

REGION OF OTTAWA-CARLETON
RÉGION D'OTTAWA-CARLETON

REPORT
RAPPORT

Our File/N/Réf. 03 02-00-0009
Your File/V/Réf.

DATE 15 May 2000

TO/DEST. 9-1-1 Management Board

FROM/EXP. Co-ordinator, 9-1-1 Advisory Committee

SUBJECT/OBJET **9-1-1 ADVISORY COMMITTEE DRAFT MINUTES**

REPORT RECOMMENDATION

That the 9-1-1 Management Board receive the draft Minutes of the 9-1-1 Advisory Committee of 10 March 2000 for information.

BACKGROUND

The 9-1-1 Advisory Committee met on 10 March 2000. The draft Minutes of that meeting are hereby submitted for the information and/or discussion of the Board.

Approved by
Rosemary Nelson

att.

MINUTES

9-1-1 ADVISORY COMMITTEE

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON

COLONEL BY ROOM

10 MARCH 2000

9:30 A.M.

PRESENT

Chair: C. Powers, Nepean Fire Chief

Member/
Alternate: G. Crabtree, OPP, C. Bordeleau, OCRPS, P. Gallant, OCRPS, G.Kemp,
Kanata Fire Chief, G. Mills, Cumberland Fire Chief, P. Asmis, West Carleton
Fire Chief, D. McCallan, Gloucester Fire Dept., R. Lavictoire, OCACC, L.
Massender, Ottawa-Carleton Regional Ambulance, D. Powell,
Amprior/Kanata Ambulance, R. Acheson, Ministry of Health

Associate:
Members: Councillor R. Cantin, D. Brousseau

Others: H. Murphy, Manager, EMU, L. Jenkins, Manager, 9-1-1 Emergency Service,
Bell, D. Johnston, ITO, T. Blondin, Ottawa Fire Department, R. King, City of
Kanata, Communications

REGRETS

K. Ablett, public representative, H. Bourgeois, RCMP, H. Doucette, DND, J.
Ingraham, A/Rideau Fire Chief, G. Bennett, Osgoode Fire Chief, T. Gervais,
Goulbourn Fire Chief, R. White, Ottawa Fire Dept., R. Larabie, Gloucester
Fire Chief, J. McIsaac, Carleton/Richmond Ambulance, J. Kibsey, St.
Lawrence & District Ambulance, A. Gignac, Rockland/Orléans Ambulance,
J. Yelle-Weatherall, Land Ambulance Health Service

The committee acknowledged new representatives on the Committee as follows:

Inspector C. Bordeleau, 9-1-1 Bureau Manager
Staff Sergeant P. Gallant, OCRPS
Staff Sergeant Garry Crabtree, OPP
Rob Acheson, Ministry of Health

The Committee Chair advised that representatives from the Fire Department Communications Sub-committee had been invited to attend as the committee would be discussing transition issues with respect to the municipal restructuring, recognizing that much of this revolves around street names and PERS.

CONFIRMATION OF MINUTES

That the 9-1-1 Advisory Committee approve the Minutes of the meeting of 10 September 1999.

CARRIED

1. 9-1-1 MANAGEMENT BOARD DRAFT MINUTES
- Co-ordinator, 9-1-1 Management Board report dated 28 Feb 00

G. Kemp advised that the one item in the Minutes that is not before the committee today is the review of the terms of reference for 9-1-1 (Board/Committee and structure). As stated in the Minutes, these are being reviewed in light of the changes since the terms were first prepared when 9-1-1 was introduced in Ottawa-Carleton in 1988. The Board will receive a further update at its next meeting and this review includes the terms of reference for the Advisory Committee.

That the 9-1-1 Advisory Committee receive the 9-1-1 Management Board draft Minutes of 4 February 2000 for information.

RECEIVED

BUSINESS ARISING FROM 9-1-1 MB MINUTES

2. 9-1-1 TRAINING MANUAL
- Co-ordinator, 9-1-1 Advisory Committee report dated 28 Feb 00

Councillor Cantin thanked those involved in revising the Manual in such an efficient manner.

In discussing how copies of the Manual would be produced, D. Brousseau advised that the Board had previously agreed (8 October 1999) that the Bureau Manager would be the “owner” of the Manual and that any subsequent revisions would be made through that office. Inspector Bordeleau believed the issue of ownership should be discussed by the Board and Chair Powers suggested the issue be resolved accordingly.

Inspector Bordeleau stated that the original Manual was provided in binder format, complete with section tabs and wondered whether the Bureau could be supplied with copies of the revised manual in similar format. L. Jenkins advised that the tabs are the same and therefore the existing material should be shredded and the new Manual simply inserted into the binder. When the system converts to PERS, the Manual will no longer be valid, and Bell will provide a brand new Manual.

With respect to co-ordinating the distribution of copies of the revised manual to emergency agencies, Chair Powers suggested the Board develop a standard policy for distribution and format and work with the Regional Clerk’s Department and the Bureau in this regard. D. Brousseau advised that the 9-1-1 Management Board already agreed to pay for binders and G. Kemp indicated that the Board will ensure the new Manuals are circulated to everyone who needs one in its proper format.

