

## **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

### **VOLUME 20**

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**Appearances / Comparutions**

Ms. Rachel Young

Commission Counsel /  
Conseillère de la commission

Ms. Sandra McCulloch

Counsel / Conseillère

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Halifax, Nova Scotia

--- Upon commencing on Tuesday, May 10th, 2022, at 9:31 a.m.

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

**COMMISSIONER FITCH:** Hello, and welcome. Bonjour, et bienvenue. We join you from Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq. We begin by remembering those whose lives were taken or harmed, their families, and all those affected by the April 2020 mass casualty in Nova Scotia.

Through public proceedings to date, we have shared what the Commission has learned about what happened on April 18th and 19th, 2020. We have also begun to explore contextual information that is directly related to our mandate and the examination about how and why the mass casualty could have happened the way that it did. We will continue to hear from witnesses and share more Foundational Documents, source materials and commissioned reports.

In the days, weeks, and months ahead, we will hold more roundtables, witness panels, and start small group sessions designed to help inform our work going forward. These are all important ways we are delivering on our mandate, sharing what we have learned so far, and developing recommendations that can help make our communities safer.

Another very important way we make progress in our work is to hear from you. As you know, we refer to the events of April 18th and 19th, 2020 as the mass casualty, in part because of the very large number of people affected, not only in Nova Scotia, but across Canada, and beyond. This includes family, friends, members of the public at large, and institutional employees.

In a survey earlier this year, we asked people to share their experience of the mass casualty to help us better understand its broad impacts. Nearly

1 1,000 people have responded. We heard stories about how the mass casualty affected  
2 and continues to affect people from all walks of life. Now, we are asking for public  
3 submissions to help us more fully explore the issues in our mandate, which include  
4 10.1, police actions and decision-making; 10.2, public communications; 10.3, supporting  
5 communities after a mass casualty; 10.4, gender-based and intimate partner violence  
6 and 10.5, access to firearms. And just to be clear, the numbers I just cited are in  
7 reference to my notes here, so those topics are taken directly from our Orders in  
8 Council.

9                   Your public submission could include feedback you have about an  
10 academic report or policy paper that you think we should consider. It could also be a  
11 suggestion for recommendations or changes that could make your -- make your local  
12 community safer. You do not need to be an expert or a policymaker to provide  
13 meaningful input. We want to hear from everyone who has something relevant to  
14 share, something that would be helpful for the Commission to consider. Your  
15 perspectives will contribute to the recommendations we will make in our final report.

16                   To share your input, please go the Proceedings section of our  
17 website at [masscasualtycommission.ca](http://masscasualtycommission.ca). The survey will remain open throughout the  
18 spring and summer.

19                   Today, as we focus on matters relating to public alerting,  
20 Commission Counsel will present a Foundational Document focussed on the Alert  
21 Ready System. We will then hear from witness, Paul Mason and Rodney Legge, to  
22 help us better understand how Alert Ready has been rolled out and used in Nova  
23 Scotia.

24                   I will now ask Senior Commission Counsel Rachel Young to begin  
25 our proceedings for today. Thank you.

26                   **MS. RACHEL YOUNG:** Good morning, Commissioners,  
27 Participants, people of Canada, Nova Scotia and beyond. My name is Rachel Young.  
28 I'm one of the Senior Commission Counsel.

1                   This morning, we're going to begin with a bit of housekeeping.  
2 Commissioners, I'm asking your permission for Madam Registrar and I to tidy up some  
3 exhibits from last week. And some of the Foundational Documents didn't have their  
4 supporting materials exhibited, so we're just going to do that now.

5                   And so the documents marked as Exhibits P-002106 to P-002109,  
6 if they could please be renumbered, Commissioners, to P-001100 to P-001103. Do I  
7 have that right, Madam Registrar?

8                   **REGISTRAR DARLENE SUTHERLAND:** (Inaudible response.)

9                   **MS. RACHEL YOUNG:** She's saying "Yes".

10                  **COMMISSIONER MacDONALD:** Thank you.

11                  **MS. RACHEL YOUNG:** Thank you. Next, the documents marked  
12 as Exhibits P-002125 to P-002129, if those could please be renumbered to P-001104 to  
13 P-001128. Is that accurate, Madam Registrar?

14                  **REGISTRAR DARLENE SUTHERLAND:** (Inaudible response.)

15                  **MS. RACHEL YOUNG:** Okay. All the source material documents  
16 have been renumbered from Exhibit P-001129 to P-001249. Is that correct,  
17 Madam Registrar?

18                  **REGISTRAR DARLENE SUTHERLAND:** (Inaudible response.)

19                  **MS. RACHEL YOUNG:** She's nodding yes. So that means that  
20 the next exhibit will be P-001250, just for everyone's information.

21                  As well, if you'll recall last week on May 4th, the Commission heard  
22 from Officer Al McCambridge from the RCMP, and there were some documents that we  
23 didn't have on hand to tender that day. And so those now have identifying document  
24 numbers, and I had promised that those would be filed as soon as possible. We don't  
25 need to pull them on the screen or anything, but I would like the next exhibit to be -- it  
26 was the Uniform Dress Manual: Chapter 1, that he testified about. There was a new  
27 one amended April 22nd, 2002, and that is COMM number COMM0057391. If that  
28 could be the next exhibit, please, Madam Registrar.

1                   **REGISTRAR DARLENE SUTHERLAND:** Exhibit 1250.

2    **--- EXHIBIT NO. 1250:**

3                   Uniform Dress Manual - COMM0057391 - amended April 22nd,  
4                   2022

5                   **MS. RACHEL YOUNG:** The next exhibit is some minutes that  
6 CSM McCambridge referred to that he didn't have on hand, and that was the Uniform  
7 and Equipment Meeting Minutes from May 25th, 2021, and those are COMM number  
8 COMM 0057396. If those could be the next exhibit, please.

9                   **REGISTRAR DARLENE SUTHERLAND:** Exhibit 1251.

10   **--- EXHIBIT NO. 1251:**

11                   Uniform and Equipment Meeting Minutes - May 25th, 2021-  
12                   COMM057396

13                   **MS. RACHEL YOUNG:** And lastly, from CSM McCambridge, he  
14 referred to a form called the Form 1733 Discharge Request that was what an RCMP  
15 member fills out on retirement or resignation. We now have that disclosed to  
16 Participants, and the COMM number is COMM0057395. If that could be the next  
17 exhibit, please, Madam Registrar.

18                   **REGISTRAR DARLENE SUTHERLAND:** Exhibit 1252.

19   **--- EXHIBIT NO. 1252:**

20                   Form 1733 - Discharge Request - COMM057395

21                   **MS. RACHEL YOUNG:** As well, I just wanted to put a correction  
22 on the record. My colleague, Ms. Byrd, when she was presenting the Foundational  
23 Document on firearms, at one point referred to Constable Stevenson's firearm as a  
24 Model 5947 Smith & Wesson, but I'm advised that it was in fact a Model 5946. Just  
25 wanted to mention that.

26                   I also wanted to mention while we're on housekeeping matters that  
27 today some of the documents referred to may not be queued up to pull up on the  
28 screen. So we apologise for that, but we will make sure to identify them for the record

1 so that everyone knows which documents we're talking about, and they will -- they'll be  
2 documents the Participants have.

3 With that bit of housekeeping out of the way, Commissioners, thank  
4 you for your indulgence, I'm ready to move on to my presentation.

5 **COMMISSIONER MacDONALD:** Thank you.

6 **--- INTRODUCTION OF FUNDAMENTAL DOCUMENT: ALERT READY SYSTEM:**

7 **--- PRESENTATION BY MS. RACHEL YOUNG:**

8 **MS. RACHEL YOUNG:** As you know, the Commission was asked  
9 in its mandate to examine the public alerting system, and that's today's topic.

10 I'll be presenting a short brief explaining what the law is covering  
11 alerting systems, and then an overview of Alert Ready in Nova Scotia. That was  
12 summarized in a fairly brief Foundational Document from Commission Counsel, which  
13 explains how Alert Ready was rolled out in terms of the policy between 2010 and 2022.

14 First we have a Legislative Brief. There's an image of it on screen.  
15 And that is a summary of the law on point, and then it attaches also supporting  
16 materials, which are snippets from the law cited.

17 And so Madam Registrar, that -- the Legislative Brief is  
18 COMM0034780. If that brief and all of its supporting material could please be marked  
19 as exhibits now.

20 **REGISTRAR DARLENE SUTHERLAND:** The brief will be marked  
21 1253, and the supporting exhibits will be so tendered.

22 **--- EXHIBIT No. 1253**

23 Legislative Brief – Alert System Foundational Document and its  
24 materials: COMM0034780

25 **MS. RACHEL YOUNG:** Thank you.

26 And the Foundational Document on Alert Ready in Nova Scotia and  
27 all of its supporting materials should be the next exhibit, and those are COMM No.  
28 COMM0057390.

1                   **REGISTRAR DARLENE SUTHERLAND:** Exhibit 1254, and the  
2 source documents will be so exhibited.

3                   **--- EXHIBIT No. 1254**

4                                   Alert Ready in Nova Scotia Foundational Document  
5                                   supporting materials: COMM0057390

6                   **MS. RACHEL YOUNG:** Thank you.

7                                   And so just to be clear, the details of what did or didn't happen with  
8 the Alert system on April 18th and 19th, 2020 is not the topic this week. That will be the  
9 subject of proceedings the week of June 6th.

10                                  This presentation is to set the stage, to explain some of the terms  
11 used in alerting, and how it came to be made available in Nova Scotia, how it's evolved  
12 over the last dozen years, and it will highlight some of the changes that were made after  
13 April 2020. And so it will just help us understand when people do come to say later  
14 what happened and who did what and who didn't do what, you'll have a better  
15 understanding of whose job it was to do this or that or whose job it wasn't. So that is  
16 the topic of the Foundational Document and also the -- two of the witnesses today will  
17 speak to some of that.

18                                  The two witnesses from the province today can explain a bit more  
19 about how it works on the ground, so bring those policy documents to life a little bit.

20                                  There is some jargon that I wanted to get out of the way. And  
21 again, it just might help everyone if they were familiar with some of these acronyms.

22                                  So you're going to hear about the EMO, or the NSEMO, and that's  
23 referring to the Nova Scotia Emergency Management Office, which is a provincial entity.

24                                  And then everyone's familiar with the term Alert Ready, but that's  
25 really the name of the alert system that is public facing. For people who work with the  
26 alert system, it's called a National Alert and Aggregation Dissemination System, so  
27 people about talk about NAADS. If it you hear NAADS, it's the same thing as Alert  
28 Ready, essentially, is my understanding. And it's a secure infrastructure that enables

1 public safety messages to be issued.

2 Another term you might hear is Last-Mile Distributors. So what that  
3 -- what those are is the companies or organizations that are responsible for actually  
4 making the alerts available to the public, so television, radio and internet providers. So  
5 they are where the rubber hits the road, the entities that are between the people  
6 sending the message and the people getting the message, and they're regulated by the  
7 CRTC. And that's Canadian Radio and Television Communications, I think.

8 And IMD is Incident Management Division, so again, you might be  
9 hearing about that. Incident Management means a set of procedures and actions taken  
10 to respond to and resolve critical incidents. So you know, there are people whose job it  
11 is to plan for emergencies in advance, and this is their work.

12 You've also heard already from a witness called Darryl MacDonald  
13 about PSAPs, so those are Public Safety Access [sic] Points. So some people think of  
14 those as call centres, but it's the places where things like 911 messages are sent out  
15 from, so as you're going to hear today, they coordinate with the Emergency  
16 Management Office about how best to get messages out and how to coordinate that.

17 In terms of the law, Commissioners, this is just to situate everyone  
18 in the law that could come into play when we're talking about Alert Ready. I'm not  
19 making a legal argument about whether the law applies or the *Charter* applies to this  
20 situation or to the mass casualty events. It's merely to understand the world we're in  
21 when we're talking about Alert Ready and so -- and in terms of warning the people by  
22 whatever means.

23 And so there have been some cases where section 7 of the *Charter*  
24 is invoked in terms of security of the person, so if someone isn't warned, is their security  
25 of the person affected.

26 Also, section 15 of the *Charter*, which governs equality rights if a  
27 certain group of people are not warned, especially if it's because the person who should  
28 be warning them thinks they would react a certain way, that can affect people's rights to

1 equal protection and equal benefit of the law without discrimination.

2                   There has been at least one Ontario trial decision, *Jane Doe and*  
3 *Metropolitan Toronto [Municipality] Commissions of Police*, where it was held that a  
4 failure to warn certain potential victims of crime was discriminatory. So that was cited  
5 by the Supreme Court of Canada in passing, but it wouldn't directly apply in Nova  
6 Scotia.

7                   There's been some acknowledgement by law enforcement  
8 agencies that there's a duty to warn. The Canadian Association of Chiefs of Police in  
9 "Background" section of a 2021 resolution on prioritizing the National Public Alert  
10 System recognized that police in Canada have a common law-based duty to warn a  
11 narrow and distinct group of potential victims of a specific threat. So if the police know  
12 there's a certain threat coming, that they need to warn the people who would be  
13 affected.

14                   And that document is cited in the Foundational Document, and that  
15 will be on the website for people to read.

16                   In terms of federal legislation, just because of the way alert  
17 messages are delivered, it comes under the *Broadcasting Act* and its *Regulations*. So  
18 as you're going to hear also from a witness tomorrow, Michael Hallowes, who's an  
19 expert, and I think in the roundtable on Thursday, Alert Ready initially came under the  
20 CRTC, which is Canadian Radio-television and Telecommunications Commission --  
21 that's the correct name. I think I didn't quite get it right earlier.

22                   So the CRTC regulates the world of alerting the way it rolled out in  
23 Canada, and there's *Regulations* under the *Broadcasting Act* that apply to alerting. And  
24 in 2014, there were regulatory amendments mandating television and radio  
25 broadcasters, cable and satellite companies to distribute National Public Alerting  
26 System emergency public alerts.

27                   So those are the last-mile distributors that you heard about.  
28 They're regulated by the CRTC.

1                   Then under the *Royal Canadian Mounted Police Act*, there is a  
2 section that could be applicable, a paragraph that says members have a duty to perform  
3 all duties assigned to peace officers in relation to preservation of the peace, prevention  
4 of crime and offences against the law of Canada and the province, among other things.

5                   So that's one aspect of the legal obligations that may come into  
6 play when thinking about warning people.

7                   There's also the *Telecommunications Act*. And so among other  
8 things, Canadian telecommunications policy has as its objectives to contribute to the  
9 protection of privacy of persons. And that's at section 7(i) of that Act.

10                  So that is one thing you're going to hear Mr. Hallows talking about,  
11 is how do we balance warning people, especially by cell phones, with their privacy. So  
12 do you let the authorities know where people are by their cell phones? Is that an  
13 infringement of privacy?

14                  Those are things that people working in this world do need to think  
15 about and balance, especially when you're thinking about people's rights and privacy.

16                  Nova Scotia also has some applicable law under the *Police Act*. So  
17 the provincial police, but in Nova Scotia, the provincial police are the RCMP, and  
18 municipal police, are required to provide policing services, and those include  
19 maintaining public order and crime prevention. And that's sections 31 and 35 of the  
20 Nova Scotia *Police Act*.

21                  There's also the *Emergency Management Act*. So that would  
22 govern the Emergency Management Office, whose witnesses you're going to hear from  
23 today. And that says that every municipality shall inform the Department of Municipal  
24 Affairs, which is the department that the EMO falls under, immediately upon becoming  
25 aware of a real or anticipated event or emergency that could impact the health, safety,  
26 or welfare of Nova Scotians, their property, or the environment. And that's section 10A.

27                  The *Emergency Management Act* also says that the Minister may  
28 declare a state of emergency and municipal councils can also declare emergencies in

1 their municipal area. If councils can't do this properly, the Act says that the mayor or  
2 the warden of the municipality can exercise his authority after consulting with a majority  
3 of members of council's committee to advise on the development of emergency  
4 management plans.

5                   When a state of emergency has been declared or terminated, the  
6 Minister, or the municipality, as the case may be, shall immediately cause details of  
7 declaration or termination to be communicated or published by such means as they  
8 consider most likely to make the contents of the declaration or termination known to the  
9 people in the area affected.

10                   In other words, they do what they have to do in the moment, but  
11 they have to do a bit of explaining afterwards.

12                   So that's just the legal background. And that summarizes the  
13 contents of the legislative brief that was just made an exhibit.

14                   Now I'm going to set out for everyone the -- a summary of what's in  
15 the Alert Ready Nova Scotia Foundational Document.

16                   So this covers the time before and after the mass casualty and it's  
17 focused on looking at the policy roll out. So it also has some definitions of the  
18 terminology, which I won't explain again, but just to give some context. And so it all  
19 starts in about 2010.

20                   And then you're going to hear from Paul Mason and Rodney Legge  
21 from the provincial EMO afterwards, who can explain a bit more how these policies  
22 came to be, what they do over the years to educate people about them, discuss them,  
23 and make sure they're implemented.

24                   And as well, of course, there's evolving technology between 2010  
25 and 2022. So it becomes a lot more common for every single person to have a  
26 cellphone, for example, but not everyone has good cellphone reception, or the latest  
27 cellphone. So these are all things that have to be factored in when you're thinking  
28 about how to effectively warn people using technology.

1                   So there's legal implications, technology implications, and then just  
2 everyday getting the word out considerations.

3                   So I explained earlier what NAADs means. So that's Alert Ready.  
4 And so it's a software, essentially, or architecture, as they call it, that provides the ability  
5 to create and send alerts during an emergency.

6                   This software system is owned by a company called Pelmorex.  
7 That's P-E-L-M-O-R-E-X. And it's operated on behalf of the federal government.

8                   And as I mentioned, CRTC rulings require participation from last  
9 mile distributors. Starting in 2015, that applied to radio and television, and in 2018, it  
10 started applying to wireless providers, so cellphone providers.

11                   So those outlets have to help broadcast alerts. They can't opt out  
12 of that.

13                   This is a simple timeline of Alert Ready Nova Scotia. So just to  
14 help people understand it wasn't always in existence. Two thousand and ten (2010)  
15 was when Nova Scotia entered into an agreement with Pelmorex. And then in 2011,  
16 Alert Ready was first made available in Nova Scotia via a voluntary partnership with  
17 participating radio stations. So that used to be the way that alerts were disseminated  
18 primarily. The broadcast would be potentially interrupted by an emergency alert. Or it  
19 could be.

20                   We'll see in the Foundational Document, there's cited a briefing  
21 note from 2012 from then RCMP S/Sgt Mark Furey, F-U-R-E-Y. He identified at the  
22 time, as an RCMP member, that a public alerting system managed properly could or  
23 would be considered an asset to frontline police providers in response to emergency  
24 situations, such as forest fires, floods, and meteorological events.

25                   In 2014, there's a policy on broadcast immediate alerts, so the kind  
26 of broadcast that would interrupt programming, and that was adopted by the Pelmorex  
27 governance council. And these included, among other things, civil emergency. So not  
28 a natural disaster, but human activities resulting in the disrupting of services or requiring

1 varying levels of support, law enforcement, or attention.

2 Other types of emergencies are acts of terrorism that could include  
3 the use of violence or threats of violence by individuals or groups against civilians or  
4 infrastructure and that's intended to intimidate the public with respect to its security,  
5 including its economic security.

6 And then Amber Alerts, which are issued by, often, police services  
7 when a child has been abducted and it's believed that his or her life is in grave danger.

8 An Amber Alert provides the public with immediate and up to date  
9 information about a child abduction and solicits the public's help in the safe and swift  
10 return of the child.

11 And there's also 9-1-1 service, which is defined as the disruption or  
12 outage of telecommunications services between the public and emergency responders.  
13 So if there's a problem with a 9-1-1 service, the alert system can help with that,  
14 potentially.

15 There are documents filed that show that in 2016, the Nova Scotia  
16 EMO offered what's called "Trusted user status" to the RCMP, Cape Breton Regional  
17 Police, and Halifax Regional Police Service to be able to issue their own alerts, rather  
18 than going through EMO, but the offer was declined and the police services confirmed  
19 that they would continue the existing practice of requesting an alert from the EMO if  
20 they determined that an alert would assist in their response to an event.

21 May of 2018 was the first time that public alerts were sent to mobile  
22 phones operating on the 4G network. And then early in April 2020, before the mass  
23 casualty, was the first time Nova Scotia actually issued a true alert, a live alert, as  
24 opposed to a test, and that was about COVID-19.

25 So as you might imagine, there are quite a few people involved in  
26 deciding to issue an alert. It's not one person who just decides -- they hear about  
27 something going on and they push a button.

28 And this graphic that you see on screen describes before April

1 2020, this was the process that had to be gone through in deciding whether to issue an  
2 alert. And so first somebody has to request Alert Ready notification. The requests are  
3 submitted directly to EMO senior management, or to an EMO team member, who would  
4 then pass it on to senior management. And a request could come from any number of  
5 sources, including police services.

6 Step two, the request is received by EMO, and so the EMO senior  
7 management starts to gather information. Then they make a decision on if an alert is  
8 warranted, based on the criteria for each type of alert. So they have certain categories  
9 of emergencies that they'll issue alerts for.

10 Step three is they talk to the requestor, so they liaise with them and  
11 the EMO senior management has to be diligent and they have to figure out the accuracy  
12 and trustworthiness of the source. So obviously not just anybody can phone the EMO  
13 and ask for them to issue an alert. So the senior management might need to figure out  
14 a little bit more before it goes out. Whether the request comes in after hours before  
15 2020 did affect kind of the process, so senior management would decide whether an  
16 alert's warranted based on information provided in national guidelines, and then if it was  
17 after hours, EMO team members would be called at home, and they would have to  
18 come in. So it's not a permanent staff necessarily, sitting there waiting for an alert to  
19 come in because they're not frequent events.

20 Step five, which you see on your screen there in the middle, it's to  
21 call the on-call EMO team members to activate the Provincial Coordination Centre, the  
22 PCC, which you're going to be hearing more about today and probably on Thursday.  
23 So that's where they would rally and kind of have a situation room, figure out what help  
24 is needed, if they can coordinate with other agencies and things like that, as well as  
25 discussing the alert.

26 Step six is to engage the EMO team members, and so the  
27 managers have to tell whichever team members have to do what, what they need to do.  
28 And then step seven is to activate the PCC, so it's once everybody gets there, then they

1 take whatever steps they need to do to get up and running and then they're running until  
2 it's over. And step eight is they physically assemble in the PCC. I think a lot of these  
3 things are probably happening at once, in reality. And then step nine is move to deliver  
4 the alert process. So those are all the things that happen before an alert is issued prior  
5 to April 2020.

