Merchant, Patton and
11 Colford at 10:28, 10:28 and 10:32.

12 Thereafter, there was regular and ongoing attendance at that
13 location. Constable Dow attended at 10:43.

14 Ten thirty-two (10:32), however, is the time of significance in this
15 situation because Constable Colford maintained a position at the head of Portapique
16 Beach Road throughout the night and into the next day. Many members of the RCMP
17 joined Constable Colford throughout the night, both General Division members and
18 specialized units.

19 Constable Travis Dow, at 10:43, for example, Corporal Jamieson
20 from Millbrook at 11:01:06, for example. Constable Grund from Millbrook at 11:01 as
21 well, Corporal Dion (sic) Sutton from the Police Dog Services at 11:31.

22 Essentially, this location was the primary staging point for police
23 response to the mass casualty in Portapique on April 18th. It was the primary staging
24 area for the RCMP members general and specialized sections.

25 Five Houses Road and Highway 2, about 1.5 kilometres to the west
26 of Portapique Beach Road and Highway 2 was first contained from 10:51:43 p.m. Cst.
27 Jorden Carroll arrived at that location. He was a member of the Cumberland Division.
28 Cst. Campbell joined Cst. Carroll at 11:04:43 p.m. Cst. Cheeseman joined thereafter at

1 11:31:36. All of this information is outlined in the Foundational Document.

2 Shift relief for these three members occurred at 5:54, but the
3 location was contained and personned throughout that time by the members as
4 described.

5 Bay Shore Road and Highway 2, approximately 900 metres to the
6 west of Portapique Beach Road, and 550 metres to the east of Five Houses Road, was
7 contained at 11:04 p.m.

8 Cst. Dowe, who we've heard of, with respect to his attendance at
9 the Portapique Beach Road, was redirected to Bay Shore Road and Highway 2 and
10 arrived there at 11:04.

11 Cst. Blinn, a second officer, joined him at 11:17. They personned
12 that location until 6:29, when shift relief was provided to them.

13 Seven two seven six (7276) Highway 2, approximately 2.1
14 kilometres to the east of Portapique Beach Road, was contained from 12:01 until 1:03
15 a.m. on April 19th. Cst. Rodney MacDonald and Cpl. Josh Dubois attended at that time
16 at 12:01. At 1:03, they were redirected to Cst. MacDonald to join containment efforts to
17 the east at 7787 Highway 2. Cpl. Josh Dubois attended to the command post in Great
18 Village to provide security services at that time.

19 Seven seven eight seven (7787) Highway 2, 4.7 kilometres to the
20 east of Portapique Beach Road, was attended to at 12:01 by Cst. Dorrington of the
21 Bible Hill Detachment.

22 At 12:06, Cst. Lafferty joined him.

23 They were then joined, as indicated earlier, by Cst. Rodney
24 MacDonald at 1:03.

25 The final containment point isolated and discussed here is Brown
26 Loop and Highway 2. The eastern arm of Brown Loop, about 450 metres east of the
27 Portapique Beach Road Highway 2 intersection was attended to at 5:02:30 by Cst.
28 Dorrington and Cst. Lafferty, who were directed to attend at that time.

1 That is the containment situation in and around Portapique. The
2 only other times of significance with respect to this matter and in relation to the other
3 Foundational Documents are, of course, 10:51, the Wilsons Gas station where is the
4 situation that has been described earlier of the vehicle travelling to the east outside the
5 containment area outlined by the Foundational Documents.

6 As indicated, Commissioners, this was a brief presentation with
7 respect to the dry points of containment in and around Portapique. And I have
8 concluded my presentation in that regard.

9 I have, however, one further point of business to conduct, and that
10 is, I am required to move to tender all source material associated with the first three
11 Foundational Documents to be exhibited in these proceedings. I understand that will be
12 attended to, Madam Registrar.

13 **REGISTRAR DARLENE SUTHERLAND:** Thank you, Mr. Burrill.
14 Source material is so tendered.

15 **MR. ROGER BURRILL:** Commissioners, I advised you that the
16 last presentation would be brief. I hope I didn't undertake it too quickly, but the facts are
17 relatively clear. I can conclude my presentation on that matter.

18 **COMMISSIONER MacDONALD:** Well thank you very much, Mr.
19 Burrill, and ladies and gentlemen.

20 Today we started the day with a witness to help us explain the 9-1-
21 1 system in Nova Scotia, and that was very helpful context.

22 We heard from Commission Counsel presenting two more
23 Foundational Documents, the "Responders in Portapique", and the "Containment Points
24 in Portapique". So piece by piece, we are putting together this larger picture so we can
25 all understand what happened.

26 So the past couple of days we have heard, through the first three
27 Foundational Documents, which, of course, are iterative. And as I explained yesterday,
28 our opportunity to have the public learn what we know to date about the events as they

1 apply in Portapique.

2 So tomorrow -- beginning tomorrow, we will hear from the
3 Participants. The Phase 1 Participants. And by Phase 1 Participants, I'm referring to
4 Participants who obviously have been here with us dealing with the determination of the
5 factual foundation upon which we can then move into Phases 2 and 3, namely why what
6 happened happened and making recommendations.

7 So Phase 1 is building that factual foundation. And the Phase 1
8 participants, we will hear from them tomorrow. We will ask them to identify gaps in the
9 factual record that they would like to have us address as it applies to the subject matter
10 of the three documents we've just discussed and recommend to us further witnesses or
11 evidence that they would submit ought to be called for more clarity in this regard.

12 So we've set aside tomorrow and Thursday for that and we look
13 forward to that.

14 And we will be holding similar days like that at regular intervals
15 during the remainder of the proceedings, following similar processes.

16 In other words, we will share with the public our best efforts, having
17 consulted with the participants, our best efforts through Foundational Documents, what
18 we understand to be the relevant facts to date, obviously subject to ongoing
19 investigations.

20 And after we do those in clusters, we will hear from counsel to
21 make sure that any gaps are filled. And we will give directions accordingly when we --
22 after we have the opportunity to hear from counsel.

23 So in summary, we look forward to decisions tomorrow so that
24 material gaps in the various documents that we've laid out can be filled.

25 So we thank you all for your participation today. We remind you of
26 the various Foundational Documents that I alluded to earlier on our website, and we
27 thank you and we look forward to hearing from you tomorrow. So thank you all very
28 much.

1 **REGISTRAR DARLENE SUTHERLAND:** Thank you. The
2 proceedings are adjourned until March the 2nd, 2022 at 9:30 a.m.
3 --- Upon adjourning at 4:01 p.m.

4

5

C E R T I F I C A T I O N

6

7 I, Maxime Roussy, a certified court reporter, hereby certify the foregoing pages to be an
8 accurate transcription of my notes/records to the best of my skill and ability, and I so
9 swear.

10

11 Je, Maxime Roussy, un sténographe officiel, certifie que les pages ci-hautes sont une
12 transcription conforme de mes notes/enregistrements au meilleur de mes capacités, et
13 je le jure.

14

15

16



17 Maxime Roussy

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