Councillor Cantin asked that a letter of thanks be sent from the Committee Chair to his assistant, Elaine Lindsay for her efforts in putting the revised Manual together.

That the 9-1-1 Advisory Committee receive the revised 9-1-1 Training Manual for information and circulation to all agencies.

RECEIVED

3. MIGRATION TO PERS - STATUS UPDATE

- Co-ordinator, 9-1-1 Advisory Committee report dated 28 Feb 00

L. Jenkins noted that in order to facilitate the move to PERS in June of 2001, a Technical Committee must be established. It is hoped the first meeting can convene early in April since there are some timelines to work within. She would like to see a representative from each of the dispatch agencies, plus the communications side of the 9-1-1 Bureau and any others who want to be involved. Staff in the Information Technology Office (ITO) have provided her with a list of municipal contacts for this committee.

With respect to the PERS issue, she noted that the screen information will include the name, address and phone number of the caller, plus the Emergency Zone displaying the police, fire and ambulance dispatch based on the callers address. She added that with PERS, operators will no longer have to confirm the municipality the person is calling from. The downstream agency can also transfer a call by using the same code on their key pad as the 9-1-1 operator i.e. *11 (police), *12 (fire), *13 (ambulance).

G. Kemp questioned whether the Technical Committee will be discussing the issue of not letting the information on the screen drive the whole thing i.e. the person might not be calling from where the emergency is. L. Jenkins confirmed to the committee, that the call-taker could override the prebuilt ESZ (Emergency Service Zone). However, it will be the responsibility of all agencies to draw the boundaries for their emergency zones. Regardless of amalgamation issues, PERS will reflect 11 municipalities for the second quarter of 2001.

P. Asmis referred to the difficulties West Carleton faces as a result of the four telephone exchanges in the municipality. He explained that some residents have an exchange from an area outside the Region, such as Arnprior in Renfrew County. Also, when people call 9-1-1 from Arnprior, but think they are in West Carleton, it takes a while to get the call transferred correctly and precious time is lost trying to determine exactly where the call is coming from. L. Jenkins advised that with PERS, calls are routed by address/municipality and emergency zone. She went on to state that if there was a house fire in West Carleton Township along the border with Arnprior (Renfrew County 9-1-1 PERS) and a township resident calls 9-1-1 from an Arnprior exchange number, the call will be routed based on mapping criteria indicating this resident is part of the RMOC 9-1-1 system and the correct address is in the database. This is part of the process to ensure correct addresses have been updated where necessary. Conversely, a Renfrew County resident with an Arnprior exchange number will route based on the criteria built for that particular system.

Chief Asmis went on to state that each address along the border has been mapped and he was seeking assurance from Bell that those with a Lanark telephone exchange, for example, will route to the 9-1-1 system in Ottawa-Carleton in an emergency situation. L. Jenkins confirmed this fact, but added that each agency has to identify the boundary for the emergency zones. In addition, the correct civic address in the 9-1-1 database is one of the key requirements for correct routing.

Chief Kemp referred to the issue of duplicate street names and PERS and L. Jenkins indicated this will not be a problem in 2001 because the system will still be working with 11 municipalities. In two or three years, however, it will become problematic once there is only one municipality.

PERS will be able to differentiate between duplicate street names in different municipalities, but not in the same municipality.

D. McCallan wondered that if there are problems with the 11 municipalities with duplication, when amalgamation results in just one city, can the system not simply dispatch the call on a different phone line, “pretending” the 11 municipalities still exist. L. Jenkins advised that phone lines have nothing to do with routing calls. If the system sees four streets of the same name, (same municipality) it will be unable to tell which one it needs to get to. D. McCallan noted that it is the actual number of the address which gives the street name its uniqueness. Ms. Jenkins confirmed that although the civic number is important, it is the “complete” address that is required for PERS i.e. 1423 John Street North (if direction is applicable) plus the municipality name and she agreed that if there is no duplication of numbering or if the suffix (St., Blvd., etc) is different on two or more streets by the same name, the system will work. With respect to the latter remarks, however, Chair Powers stated there would still be the question of how efficient emergency services can be if there is confusion of where the numbers begin and end. The Board has identified the need to change street names and avoid as many of those problems as possible.

Chief Kemp stated that as the municipalities move forward with amalgamation, and municipal borders disappear, areas of first response might change i.e. there may be a need to modify those areas to ensure the closest station responds. He wanted to ensure the polygon is not set on municipal borders. L. Jenkins confirmed the polygon can be changed, but noted the ESZ relates to the dispatch point based on the geographic area identified by the respective agencies for police, fire and ambulance, not first or tiered response. For instance, if Kanata/West Carleton remains (geographically) a fire zone for the two municipalities, the polygon will reflect that. She confirmed that during the initial cut-over to PERS, the departments can establish different polygons, as long as they indicate the ESZ to be established. She noted that changes to the polygons could take several months. Updates would be processed after the PERS cutover based on timeframes required to update the Emergency Zones.