6           So in terms of what happens when an alert is delivered, there was  
7 a policy about that prior to 2020. And so this is also nine steps. So once it's decided an  
8 alert needs to go out, then senior manager at EMO has to communicate with the team  
9 members while they gather the relevant information. That's step one. Step two, the  
10 team is communicating with the manager. Step three, they're liaising with the requestor,  
11 again, getting more information if they need it. Step four, they liaise with the EMO team  
12 member to prepare the content. So it's actually the person requesting who says what  
13 goes into the message because they have to provide the relevant information, including  
14 where is being impacted, what place by whatever's happening, and obviously, this is all  
15 ideally happening as soon as possible. And so once they've got the content, then -- and  
16 they know where, then the EMO team members have to seek senior management  
17 approval. That's step five.

18           Step six, senior management approves the content. Step seven,  
19 they log in to the Pelmorex system, so that has to be an EMO team member. Again, not  
20 just anyone can log into the Pelmorex system and issue alert. They prepare the alert in  
21 terms of the technical piece is step eight. So, you know choosing the selected areas,  
22 loading up the content. And then step nine is to actually deliver it.

23           So that's just to give you an idea of everything that's involved  
24 between the time that somebody calls to say we might need an alert, to the time that it  
25 actually goes out.

26           So that was all beforehand. As you might imagine, after the mass  
27 casualty, there's been a fair amount of debriefing, and there have been some changes.  
28 And so the Foundational Document summarizes what those changes are.

1                   So now the Alert Ready messages are distributed by a group, but  
2 everyone calls Shubie Radio or the Dispatch Office. This is part of the Public Safety  
3 Division of the Provincial Department of Service Nova Scotia and Internal Services. So,  
4 Commissioners, this is not the same Public Safety Division that's part of the Nova  
5 Scotia Department of Justice. There are two different Public Safety Divisions in the  
6 provincial government that are both quite important to this Commission's mandate, so  
7 it's another reason why it's convenient to refer to that group as Shubie Radio.

8                   So the request for Alert Ready message from authorized  
9 requestors are approved by the EMO's Director of Incident Management division or a  
10 delegate, and then it's their responsibility to maintain -- so the responsibility to maintain  
11 the alert lies with the respected -- the requesting organization. So they have to --  
12 whoever asks for the alert has to notify the EMO Operations Duty Officer when an alert  
13 is generated, updated or cancelled.

14                   So now, after April 2020, to request an alert, this is the process,  
15 which is different than it was before. An authorized requestor calls the Dispatch Office,  
16 submits a completed Alert Ready request via email, and then the Dispatch Officer calls  
17 the EMO Operations Duty Officer and relays the information. Then -- all these steps  
18 happen at the next time -- at the same time, so they're in little boxes on the graphic, but  
19 once people are mobilized, the EMO Operations Duty Officer calls the EMO Director of  
20 Incident Management Division, tells the 9-1-1 Duty Officer to tell the 9-1-1 PSAPs and  
21 the Director of 9-1-1. So that's to give the call centres a heads up to -- so that they  
22 know an alert's gone out. They might get calls as a result, and they should know that  
23 it's a real thing and not a test. Then the EMO Director of the Incident Management  
24 Division tells the EMO Executive Director and activates the EMO standby team as  
25 required, and the EMO Executive Director tells the Department of Municipal Affairs,  
26 which is their own department, and then the Director tells the Dispatch Office to send  
27 the Alert Ready message. So that is the new process.

28                   So it's the authorized alert issuer who decides whether the alert is

1 broadcast, whether that's the EMO or someone else. There's -- it can be broadcast  
2 immediate, which interrupts programming, or non-broadcast immediate, and depending  
3 on how urgent it is. And then they've -- the issuer follows steps to generate the alert  
4 correctly.

5           If a request form doesn't accurately reflect an emergency, then the  
6 issuer has to follow up with the requesting organization to clarify. So alerts can be  
7 updated. Obviously, situations can change. And it's not just one message or one  
8 content that has to go out. It could be a series. And, of course, the alert should be  
9 cancelled when the emergency is over.

10           So before alerts are disseminated, requests are reviewed for  
11 completion and compliance with the NAAD system platform, which is Alert Ready, and  
12 they have to get approval from the head of the appropriate agency.

13           So this is what the EMO has to do. It uses Alert Ready to create,  
14 generate and disseminate emergency alerts. They have to manage and maintain Alert  
15 Ready. And it's really a responsibility to EMO to educate and promote provincial  
16 requirements for the program with all the participants. So it's important that people  
17 understand when an alert's appropriate, who does what, and the EMO on an ongoing  
18 basis is involved in educating people, so giving presentations, having discussions,  
19 having meetings, and you're going to hear about some of that from our witnesses today.

20           The EMO has authority to designate other organizations and  
21 jurisdictions as participants, and then if they do, then those organizations or jurisdictions  
22 have the ability to request or issue Alert Ready messages. They have a training  
23 program for authorized Alert Ready users if they ask for it, and they can determine and  
24 assign levels of alerting authority.

25           So who are the alert issuers and requestors. The authorized  
26 issuers, of course, the EMO delegates the authority. Authorized issuers have to  
27 demonstrate the ability to respond to 24/7 requests and that they're going to maintain  
28 training requirements. One issuer within an organization or jurisdiction can generate an

1 alert, and a different issuer can update or cancel as needed.

2 In 2021, Halifax Regional Police and the RCMP each entered into  
3 Memorandums of Understanding with the province to act as authorised issuers. So  
4 they can now issue their own alerts. They don't have to involve the EMO or go through  
5 any of the steps we just talked about, or they don't have to involve the Dispatch Office.  
6 The Dispatch Office continues to issue alerts on behalf of other municipal police  
7 agencies.

8 So organisations or jurisdictions with mandated responsibility with  
9 respect to emergency situations that could affect public safety can request alerts for  
10 emergency events.

11 So how is the training done to make sure everyone knows what's  
12 going on and what all the new procedures are, and how evolving technology plays into  
13 all this?

14 EMO is not a large office. They take the train the trainer approach,  
15 so they will teach a group of people who will go out and teach other people. They have  
16 two modules on theory and then on practical. And every person is an authorised issuer  
17 has to complete the training. There is an introductory training course that they're  
18 offered.

19 So once an authorised issuer completes both practice alert tests,  
20 Nova Scotia Alert Ready and the NAAD Administration check the practice alerts. If  
21 they've been completed correctly, then Nova Scotia Alert Ready and the NAAD  
22 Administration send authorised issuer a web link to a live alerting interface. Once  
23 issuers have their status to "actual" it's called, then they have the ability to issue live  
24 alerts in NAAD system, or in the Alert Ready System. So that's how somebody  
25 becomes qualified to request an alert, which you obviously wouldn't want in just  
26 anyone's hands.

27 . So there's a 2021 policy that distinguishes between Broadcast  
28 Immediate and Non-Broadcast Immediate Alerts. A Broadcast Immediate alert is for

1 emergency situations where life and safety are under immediate threat and time is  
2 critical. Those are sent through all communication platforms, so TV and radio, the  
3 Weather Network app, wireless public alerting, including LTE devices, such as  
4 Smartphones. Whoever knows about a situation first should take immediate action to  
5 generate the alert.

6 Non-Broadcast Immediate is generated when emergencies occur or  
7 have the potential to occur that can affect the decisions people need to make; people in  
8 the public, about things that could affect or have the potential their life and safety and  
9 protection of their property and/or the environment. Those messages are sent through  
10 Weather Network app, but not sent out by TV, radio, wireless public alerting, although  
11 radio broadcasters can issue those alerts.

12 So that in a nutshell is how the alert system and policies work and  
13 how it's all evolved since 2010, Commissioners.

14 **COMMISSIONER MacDONALD:** Thank you very much,  
15 Ms. Young. It's very helpful.

16 I understand there are some logistics to be had before we hear  
17 from our two witnesses today. So two things: We'll break earlier than normal, and we  
18 will break for a longer period than normal. So we will break until 10:45, and if more time  
19 is needed just let us know. Thank you.

20 **MS. RACHEL YOUNG:** Thank you.

21 **REGISTRAR DARLENE SUTHERLAND:** Thank you. The  
22 proceedings are now on break and will resume at 10:45.

23 --- Upon recessing at 10:14 a.m.

24 --- Upon resuming at 10:53 a.m.

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

27 **COMMISSIONER MacDONALD:** Thank you.

28 We'll now ask Ms. Young to begin her questioning of the first

1 witness. Thank you.

2 **MS. RACHEL YOUNG:** Good morning again, Commissioners.

3 Commission Counsel calls Paul Mason.

4 Good morning, Mr. Mason. I understand you'd prefer to be sworn  
5 today?

6 **MR. PAUL MASON:** Yes, please.

7 **--- PAUL MASON, Sworn:**

8 **--- EXAMINATION IN-CHIEF BY MS. RACHEL YOUNG:**

9 **MS. RACHEL YOUNG:** Mr. Mason, what's your job title?

10 **MR. PAUL MASON:** I'm Executive Director of the Provincial  
11 Emergency Management Office and the Office of the Fire Marshall.

12 **MS. RACHEL YOUNG:** And that's the Province of Nova Scotia, of  
13 course?

14 **MR. PAUL MASON:** Yes.

15 **MS. RACHEL YOUNG:** And you've already given an interview to  
16 the Mass Casualty Commission, and that may have been already made an exhibit in the  
17 Foundational Document, but I'll just read out the COMM number. It's COMM0054268.  
18 So I'll just make that an exhibit, please.

19 So the idea is I won't take you through everything you've already  
20 told us because the Participants have your interview, and they can read that, and the  
21 Commissioners will read it. But I would like you to help us understand what it's like. I  
22 just delivered this rather dry presentation about the Alert Ready policies, but you're the  
23 one who lives it. So can we start by just hearing about your background and your  
24 education?

25 **MR. PAUL MASON:** Sure. I've lived in Nova Scotia my whole life.  
26 My professional experience: I worked in the financial and insurance sectors up until  
27 2007, at which point I joined the provincial government. I worked in Project  
28 Management and Policy until coming over to the department or to the Emergency

1 Management Office in December of 2011 as the Provincial Director of the 9-1-1 system.  
2 I held that position until becoming Executive Director of the Emergency Management  
3 Office in 2017, and took on responsibilities for the fire marshal in 2019.

4 My education were from St. Mary's University of a Masters of  
5 Business Administration, and I also hold a PMP in several other designations.

6 **MS. RACHEL YOUNG:** Is PMP a project management  
7 qualification?

8 **MR. PAUL MASON:** Yeah, a Project Management Professional.

9 **MS. RACHEL YOUNG:** We do have sign language interpreters  
10 with us today, so I would ask you to slow down a little bit. I think it's quite quickly.

11 **MR. PAUL MASON:** Certainly.

12 **MS. RACHEL YOUNG:** And so do you still have responsibility for  
13 the 9-1-1 system as well?

14 **MR. PAUL MASON:** I don't currently. There is a Director of  
15 Provincial 9-1-1 who oversees that. They took on that position in December of 2018.

16 **MS. RACHEL YOUNG:** And -- so you did until 2018; is that right?

17 **MR. PAUL MASON:** I took on the Executive Director position in  
18 December, or November of 2017, and I kind of carried both portfolios for a period of  
19 time. We were in the middle of a 9-1-1 upgrade at that -- at that point.

20 **MS. RACHEL YOUNG:** And so what is your job now? Can you  
21 explain your role to us and your various responsibilities?

22 **MR. PAUL MASON:** Really, in a nutshell, it's really trying to  
23 coordinate the various kind of business units under my responsibility. So it's really  
24 focussed on the Fire Marshal's Office. And within EMO, there's really two primary  
25 business units. One is the Provincial 9-1-1 service, the other is what's known as the  
26 Incident Management Division, it was formerly known as Operations, basically trying to  
27 coordinate those functions, making sure we've got alignment on federal initiatives that  
28 we're partnering on, and trying to align with the department and government more

1 generally.

2 **MS. RACHEL YOUNG:** And so as far as the EMO itself, what are  
3 the EMO's responsibilities and core functions?

4 **MR. PAUL MASON:** Sure. As per our Act, there is two main Acts  
5 that EMO oversees. One is the *Emergency Management Act* and the other, of course,  
6 is the provincial *911 Act*. So with regard to 9-1-1, it's really just to ensure that the  
7 operation and the technology platform is operating as it should, making sure and  
8 working with our various partners to ensure that there's properly trained staff in place  
9 and what have you at the various 9-1-1 public safety answering points which we have  
10 agreements with them to operate on our behalf. With regard to incident management,  
11 and under the *Emergency Management Act*, it's really just ensuring that we're  
12 exercising, working with our partners so that the province is prepared to respond to  
13 various types of events.

14 There has been a risk assessment, which was, I think, most  
15 recently updated in 2016, which identifies various kinds of events which could impact  
16 the province which EMO would play a role in. Most of those are within the realm of  
17 what would be defined as natural disasters, storms, hurricanes, critical infrastructure  
18 failures. So we work with our partners to try to ensure that we're positioned to respond  
19 to those when those events occur.

20 **MS. RACHEL YOUNG:** And what does the Emergency  
21 Management Office do other than sending alerts? Do you actually get involved in  
22 dealing with emergencies hands on, or do you help figure out which provincial agency  
23 or department is involved?

24 **MR. PAUL MASON:** Sure. It really depends on what's happening.  
25 Generally, we're not a first response organisation or operationally deployed. You know,  
26 there are certain circumstances where we would be in leading or in charge, for lack of a  
27 better term, of a response. A good example of that would be hurricanes. So for  
28 example, when Hurricane Dorian impacted the province back in September of 2019,

1 EMO was really coordinating the response for that, working with our municipal partners,  
2 critical infrastructure partners, other provincial departments, and what have you.

3 Other types of events would fall under other organizations,  
4 legislated mandates. So it really depends. In those types of situations, we would just  
5 support them as required. So, for example, Department of Natural Resources would  
6 oversee and respond to wildland fires. We would support them in any way that they  
7 came to us for assistance.

8 In many cases, they can handle that without any assistance from  
9 us, but in some cases, they may come to us and we would, of course, arrange that,  
10 either through other provincial resources or in some cases reaching out to the Federal  
11 Government or private sector.

12 **MS. RACHEL YOUNG:** Do you ever get involved in supporting by  
13 helping with comfort centres, for example?

14 **MR. PAUL MASON:** Comfort centres are certainly a tool that are  
15 used a lot. Basically a comfort centre, kind of in a nutshell, is a place where people can  
16 go. Generally when we use them, it's kind of through the lens of power outages. So if  
17 there's a large-scale storm, you know, the power's out that kind of thing, it's a place  
18 where people can go, recharge their phones, warm up, and what have you.

19 Comfort centres are under the responsibility of municipalities.  
20 They're not the same as a shelter. A shelter has overnight accommodations, and what  
21 have you. A comfort centre doesn't have that. So municipalities make the decision to  
22 open those and operate them. We certainly communicate and coordinate to some  
23 extent on it but it's ultimately a municipal accountability.

24 **MS. RACHEL YOUNG:** The Commissioners just heard about the  
25 evolution of alerting in Canada, in Nova Scotia, from 2010. Were you involved in  
26 alerting at that point?

27 **MR. PAUL MASON:** I became involved when I was hired into the  
28 Director of virtual 9-1-1 role in December of 2011.

1                   **MS. RACHEL YOUNG:** Were you involved in Nova Scotia's  
2 negotiations with Pelmorex?

3                   **MR. PAUL MASON:** Not the initial agreement, which was signed, I  
4 believe, in 2010. There was a slight update to the agreement in 2014, which I was  
5 involved in those discussions but not the initial agreement, no.

6                   **MS. RACHEL YOUNG:** And so when you joined in 2011, was the  
7 alert system in place already, or were you involved in implementing that?

8                   **MR. PAUL MASON:** It was being deployed. At that time, my  
9 Executive Director had tasked our team -- and it had been tasked prior to my coming  
10 into the position -- to work to kind of deploy the system. It was -- Nova Scotia was really  
11 kind of an early adopter on it.

12                   At that time, it was before any CRTC rulings, or what have you.  
13 What we had done, via the agreement we had signed with Pelmorex in 2010 is we had  
14 acquired a number of kind of transmitter boxes which could be deployed to radio  
15 stations. And we had worked with approximately 30 radio stations which, as good  
16 corporate citizens, were willing to partner with us in this initiative. And what we did with  
17 those stations is we took the transmitter boxes which we had acquired, and we  
18 deployed them into these radio stations so that we could issue an alert via the Pelmorex  
19 platform, and it would transmit on these radio stations. So that was kind of the early,  
20 early days.

21                   **MS. RACHEL YOUNG:** The radio stations would be what we  
22 heard is called last-mile distributors?

23                   **MR. PAUL MASON:** Exactly. Any of the transmitters, the  
24 organizations which actually transmitted, they were commonly referred to as a last-mile  
25 distributor.

26                   **MS. RACHEL YOUNG:** When did cell phones get introduced as a  
27 means to get alerts out?

28                   **MR. PAUL MASON:** They've been discussed for a number of

1 years. There was a CRTC ruling, I believe, in April of 2017 which stated that effective  
2 April of 2018, wireless carriers would have to begin transmitting these alerts on cell  
3 phones. So it became operational April of 2018.

4 **MS. RACHEL YOUNG:** And I understand there are different types  
5 of alerts. So, broadly speaking, at the CRTC level, we heard about the broadcast  
6 interrupt.

7 **MR. PAUL MASON:** Yeah.

8 **MS. RACHEL YOUNG:** And then other public health alerts.

9 **MR. PAUL MASON:** What exists is there's a list of 32 broadcasts  
10 intrusive alert types. Those are agreed to nationally. They were developed by what's  
11 called the Senior Officials Responsible for Emergency Management, or SOREM. That's  
12 an organization which is co-chaired by Public Safety Canada, the other co-chair being a  
13 provincial rep. And that group worked to really kind of identify what those 32 alert types  
14 would be, and the definitions to go along with them, which were key to interpreting when  
15 an event was occurring which would qualify for an alert.

16 So there was -- those discussions went on from approximately  
17 2010. In September of 2014, the list was largely finalized and became effective April  
18 1<sup>st</sup>, 2015. I wasn't directly involved in the development of that list because at that time,  
19 my Executive Director was the provincial representative on SOREM and all the various  
20 provinces along with Public Safety Canada worked to develop that list.

21 **MS. RACHEL YOUNG:** When you say the list of 32 alert types  
22 became -- you said it became effective?

23 **MR. PAUL MASON:** Yeah.

24 **MS. RACHEL YOUNG:** What do you mean by that?

25 **MR. PAUL MASON:** What it means is there was a CRTC ruling in  
26 August of 2014, and that ruling was the one which dictated that television and radio  
27 would have to begin issuing alerts. So it was no longer, you know, a cooperative effort  
28 for those that were willing to partake, like the early radio stations; it became a condition

1 of their -- these organizations' licence under the CRTC. So that became effective April  
2 1<sup>st</sup>, 2015, so the list was finalized so that was in place at the same time.

3 **MS. RACHEL YOUNG:** Can you give us a few examples of the 32  
4 types of emergencies?

5 **MR. PAUL MASON:** Sure. They're primarily focused on natural  
6 disasters. They're things like tsunamis, earthquakes, storm surge is one, wildfire, urban  
7 fire. There are some such as terrorism, civil emergency, Amber Alert; those are some  
8 of the 32.

9 **MS. RACHEL YOUNG:** And I take it that depending on the type of  
10 emergency, that might affect which agency would be leading the emergency response;  
11 is that correct?

12 **MR. PAUL MASON:** That's correct.

13 **MS. RACHEL YOUNG:** And so of the 32 alert types, how many  
14 would be police-led?

15 **MR. PAUL MASON:** The only one which is specifically police  
16 related is Amber Alert. Basically, within the definition for that one it states that. There  
17 are a number which kind of straddle both emergency management and could have  
18 policing implications, and those would be civil emergency, which was generally for  
19 things like riots, large-scale civil disruptions, terrorism. There's explosive, which in  
20 some scenarios could be police related, depending upon, of course, the event. So there  
21 are about four or five; dangerous animal would be another one.

22 **MS. RACHEL YOUNG:** And I think people are familiar with the  
23 term, but can you just tell us what an Amber Alert is?

24 **MR. PAUL MASON:** Sure. Basically, an Amber Alert is -- in Nova  
25 Scotia it's a separate programme managed by the Department of Justice. There's  
26 criteria around it which I'm not a subject matter expert on. It's really a policing initiative,  
27 for lack of a better term. But basically, it's if a person is -- generally a young person, but  
28 a person is missing and they believe that they've been kidnapped. If the various criteria

1 are met, they would issue an Amber Alert. That's separate from the Alert Ready or  
2 National Public Alerting System but where it is one of the 32 qualifying 32 alert types,  
3 you can utilize that system to help kind of amplify the message of that Amber Alert.

4 **MS. RACHEL YOUNG:** Can you explain the difference between  
5 emergency response and emergency management?

6 **MR. PAUL MASON:** Certainly. The way I would define it with  
7 regard to emergency management, with what we do, it's really just working with  
8 partners, primarily municipalities but also other provincial departments, critical  
9 infrastructure partners, to kind of plan so that they're more resilient to types of hazards  
10 they may face. Most of those hazards in our world are natural resource or kind of  
11 natural disaster type hazards, but really, just that planning and trying to manage  
12 emergencies through that process.

13 I would contrast that with first responders who are obviously much  
14 more tactical, responding to events which come up, generally fire, police, or medical.

15 **MS. RACHEL YOUNG:** The Commissioners heard about the  
16 Provincial Coordination Centre earlier. So can you explain; when something is going  
17 on, let's say it's a weather disaster, how much are individual people responsible for  
18 looking after themselves, and when does it become something that the Provincial  
19 Coordination Centre might be involved?

20 **MR. PAUL MASON:** Sure. In emergency management, and this is  
21 true throughout Canada and really most of North America, there's kind of an escalation  
22 or an evolution to how you respond. So -- and this is something we spend a lot of time  
23 on in our kind of public awareness. You know, with regard to individuals, we certainly  
24 encourage 72 hours of preparedness. So if you're somebody who has a medical  
25 condition, making sure you've got medicine on hand; you know, having some non-  
26 perishable foods, those types of things, right?

27 Then, depending upon the nature and the scale of what's  
28 happening, our next kind of response organization or level of government, per se, would

1 be he municipality. So the municipality would respond. They are -- under our  
2 *Emergency Management Act*, they have to have an emergency plan; we work to train  
3 and exercise with them on that, for various hazards which may, you know, exist within  
4 their jurisdiction.

5                   Beyond that is the province. So there's certainly situations --  
6 Dorian would be a large example -- where a municipality may be overwhelmed or  
7 tasked to respond or they may need, you know, specific assets or what have you that  
8 the province can provide. That's where they can request assistance from us. And  
9 ourselves, certainly there are cases where we may need specific assets or we may be  
10 taxed, where we would submit a request for assistance into the federal government via  
11 Public Safety Canada.

12                   **MS. RACHEL YOUNG:** And so if it's just an ordinary day and  
13 there's nothing going on, how many people are in the EMO office?

14                   **MR. PAUL MASON:** In our office, it would depend. Generally in  
15 our office on a Monday to Friday, you know, 8:30 to 4:30, we would probably have, you  
16 know, 15 to 20 people in there at any given time. EMO is not staffed after hours. We  
17 have duty officers on call, but we're not operational outside of regular business hours,  
18 unless there's an event which causes an activation.

19                   **MS. RACHEL YOUNG:** And is the Provincial Coordination Centre  
20 a separate place that exists all the time or is it more like a mode or a battle station you  
21 go into when there's an emergency?

22                   **MR. PAUL MASON:** It's a separate physical location. It's located  
23 in the upstairs above our general office. Basically it's not staffed all the time. So what  
24 would happen is if an event occurs, you know, if it's a predictable event, for example,  
25 like a weather system or what have you, you know, we would be monitoring that. We  
26 have various activation triggers. And if we get a request from one of our partners to  
27 activate to help them respond, or if we feel that we may need to respond, we would  
28 activate the Provincial Coordination Centre.

1                   We have a standby team on call at all times in case something  
2 happens suddenly and unexpectedly, people we can call to come in. But if it's more  
3 predicted, we would make the decision whether or not to activate it based on the  
4 information that we had, and then we would go up and we'd staff it. It would run 24/7  
5 until the event is done.

6                   **MS. RACHEL YOUNG:** So you said you could respond or you may  
7 feel you need to respond. So do I take it from that that you anticipate, to a certain  
8 extent, if you might be receiving a request?

9                   **MR. PAUL MASON:** In some cases. A good example would be,  
10 you know, weather, like weather situations, like storms and what have you. Not  
11 necessarily particularly, you know, like to the level of a Dorian, but a significant snow  
12 event, you know, wind, ice, and what have you. We'll work with a partner. A partner we  
13 work closely with is Nova Scotia Power. So we'll be in communication with them, we'll  
14 be comparing information that we have along with their information, how the weather  
15 situation may impact their infrastructure, and we will determine to activate for that. We  
16 have different levels of activation, which really drive the number of staff which are in the  
17 PCC or Provincial Coordination Centre. And we may -- we would activate to be  
18 prepared to respond, you know, if that event became more significant.

19                   **MS. RACHEL YOUNG:** So when you're considering issuing an  
20 alert or you're responding to a request for an alert, what, if any, concerns would you  
21 have about the possibility that the PSAPs or the 9-1-1 call system would be  
22 overwhelmed with the high number of calls?

23                   **MR. PAUL MASON:** It's a variable. Basically we developed our  
24 own policy on alerting in 2017. And basically what that policy really stipulates, it really  
25 goes to the 32 alert types and it all -- it kind of prompts it. If one of those events is  
26 occurring that we're the lead agency on, so for example, with Hurricane Dorian, we  
27 were activated, we were monitoring for things like dam overflow and those types of  
28 things. You know, if one of those events is occurring and, as per the policy, the

1 conventional communication means are inadequate, then we would look to utilize that  
2 system in that scenario.

3                   With regard to the PSAPs being overwhelmed, we certainly, as per  
4 that policy, reach out to the PSAPs to advise them if we're going to send an alert, if at  
5 all possible. But that staffing would have to be in place to handle those call volumes.  
6 We haven't been advised -- we haven't had a situation with regard to 9-1-1 where we've  
7 had it overwhelmed, basically, from a utilization of the system.

8                   **MS. RACHEL YOUNG:** I guess there would be two facets to that,  
9 the staffing, having enough people to answer calls, and then the technology itself?

10                   **MR. PAUL MASON:** There are. Basically when it comes to 9-1-1,  
11 the network, per say, is called the incumbent local exchange carrier. It's provided by  
12 Bell. So it's a separate phone network that runs from the 9-1-1 switch, which is in  
13 Fredericton, to the various PSAPs. And under the CRTC rulings, there's a lot of  
14 redundancy and duplication that's built into that network.

15                   So like any piece of infrastructure, it could be overwhelmed at some  
16 point. I don't know what the finite number is for that, but I would suspect it would be  
17 very high. I would suspect that if you were to have a situation where a 9-1-1 system  
18 was to be overwhelmed, you would have -- it would be more likely that you simply  
19 wouldn't have enough call takers to process the calls, as opposed to the technology.

20                   **MS. RACHEL YOUNG:** How many PSAP workstations are there in  
21 Nova Scotia?

22                   **MR. PAUL MASON:** There are 34 deployed among our six  
23 PSAPs. The PSAPs, I should state, there's four primary and two backup.

24                   **MS. RACHEL YOUNG:** And we have heard some evidence about  
25 that. you had mentioned that you would give the PSAPs a heads up if there was  
26 something big coming, like a hurricane. What about when you're testing the alert  
27 system? Do you communicate with the PSAPs when you're doing that?

28                   **MR. PAUL MASON:** We tested the alert system 16 times between

1 December of 2015 and April of 2020. Before we issue an alert, a test alert, this is part  
2 of the public awareness initiatives around that system, which undergo -- are undertaken  
3 nationally. So before we issue one of those alerts, we do social media and what have  
4 you. We also send out a message via a technology platform that we utilize that sends  
5 all of our partners an email. So we'll email them usually two or three days in advance.  
6 And this would be all the municipalities, critical infrastructure partners, and what have  
7 you, to say, "We're going to be doing a test at, you know, X time on Y day."

8 But in the case of the PSAPs, because of our relationship with them  
9 and the critical function that they have, we also call them specifically so that they're  
10 aware that there will be a test on that day, because we don't want them to be surprised.

11 **MS. RACHEL YOUNG:** Another group we hear about when we're  
12 talking about alert policy is, the acronym is DEPO. It's Departmental Emergency  
13 Preparedness Officers.

14 **MR. PAUL MASON:** Yeah.

15 **MS. RACHEL YOUNG:** What is that group and are you involved in  
16 it at all?

17 **MR. PAUL MASON:** I'm not directly involved. It's been  
18 subsequently changed. We've changed it to agency rep, but it's the same thing  
19 basically.

20 What that person is is they're kind of our liaison person with that  
21 organization. So it could be another provincial department, it could be a critical  
22 infrastructure partner, or another federal department, or what have you. It's, in effect,  
23 our liaison person.

24 **MS. RACHEL YOUNG:** So for example, if the emergency was  
25 wildfires that you were planning, then it would maybe be somebody in Lands and Forest  
26 would be on that committee ---

27 **MR. PAUL MASON:** Exactly.

28 **MS. RACHEL YOUNG:** --- or in that group?

1                   **MR. PAUL MASON:** They serve a critical role because when we're  
2 activated for an event, basically we push information out to them, which they then take  
3 back to their home organization. And they also bring information to us, which helps us  
4 with our situational awareness.

5                   **MS. RACHEL YOUNG:** And are there police agencies involved in  
6 the DEPO?

7                   **MR. PAUL MASON:** Yes.

8                   **MS. RACHEL YOUNG:** And which ones in Nova Scotia?

9                   **MR. PAUL MASON:** Certainly the large ones. I would have to  
10 defer to my Director of Incident Management for the full listing that we would have, but  
11 certainly RCMP, HPD, I believe CBMPD. I'm not sure about the other ones. I would  
12 have to check.

13                   **MS. RACHEL YOUNG:** And HPD would be Halifax police?

14                   **MR. PAUL MASON:** Exactly, yeah.

15                   **MS. RACHEL YOUNG:** So there are regular meetings of the  
16 Emergency Management Office. You've produced a list. And Madam Registrar, this is  
17 COMM0043673. If that list could be made an exhibit, please?

18                   That's a list of meetings that happened between 2011 and 2020.  
19 Was that something that you pulled together recently?

20                   **MR. PAUL MASON:** Yes. Basically we pulled that together as part  
21 of our response to the Commission.

22                   **MS. RACHEL YOUNG:** Okay. And can you explain what the  
23 purpose of those meetings are, generally?

24                   **MR. PAUL MASON:** Well basically if it's the DPO meetings, what  
25 those are, is really just to discuss issues, you know, current initiatives, work that's under  
26 way, provide briefings. It's an opportunity for those organizations to brief to the rest of  
27 the table, including EMO, on, you know, issues or priorities they may have. So really  
28 information sharing. Those are separate from meetings with our 9-1-1 PSAPs. They're

1 more -- the DPO meetings are under our Incident Management Division, whereas, of  
2 course, 9-1-1 is a separate division. But that's the intent of those meetings.

3 **MS. RACHEL YOUNG:** And do RCMP and Halifax Police attend  
4 those DMPO meetings?

5 **MR. PAUL MASON:** Yes, that's my understanding. The Director  
6 of Incident Management oversees those meetings, so I don't share that. But yes, they  
7 do attend them, is my understanding.

8 **MS. RACHEL YOUNG:** And do you attend, yourself, those  
9 meetings?

10 **MR. PAUL MASON:** I generally don't. Basically that's generally --  
11 that's chair of our Director of Incident Management.

12 **MS. RACHEL YOUNG:** Okay. And so you said you also meet  
13 regularly with the PSAPs?

14 **MR. PAUL MASON:** I did in my role as Director of Provincial 9-1-1,  
15 yes.

16 **MS. RACHEL YOUNG:** And so those are quarterly, usually, I  
17 gather?

18 **MR. PAUL MASON:** They were quarterly. We would generally  
19 meet four times a year. Sometimes three. But three to four times a year.

20 **MS. RACHEL YOUNG:** So you were attending those, was that  
21 from the time you started at EMO at the end of 2011 until about 2017 when you became  
22 director? Or beyond?

23 **MR. PAUL MASON:** Twenty eight (2018), October 2018 was  
24 my last meeting in that capacity because I maintained my role as Director of Provincial  
25 9-1-1 until my replacement was hired in December of 2018.

26 **MS. RACHEL YOUNG:** And I gather your colleague, Rodney  
27 Legge, who is going to be testifying next, also would attend those meetings?

28 **MR. PAUL MASON:** Yes, he would be there.

1                   **MS. RACHEL YOUNG:** And there would be representatives of  
2 police agencies at those meetings?

3                   **MR. PAUL MASON:** Yes, the representatives of our four PSAPs  
4 would be there.

5                   **MS. RACHEL YOUNG:** Okay. So that would include RCMP and  
6 Halifax Police?

7                   **MR. PAUL MASON:** Yes.

8                   **MS. RACHEL YOUNG:** Okay. And some of those meeting  
9 minutes have already been made exhibit through the supporting materials and the  
10 Foundational Documents.

11                   There are a number of others that I would like to make exhibits  
12 now, if you'll permit me, Commissioners.

13                   **COMMISSIONER MacDONALD:** Indeed.

14                   **MS. RACHEL YOUNG:** And so there was one document that had  
15 a bundle of minutes, and that is COMM0036807.

16                   And then there were meeting minutes from October 23rd, 2012,  
17 PSAP Managers quarterly meeting minutes, COMM0057404.

18                   Then we have PSAP Managers quarterly meeting minutes from  
19 October 8th, 2014, COMM0057399.

20                   There are PSAP meeting minutes from September 16, 2015,  
21 COMM0043684.

22                   Then June 15th, 2016, COMM0043668.

23                   And the last one in this group is COMM0043683.

24                   Could those be made exhibits, please?

25                   **REGISTRAR DARLENE SUTHERLAND:** So those will be Exhibits  
26 1299 to 1305.

27 **--- EXHIBIT No. 1299:**

28                   Bundle of minutes: COMM0036807

1 **--- EXHIBIT No. 1300:**

2 PSAP Managers quarterly meeting minutes from October 23,  
3 2012: COMM0057404

4 **--- EXHIBIT No. 1301:**

5 PSAP Managers quarterly meeting minutes from October 8,  
6 2014: COMM0057399

7 **--- EXHIBIT No. 1302:**

8 PSAP meeting minutes from September 16, 2015:  
9 COMM0043684

10 **--- EXHIBIT No. 1303:**

11 Meeting minutes June 15, 2016: COMM0043668

12 **---EXHIBIT No. 1304:**

13 Meeting minutes: COMM0043683

14 **MS. RACHEL YOUNG:** So I don't intend to take you through every  
15 one of those minutes, but I take it if your name is on the document as having been  
16 there, then you were there.

17 **MR. PAUL MASON:** Yes.

18 **MS. RACHEL YOUNG:** You would have reviewed them at the  
19 time, I take it.

20 **MR. PAUL MASON:** Yeah. After each of those meetings, they're  
21 circulated amongst all the participants for feedback and then finalized.

22 **MS. RACHEL YOUNG:** And so people had a chance to say if  
23 there was anything inaccurate on them?

24 **MR. PAUL MASON:** Yes.

25 **MS. RACHEL YOUNG:** And you also reviewed them more recently  
26 for this Commission?

27 **MR. PAUL MASON:** I did.

28 **MS. RACHEL YOUNG:** Okay. And so they're accurate as far as

1 you recall?

2 **MR. PAUL MASON:** Yes.

3 **MS. RACHEL YOUNG:** And at those meetings, did you discuss  
4 with your police partners what the various uses of the Alert system could be?

5 **MR. PAUL MASON:** We did.

6 **MS. RACHEL YOUNG:** And did that include police-led alerts?

7 **MR. PAUL MASON:** It did. Basically, as I noted earlier, around  
8 the 32 alert types, there are several that could fall under, basically, a potential police  
9 utilization, so that was discussed, yes.

10 **MS. RACHEL YOUNG:** And did you discuss police-led alerts other  
11 than Amber Alerts?

12 **MR. PAUL MASON:** Yes. I believe in the September 2015  
13 minutes, as my memory serves me, it talks about how an incident commander could  
14 request a utilization of the system. That was about three months before our first test in  
15 December 2015.

16 **MS. RACHEL YOUNG:** Did EMO have a view as to -- at least  
17 when you were Director, as to whether it should be issuing all the alerts or whether  
18 some of them should be issued by police?

19 **MR. PAUL MASON:** EMO had an interest in sharing the  
20 technology platform with the three large police agencies that we dealt with through 911  
21 because of their 24/7 capacity and their situational awareness with regard to policing-  
22 related events.

23 **MS. RACHEL YOUNG:** And I gather EMO also gave various  
24 presentations to law enforcement agencies over the years, and these have been filed in  
25 a different Foundational Document, but we have presentations from 2014, 2016, 2019  
26 concerning the possible applications of public alerting in policing.

27 And so was it an ongoing dialogue over all those years or multiple  
28 years?

1                   **MR. PAUL MASON:** It was, basically. There were really two main  
2 -- in my understanding or my experience, two main streams of communication.

3                   So in my role as Director of Provincial 911 during that time, I was  
4 keeping the PSAPs, you know, updated as a regular kind of discussion point among  
5 many other discussion points that we had as part of our ongoing 911-related meetings,  
6 so that was one ongoing place of communication. That's reflected in the minutes from  
7 2011, I believe, right up to 2018.

8                   Aside from that, there were communications which were more  
9 focused around, at that time, what was known as our operations unit, which is now  
10 incident management, where there were meetings to discuss potentially sharing the  
11 platform with police.

12                  I saw in your presentation earlier mention a -- you know, a 2012  
13 internal document that, at that time, Sergeant Furey had put in through the police, so --  
14 or through the RCMP.

15                  So that was early in my days. I wasn't as involved on that  
16 operations side because I was more focused on 911, but I was certainly aware and had  
17 been advised that there were discussions under way.

18                  I know that I was advised at that time that there had been a  
19 meeting in 2013 or '14 with respect managers at RCMP to once again discuss whether  
20 or not there was an interest in the platform that didn't come to fruition, and then I was  
21 asked to develop a presentation for RCMP, HPD and CRBMPD which I delivered to  
22 them in June of 2016. At that point, we'd gone live with -- with the television and radio  
23 communications, so that had been in place since April of '15, so a little over a year  
24 before. And we knew cell phone was coming.

25                  So I gave that presentation to them highlighting that there could be  
26 potential police utilizations and highlighting that because of our lack of situational  
27 awareness -- we're not involved in police operations. We don't get information on  
28 what's ongoing. It's not something we're -- we do.

1 So we highlighted that, along with our 24/7 capacity, which we did  
2 not have to offer them that platform.

3 There was a subsequent meeting ---

4 **MS. RACHEL YOUNG:** Sorry. Before you move on, I just want to  
5 make that presentation an exhibit.

6 It's COMM0000992, so four zeros.

7 **REGISTRAR DARLENE SUTHERLAND:** Exhibit 1306.

8 **--- EXHIBIT No. 1306:**

9 Presentation: COMM0000992

10 **MS. RACHEL YOUNG:** Is that something we could pull up on  
11 screen, Madam Registrar?

12 While Madam Registrar is looking for that, Mr. Mason, can you just  
13 -- so this presentation, so you were not Executive Director at that time. Is that right?

14 **MR. PAUL MASON:** No. I was still in my role as Director of  
15 Provincial 911, but my team, with Rod Legge, had been deploying the boxes and really  
16 kind of facilitating the testing and what have you of the system, so at that time, my  
17 Executive Director and the Acting Operations Director had asked me to put together this  
18 presentation and deliver it to these three organizations.

19 **MS. RACHEL YOUNG:** So did your Executive Director at the time  
20 review it and approve it?

21 **MR. PAUL MASON:** Yes.

22 **MS. RACHEL YOUNG:** And so what was it that you were offering  
23 the police services?

24 **MR. PAUL MASON:** What we were offering them, it was really  
25 building upon meetings which had been going on since 2012, but now that the system  
26 was live, we were offering them direct access. We were highlighting that we didn't have  
27 situational awareness and weren't involved in police operations or 24/7 capacity, so we  
28 were offering that to them as a potential utilization, certainly for Amber Alerts, but

1 potentially for some of these other ones which could be both for emergency  
2 management or policing.

3 **MS. RACHEL YOUNG:** And by offering them, who were you  
4 offering it to?

5 **MR. PAUL MASON:** RCMP, HPD and CBRMPD.

6 **MS. RACHEL YOUNG:** And how did they respond?

7 **MR. PAUL MASON:** They had an interest in the platform, but they  
8 were not interested in direct access at that time. There were some subsequent emails  
9 afterwards, and where it landed was they would continue to request an alert, which was  
10 the practice at that time, so they would continue with that.

11 **MS. RACHEL YOUNG:** And there was some correspondence that  
12 we've disclosed between yourself and the Halifax Regional Police about Alert Ready  
13 around June 2016.

14 I'd like to make that an exhibit, Madam Registrar, COMM0043675.  
15 So that did not happen at that time, in 2016.

16 You also mentioned then Sergeant Furey's memo from 2012, and I  
17 just want to remind the Commissioners on the record that that memo has already been  
18 exhibited through the Foundational Document.

19 And so in 2012, was it also offered then to police agencies to  
20 become -- have direct access to the Alert system?

21 **MR. PAUL MASON:** That is my understanding. I wasn't at that  
22 meeting, but certainly in the discussions I had with my Executive Director at the time, it  
23 was certainly clear to me that we'd offered it to them, but there was not an interest at  
24 that point.

25 **MS. RACHEL YOUNG:** And so following that presentation and the  
26 police agencies declining direct access, were there further discussions?

27 **MR. PAUL MASON:** There were.

28 **MS. RACHEL YOUNG:** Okay.

1                   **MR. PAUL MASON:** We ---

2                   **MS. RACHEL YOUNG:** Could you just summarize those for us,  
3 please?

4                   **MR. PAUL MASON:** Sure.

5                   We were actually called to utilize the system in June of 2017. We  
6 got a call from HPD and they had an Amber Alert situation under way with a missing  
7 person, so we were working with them basically to get that alert out. Fortunately, they  
8 were able to locate the person, so it was cancelled and didn't go out at that time.

9                   But we did have a subsequent meeting with HPD afterwards just to  
10 kind of debrief and talk about it. We once again offered direct access and we were  
11 advised they would prefer to continue with the current system, and that's what really  
12 prompted us to get our policy developed. We hired an external consulting company in  
13 July of 2017 to develop the policy, which we put in place in -- I think it was finished in  
14 November of 2017. And then, of course, meetings continued after that as well.

15                  **MS. RACHEL YOUNG:** And so that policy that was revised and  
16 put in place November 2017, was that the one that would have been in place in April  
17 2020?

18                  **MR. PAUL MASON:** Yes.

19                  **MS. RACHEL YOUNG:** So if you saw my presentation earlier  
20 when I was talking about the -- that procedure that's in place, all the nine steps that  
21 have to be followed and so on, that's that policy; right?

22                  **MR. PAUL MASON:** That's correct.

23                  **MS. RACHEL YOUNG:** Okay. And I gather at a certain point the  
24 RCMP joined something called the Public Alerting Working Group which reports to  
25 SOREM?

26                  **MR. PAUL MASON:** Yes.

27                  **MS. RACHEL YOUNG:** Can you explain what that group is,  
28 please?

1                   **MR. PAUL MASON:** What that is, is -- these are discussions we've  
2 been having at the provincial level, but of course, the RCMP federally reports to Public  
3 Safety Canada. SOREM, which once again is Senior Officials Responsible for  
4 Emergency Management is co-chaired by Public Safety Canada. So what PAWG does  
5 is PAWG is kind of a technical policy group which was for -- it's a Public Alerting  
6 Working Group is what PAWG stands for. So if there's questions around, you know,  
7 how the policy around alerting should develop, what kind of alert type should be in  
8 place, you know, and also, technical aspects, for example, how the interface should be  
9 kind of configured and that kind of thing, the PAWG is generally tasked with really kind  
10 of analyzing those issues and creating recommendations, which will go up to SOREM  
11 for approval, or -- well, SOREM is the ultimate kind of decider on it, for lack of a better  
12 term, but they can also be discussed and kind of have a, for lack of a better term, kind  
13 of a dotted-line relationship with the governance council operated by Pelmorex as well.  
14 So it's a technical group and RCMP was represented on that.

15                   **MS. RACHEL YOUNG:** Do you recall when the RCMP joined that  
16 group?

17                   **MR. PAUL MASON:** I don't because I'm not a member of PAWG.  
18 Certainly, my understanding -- I know at a May 2018 meeting in Ottawa updating  
19 ministers responsible for emergency management, in one of the PowerPoints it talked  
20 about how the federal government wanted to bring more federal agencies into having  
21 direct issuance capacity. Federally, the only agency which can currently issue an alert  
22 as a trusted user independently is Environment Canada. So there were others they  
23 wanted to bring online with that such as Natural Resources Canada and RCMP. I  
24 believe they were on the PAWG before that, but that meeting was in May of 2018.

25                   **MS. RACHEL YOUNG:** And as a result of that 2018 meeting, did  
26 the RCMP get direct access as an issuer?

27                   **MR. PAUL MASON:** They did not at that time. They were involved  
28 on the PAWG, but that -- it's not necessarily tied to direct access.

1                   **MS. RACHEL YOUNG:** And so if there's an emergency that's  
2 being dealt with by the police that warrants an alert, whose decision is it to issue an  
3 alert? Does that depend on whether that police force has direct access?

4                   **MR. PAUL MASON:** It doesn't depend on whether there's direct  
5 access. Currently, right now, the only two that have direct access are HPD and RCMP.  
6 Whether you have direct access or not, that police of jurisdiction has to make the  
7 decision as to whether or not the event is critical enough in nature, for lack of better  
8 term, to warrant a utilization of the Alert Ready system. If they have direct access, then  
9 they can then go ahead and issue it themselves. If they don't have direct access, they  
10 would have to request it through us, and that's where our SOPs would kind of link in.  
11 We would then take that request and the information, make sure that it's an eligible alert  
12 type, and then go through those various steps that you outlined earlier to issue the alert.

13                   **MS. RACHEL YOUNG:** When you say SOP, do you mean -- what  
14 does that stand for?

15                   **MR. PAUL MASON:** Our Standard Operating Procedures.

16                   **MS. RACHEL YOUNG:** Okay. So if a police force doesn't have  
17 direct access to issue the alert themselves, but they request -- but it's a police-led  
18 emergency, let's say it's a riot, and they request that EMO sends the alert, does EMO  
19 then know what's going on exactly with that emergency or not?

20                   **MR. PAUL MASON:** Not really. It would really depend on what the  
21 police is sharing with us. Like, obviously, the only information we really have is the  
22 open-source media. So, you know, if it's a riot, we've probably seen that on TV, and  
23 what have you, but really, it would -- the police would just tell us the information they  
24 need for us to send. They don't have to give us all the particulars of the event or  
25 anything like that. They just have to, you know, give us the information they want to put  
26 out via the alert.

27                   **MS. RACHEL YOUNG:** So how does EMO know if any support or  
28 assistance is required by the police?

1                   **MR. PAUL MASON:** Well, the police would request it of us. That's  
2 how we become aware.

3                   **MS. RACHEL YOUNG:** There's another meeting you mentioned in  
4 your Commission interview meeting with the RCMP about alerting. And do you recall  
5 discussing Alert Ready with any specific RCMP members?

6                   **MR. PAUL MASON:** At a meeting?

7                   **MS. RACHEL YOUNG:** In February 2020?

8                   **MR. PAUL MASON:** In February 2020, I was not at that meeting.  
9 Basically, that meeting was between our Director of Incident Management and Rod  
10 Legge.

11                   **MS. RACHEL YOUNG:** Okay.

12                   **MR. PAUL MASON:** The RCMP had requested that meeting to  
13 discuss alerts. My understanding, and Rod can certainly speak to this later, is they  
14 were interested in amber alerts. We certainly spoke to them about the other kinds of  
15 alerts, you know, that could be used beyond that, but I wasn't directly at that meeting.

16                   **MS. RACHEL YOUNG:** Okay. We'll ask him about that.

17                   And so if the RCMP had asked EMO for an alert in April of 2020,  
18 would the mass casualty events have qualified and would an alert have been issued?

19                   **MR. PAUL MASON:** Yes.

20                   **MS. RACHEL YOUNG:** Did you receive a request from the RCMP  
21 or the Halifax Police to issue an alert in April of 2020?

22                   **MR. PAUL MASON:** We didn't. We reached out to them and there  
23 were discussions but -- well, I should clarify. They expressed an interest in issuing the  
24 alert at approximately 11:25, so we were ---

25                   **MS. RACHEL YOUNG:** On which day?

26                   **MR. PAUL MASON:** On April 19<sup>th</sup> in the morning, a.m. So we  
27 were just kind of, I guess, getting started, for lack of better term, at that point, when we  
28 were advised that the perpetrator was in custody.

1 **MS. RACHEL YOUNG:** When you say "they", who do you mean?

2 **MR. PAUL MASON:** I wasn't -- Michael Bennett was our incident  
3 commander, was in discussion with various RCMP members. I believe Glenn Mason,  
4 who was our -- kind of our emergency management contact and I believe he had been  
5 speaking to his inspector Dustine Rodier.

6 **MS. RACHEL YOUNG:** And when you say, "expressed an  
7 interest", what do you mean? Did you get a formal request for an alert?

8 **MR. PAUL MASON:** They said they would use the system at that  
9 point.

10 **MS. RACHEL YOUNG:** Did you get any phrasing, like, content for  
11 message or anything?

12 **MR. PAUL MASON:** No, we just got that verification they would  
13 use it. We hadn't got to the point of actually getting the message to put out.

14 **MS. RACHEL YOUNG:** And I think you indicated in your interview  
15 that the EMO called the RCMP about issuing an alert, that the EMO initiated contact; is  
16 that right?

17 **MR. PAUL MASON:** That's correct. Basically, my -- one of my  
18 staff -- when we became aware of the event early in the morning, I'd asked staff to go in.  
19 I did subsequently go into the office myself. One of my staff issued me kind of a  
20 screenshot of a Tweet of the RCMP cruiser.

21 **MS. RACHEL YOUNG:** So what time is this on what day?

22 **MR. PAUL MASON:** I got that at 10:32 in the morning.

23 **MS. RACHEL YOUNG:** On which day?

24 **MR. PAUL MASON:** On Sunday, April 19<sup>th</sup>.

25 **MS. RACHEL YOUNG:** And was that the first you'd heard of this?

26 **MR. PAUL MASON:** Yes.

27 **MS. RACHEL YOUNG:** Okay. And, yes, carry on.

28 **MR. PAUL MASON:** Well, when I saw that, I immediately

1 contacted our Emergency Management Planning Officer who was coordinating things  
2 on the ground in that part of the province, and I told ---

3 **MS. RACHEL YOUNG:** Who's that?

4 **MR. PAUL MASON:** Dominic Fewer.

5 **MS. RACHEL YOUNG:** Okay.

6 **MR. PAUL MASON:** And I told him to call the RCMP and ask them  
7 if they would like to utilize the system.

8 **MS. RACHEL YOUNG:** So why did you do that if it was a police-  
9 led emergency, and they hadn't requested EMO to do anything?

10 **MR. PAUL MASON:** Because when I saw the police cruiser, it was  
11 the first indication that I had that this was a -- that this person was moving around, that -  
12 --

13 **MS. RACHEL YOUNG:** So when you said the police cruiser, which  
14 vehicle do you mean?

15 **MR. PAUL MASON:** The fake RCMP car.

16 **MS. RACHEL YOUNG:** And so you spoke to Dominic Fewer, and  
17 what did you tell him?

18 **MR. PAUL MASON:** I told him to call the RCMP and ask them if  
19 they'd like to utilize the system.

20 **MS. RACHEL YOUNG:** And what time was that?

21 **MR. PAUL MASON:** I believe it was about 10:32 or 10:34, Sunday  
22 morning, April 19<sup>th</sup>.

23 **MS. RACHEL YOUNG:** And what happened, to your knowledge,  
24 after that call?

25 **MR. PAUL MASON:** What I became subsequently aware of is that  
26 Dom did try to contact the RCMP. He called their Emergency Operations Centre, which  
27 they have, which is kind of our primary contact. He wasn't able to get a hold of anybody  
28 there. I think there were some texts exchanged, and he was eventually able to get a

1 hold of one of their reps, and then they ran it up the line to see whether or not they  
2 wanted to use the system.

3 **MS. RACHEL YOUNG:** By ran it up the line, do you mean up the  
4 ranks of the RCMP?

5 **MR. PAUL MASON:** Exactly, yes.

6 **MS. RACHEL YOUNG:** Commissioners, we do have a document  
7 called the Nova Scotia EMO Sequence of Calls April 18<sup>th</sup> and 19<sup>th</sup>, 2020. Could that  
8 please be made the next exhibit, COMM-0000458?

9 Are you familiar with that document, Mr. Mason?

10 **MR. PAUL MASON:** I am, yeah.

11 **MS. RACHEL YOUNG:** What is that?

12 **MR. PAUL MASON:** After the event happened, I believe it was the  
13 next day, the Monday or what have you, my Deputy Minister advised me that they  
14 wanted us to kind of put together kind of a chronology of the various calls, and how we'd  
15 all interacted in the event, so we put that document together. Their director of incident  
16 management kind of pulled that together amongst the staff. I added in the  
17 communications I had had, and then that document was completed and forwarded to  
18 our deputy minister.

19 **MS. RACHEL YOUNG:** Did you review that document for  
20 accuracy?

21 **MR. PAUL MASON:** I did, yeah.

22 **MS. RACHEL YOUNG:** So it's accurate as far as you know?

23 **MR. PAUL MASON:** It's certainly -- it's accurate, yes. I've looked  
24 at all my kind of parts where I had a communication, or what have you, I checked all  
25 those times on my phone when I was putting it together. Everybody was advised to do  
26 the same, so I'm confident it's accurate.

27 **MS. RACHEL YOUNG:** Madam Registrar, what's the exhibit  
28 number for that document?

1                   **REGISTRAR DARLENE SUTHERLAND:** One-three-zero-eight  
2 (1308).

3                   **MS. RACHEL YOUNG:** Thank you.

4                   **--- EXHIBIT NO. 1308:**

5                   Nova Scotia EMO Sequence of Calls April 18th and 19th, 2020 -  
6                   COMM0000458

7                   **MS. RACHEL YOUNG:** So your decision to ask Dominic Fewer to  
8 reach out to the RCMP, was that an agreed-upon or previously-discussed procedure, or  
9 was that part of your standing operating procedure?

10                  **MR. PAUL MASON:** It wasn't. Basically, our standing operating  
11 procedures, when it came to a utilisation of the alert, from a, you know, a third-party or  
12 not us instituting it for something we're leading on, would be initiated with a request.  
13 When we became aware of the event that day, we had already deployed some staff into  
14 our centre just in case we got a request. Because we're not staffed 24/7, we wanted to  
15 make sure we were ready in case something happened. When we saw the police  
16 cruiser had not reached out it was because it had become clear that there was a -- that  
17 this person was mobile. So it wasn't part of our standing operating procedures.

18                  **MS. RACHEL YOUNG:** Was there ever, prior to April 2020, an  
19 established procedure or process as to how to liaise with the RCMP to issue an alert?

20                  **MR. PAUL MASON:** With regard to that, basically, it would be  
21 through our agency reps, really. Basically, when -- as I said earlier, when we're dealing  
22 with those partners, they're sharing that information in. We're regularly contacted by the  
23 RCMP, so we didn't have a specified person that would have to call us or what have  
24 you. They would simply call us and ask for our SOPs. We would then review to make  
25 sure that that's a trusted source, that is the correct entity and organisation, and that  
26 we're comfortable that that person has the authority to make that request.

27                  **MS. RACHEL YOUNG:** During the events, did EMO have any  
28 involvement in setting up a comfort centre?

1                   **MR. PAUL MASON:** We did. Basically, and I became more aware  
2 of this -- well, I was aware on the morning of after it had been set up, but we were  
3 contacted by the RCMP into our duty officer, and they requested that a comfort centre  
4 be opened. So my understanding is that that duty officer then called the municipality to  
5 make arrangements for them to open that duty -- open that comfort centre.

6                   **MS. RACHEL YOUNG:** Was that before or after the perpetrator  
7 was in custody?

8                   **MR. PAUL MASON:** Oh, that was before. I believe we were  
9 called, it would have been early, six, sixish, six-ten or so. It would be in the document.  
10 But that's when we were called. So it was early in the morning.

11                   **MS. RACHEL YOUNG:** Which comfort centre was that?

12                   **MR. PAUL MASON:** I believe it was the Onslow Belmont one.  
13 Once again, I wasn't directly involved, but that's my understanding.

14                   **MS. RACHEL YOUNG:** When we talked about the regular PSAP  
15 meetings earlier that you attended until 2018, or between about 2011 and 2018, who  
16 was the primary RCMP representative at those meetings?

17                   **MR. PAUL MASON:** The primary representative was Glenn Byrne,  
18 who is their -- commander of their OCC or the Communication Centre. Occasionally,  
19 one of their inspectors would also come to the meetings, though that would -- that would  
20 vary.

21                   **MS. RACHEL YOUNG:** And that's B-Y-R-N-E for the record.

22                   And so after the events, we did already hear about some changes  
23 to policies, I understand there were Memorandums of Understanding between EMO and  
24 the Halifax Regional Police and the RCMP?

25                   **MR. PAUL MASON:** For direct access, yes.

26                   **MS. RACHEL YOUNG:** And -- I have to doublecheck if the RCMP  
27 MOU is already in the Foundational Document, but I have the COMM number for the  
28 Halifax Police MOU, which is dated May 31st, 2021, COMM0043578. If that could be

1 made an exhibit, please, Madam Registrar.

2 **REGISTRAR DARLENE SUTHERLAND:** One-three-zero-nine  
3 (1309).

4 **--- EXHIBIT NO. 1309:**

5 Halifax Regional Police Memorandum of Understanding, dated  
6 May 31st, 2021 - COMM0043578

7 **MS. RACHEL YOUNG:** And so I gather -- so there was a change  
8 in position after the events as about direct access. Can you explain how that evolved?

9 **MR. PAUL MASON:** Certainly. After the mass casualty, RCMP,  
10 and shortly thereafter HPD, expressed a willingness to take direct access to the system.  
11 That's something for police utilisations that we had advocated for for a while, so we  
12 were certainly, you know, pleased that they were open to that. And we worked with  
13 them to develop the MOUs, and also, to ensure that their staff were trained up and what  
14 have you so that they could issue alerts directly.

15 **MS. RACHEL YOUNG:** Another organisation we hear about is the  
16 Alert Ready Senior Officials Committee.

17 **MR. PAUL MASON:** Yeah.

18 **MS. RACHEL YOUNG:** Is that a provincial body?

19 **MR. PAUL MASON:** It is. After the mass casualty, approximately,  
20 I believe in July of 2020, the Alert Ready Senior Officials Committee was formed. It was  
21 co-chaired by the Deputy Minister of Justice and my deputy minister at the time. There  
22 were representatives there from RCMP, HPD, the Association of Police Chiefs,  
23 Department of Justice, Public Safety Division, and ourselves. And really, the purpose of  
24 that entity was really to review the alerting system through the lens of police utilisation  
25 and develop recommendations on how it could be used in those types of circumstances.

26 **MS. RACHEL YOUNG:** And so was that before or after the  
27 Memorandums of Understanding were reached?

28 **MR. PAUL MASON:** It was before. The Memorandums of

1 Understanding, I believe we had HPD and RCMP trained up by about January or  
2 February of 2021. The MOUs were done around that time or shortly thereafter.

3 **MS. RACHEL YOUNG:** And so which police forces in Nova Scotia  
4 can now issue direct -- directly?

5 **MR. PAUL MASON:** HPD and RCMP.

6 **MS. RACHEL YOUNG:** Okay. And so the rest of the forces still  
7 have to go through EMO?

8 **MR. PAUL MASON:** That's correct.

9 **MS. RACHEL YOUNG:** But we heard there's a new procedure  
10 where it goes via Shubie Radio. Is that right?

11 **MR. PAUL MASON:** There is.

12 **MS. RACHEL YOUNG:** Okay. And are you aware of whether it's  
13 different in other provinces, for example, in New Brunswick?

14 **MR. PAUL MASON:** Yes. Ever since the mass casualty here in  
15 Nova Scotia, most other provinces have delegated direct authority to policing. So for  
16 example, there's different models in different provinces. So for example, in New  
17 Brunswick, RCMP issues for all police. So if you've got a municipal police force, they  
18 would work with the RCMP, who would issue it on their behalf. My understanding is in  
19 PEI the three main police forces have been trained to issue independently. I believe in  
20 Ontario, OPP had had direct access for Amber Alerts for a while, and that was simply  
21 expanded to include these other alert types.

22 So most other provinces now have police issuing directly. The only  
23 exceptions I'm aware of is, I believe Newfoundland is still working on it, and I believe  
24 Quebec is still issuing through their EMO, but their EMO is 24/7 operation.

25 **MS. RACHEL YOUNG:** So for the smaller police forces in Nova  
26 Scotia, obviously the RCMP and the Halifax Police are the two biggest, have you had  
27 conversations with them since the mass casualty about them taking direct access?  
28 Have -- has that been offered?

1                   **MR. PAUL MASON:** We have, yeah. It has been offered.

2                   **MS. RACHEL YOUNG:** And what has the response been?

3                   **MR. PAUL MASON:** At this point, they prefer to continue  
4 requesting through EMO. Our recommendation is always around direct access, but we  
5 have worked closely with all of our policing partners, and have certainly made a lot of  
6 progress on the system. That's their current position.

7                   **MS. RACHEL YOUNG:** Okay. And I understand that recently the  
8 RCMP has retained KPMG to do an audit on the risks of taking on the Alert Ready  
9 direct access?

10                  **MR. PAUL MASON:** Exactly. We have collaborated with them on  
11 that work. It's a risk analysis that, as you've said, they've hired KPMG to undertake.

12                  **MS. RACHEL YOUNG:** And so you've been involved in gathering  
13 information for that?

14                  **MR. PAUL MASON:** We have. And my understanding is the  
15 analysis looks at, it's fairly broad, so there is some aspects which are specific just to  
16 policing. There are some aspects which kind of intersect with 9-1-1, so we have just  
17 had input on the 9-1-1 pieces. The other aspects are kind of outside of our scope.

18                  **MS. RACHEL YOUNG:** Do you know who the RCMP lead is on  
19 that project?

20                  **MR. PAUL MASON:** We have been working closely -- I don't know  
21 who the lead is. We have been working closely with Dustine Rodier. I know that their  
22 CrOps officer, Chris Leather, has been involved, but I'm not sure who exactly the project  
23 lead is per se.

24                  **MS. RACHEL YOUNG:** And Commissioners, Attorney General  
25 Canada counsel has advised me that that report is coming, possibly next week, and will  
26 be produced to the Commission.

27                               And have there been any alerts since the mass casualty events?

28                  **MR. PAUL MASON:** There have been a number of alerts. After

1 the mass casualty we started to receive a number, I believe about a dozen, between, I  
2 believe, probably June of 2020 through until about January of 2021, alerts from various  
3 police agencies, most of them, around various incidents which they had that they  
4 requested us to issue alerts on their behalf, and we issued those at their request.

5 **MS. RACHEL YOUNG:** Were you involved in revising the alerting  
6 procedure at EMO after the mass casualty event?

7 **MR. PAUL MASON:** I was involved. I had oversight. Our Director  
8 of Incident Management worked with his team to really get that work done but I was -- I  
9 was heavily involved, yes.

10 **MS. RACHEL YOUNG:** And I take it now you've had a chance to  
11 see it in action because you have had some alerts go out.

12 **MR. PAUL MASON:** Yeah, exactly.

13 **MS. RACHEL YOUNG:** And so how do you find the new versus  
14 the old procedure to issue an alert?

15 **MR. PAUL MASON:** I think the new system is better, for sure.  
16 You know, direct access is obviously our preferred model, but with regard to the system  
17 we put in place, it's good.

18 The key change with the new system, you know, non-direct access  
19 versus the old, is really the development of a request form. Basically, in our old SOPs,  
20 you would request the alert, and we purposely didn't have a form because we wanted to  
21 keep it kind of nimble, for lack of a better term. But what we found working with police,  
22 because police operations are -- they're so much faster than what EMO is generally  
23 doing that, you know, they're very dynamic so that we would be engaged by police and  
24 we were having challenges getting information in a format that we could put into the IT  
25 platform, because the IT platform utilized for Alert Ready is very specific. If it's not  
26 properly configured or you've got a typo or a comma in the wrong place, it'll hang up  
27 and it won't go out. So we were challenged by that.

28 So what the form allowed us to do is to provide that to these police

1 agencies and train them on it so that they could configure the requests in that form so  
2 that we could get it and just literally cut and paste it right into the system and then issue  
3 it, which complemented what we were doing by partnering with Shubie Radio to  
4 leverage their 24/7 capacity, because Shubie Radio obviously, they're not police, they're  
5 not trained in that world. So they're good to take that request form and cut and paste it  
6 in; they talk to us, and then once we give the okay, they'll send it.

7                   And we also built some security protocols in there as well because  
8 we needed to make sure that these forms were coming from an authorized entity, so we  
9 had to assign PIN numbers and what have you to the various agencies so that we could  
10 verify that who we were talking to is a requestor because literally these alerts are going  
11 out in five minutes. So there's -- it has to be well-situated so that they could move  
12 quickly.

13                   **MS. RACHEL YOUNG:** Is this an electronic form?

14                   **MR. PAUL MASON:** The form is electronic, yes.

15                   **MS. RACHEL YOUNG:** And is there -- so there would be a space  
16 for the type of emergency?

17                   **MR. PAUL MASON:** Yeah, you'd pick from a dropdown box. What  
18 they currently use is -- there's not a broadcast intrusive alert type that's really directly  
19 applicable to these types of utilizations. We've been using civil emergency, which is the  
20 closest, and that's what's being done nationally. So they would select that. There's title  
21 boxes. There's about three or four different boxes which have to be populated, and that  
22 would be done on this form and then submitted.

23                   **MS. RACHEL YOUNG:** And so if there's an active shooter, what  
24 would that fall under in the dropdown menu?

25                   **MR. PAUL MASON:** We would utilize the civil emergency category  
26 for that.

27                   **MS. RACHEL YOUNG:** Commissioners, those are my questions  
28 for now. I would ask that we be permitted to caucus with our colleagues over lunch,

1 perhaps take a little longer than usual. There may be other documents that people may  
2 request that are filed, so we just want to a chance to make sure everyone is heard on  
3 that.

4 **COMMISSIONER MacDONALD:** Thank you. We will do that.

5 **MS. RACHEL YOUNG:** Thanks.

6 **COMMISSIONER MacDONALD:** Excuse me just one second.

7 **(SHORT PAUSE)**

8 **COMMISSIONER STANTON:** Ms. Young, I believe the RCMP  
9 MoU that you were looking for is COMM0043570, and it's paragraph 46 of the FD.

10 **MS. RACHEL YOUNG:** Oh, so it is already an exhibit, then.

11 **COMMISSIONER STANTON:** If that's the right one.

12 **MS. RACHEL YOUNG:** Yes.

13 **COMMISSIONER STANTON:** April 2021.

14 **MS. RACHEL YOUNG:** Yes, that's the right one. Thank you for  
15 that.

16 **COMMISSIONER MacDONALD:** Thank you, Mr. Mason, for  
17 assisting us today; your work is not through yet.

18 The process we have developed is that once you give your  
19 testimony proper, Commission Counsel will meet with Counsel for the various  
20 Participants and discuss if more questions should be asked of you, and who would ask  
21 them.

22 So that's the process we're going to follow over the lunch hour.  
23 We'll break till 1:15. So just to remind you, you're still under oath. We'll call you back  
24 and chances, are you'll be asked some more questions.

25 So thank you again.

26 **MR. PAUL MASON:** Thank you.

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

28 The proceedings are now on break and will resume at 1:15.

1 --- Upon breaking at 11:53 a.m.

2 --- Upon resuming at 1:30 p.m.

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

4 The proceedings are again in session.

5 **COMMISSIONER MacDONALD:** And good afternoon, everyone.

6 We understand that there was a good meeting over the lunchbreak,  
7 and arrangements have been made to have some further questions posed to the  
8 witness, which we are happy to see happen. So we'll call on Ms. Young at this stage.

9 Good afternoon. We understand that there was a good meeting  
10 and a path forward for this witness, and whenever you're ready, Ms. Young.

11 **MS. RACHEL YOUNG:** Yes, good afternoon, Commissioners.

12 My colleague and I did caucus with Participants Counsel, and I had  
13 a number of suggestions about further questions for Mr. Mason, which I'm happy to  
14 pose. That may cover all the ground, or it could be that there could be some follow-up  
15 questions arising out of that, in which case, Ms. McCulloch may stand up for a few more  
16 questions.

17 **COMMISSIONER MacDONALD:** Thank you.

18 **MS. RACHEL YOUNG:** And I just wanted to correct one thing that  
19 someone kindly brought to my attention, which was a typographical error on one of the  
20 slides this morning, where PSAP, Public Service Answering Point, was described as  
21 Public Service Access Point. And so no-one has any objection if we simply correct that,  
22 even though it's been exhibited, just so the error isn't perpetuated on the website.

23 **COMMISSIONER MacDONALD:** Thank you.

24 **MS. RACHEL YOUNG:** And Madam Registrar's advised me  
25 there's an updated exhibit copy ready to be filed for the Firearms Foundational  
26 Document, which is version 3.5; that's COMM number COMM56438. If that could be  
27 made an exhibit, please?

28 **REGISTRAR DARLENE SUTHERLAND:** Exhibit 1343.

1 **--- EXHIBIT NO. 1343:**

2 COMM56438 Firearms Foundational Document,  
3 version 3.5

4 **MS. RACHEL YOUNG:** Thank you.

5 If we could have Mr. Mason back now, please.

6 **COMMISSIONER MacDONALD:** Thank you.

7 **--- PAUL MASON, Resumed:**

8 **COMMISSIONER MacDONALD:** Than you again, Mr. Mason.

9 Commission Counsel have met with Counsel for the Participants and have worked out a  
10 number of follow-up questions for you that Commission Counsel, Ms. Young, will pose  
11 to you. It's also possible, depending upon how that goes that there may be some  
12 follow-up questions from Counsel for the Participants. If that happens, we'll provide you  
13 with more details.

14 **MR. PAUL MASON:** Thank you.

15 **COMMISSIONER MacDONALD:** Thank you.

16 Ms. Young?

17 **--- EXAMINATION IN-CHIEF BY MS. RACHEL YOUNG (Cont'd):**

18 **MS. RACHEL YOUNG:** Mr. Mason, I believe before lunch you  
19 mentioned a list of alerts that exists, which were alerts that were sent between  
20 December 2015 and April 2020.

21 I think that may be in a Foundational Document, but out of an  
22 abundance of caution, I'm going to put the COMM number on the record. It's  
23 COMM0057408.

24 And if that could be a freestanding exhibit, please, Madam  
25 Registrar?

26 **REGISTRAR DARLENE SUTHERLAND:** One three four five.

27 **--- EXHIBIT NO. 1345:**

28 COMM0057408 List of alerts that were sent between

December 2015 and April 2020

1  
2 **MS. RACHEL YOUNG:** Okay.

3 I just want to take you back to the morning of April 19<sup>th</sup>, 2020. You  
4 indicated that -- so that was a Sunday morning, obviously. And that normally there  
5 aren't people staffed at the PCC, but do you recall whether there were people there  
6 already for -- I think in your statement you said because of COVID there might have  
7 been some people there?

8 **MR. PAUL MASON:** Yeah. We had -- normally we wouldn't be  
9 open on the weekends unless there was an event of what have you, but because of  
10 COVID, we'd been compiling situation reports for the province on a daily basis. So we'd  
11 reach out to our various partner provincial departments, municipalities, what have you,  
12 and compile their updates on COVID and related matters into a situational report.

13 So because of that, we did have one person in the PCC coming in  
14 at 9 o'clock that morning. There was a second person there who was a temporary staff  
15 serving in an admin function there to assist him. So they were coming in at 9 o'clock  
16 that morning.

17 **MS. RACHEL YOUNG:** And I did file a list of the calls to EMO that  
18 day, but there's another more detailed list that I'd also like to file as an exhibit, please.  
19 That's COMM -- C-O-M-M -- 0001009, and that includes other communications. And,  
20 again, that may be in the Foundational Document.

21 **REGISTRAR DARLENE SUTHERLAND:** And that's 1344.

22 **--- EXHIBIT NO. 1344:**

23 COMM0001009 Detailed list of calls to EMO on April  
24 19, 2020, plus other communications

25 **MS. RACHEL YOUNG:** Thank you.

26 Now, we talked about the impact -- possible impact of alerts on 9-1-  
27 1 call volumes. And before lunch, you mentioned that there was an RCMP study with  
28 KPMG going on that you had cooperated in, providing some data for that. And did you

1 collect some data on 9-1-1 call volumes for that?

2 **MR. PAUL MASON:** We did.

3 **MS. RACHEL YOUNG:** Or was it for the Commission?

4 **MR. PAUL MASON:** Around utilizations of the alerts and  
5 corresponding 9-1-1 call volumes?

6 **MS. RACHEL YOUNG:** Yes.

7 **MR. PAUL MASON:** We did compile that information. We'd  
8 actually started compiling that information as part of the work under the Alert Ready  
9 Senior Officials Committee. That's the committee, of course, that we mentioned earlier.

10 So we'd compiled that so that when we were getting requests for  
11 alerts for police related matters, we would look at 9-1-1 call volumes. So what we would  
12 do is whenever we had an alert that was requested and processed, we'd look at the  
13 number of 9-1-1 call volumes that were received in the four-hour period after the alert  
14 was issued, and then we would compare that to the number of calls that were received  
15 in the corresponding four-hour period the week before and the week previously so we  
16 could identify any spikes and what have you.

17 So for those approximately 12 alert utilizations, we'd compiled that,  
18 and then as part of the Commission, we'd updated that report and submitted it to the  
19 Commission.

20 **MS. RACHEL YOUNG:** And so, commissioners, that's been  
21 produced by the Province to the Commission, but it doesn't yet have a COMM number,  
22 so that will be exhibited at a later date.

23 So you had mentioned that there had been meetings with the  
24 RCMP about direct access for police and using alerts for things other than Amber  
25 Alerts.

26 Was it specifically discussed in meetings you attended that Alert  
27 Ready could be used for active shooters?

28 **MR. PAUL MASON:** It was. In the June 2016 meeting, in my

1 PowerPoint slide deck, it noted that as well. Potential utilization.

2 **MS. RACHEL YOUNG:** Would that fall under a civil emergency or  
3 would it need a new category?

4 **MR. PAUL MASON:** It would have to be put under civil  
5 emergency. The definition for civil emergency is broad. You'd noted earlier, around  
6 human activities impacting and requiring various levels of law enforcement.

7 From an emergency management perspective, that was more  
8 around riots and civil disorder, or COVID, that kind of thing. But it could be -- an active  
9 shooter could be put under that. It's kind of the closest fit, per say.

10 There is a category called "Dangerous Person", but that is non-  
11 intrusive. So it would not broadcast and make a noise on somebody's phone. So civil  
12 emergency would be the one.

13 **MS. RACHEL YOUNG:** I'd understood you to be saying in your  
14 statement that civil emergency would not include active shooter, that that was discussed  
15 at some meetings. Were you there for conversations like that?

16 **MR. PAUL MASON:** It was discussed. That wasn't part of the  
17 discussion with police. That was the discussion around the need to update the 32 alert  
18 categories.

19 As we'd touched on earlier, that category list was really finalized in  
20 April of 2015. And kind of the utilization of the system is broadening, so that list needs  
21 to be broadened. And that's currently being looked at, you know, in partnership with our  
22 provincial EMOs and the federal government via Public Safety Canada. So that's being  
23 looked at now. But that's the context of that discussion.

24 **MS. RACHEL YOUNG:** So if I understand you correctly, you talked  
25 about this -- for example, the current form to fill out, there's a drop-down menu, but  
26 active shooter would not be one of the items? Is that right?

27 **MR. PAUL MASON:** That's right. It is known that in an active  
28 shooter scenario, we would utilize civil emergency.

1                   **MS. RACHEL YOUNG:** So you said it is known. Do you mean by  
2 the EMO?

3                   **MR. PAUL MASON:** The EMO and in the discussions that we've  
4 had with our policing partners.

5                   **MS. RACHEL YOUNG:** And was that since the events?

6                   **MR. PAUL MASON:** That's since the event, but once again, going  
7 back to that June 2016 presentation, that's stipulated in there.

8                   **MS. RACHEL YOUNG:** And in terms of message content, I take it  
9 you can't just put whatever you want in a message? It has to be crafted in a certain  
10 way?

11                   **MR. PAUL MASON:** Yeah.

12                   **MS. RACHEL YOUNG:** Is that right? Sort of clear and simple and  
13 there are certain criteria for what needs to go in a message?

14                   **MR. PAUL MASON:** There are. The message has to be,  
15 obviously, as clear and provide as, I guess, concise direction as possible, but there's  
16 also technical limitations. You can't put more than 600 characters into the field. It won't  
17 take more than that. So when you're constructing that message, you need to obviously  
18 have it clear and concise, but also limit its size so that it will fit within the IT platform.

19                   **MS. RACHEL YOUNG:** And can you put pictures in a message?

20                   **MR. PAUL MASON:** My understanding is if you link a picture, that  
21 will only show on the Weather Network App, but Rod Legge would be able to describe  
22 that probably better than myself.

23                   **MS. RACHEL YOUNG:** And so the EMO staff knows that?

24                   **MR. PAUL MASON:** Yeah.

25                   **MS. RACHEL YOUNG:** But what about if police do not have direct  
26 access, would they know what to put in the message?

27                   **MR. PAUL MASON:** Yes.

28                   **MS. RACHEL YOUNG:** How do you know?

1                   **MR. PAUL MASON:** Well certainly -- there's two things. Before  
2 the event, in our SOPs that we developed in the fall of 2017, that's what -- when we get  
3 the message from the police and it talks about us working with the police, that's to get  
4 the message to a point where you can get it loaded into the system.

5                   Since the event, where we've developed the form, basically they  
6 have been trained on that there's a character count in the form so that they don't go  
7 over. So that's been refined, I would say.

8                   **MS. RACHEL YOUNG:** So prior to the mass casualty, was the  
9 EMO involved in any training or education with people who might be requesting alerts  
10 and providing content as to what the requirements were for the content?

11                   **MR. PAUL MASON:** The only training that we would have  
12 provided when we were requested was an Amber Alert training exercise that HPD  
13 conducted in September of 2016. So basically our kind of methodology, for lack of a  
14 better term, was to work with the police when that request came in.

15                   **MS. RACHEL YOUNG:** And so where there's no direct access, it's  
16 -- or whether or not there is, it's the responsibility of the requestor or the person sending  
17 the alert, if its direct access, to create that message?

18                   **MR. PAUL MASON:** In both cases, it is.

19                   **MS. RACHEL YOUNG:** Okay.

20                   **MR. PAUL MASON:** If you have direct access, you're obviously  
21 inputting it yourself right into the system. If you don't have direct access, you're  
22 populating the form with the message, sending it to us on the form, and then we would -  
23 - or Shubie would cut and paste it into the system.

24                   **MS. RACHEL YOUNG:** And so if there had been a request from  
25 the RCMP on April 18<sup>th</sup> or 19<sup>th</sup> of 2020, if there had been a call to EMO, whose decision  
26 would it have been to issue the alert?

27                   **MR. PAUL MASON:** As per our standard operating procedures  
28 from 2017, the decision to issue the alert is with the director of incident management.

1 They have that authority.

2 Now, where I was on site, our practice, lots of times, is he would  
3 certainly run it by me, if time allowed, but in our standard operating procedures, they  
4 have the authority to issue it.

5 **MS. RACHEL YOUNG:** And is that Dominic Fewer?

6 **MR. PAUL MASON:** No, that is Jason Mew.

7 **MS. RACHEL YOUNG:** Okay. And that's M-E-W, for the record.

8 And so would Mr. Mew be the one deciding, "Oh, this active shooter  
9 doesn't fit into a category, it's civil emergency"? Or would who be making that  
10 judgement call?

11 **MR. PAUL MASON:** That would be made collectively between  
12 Jason and Rod Legge. And obviously, I was on site later in the morning. I would have  
13 been involved in that discussion.

14 We were very familiar with that. That would not have been a  
15 barrier.

16 **MS. RACHEL YOUNG:** And were you all actually there? Who was  
17 in the PCC operationally by Sunday morning?

18 **MR. PAUL MASON:** Michael Bennett was in as Incident  
19 Commander. There was, as I've noted earlier, a lady who was serving as a temp. And  
20 Aaron MacEachern was called into our office in response to this event. So we became  
21 aware that there was an incident in Portapique and we had staff come in. We had  
22 Aaron come in site -- on site.

23 **MS. RACHEL YOUNG:** So we did hear earlier this morning about  
24 how contact was an issue with the RCMP, but if they had called in to request alert, who  
25 would have been there to receive that call?

26 **MR. PAUL MASON:** What would have happened with the call  
27 would have been very similar to the Comfort Centre or the request for the helicopters  
28 that day. It would have come in through our duty officer and been escalated up to our

1 Director of Incident Management.

2 **MS. RACHEL YOUNG:** In terms of what -- not just people  
3 immediately involved like requestors, but the public in general, if people want to know  
4 what an alert is for, and what it's not for, and what falls into what category, what means  
5 by which do you educate the public? Or is the public educated by Pelmorex or other  
6 governing bodies?

7 **MR. PAUL MASON:** Sure. Beyond, you know, the types of  
8 meetings we discussed earlier, when the National Public Alerting System was kind of  
9 branded as Alert Ready, we started to -- it was being discussed through 2017 and it was  
10 rolled out in early 2018. So there was a large national campaign around that. Several  
11 million dollars were allocated to it. There was a website, AlertReady.ca, which was  
12 developed, which has certainly all the high-level information anyone would need to  
13 know. It talks about the types of alerts, it talks about the role of the various entities, the  
14 provinces, the federal government, last mile distributors. So all that is there.

15 Going along with that, there was a lot of -- there were television  
16 commercials, radio commercials, a lot of social media.

17 And then when we were doing our test alerts, of course we would  
18 be active, there would be, you know, information or media done via Pelmorex and we  
19 would be kind of echoing and amplifying that through our own social media efforts, you  
20 know, on our EMO Twitter page and other initiatives that government would be doing.

21 So there was a lot of information. The website was really the single  
22 point where anyone could go and pull up any information they needed.

23 **MS. RACHEL YOUNG:** And which website?

24 **MR. PAUL MASON:** AlertReady.ca.

25 **MS. RACHEL YOUNG:** Okay. So that's been up since when?

26 **MR. PAUL MASON:** Two thousand eighteen (2018).

27 **MS. RACHEL YOUNG:** You mentioned the meetings, the PSAP  
28 meetings.

1                   What would you say is the main purpose of those ongoing  
2 meetings?

3                   **MR. PAUL MASON:** The primary purpose of the meetings is  
4 really, with PSAPs, or Public Service Answering Points, is around general 9-1-1. So it's  
5 everything from a new initiatives that may be rolled out with regard to 9-1-1. It could be,  
6 you know, any technical issues that we're experiencing, and also, just new initiatives  
7 that the various parties are working on. So this focus is around 9-1-1.

8                   **MS. RACHEL YOUNG:** So when you say new initiatives, is that  
9 more letting people know what's going on as opposed to formulating policy at those  
10 meetings?

11                  **MR. PAUL MASON:** It really depends. It's generally around -- it's  
12 a combination. In some cases, it's just situation awareness. Hey, we're doing this,  
13 we're working on that. In other cases, it might be a project we're collaborating on. In  
14 the case of public alerting, it was to make them aware of it because, basically, they  
15 would be getting calls when alerts were issued over these types of things, even for non-  
16 police events, for water contaminations, or landslides, heavy rain events. Whenever the  
17 alert system is used, there could be an uptick on 9-1-1 calls, so they needed to have  
18 situational awareness on that.

19                  **MS. RACHEL YOUNG:** There's a document called "Broadcast  
20 Immediate Alerting Statistics by Jurisdiction"; are you familiar with that document?

21                  **MR. PAUL MASON:** I'm not sure. I know on the Alert Ready  
22 website it lists all the -- you can go by year and it'll break down the alerts issued by  
23 province. I'm not sure if that's similar to that, so I can't specifically for the list, but I'm  
24 somewhat familiar with that data.

25                  **MS. RACHEL YOUNG:** Okay. Well, what we'll do is we'll just file  
26 it. It could be that someone else can speak to it and I'll just ask you about a couple of  
27 things it says and see if you do know anything about it.

28                  **MR. PAUL MASON:** Sure.

1                   **MS. RACHEL YOUNG:** So, Commissioners, that's Comm Number  
2 COMM-0057352, if that could be the next exhibit, please?

3                   **REGISTRAR DARLENE SUTHERLAND:** 1346.

4 **--- EXHIBIT No. 1346:**

5                                   Broadcast Immediate Alerting Statistics by Jurisdiction -  
6                                   COMM0057352

7                   **MS. RACHEL YOUNG:** What I wanted to ask you about, as you  
8 mentioned, you see the statistics by jurisdiction on alerting, and that document indicates  
9 that there was no civil or police emergency alert issued in Canada before 2020; does  
10 that sound right to you?

11                   **MR. PAUL MASON:** I think that's probably accurate. Basically, for  
12 police utilization, under civil, to my knowledge, it had not been used for that. That's true.

13                   **MS. RACHEL YOUNG:** And do you know when there was one  
14 issued in 2020, whether it was before or after the mass casualty?

15                   **MR. PAUL MASON:** The first one that I'm aware of, basically, for  
16 police utilization, would have been in April -- the event I believe April 24<sup>th</sup> where there  
17 were reports of a shooting. I'm not aware of it. I'd seen some reports in the media  
18 around a utilization in Alberta locally issued by municipality that predated that, but I'm  
19 not a hundred percent on that.

20                   **MS. RACHEL YOUNG:** And by April 24<sup>th</sup>, 2020, you're referring to  
21 Tantallon in Nova Scotia, the alert being issued there?

22                   **MR. PAUL MASON:** I am.

23                   **MS. RACHEL YOUNG:** So you told us that you had at one point  
24 been responsible for the 9-1-1 part of EMO. When you had that responsibility and now,  
25 do -- are you aware, able to speak to reverse 9-1-1 mapping at all?

26                   **MR. PAUL MASON:** Yes.

27                   **MS. RACHEL YOUNG:** Okay. And so can you explain what it  
28 means?

1                   **MR. PAUL MASON:** Sure. My experience with it, it's not so much  
2 with regard to the mapping, but when I first joined EMO in the capacity of director of  
3 provincial 9-1-1, there was -- there had been some work done on reverse 9-1-1, which  
4 conceptually, you know, had -- was explained to me as the ability to, in effect, call out to  
5 an area as opposed to having calls come in. Basically, it had been looked at, just kind  
6 of, once again, very high level. It wasn't really something that was pursued. The  
7 reasons why, there were privacy considerations around, you know, the information  
8 around the addresses, and who you're calling, and what have you, and that piece. And  
9 there were also infrastructure questions. I mean, telephone networks are built to handle  
10 a certain volume of calls coming in. If you all of a sudden try to push a million calls out,  
11 basically, would it be even able to handle it. But the main reason was, is public alerting  
12 was coming onside by that point. We'd already started to deploy some of these ENDEC  
13 boxes to the radio stations. So that really was the initiative that we pursued. So had  
14 had a high-level kind of consideration, but it never existed operationally. I'm not aware  
15 of jurisdictions. There may be some. But it was not something that we ever had any  
16 functionality on.

17                   **MS. RACHEL YOUNG:** So calls out, would that be what you might  
18 think of as a Robocall, like, some kind of automated message?

19                   **MR. PAUL MASON:** Theoretically, yes. You would be able to  
20 have some kind of a message go out to, you know, a defined area, so that all the  
21 phones would ring in there. The other piece is, you know, even from 2011, we're now  
22 over half of the population doesn't have landlines, so the value of that was degrading  
23 even then and is much more so, but that's theoretically how it worked.

24                   **MS. RACHEL YOUNG:** So it'd only be calls to landlines?

25                   **MR. PAUL MASON:** That's my understanding, yes.

26                   **MS. RACHEL YOUNG:** So those are some limitations. So the  
27 effect on call volumes, the fact that it's only landlines. Are there any other limitations  
28 you can think of for that method?

1                   **MR. PAUL MASON:** The main limitation -- not limitation, it's just --  
2 I guess the way I would frame it is it's not something that I'm aware of being deployed  
3 anywhere, so there would probably be other limitations if you tried to operationalize it.  
4 We never pursued it to the point where we even really got close to that, but that ---

5                   **MS. RACHEL YOUNG:** Okay.

6                   **MR. PAUL MASON:** Yeah, those kind of reasons.

7                   **MS. RACHEL YOUNG:** So it didn't exist in Nova Scotia in April of  
8 2020?

9                   **MR. PAUL MASON:** No.

10                  **MS. RACHEL YOUNG:** And it doesn't exist now?

11                  **MR. PAUL MASON:** No.

12                  **MS. RACHEL YOUNG:** Is that right? Okay.

13                                 And so really, it's an alternative model, it sounds like, to an alert  
14 system, in a sense?

15                  **MR. PAUL MASON:** Theoretically, yes, but I'm not aware of  
16 anyone using it.

17                  **MS. RACHEL YOUNG:** And this may be something you know  
18 about, and it may not, so I've been asked to ask you and you can let us know. There's  
19 a document. It's already in exhibit in -- from the Alert Ready Foundational Document,  
20 paragraph 52 cites an RCMP situation report. It's just for everyone's reference. It's  
21 COMM-0043572. And it says, just to summarize it, that in that April 24<sup>th</sup>, 2020 alert, that  
22 29 percent of the 9-1-1 calls were not processed due to capacity issues; are you aware  
23 of that?

24                  **MR. PAUL MASON:** I'm aware of the report that was submitted.

25                  **MS. RACHEL YOUNG:** And to your knowledge, do you know  
26 anything about whether that was the case or ---

27                  **MR. PAUL MASON:** I can't speak to the hard numbers. I know  
28 that there was an uptick in 9-1-1 calls that day. I don't have the specifics around any

1 dropped calls or anything like that.

2 **MS. RACHEL YOUNG:** All right. So you -- would you be aware of  
3 whether there was any debriefing after that about whether anything should be changed?

4 **MR. PAUL MASON:** There wasn't a debriefing around it after that,  
5 that particular event, around changes or what have you. When we looked at 9-1-1 call  
6 upticks with the various utilizations, there was that and another one where there was a  
7 significant uptick in calls. There were others where there weren't a significant upticks in  
8 calls. So it's something that we managed.

9 The other thing with 9-1-1, as you noted earlier, there's 34  
10 workstations deployed around the province. Typically, only about half of those are  
11 staffed at any given time. So we purposefully build the system with a lot of surge  
12 capacity for two reasons. You could have a technical issue where a workstation  
13 becomes non-functional and you need to have that call taker moved to a different  
14 workstation, but it also gives the ability to bring in additional staff and increase that  
15 capacity. That's also, of course, governed by the time that the person in charge would  
16 have. Obviously, it takes time to call in staff and what have you. But -- so those factors  
17 are at play, but I don't have the specifics on that number that's referenced in the  
18 document.

19 **MS. RACHEL YOUNG:** Thank you, Mr. Mason. Those are all the  
20 questions I had. It may be that other people have follow-up questions.

21 **COMMISSIONER MacDONALD:** Ms. McCulloch, do you have  
22 follow-up questions? Sure. Please go ahead.

23 So, Mr. Mason, this is Sandra McCulloch. She's Counsel with  
24 Patterson Law and Patterson Law represents many of the families ---

25 **MR. PAUL MASON:** Sure.

26 **COMMISSIONER MacDONALD:** --- that are involved in the mass  
27 casualty.

28 **MS. SANDRA McCULLOCH:** Thank you, Commissioner. If I

1 could clarify, we represent both a number of the families who are identified as  
2 Participants as those most affected, as well as a number of individuals who we have  
3 that designation as well.

4 **--- CROSS-EXAMINATION BY MS. SANDRA McCULLOCH:**

5 **MS. SANDRA McCULLOCH:** Mr. Mason, I wanted to ask a couple  
6 of questions in relation to testing. I understand from reviewing material that up to April  
7 of 2020, there were tests done with the system at least twice a year; do I understand  
8 that correctly?

9 **MR. PAUL MASON:** The first test was in December of 2015, and  
10 initially, the tests were 4 times a year. Once the wireless alerting came kind of online in  
11 April of 2018, they started to test twice a year, so the frequency did drop off a bit. It was  
12 a total of 16 tests between December of 2015 and the event in April of 2020, plus, of  
13 course, the COVID alert, which would make 17.

14 **MS. SANDRA McCULLOCH:** Okay. And so after April of 2018,  
15 those tests would have included alerts going out to radio and television and cellular?

16 **MR. PAUL MASON:** Yes.

17 **MS. SANDRA McCULLOCH:** And who would receive those test  
18 alerts?

19 **MR. PAUL MASON:** Everyone would really get them. The only  
20 time that someone wouldn't receive an alert on their phone, per se, it -- there's a  
21 number of reasons for that. It's usually with their provider, but it might be that they need  
22 a software update or the type of connectivity they have, but the vast majority of people  
23 would get them.

24 **MS. SANDRA McCULLOCH:** And I understand from your  
25 evidence that the EMO Office prior to giving these -- or sending these tests out would  
26 have alerted your partners that a test was going to happen?

27 **MR. PAUL MASON:** We do, yes.

28 **MS. SANDRA McCULLOCH:** Okay. And would that have

1 included policing agencies such as the RCMP?

2 **MR. PAUL MASON:** It would, yes.

3 **MS. SANDRA McCULLOCH:** In reviewing your statement, Mr.  
4 Mason, that -- the statement that you gave to the Mass Casualty Commission -- and for  
5 the record, that is marked as COMM No. 54268. I didn't catch if it had an exhibit  
6 number as yet.

7 In the context of your -- of a discussion about policing agencies'  
8 awareness of the emergency alerting system, in your reply you describe it as a "very  
9 high profile system". And I'm wondering what you meant by that.

10 **MR. PAUL MASON:** Certainly.

11 At EMO we have a number of programs, and some of them are  
12 fairly what I would call like a low profile because they're not a program that really hits,  
13 for lack of a better term, the public consciousness until there's an event.

14 A good example of that would be our Disaster Financial Assistance  
15 Program, which compensates people after floods.

16 The reason why I would consider Alert Ready a high profile  
17 program is because we're doing these test alerts very, very frequently. And along with  
18 these test alerts, we're, you know, updating our partners, not just police, but all of our  
19 partners regularly.

20 I've presented at conferences on it on emergency management.  
21 We're doing these 16 tests. We're meeting at the PSAP level. We're having  
22 discussions with our DPOs. You know, there's a lot of public education, plus you have  
23 the advertising campaigns. It's a -- along with 911, it's our highest profile program.

24 Even with 911, there's not as much advertising around it. It's just  
25 more in the public consciousness per se.

26 **MS. SANDRA McCULLOCH:** Mr. Mason, I want to ask you a  
27 couple of questions.

28 You spoke a number of times today about a presentation that you

1 prepared and gave in June of 2016.

2 **MR. PAUL MASON:** Yeah.

3 **MS. SANDRA McCULLOCH:** And I understand that that was  
4 focused around offering trusted user status to policing agencies, including the RCMP,  
5 the Halifax Regional Police and the Cape Breton Regional Police. Is that ---

6 **MR. PAUL MASON:** Yes.

7 **MS. SANDRA McCULLOCH:** That's correct?

8 **MR. PAUL MASON:** Yeah.

9 **MS. SANDRA McCULLOCH:** Okay. Do you recall who was  
10 represented there on behalf of the RCMP?

11 **MR. PAUL MASON:** I believe at that meeting -- it's in the email  
12 correspondence, but I believe at that time it was Brian Stones.

13 **MS. SANDRA McCULLOCH:** Okay. Madam Registrar, I'm  
14 wondering if we could bring up Mr. Mason's PowerPoint presentation. I have it  
15 identified as COMM No. 992 marked today's Exhibit 1306.

16 So Mr. Mason, I understand this to be the PowerPoint presentation  
17 that you prepared and gave during that June of 2016 meeting.

18 When you were speaking to my friend, Ms. Young, a moment ago,  
19 you described -- you were answering questions to her about having touched upon the  
20 notion of an active shooter being something that could have been -- could be alert-  
21 worthy, I suppose.

22 And I wanted to bring you to page 6 or slide 6 of this PowerPoint  
23 presentation. And if you could just take a moment to look at this, Mr. Mason.

24 Am I correct in -- that you recall this slide being part of that  
25 PowerPoint presentation?

26 **MR. PAUL MASON:** That's correct.

27 **MS. SANDRA McCULLOCH:** Okay. And so when you were  
28 speaking to Ms. Young a moment ago about the notion of the active shooter being

1 discussed at that meeting, I see in the slide here you identify criminal activity (terrorism,  
2 active shooter, et cetera).

3 Is that what you were referring to a moment ago?

4 **MR. PAUL MASON:** It was.

5 **MS. SANDRA McCULLOCH:** Okay. So most of my other  
6 questions in this area have been asked, but I wanted to follow up on that -- earlier this  
7 morning, Ms. Young was asking you about the fact that the RCMP declined to accept  
8 trusted user status. And I'm wondering if -- are you aware of if or how that decision of  
9 the RCMP was communicated to the EMO?

10 **MR. PAUL MASON:** Basically, and this goes back to the  
11 preparation of this -- this deck for that meeting, there had been prior meetings to try to  
12 get some of the police agencies to take direct access because we felt it could be  
13 beneficial to them.

14 When we had this meeting, the position of not taking it was upheld,  
15 so at that point they just decided that they wanted to keep status quo.

16 There was an email exchange afterwards between myself, and I  
17 copied all the various people who were at the meeting along with the various police  
18 organizations. And in that back and forth, the statement was that they would maintain  
19 requesting alerts through EMO.

20 **MS. SANDRA McCULLOCH:** Subsequent to that meeting, Mr.  
21 Mason, did you receive any contact from the RCMP or any communications or  
22 questions to ask for further information on your presentation?

23 **MR. PAUL MASON:** Not that I recall, no.

24 **MS. SANDRA McCULLOCH:** Okay. Did you receive any  
25 communication or questions to further inform the RCMP's decision as to whether or not  
26 to accept trusted user status?

27 **MR. PAUL MASON:** No, not that I -- not that I can recall, no.

28 **MS. SANDRA McCULLOCH:** Mr. Mason, in your statement to the

1 Mass Casualty Commission, I just want to query a statement that was included in that  
2 statement. And it's in the context of a discussion about standard operating procedure  
3 and what you might have been able to do to assist the RCMP with -- with developing  
4 their -- a standard operating procedure of their own in relation to Alert Ready.

5 Do you recall answering questions in that area?

6 **MR. PAUL MASON:** Would this be after the mass shooting?

7 **MS. SANDRA McCULLOCH:** With the Mass Casualty  
8 Commission. Your interview with the Mass Casualty Commission on February 15 of  
9 2022.

10 **MR. PAUL MASON:** I don't remember the specifics of that.

11 **MS. SANDRA McCULLOCH:** Okay. So I just want to read a  
12 portion -- a very small portion of that to you. And you say in your statement because --  
13 and this is in reference to -- I'm not clear if it's policing agencies generally or the RCMP  
14 specifically, so that's really where my questions are geared around, is understanding  
15 exactly who you're talking about. You state that:

16 "If they come to us and said, 'Hey, you know, we need  
17 to develop our own SOPs about when to call Alert  
18 Ready about an Amber Alert or one of the other  
19 things', then we would have been more than happy to  
20 work with them on it, basically, but they never  
21 requested it. Every time we talked about it, they said,  
22 'If we need to utilize the system, we will contact you'."

23 So I just wanted to be clear, when you say "we", are you  
24 referencing the EMO?

25 **MR. PAUL MASON:** I am.

26 **MS. SANDRA McCULLOCH:** Okay. And when you say "they", are  
27 you referring to policing agencies in general or the RCMP specifically, or both?

28 **MR. PAUL MASON:** It could be both. I mean, at the end of the

1 day, they're all our partners. If they needed assistance or had any questions, we'd be  
2 more than happy to provide that to them.

3 **MS. SANDRA McCULLOCH:** Okay. And in relation to the phrase  
4 that you used, "Every time we talked to them about it", I'm wondering, again, are you  
5 talking about the specific -- the system generally or specifically about standard  
6 operating procedure that could be developed around it?

7 **MR. PAUL MASON:** About the system.

8 **MS. SANDRA McCULLOCH:** I understand from reading your  
9 statement, Mr. Mason, is it correct that you -- neither you nor the EMO, to the best of  
10 your understanding, worked with the RCMP about the RCMP developing a standard  
11 operating procedure about when and how to rely upon Alert Ready?

12 **MR. PAUL MASON:** We did not, no.

13 **MS. SANDRA McCULLOCH:** Okay. And I understand from  
14 reading in your statement, and this is found at page 23 of your statement, Mr. Mason,  
15 you expressed that you were shocked to learn after the mass casualty that the RCMP  
16 did not have one.

17 **MR. PAUL MASON:** Yes.

18 **MS. SANDRA McCULLOCH:** So I take from that that based upon  
19 your understanding, your experience with working with the system and engaging about  
20 it with the RCMP, you would have expected them to have that in place.

21 **MR. PAUL MASON:** I would have, yeah.

22 **MS. SANDRA McCULLOCH:** Okay. Those are my questions.

23 Thank you.

24 **COMMISSIONER MacDONALD:** Thank you, Ms. McCulloch.

25 **MS. SANDRA McCULLOCH:** Thank you.

26 **COMMISSIONER MacDONALD:** Ms. Young?

27 **MS. RACHEL YOUNG:** Thank you, Chief Commissioner. I have  
28 no other questions for Mr. Mason.

1                   **COMMISSIONER MacDONALD:** Okay.

2                   Well, thank you again, Mr. Mason, for coming and assisting us with  
3 our important work. We greatly appreciate it, and appreciate your time and your  
4 valuable in put.

5                   Thank you.

6                   **MR. PAUL MASON:** Thank you.

7                   **COMMISSIONER MacDONALD:** Ms. Young, I think you're likely to  
8 proceed with Mr. Legge. Is that right?

9                   **MS. RACHEL YOUNG:** Yes. The next witness is Rodney Legge,  
10 L-e-g-g-e.

11                   Good afternoon, Mr. Legge. I understand you prefer to be sworn.

12 **--- RODNEY LEGGE, Sworn:**

13 **--- EXAMINATION IN-CHIEF BY MS. YOUNG:**

14                   **MS. RACHEL YOUNG:** Good afternoon, Mr. Legge.

15                   **MR. RODNEY LEGGE:** Good Afternoon.

16                   **MS. RACHEL YOUNG:** We have met, and you have given an  
17 interview to the Mass Casualty Commission already; right?

18                   **MR. RODNEY LEGGE:** Correct.

19                   **MS. RACHEL YOUNG:** And -- so I'm not going to go over the  
20 same ground with you.

21                   I would ask, Commissioners, that the transcript of Mr. Legge's  
22 interview be filed as an exhibit. It's COMM -- oh, sorry. It's already exhibited, actually,  
23 in the other RFD, so we don't need to do that.

24                   So people can read that. We don't need to ask you the same  
25 questions, but I do want to just flesh out what you talked about, and some of the other  
26 lawyers may have questions for you too.

27                   **MR. RODNEY LEGGE:** Okay.

28                   **MS. RACHEL YOUNG:** Just want to get an idea of your

1 background. Can you tell us what your education is, please?

2 **MR. RODNEY LEGGE:** Okay. I have many courses from  
3 Memorial University, all around. Then I did a Biomedical Engineering Technology  
4 course, which was a three-year program. Then I attended the Institute of Technology  
5 here in Halifax, which is an IT program. And the last bit of education was Project  
6 Management certificate through St. Mary's University.

7 **MS. RACHEL YOUNG:** What's your job title now?

8 **MR. RODNEY LEGGE:** I'm the Manager of Information Systems  
9 for the Nova Scotia Emergency Management Office.

10 **MS. RACHEL YOUNG:** And so you work with Mr. Mason, who just  
11 testified?

12 **MR. RODNEY LEGGE:** Yes.

13 **MS. RACHEL YOUNG:** How long have you been in that role?

14 **MR. RODNEY LEGGE:** Approximately 13 years.

15 **MS. RACHEL YOUNG:** Can you describe your job to us? What  
16 are you responsible for?

17 **MR. RODNEY LEGGE:** Yeah, okay. So at EMO, we have three  
18 main systems that are, I guess, just for our use, which is we're responsible for the Nova  
19 Scotia 9-1-1 system, the provincial system; we're responsible for the administration of  
20 the Alert Ready for Nova Scotia; and we also have what we call WebEOC, which is  
21 relatively a newer platform that is more of a -- used for common operating pictures.

22 **MS. RACHEL YOUNG:** And just for the record, that's all one word,  
23 it's sort of an acronym. It's capital W-E-B, capital E, capital O, capital C. Is that right?  
24 WebEOC?

25 **MR. RODNEY LEGGE:** Yes.

26 **MS. RACHEL YOUNG:** Okay.

27 **MR. RODNEY LEGGE:** That's right.

28 **MS. RACHEL YOUNG:** And so -- and so you have those three

1 systems, and what is your responsibility with respect to those systems?

2 **MR. RODNEY LEGGE:** Which system is that?

3 **MS. RACHEL YOUNG:** The three, 9-1-1, Alert Read, and  
4 WebEOC. So what's your role?

5 **MR. RODNEY LEGGE:** Okay. So with the 9-1-1 system, I'm  
6 responsible for basically the mapping side. My staff's responsible for the mapping side  
7 of the 9-1-1 application, and also the Master Street Address Guide for updating that.

8 **MS. RACHEL YOUNG:** And do you work with Alert Ready as well?

9 **MR. RODNEY LEGGE:** That's correct. Alert Ready, we administer  
10 the system for Nova Scotia, which is part of the bigger application, which is the National  
11 Public Alerting System, which is also referred commonly as Alert Ready.

12 **MS. RACHEL YOUNG:** And WebEOC, is that more of an internal  
13 system?

14 **MR. RODNEY LEGGE:** It's internal. It's more or less for PCC, or  
15 sorry, Provincial Coordination Centre activations. It's a means to provide common  
16 operating pictures of an event. So we're slowly moving into that aspect.

17 **MS. RACHEL YOUNG:** And under Alert Ready, are you interacting  
18 with people in other agencies? Do you have a role educating people about it?

19 **MR. RODNEY LEGGE:** I do -- well, since the incident, I do the  
20 training. So I'm involved with all the training of Alert Ready users.

21 **MS. RACHEL YOUNG:** Did you do training before that?

22 **MR. RODNEY LEGGE:** Just to internal staff.

23 **MS. RACHEL YOUNG:** Okay. And how much contact did you  
24 have with other agencies and police agencies prior to the events?

25 **MR. RODNEY LEGGE:** Over the years, off and on, a bit.

26 **MS. RACHEL YOUNG:** Who are the other people on your team?

27 **MR. RODNEY LEGGE:** Aaron MacEachern is -- I have other  
28 people, but just specifically to Alert Ready, it's Aaron MacEachern.

1 **MS. RACHEL YOUNG:** Can you spell that for the record, please?

2 **MR. RODNEY LEGGE:** A-A-R-O-N M-a-c-E-A-C-H-E-R-N.

3 **MS. RACHEL YOUNG:** And so have you been in your job for  
4 13 years? Is that how long you've been at EMO, or were you at EMO longer?

5 **MR. RODNEY LEGGE:** I've been at the same position at EMO for  
6 13 years.

7 **MS. RACHEL YOUNG:** Okay.

8 **MR. RODNEY LEGGE:** That's correct.

9 **MS. RACHEL YOUNG:** And have you been working with Alert  
10 Ready most of that time?

11 **MR. RODNEY LEGGE:** I guess my first introduction was just after  
12 we had signed the agreement with the province and Pelmorex. At that point, I became  
13 involved on the IT side of things, more so on -- it was a brand new system at that point.  
14 It was really in its infancy stage at that point. We looked at buying these -- this  
15 technology to put into radio stations called the ENDEC, E-N-D-E-C. It's  
16 encoder/decoder. It's -- in simplistic terms, I guess, it's a transmitter for getting the  
17 message out to the public. To interrupt the broadcast and to get it out to the public.

18 At that point, we were developing our own standards in Canada, so  
19 we never had any equipment in Canada that could actually do it. There was a company  
20 out of Ontario that we work with, they work with a company out of the States, the United  
21 States, and developed a -- I guess they were the suppliers for Canada, for our CAPC, or  
22 sorry, our Common Alerting Protocol Canadian profile standards, and they worked with  
23 this state, this company in the United States to get the box to work on our standards.

24 **MS. RACHEL YOUNG:** So when you say "we" and "our" there, are  
25 you talking about the EMO or the Canadian Alert Ready System generally?

26 **MR. RODNEY LEGGE:** Sorry?

27 **MS. RACHEL YOUNG:** When you were saying, like, "We didn't  
28 have the technology" at the beginning, do you mean ---

1 **MR. RODNEY LEGGE:** "We", Canada.

2 **MS. RACHEL YOUNG:** Oh, you mean Canada?

3 **MR. RODNEY LEGGE:** Canada as a whole. We had a program  
4 before the units for the radio were actually developed.

5 **MS. RACHEL YOUNG:** Okay. And -- so the radio stations would  
6 be last mile distributors; right?

7 **MR. RODNEY LEGGE:** That's correct.

8 **MS. RACHEL YOUNG:** And so what was the purpose of that box?  
9 Was it like a booster or was it something that would kick in when you sent it a signal?

10 **MR. RODNEY LEGGE:** So -- yeah. To make it simplistic, it's a box  
11 that sits within the architecture in the radio station. When a -- that box is connected to  
12 the web or to the Pelmorex Alert Ready servers or the NAAD server, and it's listening  
13 for a heartbeat, basically, between servers. And when it sees there's an alert has been  
14 broadcast or issued, the switch or the box, I guess, a switch within a box will move over  
15 and it'll interrupt broadcasting, whether it's a live broadcast or a canned broadcast.

16 **MS. RACHEL YOUNG:** So that means nothing would have to be  
17 done by the radio station and they couldn't control it; is that right?

18 **MR. RODNEY LEGGE:** Exactly. It just automatically -- if it's a  
19 broadcasting immediate alert, and it fits the qualifications, it just opens up, it cuts off the  
20 announcer or the person on air, it'll play the alert with the signal, then it'll stop, close the  
21 signal and the broadcast goes back.

22 **MS. RACHEL YOUNG:** And was it EMO sending that signal?

23 **MR. RODNEY LEGGE:** No. The signal is a national signal they've  
24 -- they have agreed to.

25 **MS. RACHEL YOUNG:** Okay.

26 **MR. RODNEY LEGGE:** It's the one most people hear when the  
27 siren goes off on the phone.

28 **MS. RACHEL YOUNG:** And so from that beginning time, which I

1 gather was in around 2011, is that right?

2 **MR. RODNEY LEGGE:** Yeah.

3 **MS. RACHEL YOUNG:** Were you -- did you interact with law  
4 enforcement agencies about the alert system from the beginning or did that come along  
5 later?

6 **MR. RODNEY LEGGE:** I think actually a little later than that. Our  
7 focus at that point was more or less getting the boxes out into the stations. Because at  
8 that point without the boxes, regardless if there was a message to be sent, it wouldn't  
9 have been heard by anyone. And TVs were a little bit behind, or it was a little later  
10 before TVs came on.

11 **MS. RACHEL YOUNG:** So it started with radios, then TVs...

12 **MR. RODNEY LEGGE:** And then selling it in 2018.

13 **MS. RACHEL YOUNG:** Did alerts ever go to landlines, or they  
14 never did?

15 **MR. RODNEY LEGGE:** Never.

16 **MS. RACHEL YOUNG:** Okay. The Commissioners have received  
17 a summary of the policy rollout in Nova Scotia. So they have seen that -- some of the  
18 quarterly PSAP meetings and other meetings from the EMO, and they have those  
19 minutes to read at their leisure. But can you describe your involvement over the years  
20 from the beginning until now with helping to develop alerting policy in Nova Scotia?

21 **MR. RODNEY LEGGE:** Okay. Yeah. So at -- I moved over to the  
22 Incident Management Team approximately four years ago. I still have a direct contact  
23 with the director of 9-1-1. When -- prior to me moving over to Incident Management, I  
24 was strictly 9-1-1, and Alert Ready fell under our domain at the beginning. So all along,  
25 well, right up until today, my -- because I tend to -- I have been involved in this program  
26 and I know how Alert Ready works inside out, I have been called into many meetings,  
27 whether it's PSAPs, and I was there, actually, on the 9-1-1 side anyway, but I would  
28 present things that were happening or, you know, things -- changes that were coming

1 down the pipe on Alert Ready. So I spoke at some PSAPs meetings. I also -- and  
2 that's Public Safety Answering Point.

3 I also spoke at some different meetings from the operation side,  
4 where they would call me in and I would go in just to speak on the Alert Ready, where  
5 we are, what we're doing, the alert types.

6 **MS. RACHEL YOUNG:** When you say the operations side, who  
7 would you be speaking to?

8 **MR. RODNEY LEGGE:** Oh sorry. Sorry. Incident Management. It  
9 used to be called Operations at that point.

10 **MS. RACHEL YOUNG:** So you're speaking to a different group  
11 within EMO?

12 **MR. RODNEY LEGGE:** Yeah, it's -- it could be members of --  
13 agency reps, municipalities, police, things, you know, different groups regarding the  
14 operations or incident management.

15 **MS. RACHEL YOUNG:** So what period would that have been?  
16 What years?

17 **MR. RODNEY LEGGE:** I guess -- I can recall meetings, I guess,  
18 back around 2013/14 when we were -- especially when the BI Lists were coming out. I  
19 actually think I spoke in 2011 at a meeting about BI, 31 events at that point. I think tests  
20 was another BI that came out a little later. But ---

21 **MS. RACHEL YOUNG:** And then 2011, would the RCMP have  
22 been at that meeting? Or was that an internal meeting?

23 **MR. RODNEY LEGGE:** I honestly don't know.

24 **MS. RACHEL YOUNG:** Okay. So in -- so just to talk about the  
25 changes over the years as to how the alerts are delivered, in terms of technology, so  
26 2014, I think you said in your interview that 2014 was when the CRTC made it  
27 mandatory to participate. Was that just mandatory for the last mile distributors or did it  
28 make it mandatory for the EMO to participate as well?

1                   **MR. RODNEY LEGGE:** No. Just for the last mile distributors. And  
2 that was a decision by the CRTC.

3                   **MS. RACHEL YOUNG:** Did anything about that decision affect  
4 how you did business in 2014?

5                   **MR. RODNEY LEGGE:** I don't think so. I don't think so. Because  
6 prior to 2014, the Province of Nova Scotia were pretty early into getting into Alert  
7 Ready. A Lot of provinces weren't as far along as we were. That's why we went out,  
8 we purchased the ENDECs for the radio stations to get this moving.

9                   I believe the reason the decision for the CRTC came in in 2014 is  
10 because across Canada, I don't think there was a lot of buy-in from the last mile  
11 distributors. Interest, but maybe not buy-in. Once it became part of their license, then  
12 they had to participate and it picked up a bit.

13                   And also T.V. was online at that point too.

14                   **MS. RACHEL YOUNG:** So it became a licensing requirement.  
15 Okay. And so 2018, we've heard the CRTC made a decision in 2017 that came into  
16 force in 2018 about sending alerts to cellphones. So cellphone providers then had to  
17 cooperate or help distribute the messages; right?

18                   **MR. RODNEY LEGGE:** Correct.

19                   **MS. RACHEL YOUNG:** And how did that change things, if at all,  
20 from where you sat?

21                   **MR. RODNEY LEGGE:** Yes. That was a game changer. You  
22 know, when you think of T.V. and radio, there's a certain audience that will get that  
23 message. At the time, I remember, you know, Sirius Radio was happening in cars. So  
24 even people driving in cars, a lot of them wouldn't have been able -- wouldn't be  
25 listening to your typical radio stations. So when the cell decision came about, the  
26 wireless device decision, that the wireless providers would now have to send it through  
27 compatible cellphones, it became a gamechanger. You could reach a bigger audience,  
28 a much bigger audience.

1 **MS. RACHEL YOUNG:** Were you involved in testing the system  
2 over the years?

3 **MR. RODNEY LEGGE:** Oh, yes. Yes.

4 **MS. RACHEL YOUNG:** Okay.

5 **MR. RODNEY LEGGE:** I've been involved in every test we've ever  
6 sent.

7 **MS. RACHEL YOUNG:** Can you describe that process for the  
8 Commissioners?

9 **MR. RODNEY LEGGE:** So -- well, prior to 2018, we used to send  
10 four tests a year. I think we started in December of 2015. We sent our first test alert.  
11 So me and Aaron would just get together and we had a prepackaged message, an alert,  
12 and we'd send out an alert at a time that's agreed to across Canada. We do it four  
13 times a year and each province participates. It's just at different times. So we send one  
14 out, I think it's 1:55 every third Wednesday. And it's a normal process for us.

15 **MS. RACHEL YOUNG:** What is the purpose of that?

16 **MR. RODNEY LEGGE:** Two purposes really. The first part is  
17 public education, to let people know. And the second part is to see if, you know, the  
18 equipment is working properly. If one of the radio stations, you know, the system never  
19 cut in or the box never did its job, well, it would detect it from the test.

20 **MS. RACHEL YOUNG:** When was the first live alert message sent  
21 in Nova Scotia that was not a test?

22 **MR. RODNEY LEGGE:** Not a test? That would have been -- I  
23 think it was April 10<sup>th</sup>, and that would have been around COVID-19.

24 **MS. RACHEL YOUNG:** Of what year?

25 **MR. RODNEY LEGGE:** Of -- oh, sorry, 2020.

26 **MS. RACHEL YOUNG:** And why was that sent out?

27 **MR. RODNEY LEGGE:** That was a request from our Department  
28 of Health and Wellness, to alert Nova Scotians of some, I guess, restrictions that were

1 in place.

2 **MS. RACHEL YOUNG:** So that was a public health alert?

3 **MR. RODNEY LEGGE:** Public health alert. That's correct.

4 **MS. RACHEL YOUNG:** So in terms of your interaction with other  
5 agencies, you've talked about you had -- you trained some people internally or had  
6 meetings, and then interacted with the PSAPs, law enforcement. So what other  
7 agencies did you work with?

8 **MR. RODNEY LEGGE:** Other government departments.

9 **MS. RACHEL YOUNG:** Provincial government?

10 **MR. RODNEY LEGGE:** Provincial government. Yes.

11 **MS. RACHEL YOUNG:** Okay. And so if they needed to perhaps  
12 have a roll out of an emergency, for example, they needed to know what you were  
13 doing?

14 **MR. RODNEY LEGGE:** Yeah, like, for instance, let's say if there a  
15 was a forest fire, you know, some discussions amongst our partners about that and the  
16 platform we have there if ever needed.

17 **MS. RACHEL YOUNG:** And prior to April 2020, were you involved  
18 in, so raising awareness with different groups then, about the system?

19 **MR. RODNEY LEGGE:** Not really. It wasn't my job as such. As I  
20 said, I'm manager of IT. I was involved providing information around the system, but  
21 usually meetings were set up and I was invited to come and just speak for a time.  
22 Sometimes I wasn't even at the whole meeting. I'd just come in, present on Alert  
23 Ready, and then leave.

24 **MS. RACHEL YOUNG:** And to your knowledge, do the  
25 understanding of the types of emergencies Alert Ready could be used for evolve over  
26 the years?

27 **MR. RODNEY LEGGE:** Oh, yes.

28 **MS. RACHEL YOUNG:** Can you explain that a little bit?

1                   **MR. RODNEY LEGGE:** Well as you know, we have broadcast  
2 immediate or intrusive, the word is used interchangeably, and we have non-broadcast  
3 immediate.

4                   I'm more versed with the broadcast immediate because they're the  
5 alerts that are, you know, are used for when there's an imminent threat to life and  
6 safety. So, you know, we have a lot of natural disaster ones, hurricanes, tornados,  
7 storm surge, then we have a lot of fire, biological, we have some that are police related.  
8 Well, one that is specifically police related. That would be Amber Alerts. And then  
9 there's some that cross over, like an explosive, maybe a police related issue. Maybe a  
10 fire related issue. It kind of varies on what the details of that incident is.

11                   **MS. RACHEL YOUNG:** Depending on if it's accidental or not, I  
12 guess?

13                   **MR. RODNEY LEGGE:** Pardon?

14                   **MS. RACHEL YOUNG:** Depending on if the explosion is  
15 accidental or not?

16                   **MR. RODNEY LEGGE:** Right. Exactly.

17                   **MS. RACHEL YOUNG:** Yeah.

18                   **MR. RODNEY LEGGE:** Like a big fire in a chemical plant, that  
19 would be more on fire, but if it was a bomb or something, then it's probably police  
20 related.

21                   **MS. RACHEL YOUNG:** Were you part of discussions with law  
22 enforcement agencies or police agencies about whether alerts should be sent by the  
23 EMO or directly from them?

24                   **MR. RODNEY LEGGE:** Yes.

25                   **MS. RACHEL YOUNG:** Okay. And so what agencies were you a  
26 part of talking about that with?

27                   **MR. RODNEY LEGGE:** I had been in discussions with the Halifax  
28 Regional Police, Cape Breton Regional Police, and the RCMP.

1                   **MS. RACHEL YOUNG:** And was that -- what types of emergencies  
2 would that be about?

3                   **MR. RODNEY LEGGE:** I think at the time, we were, at least in my  
4 discussion, in my recollection of these meetings, it's more about the alerts that EMO  
5 realized that are incidents that develop quickly and if a message has to go out, we  
6 would -- because we're not a 24/7 operation, we would -- there would be a delay in  
7 getting that message out.

8                   So it would be things like, you know, Amber Alert, could be an  
9 active shooter, or it could be terrorism. Anything that falls within police realm.

10                  **MS. RACHEL YOUNG:** So a police led emergency where they  
11 would be handling the emergency response?

12                  **MR. RODNEY LEGGE:** Exactly.

13                  **MS. RACHEL YOUNG:** Okay.

14                  **MR. RODNEY LEGGE:** You're correct.

15                  **MS. RACHEL YOUNG:** And would that be civic emergency or  
16 criminal activity type of emergency?

17                  **MR. RODNEY LEGGE:** A civic -- yeah, civic. If you look at the  
18 definition, the earlier definition, civic is kind of for, I think if you read into it, it's more for  
19 riots, large gatherings and stuff, but it started to become more the way of getting an  
20 alert out to the public as a broadcast -- it was the closest one to incidents that didn't fit, if  
21 that makes sense.

22                  **MS. RACHEL YOUNG:** And in what form did these discussions  
23 take place mainly? Was it mainly at the PSAP meetings or other discussions?

24                  **MR. RODNEY LEGGE:** PSAP meetings and several we've had at  
25 our own department.

26                  **MS. RACHEL YOUNG:** Okay. And who would you be speaking  
27 with from the RCMP over the years on this topic?

28                  **MR. RODNEY LEGGE:** Well, I think -- I can't call -- I can't recall

1 right off. I know at PSAPs there was representatives from the RCMP, and I know in 20 -  
2 - April -- or, sorry February 12<sup>th</sup> of 2020, I met with the RCMP. It was the risk manager  
3 at the RCMP and that was around Amber Alerts and how to issue an Amber Alert  
4 through Alert Ready.

5 **MS. RACHEL YOUNG:** Okay. And did you talk to the RCMP  
6 about alerts other than Amber Alerts, that it could ---

7 **MR. RODNEY LEGGE:** Yeah, I ---

8 **MS. RACHEL YOUNG:** --- be used for other things?

9 **MR. RODNEY LEGGE:** I always brought up the other alerts that it  
10 could possibly be used for, police and alerts.

11 **MS. RACHEL YOUNG:** Did you say you had a meeting in April  
12 2020?

13 **MR. RODNEY LEGGE:** What's that?

14 **MS. RACHEL YOUNG:** Did you say you had a meeting in April of  
15 2020?

16 **MR. RODNEY LEGGE:** No, it was February 12<sup>th</sup> of 2020.

17 **MS. RACHEL YOUNG:** February 12<sup>th</sup>, 2020.

18 **MR. RODNEY LEGGE:** Sorry about that.

19 **MS. RACHEL YOUNG:** Okay.

20 So we -- the Commissioners have received the PSAP meeting  
21 minutes, so those are already exhibits, and we did review some with Paul Mason. Were  
22 those minutes circulated after each meeting?

23 **MR. RODNEY LEGGE:** Yes.

24 **MS. RACHEL YOUNG:** Okay. So you've had a chance to look at  
25 them, I take it?

26 **MR. RODNEY LEGGE:** Yes.

27 **MS. RACHEL YOUNG:** You attended a number of those  
28 meetings? And were they accurate as far as you know? If it said you were there ---

1                   **MR. RODNEY LEGGE:** Yeah, oh, yeah.

2                   **MS. RACHEL YOUNG:** --- you were there?

3                   **MR. RODNEY LEGGE:** Yeah.

4                   **MS. RACHEL YOUNG:** Okay. And so at those meetings, do you  
5 recall who the main RCMP rep was at the PSAP meetings?

6                   **MR. RODNEY LEGGE:** Well, Glen Byrne would have been there.  
7 And over time, there were some others. I can't recall all the names. It was generally -- I  
8 do believe Glen was civilian and I believe there was a member that also attended some  
9 of the meetings, not all.

10                   **MS. RACHEL YOUNG:** One of those meetings, it was exhibited  
11 this morning, I think, September 16<sup>th</sup>, 2015. This is in COMM Number 0043684. It  
12 mentions that you're in the process of developing a binder with the 32 events, so the 32  
13 types of emergencies that would warrant an alert.

14                   **MR. RODNEY LEGGE:** Correct.

15                   **MS. RACHEL YOUNG:** Did you develop that binder?

16                   **MR. RODNEY LEGGE:** Yes, I did.

17                   **MS. RACHEL YOUNG:** Okay. And was that to summarize the -- it  
18 was the SOREM guidelines giving the 32 types of ---

19                   **MR. RODNEY LEGGE:** It was ---

20                   **MS. RACHEL YOUNG:** --- emergencies?

21                   **MR. RODNEY LEGGE:** --- it was basically more for our use  
22 internally. What it did, we realized, you know, when an emergency happens and there's  
23 an imminent threat to life and safety and an alert is requested, we have to get that order  
24 out pretty quick. So the binder was more of a simplistic guide of the 32 -- or 31,  
25 because test is one of the broadcasting media alerts, but we listed 31 -- or I listed the 31  
26 broadcasting media alerts, and they're all numbered. You open it up, there was a  
27 template, and it was kind of a guiding template. It's all -- it had all the fields that were  
28 required through the NAAD system or the Alert Ready system to generate a successful

1 alert. And then there was, like, some different wording there that you could possibly  
2 use. And keep in mind, this was already on -- we were developing -- we were -- like the  
3 rest of, I think, Canada, we were building out a program. And at that point, it was in our  
4 hands to operate this because we had no one else that was participating nor would  
5 issue alerts on their -- on their own behalf.

6 **MS. RACHEL YOUNG:** So was that actually a paper binder at the  
7 time?

8 **MR. RODNEY LEGGE:** Yeah, it was just a paper binder, easy  
9 access. If I got a call for a hurricane, I could flip out the binder. There was a number,  
10 you flip it over, there's some content to help you send out an alert.

11 **MS. RACHEL YOUNG:** And was that binder shared with the PSAP  
12 managers?

13 **MR. RODNEY LEGGE:** I honestly don't know.

14 **MS. RACHEL YOUNG:** Okay.

15 **MR. RODNEY LEGGE:** I'm not sure.

16 **MS. RACHEL YOUNG:** I'm just curious because it was mentioned  
17 at the meeting, so I wasn't sure whether the idea was ---

18 **MR. RODNEY LEGGE:** Yeah.

19 **MS. RACHEL YOUNG:** --- to bring it back to them.

20 **MR. RODNEY LEGGE:** I honestly wouldn't be able to answer that.

21 I don't ---

22 **MS. RACHEL YOUNG:** Okay.

23 **MR. RODNEY LEGGE:** --- know.

24 **MS. RACHEL YOUNG:** Okay. And there was a Nova Scotia email  
25 meeting on May 31<sup>st</sup>, 2019, where you give your presentation on Alert Ready, and the  
26 minutes summarizing your presentation say that you talked about alerts such as, you  
27 know, you give the examples of terrorism, wildfires, flooding, Amber Alert, or anything  
28 that could be an imminent threat to life. Do you recall that presentation?

1 **MR. RODNEY LEGGE:** I've given a lot over the years.

2 **MS. RACHEL YOUNG:** Okay.

3 **MR. RODNEY LEGGE:** I'm not sure.

4 **MS. RACHEL YOUNG:** Okay. So this would be a fairly regular  
5 type of thing that you're ---

6 **MR. RODNEY LEGGE:** Yes.

7 **MS. RACHEL YOUNG:** --- doing a presentation on?

8 **MR. RODNEY LEGGE:** Yes.

9 **MS. RACHEL YOUNG:** Okay.

10 **MR. RODNEY LEGGE:** And sometimes I was called in on very  
11 short notice. There'd be a quick meeting and they'd say, "Could you come in and  
12 quickly give a overview of the Alert Ready system?" So that was not uncommon.

13 **MS. RACHEL YOUNG:** Okay. And then you did mention a  
14 meeting you recalled from February 12<sup>th</sup> of 2020.

15 **MR. RODNEY LEGGE:** Correct.

16 **MS. RACHEL YOUNG:** And who was that meeting with?

17 **MR. RODNEY LEGGE:** Paul Vickers.

18 **MS. RACHEL YOUNG:** That's -- who -- where is Paul Vickers  
19 from?

20 **MR. RODNEY LEGGE:** He's from the RCMP.

21 **MS. RACHEL YOUNG:** Okay.

22 **MR. RODNEY LEGGE:** I believe a risk manager at the OCC at  
23 that time.

24 **MS. RACHEL YOUNG:** And what did you discuss at that meeting?

25 **MR. RODNEY LEGGE:** The RCMP had reached out to the  
26 incident -- Director of Incident Management to request a meeting on how to get an  
27 Amber Alert out through the Alert Ready system.

28 **MS. RACHEL YOUNG:** And did you discuss with Mr. Vickers then

1 that there were other types of alerts the police could ask for, not just Amber Alerts?

2 **MR. RODNEY LEGGE:** Yes. Towards the end of the meeting, I  
3 did bring it up. But to be fair, the meeting was specifically around getting an Amber  
4 Alert out through the Alert Ready system.

5 **MS. RACHEL YOUNG:** So when you say you brought it up, what  
6 did you say?

7 **MR. RODNEY LEGGE:** Oh, just it was kind of as we were  
8 wrapping up. I said, "You know, there's other police alerts there too that we -- you  
9 know, you might be interested in getting out." I remember that specifically.

10 **MS. RACHEL YOUNG:** Did you mention active shooters as an  
11 example?

12 **MR. RODNEY LEGGE:** I can't say.

13 **MS. RACHEL YOUNG:** Okay.

14 **MR. RODNEY LEGGE:** Because active shooter is not an actual BI  
15 alert ---

16 **MS. RACHEL YOUNG:** Right.

17 **MR. RODNEY LEGGE:** We put it under civil emergency.

18 **MS. RACHEL YOUNG:** So in your discussions over those years,  
19 2018, 2019, 2020, were there any discussions of the wider uses of alerting and did  
20 active shooters come up in those conversations?

21 **MR. RODNEY LEGGE:** I'm not sure.

22 **MS. RACHEL YOUNG:** You don't remember ---

23 **MR. RODNEY LEGGE:** I really don't know ---

24 **MS. RACHEL YOUNG:** --- specifically? Okay.

25 **MR. RODNEY LEGGE:** --- the exact conversation. I know there  
26 was a lot of discussions because wireless changed -- I think a lot of people became  
27 more interested, especially where they -- everyone was now getting the test alerts on  
28 their cell phones, so there was a lot more -- we had a lot more inquiries, like, through

1 media, just questions. Also, after every test alert, we'd always get a lot of emails, which  
2 I'd have to address, from citizens, you know, concerned about different things, whether  
3 it might have been why a -- it didn't go out in both languages, or I didn't receive it on my  
4 call -- or on my phone. So it just became busier after 2-18, 2018.

5 **MS. RACHEL YOUNG:** On April 18<sup>th</sup> and 19<sup>th</sup>, 2020, when did you  
6 first become aware of the mass casualty events that were unfolding?

7 **MR. RODNEY LEGGE:** I got a call around I'm going to say 8:20 in  
8 the morning, a.m., from my Director of Incident Management.

9 **MS. RACHEL YOUNG:** Who's that?

10 **MR. RODNEY LEGGE:** Jason Mew.

11 **MS. RACHEL YOUNG:** Okay.

12 **MR. RODNEY LEGGE:** He was privy to some information, and he  
13 said, "I'll send that along to you." I received that probably a minute or two later. And his  
14 -- I don't know if he gave me much detail on the phone, but he just said, "You know, get  
15 ready in case we're -- we get requested to send an alert." Because ---

16 **MS. RACHEL YOUNG:** Where were you at the time?

17 **MR. RODNEY LEGGE:** I was at home, but I think there was  
18 something that wasn't brought up in Paul's testimony is we were in COVID at that time,  
19 so everything was a little different. My computer was home all set up, and I always  
20 have my computer home because we have a 24-hour on-call thing -- duty officer, but I  
21 was actually set up. I was working from home because of COVID. Aaron was working  
22 from home.

23 **MS. RACHEL YOUNG:** Who's Aaron?

24 **MR. RODNEY LEGGE:** Pardon?

25 **MS. RACHEL YOUNG:** Who's Aaron?

26 **MR. RODNEY LEGGE:** Aaron MacEachern. That's the ---

27 **MS. RACHEL YOUNG:** Oh, right.

28 **MR. RODNEY LEGGE:** --- gentleman that works with me.

1                   **MS. RACHEL YOUNG:** That's your teammate?

2                   **MR. RODNEY LEGGE:** So we were all working from home at that  
3 point. So it was a little bit of a different time than normal times.

4                   So when Jason called me at 8:20, or around that time, told me a  
5 little bit and just be prepared in case we get requested to send an alert, I read the email.

6                   Clearly, I'm -- I don't -- I knew it was a bad situation. That's all I  
7 knew. I knew there had, unfortunately, been some people that had deceased. I knew  
8 there was many structures on fire, but that was the extent of it.

9                   After that moment, I called Aaron because we generally -- we, both  
10 of us, get together and we talk about, you know, any situations we may run into  
11 technically and whatnot to get an alert out.

12                   So at that point, we just waited and we conversed and the rest of  
13 the information that came in, I received through Twitter from the RCMP Twitter and --  
14 and what Aaron might have told me and stuff. But we never got anything official other  
15 than that first bit of information.

16                   **MS. RACHEL YOUNG:** And we've seen some of your texts with  
17 Aaron. Those are in the Foundational Document at COMM No. 0000488.

18                   **MR. RODNEY LEGGE:** Yeah.

19                   **MS. RACHEL YOUNG:** And so you said, "We'll have to send it as  
20 a civil alert, looks like". So you were going back and forth on how the emergency might  
21 be categorized. Is that right?

22                   **MR. RODNEY LEGGE:** Well, because -- well, at the time, you  
23 know, we were the ones that were responsible for that -- for the Alert Ready system, so  
24 we knew the -- the system inside out and we're to provide help with whoever requested  
25 the alert. And we knew that if there was a situation and -- you know, of that magnitude,  
26 there was no other -- if that message was to go out broadcast, the only way to get it out  
27 to broadcast to public would be to send it under a civil alert, or that would be the -- I  
28 guess the closest category.

1                   **MS. RACHEL YOUNG:** So Jason just sort of put you on alert, so  
2 to speak, but didn't ask you to do anything specific right at the beginning? Is that right?

3                   **MR. RODNEY LEGGE:** Just get ready in case we get requested.

4                   **MS. RACHEL YOUNG:** And then ---

5                   **MR. RODNEY LEGGE:** And that's the normal process.

6                   **MS. RACHEL YOUNG:** Okay. So you didn't go to the PCC right  
7 away, I guess?

8                   **MR. RODNEY LEGGE:** I didn't. And there's -- I'm not sure when  
9 Aaron went in. I think there was a -- I'm not sure if I asked him to go in or Paul  
10 requested. I'm not sure. But we kind of -- at that point, only one of us would have went  
11 because if a situation happened and, let's say, worst-case scenario, we needed an alert  
12 right there and then, I could do it. The PCC was activating and was en route, I could  
13 actually send the alert if needed.

14                   **MS. RACHEL YOUNG:** And you could do it from home if you had  
15 to?

16                   **MR. RODNEY LEGGE:** Yes, and we've sent many from home  
17 afterwards ---

18                   **MS. RACHEL YOUNG:** Okay.

19                   **MR. RODNEY LEGGE:** --- because of COVID.

20                   **MS. RACHEL YOUNG:** And so if there was an alert, who would  
21 decide the wording of it?

22                   **MR. RODNEY LEGGE:** That's always the requestor.

23                   In the early days, we never had a form, so even after the incident of  
24 April 20th -- or sorry, 18th-19th, even after that, we had several over a period of time. I  
25 think there was one a week later.

26                   And we worked with the police to get the wording. The wording  
27 came from them, but we kind of assisted in getting it cleaned up and what -- how it  
28 would look and go out to the public.

1                   **MS. RACHEL YOUNG:** So was EMO ready to issue an alert if it  
2 was asked?

3                   **MR. RODNEY LEGGE:** Absolutely.

4                   **MS. RACHEL YOUNG:** And so were you eventually asked to do  
5 anything that day at work, or you were just told there was something going on and ---

6                   **MR. RODNEY LEGGE:** That's it, and we followed Twitter and  
7 waiting for further instructions, but ---

8                   **MS. RACHEL YOUNG:** And you, yourself, did you have anything  
9 to do with the events, doing anything to assist or support, or no?

10                  **MR. RODNEY LEGGE:** No.

11                  **MS. RACHEL YOUNG:** Okay.

12                  **MR. RODNEY LEGGE:** No.

13                  **MS. RACHEL YOUNG:** So did you talk to anyone at the RCMP  
14 that day?

15                  **MR. RODNEY LEGGE:** No, I did not. No.

16                  **MS. RACHEL YOUNG:** Okay. So you're familiar with the 911 call  
17 system, of course.

18                  **MR. RODNEY LEGGE:** Yes, I am.

19                  **MS. RACHEL YOUNG:** And we also heard from Darryl MacDonald  
20 about it as well ---

21                  **MR. RODNEY LEGGE:** Right.

22                  **MS. RACHEL YOUNG:** --- so I won't cover the same ground, but  
23 could you just talk to us about reverse 911 mapping, if you know what that is?

24                  **MR. RODNEY LEGGE:** Yeah. Okay.

25                         Well, we don't have reverse 911 here in the province. My first, I  
26 guess -- the first time I heard about it or we discussed it was probably -- I'm going to go  
27 back to 2010, 2011, '12, around that time.

28                         At the time, there was some interest -- I'm not sure where it came

1 from -- but we explored it with Bell, which is -- Bell, if you know, they're a provider ---

2 **MS. RACHEL YOUNG:** So it would be for landlines; right?

3 **MR. RODNEY LEGGE:** Bell Canada for landlines and wireless and  
4 whatnot.

5 They house the ALI database, so that's the -- that's the information  
6 where numbers are associated with the civic address.

7 So the concept of reverse 911 is you'd have a piece of software  
8 with a map and you could circle or do a polygon around an area on the map. And what  
9 that would do, it would -- any civics within that polygon or that area, it would technically  
10 dip into the ALI database and it would send a mass landline, typical landline, traditional  
11 landline -- because you got to keep in mind that a lot of people had changed over to  
12 phones that were VOIP, so it wouldn't have -- it wouldn't have called out those numbers.  
13 But it would call out the landline numbers within that geographic area.

14 I'm not even aware of anywhere else in Canada if they use that.  
15 And there were some issues around using it around privacy concerns, technology, and  
16 one was also about if you dipped into the database, you wouldn't be able to retain the  
17 data for later. So you would never be able to go back and hold onto information, say,  
18 oh, these 1,000 people were called. They wouldn't allow the retention.

19 **MS. RACHEL YOUNG:** I just want to make sure we understand  
20 some of the terms you use.

21 So you said you could draw a circle and all the civics inside. You  
22 mean the civic addresses?

23 **MR. RODNEY LEGGE:** You draw a circle on a map which  
24 encompasses a geographic area. Any civics within that geographic area, they -- they  
25 would have -- if they have a landline, that would be associated with that civic. So when  
26 you captured that area, any of the landlines within that area would get a call.

27 **MS. RACHEL YOUNG:** So by "civic", you mean civic address like  
28 123 Smith Street, type of thing?

1                   **MR. RODNEY LEGGE:** Yeah, yeah.

2                   **MS. RACHEL YOUNG:** Okay.

3                   **MR. RODNEY LEGGE:** So -- exactly. So civic is 33 Acadia Street,  
4 Dartmouth, Nova Scotia. That's where my office is.

5                   **MS. RACHEL YOUNG:** Yeah. Okay.

6                   And then ALI database, do you know what ALI stands for?

7                   **MR. RODNEY LEGGE:** Automatic Location Indicator.

8                   **MS. RACHEL YOUNG:** Okay. So that's what would allow Bell to  
9 know where -- well, normally it would be to know where an incoming call is coming from,  
10 what address, but ---

11                   **MR. RODNEY LEGGE:** Right.

12                   **MS. RACHEL YOUNG:** So you're saying they could theoretically  
13 dip into that and go out to a certain address.

14                   **MR. RODNEY LEGGE:** Right. So the ALI database, even though  
15 it's owned by and operated by Bell -- and Bell can answer this much better, but I can  
16 give you a quick high-level overview.

17                   All the telcos, the telephone providers, feed into that database. So  
18 if a call comes in from an Eastlink customer, that would show up from the ALI database,  
19 so that information was fed into there.

20                   So from a 911 standpoint, when that call comes into the centre as  
21 an emergency 911 call, if it's coming from a landline, the ALI will present on the screen,  
22 which will show the responders the address, the telephone number.

23                   **MS. RACHEL YOUNG:** And then you're saying VOIP wouldn't  
24 work. And what does VOIP stand for?

25                   **MR. RODNEY LEGGE:** Oh, sorry. That's Voice Over IP.

26                   **MS. RACHEL YOUNG:** And that's -- IP is Internet Protocol?

27                   **MR. RODNEY LEGGE:** Internet Protocol. Sorry.

28                   **MS. RACHEL YOUNG:** Just trying to break it down.

1                   And so that is -- correct me if I'm wrong. My understanding is that's  
2 an internet-based phone line, so ---

3                   **MR. RODNEY LEGGE:** That's ---

4                   **MS. RACHEL YOUNG:** --- the reason why that wouldn't work with  
5 the ALI database is because it's not associated to an address, so Bell wouldn't know  
6 where that was coming from.

7                   **MR. RODNEY LEGGE:** Exactly.

8                   **MS. RACHEL YOUNG:** Is that right?

9                   **MR. RODNEY LEGGE:** It could be from a server down in the  
10 States somewhere.

11                   **MS. RACHEL YOUNG:** Okay. And ---

12                   **MR. RODNEY LEGGE:** And one thing that's also -- I should add,  
13 at the time when they were talking about reverse ALI, the public alerting system was  
14 coming out, too, which was a better means for addressing larger groups of people. And  
15 the second part was that we were seeing a big trend of people getting rid of their  
16 landlines and just keeping cell numbers, or their cell phones.

17                   So we -- I think we looked at it also as it was -- this would replace, I  
18 guess, reverse ALI, or would be a better system than reverse ALI.

19                   **MS. RACHEL YOUNG:** And so you mentioned technology  
20 concerns with the reverse mapping. Is that the kind of thing you're talking about, or are  
21 there other technology concerns with reverse 911?

22                   **MR. RODNEY LEGGE:** Repeat that again?

23                   **MS. RACHEL YOUNG:** You mentioned when we were talking  
24 about reverse 911 mapping that there were some technology concerns. Is -- did you  
25 mean that ---

26                   **MR. RODNEY LEGGE:** Yeah.

27                   **MS. RACHEL YOUNG:** --- kind of thing, or was there something  
28 else?

1                   **MR. RODNEY LEGGE:** This would be something on the Bell side.  
2 You have so many calls being -- going through their networks all at once. And that  
3 would be a better question or it would be better for Bell to answer that question.

4                   **MS. RACHEL YOUNG:** Okay.

5                   **MR. RODNEY LEGGE:** But there was some discussions about it  
6 at that time.

7                   **MS. RACHEL YOUNG:** Commissioners, those are my questions  
8 for this witness, but I think it would be good to have an opportunity to speak to  
9 Participants' Counsel to see if they have questions.

10                  **COMMISSIONER MacDONALD:** Thank you, Ms. Young.

11                  So Mr. Legge, the -- thank you very much for being here and for  
12 assisting us with your testimony. The process we follow is that when you give your  
13 testimony proper, which you've just given, we will take a break and our Commission  
14 Counsel will meet with counsel for the Participants to see if there any further questions  
15 and who might ask them. So you're still under oath, sir, and we'd ask you to standby.

16                  **MR. RODNEY LEGGE:** Okay.

17                  **COMMISSIONER MacDONALD:** We'll break for 20 minutes, and  
18 be back then. Thank you.

19                  **MR. RODNEY LEGGE:** Okay. Thank you.

20                  **REGISTRAR DARLENE SUTHERLAND:** Thank you. The  
21 proceedings are now on break and will resume in 20 minutes.

22 --- Upon recessing at 2:46 p.m.

23 --- Upon resuming at 3:22 p.m.

24                  **REGISTRAR DARLENE SUTHERLAND:** Welcome back. The  
25 proceedings are again in session.

26                  **COMMISSIONER MacDONALD:** Yes, good afternoon, again. I  
27 understand as a result of meeting among counsel that Ms. Young will have some more  
28 questions for Mr. Legge, questions proposed by Participants who are content to have

1 Ms. Young ask them on their behalf.

2 Ms. Young?

3 **MS. RACHEL YOUNG:** Good afternoon, Commissioners. If we  
4 can have Mr. Legge back, please.

5 **--- RODNEY LEGGE, Resumed:**

6 **COMMISSIONER MacDONALD:** Mr. Legge, Ms. Young will have  
7 some further questions for you. You're still under oath, of course.

8 **--- EXAMINATION IN-CHIEF BY MS. YOUNG: (Cont'd)**

9 **MS. RACHEL YOUNG:** Mr. Legge, if the EMO had been  
10 requested by the RCMP to send out an alert on April 19th, 2020, how long would it have  
11 taken to issue from the time it was requested to the time the alert went out?

12 **MR. RODNEY LEGGE:** Assuming that the message was  
13 complete, you know, I think our policy is 15, but realistically, we could have got it out, I  
14 believe, faster. We had done in the past.

15 **MS. RACHEL YOUNG:** Fifteen what?

16 **MR. RODNEY LEGGE:** Fifteen minutes.

17 **MS. RACHEL YOUNG:** Okay.

18 **MR. RODNEY LEGGE:** Is what our policy says, but we put a little  
19 bit of, I guess, cushion there because there are technical issues that could arise. There  
20 is character restrictions within the system, and you'd go to send it and it'll prompt you  
21 that there is errors in the messaging, just around, like, let's say a double quote or a --  
22 some other type of symbol, character. So you have to go in and fix that. But ordinarily,  
23 we can send out alert pretty quick.

24 **MS. RACHEL YOUNG:** You mentioned that you were having  
25 internal discussions with the EMO, you know, that there could be a request coming, just  
26 be ready, and I think Pelmorex was notified; is that right?

27 **MR. RODNEY LEGGE:** Yes.

28 **MS. RACHEL YOUNG:** And so what made EMO think that a

1 request might be coming on April 19th?

2 **MR. RODNEY LEGGE:** Well, I think -- well, my initial or the initial  
3 email or, sorry, the initial phone call I got from Jason indicating that, you know, we might  
4 -- there's an incident going on, it's pretty big by the sounds of what we had, that just to  
5 be ready. You know, we knew we were the ones that would be responsible for  
6 ultimately getting that alert out to the public once we were requested. So it's just kind of  
7 just get ready, you know, be prepared.

8 Why we notified Pelmorex, it's more of a timing issue. Pelmorex  
9 likes -- like to be notified if we have time about there's a possible alert coming. Because  
10 we were waiting around we said, "Let's let Pelmorex know that there's a potential of one  
11 coming." It was basically around the situation, it was, you know, from what we had, and  
12 other than what I mentioned earlier about the piece of information we receive at 8:20,  
13 we knew nothing more until we started seeing stuff on the RCMP Twitter. But we were  
14 just being, I guess, prepared.

15 **MS. RACHEL YOUNG:** You mentioned that there had been test  
16 alerts, and -- on cell phones. Were those targeted geographically? Was it province-  
17 wide, or there were specific areas?

18 **MR. RODNEY LEGGE:** Province wide.

19 **MS. RACHEL YOUNG:** Okay. You also mentioned that there is  
20 this civil emergencies category that can be used for police-led emergencies, but active  
21 shooter didn't really fit in there, but then at a certain point people started fitting it in there  
22 anyway or thinking that was the best category. Do you recall when that started  
23 happening that people were thinking that's where it would fit?

24 **MR. RODNEY LEGGE:** It might have been a discussion me and  
25 Aaron had. We bounce things off each other, and we probably know the Alert Ready  
26 system, at least the technology piece of it, better than anyone at EMO. So we just  
27 bounced ideas off. If we're requested, you know, for Broadcasting Immediate that's the  
28 only way we'd be able to get a Broadcast Immediate out through the civil emergency.

1 We -- you know, there are other ones, like Criminal Activity, Dangerous Person, but  
2 they're Non-Broadcast, so they wouldn't have went through cellular.

3 **MS. RACHEL YOUNG:** So that -- that was on April 19th, 2020.  
4 Were you part of any wider discussions about that about where an active shooter would  
5 fit?

6 **MR. RODNEY LEGGE:** I can't recall as such.

7 **MS. RACHEL YOUNG:** No? Okay. And so you mentioned there  
8 is a Criminal Activity category, but it's -- so it's not Broadcast. Is it Broadcast Intrusive  
9 or Broadcast Interrupt?

10 **MR. RODNEY LEGGE:** Yeah, Immediate or Intrusive. Yeah,  
11 Non-Broadcast ---

12 **MS. RACHEL YOUNG:** Yeah.

13 **MR. RODNEY LEGGE:** --- Intrusive or Non-Broadcast Immediate.  
14 They're used interchangeably.

15 **MS. RACHEL YOUNG:** And so does that mean that Active  
16 Shooter would not fit in there? That's not one of the 32 categories; right? Because the  
17 32 categories ---

18 **MR. RODNEY LEGGE:** Active Shooter is not mentioned  
19 anywhere. I'm going to say there is probably 160 events listed, and Active Shooter is  
20 not one of them.

21 **MS. RACHEL YOUNG:** Does EMO run any tabletop exercises with  
22 its public safety partners, like practicing a scenario or anything like that that you know  
23 of?

24 **MR. RODNEY LEGGE:** I'm not sure. They might be, but I wouldn't  
25 be the one involved in that.

26 **MS. RACHEL YOUNG:** Okay. And you mentioned that binder you  
27 created with the 32 categories. Was that simply a list of the categories, or if you flip to a  
28 certain one of the 32 did it have any procedures or contact lists associated with it?

1                   **MR. RODNEY LEGGE:** I -- I put my own definition for internal use  
2 because, unfortunately, at that point we never had a clear definition from SOREM.  
3 They're the ultimate deciding body on that -- on the alert descriptions and the alert  
4 types. So in my early days, and as this was evolving, I did up this binder to kind of fill in  
5 from research what kind of each one of them meant.

6                   **MS. RACHEL YOUNG:** Okay.

7                   **MR. RODNEY LEGGE:** So it wasn't official. It was more for our  
8 office use.

9                   **MS. RACHEL YOUNG:** There was one meeting where you talked  
10 about this topic of different types of emergencies.

11                   Madam Registrar, it's COMM0034124 are the minutes of Nova  
12 Scotia EMO, dated May 31st, 2019. Could those be made an exhibit, please?

13                   **REGISTRAR DARLENE SUTHERLAND:** Exhibit 1347.

14 **--- EXHIBIT NO. 1347**

15                   Minutes of Nova Scotia EMO, dated May 31st, 2019 -  
16                   COMM0034124

17                   **MS. RACHEL YOUNG:** In that meeting, you talked about certain  
18 types of the BI alerts that could be anything that's an imminent threat to life. Do you  
19 recall that?

20                   **MR. RODNEY LEGGE:** Yeah. So if you think of the 32 alerts,  
21 other than Test, I guess, any of them could be an imminent threat to life and safety. So  
22 that's why they were classified in the original, I guess -- or for -- actually before that,  
23 2010, 2011, when the original list was developed by SOREM that was the thought  
24 process around it, basically. You know, a hurricane is an imminent threat to safety, or  
25 immediate. A tornado. A chemical hazardous explosion. Stuff like that. So that's  
26 where the imminent threat to life and safety came from.

27                   **MS. RACHEL YOUNG:** It's kind of the broader category that all 32  
28 fall into then? Is that right?

1                   **MR. RODNEY LEGGE:** Pardon?

2                   **MS. RACHEL YOUNG:** The broader category that all 32 types of  
3 emergencies fall into?

4                   **MR. RODNEY LEGGE:** Yes, that's correct.

5                   **MS. RACHEL YOUNG:** Is -- okay. So civil emergency would be  
6 just a subset, one of the 32 ways that there could be a imminent threat to life.

7                   **MR. RODNEY LEGGE:** Exactly.

8                   **MS. RACHEL YOUNG:** Is that right?

9                   **MR. RODNEY LEGGE:** Yeah.

10                  **MS. RACHEL YOUNG:** Okay. Got it. Thank you. Those are my  
11 questions.

12                  **COMMISSIONER MacDONALD:** Thank you very much.

13                  Mr. Legge, thank you very much for -- thank you very much for  
14 coming here today and offering your testimony and for helping us with our important  
15 work. We very much appreciate it.

16                  **MR. RODNEY LEGGE:** You're welcome.

17                  **COMMISSIONER MacDONALD:** Thank you.

18                  And thank you, Ms. Young.

19                  **MS. RACHEL YOUNG:** Thank you, Commissioners.

20                  **COMMISSIONER MacDONALD:** And you're free to go, Mr. Legge.

21                  **MR. RODNEY LEGGE:** Okay, thank you.

22                  **COMMISSIONER STANTON:** So thanks again to the witnesses,  
23 Mr. Mason and Mr. Legge, for their time today, and for helping us better understand  
24 how public alerting works in Nova Scotia. Thanks also to Participants and their counsel,  
25 to Commission Counsel, and to everyone taking part in proceedings today.

26                  If you have any suggestions or changes or research related to  
27 public alerting that could assist us in shaping recommendations, a reminder that you  
28 can share those through the public submissions process on our website. We'll also be

1 focussing on developing meaningful recommendations in Phase 3 later in our  
2 proceedings.

3 Tomorrow, we'll hear from another witness, Michael Hallowes, as  
4 we continue to examine issues relating to public alerting. We'll also hear submissions  
5 from Participants on this topic.

6 As we continue our work, remember there are a range of support  
7 services available. Anytime you or someone you know needs help you can access  
8 supports either through our dedicated mental health team here in the proceedings or  
9 through our website.

10 Thanks again, and we'll see you here tomorrow at 9:30.

11 **REGISTRAR DARLENE SUTHERLAND:** Thank you. The  
12 proceedings are adjourned until May 11th, 2022 at 9:30 a.m.

13 --- Upon adjourning at 3:32 p.m.

14

15

### C E R T I F I C A T I O N

16

17 I, Sandrine Marineau-Lupien, a certified court reporter, hereby certify the foregoing  
18 pages to be an accurate transcription of my notes/records to the best of my skill and  
19 ability, and I so swear.

20

21 Je, Sandrine Marineau-Lupien, une sténographe officiel, certifie que les pages ci-hauts  
22 sont une transcription conforme de mes notes/enregistrements au meilleur de mes  
23 capacités, et je le jure.

24

25



26 Sandrine Marineau-Lupien

27

28