G. Kemp stated that if the agencies cannot resolve the issue by August, what length of time will be required to give Bell an opportunity to change the polygon after PERS is in place. L. Jenkins advised it could be a matter of a few weeks or longer depending on the work involved with the changes. When the Technical Committee meets and reviews the critical path, time lines will be established for the introduction of PERS, but this is not relative to post-cutover changes.

She noted that Bell Neutral Answer Service is another issue that needs to be resolved. With respect to her last comment, Chair Powers indicated that it is crossing over into a policy decision and the Committee is not in a position to make that kind of recommendation. L. Jenkins explained that she just wanted to point out whether or not it is still a consideration and if not, it may affect the timeline of June 2001 for PERS. D. Brousseau stated the Region has to know what Bell Neutral Answer Service will cost and L. Jenkins stated that she provided staff

with a letter about this a few years ago. L. Jenkins asked if staff would like to receive costs for BNAS based on updated population figures. To be confirmed with H. Murphy. L. Jenkins to follow-up.

Chair Powers recognized there are a lot of issues that involve various departments and the need for representatives from municipal Planning Departments to serve on the Technical Committee. D. Johnston advised that a committee has been struck to review the issues associated with duplicate street names and the make-up of this group includes staff from the planning departments or by-laws administration. He advised that this group is presently looking for some direction with respect to how they interface to the issue. The Committee Chair recognized the emergency services component to this and each one should be identified dealing primarily with response boundaries and dispatch. L. Jenkins suggested that municipal staff and emergency representatives are the critical people who need to be on the Technical Committee. The Co-ordinator was directed to send a letter to all emergency agencies with a request that they appoint a representative to the Technical Committee. The first meeting would be held on Wednesday, 5 April 2000 at 9:30 a.m. (location to be determined).

That the 9-1-1 Advisory Committee receive this report and establish a Technical Committee for the implementation of the Public Emergency Reporting Service (PERS).

CARRIED

4. CIVIC ADDRESSING - UPDATE

- Co-ordinator, 9-1-1 Management Board report dated 28 Feb 00

D. Brousseau opined that changing the street names is critical especially given the time frame involved (September is the deadline Bell had given the Board with respect to changing those street names which are duplicated in the same municipality). He wondered however, which municipality would be required to change the name.

G. Crabtree believed that encouraging individual politicians to proceed with these street name changes or number changes or adding direction to the name, et cetera would help differentiate between others of the same name. He did not believe the committee should look so far ahead with respect to who has to change, otherwise there will be no progress. He agreed there will be problems, but the main issue is the time constraints involved in this process.

D. Brousseau agreed there is a need to address the short list immediately and the longer list can wait a little while longer. He encouraged committee to tell those municipalities with duplicate street names that they must choose another name, and ensure it does not already exist in another

municipality. Councillor Cantin suggested that instead of telling them they can't use the name, advise them of the difficulties it will create for emergency services and here is an opportunity to change the street name to one that might be of historical significance to the municipality. He suggested that a letter be sent to those municipalities involved from the Chair of the Management Board. Chief Kemp thought there had been some discussion to this effect at the Board's meeting last month.

G. Mills suggested the Board put pressure on those municipalities to address this issue immediately.

That the 9-1-1 Advisory Committee receive this report for information.

RECEIVED

5. 9-1-1 BUREAU QUARTERLY REPORT

- Co-ordinator, 9-1-1 Management Board report dated 28 Feb 00

Inspector Bordeleau stated the Bureau will be looking to improve measuring the efficiency of 9-1-1 and the new statistics will be submitted to the Management Board in June.

Chair Powers wondered if there was a way to break down how many calls came in with the ANI/ALI and what percentage were made by cellular phones, which do not display that information. L. Jenkins advised that the 9-1-1 network delivers "all" calls as a 9-1-1 call. The Bureau's PBX Management System is also not capable of differentiating between cell calls and non-cell calls without a manual process involved.

Under the PERS system, Chair Powers wondered whether cell calls have to be routed to one system because it is not possible to forward a call for fire assistance to a current dispatcher from that type of phone. L. Jenkins advised that the rule is the same as it is today i.e. it is the cell phone provider, not a 9-1-1 issue. The Chair stated that when PERS is in place and there is one button for fire, when a call comes in from a cell phone, that one button will send it to dispatch, but not necessarily the right one. Ms. Jenkins agreed that this could be true based on cellular network design for the 9-1-1 call routing. However, if the cellular providers have the ability to differentiate the cell sites, there may be an opportunity to provide more accurate routing. She explained there will be a requirement to create emergency zones for cellular calls and cellular providers are prime for this issue. This information will be part of the CPM (Critical Path Methods process) and the cellular providers will be a part of this process.

Chair Powers acknowledged that both the Board and the Advisory Committee are aware of the affect cell calls have on the efficiency ratio and recognized that this will be a bigger issue with PERS if the current polygon for fire, for example, is not identified. In such situation, the call would be directed to the Ottawa Fire Department and be dispatched accordingly, thereby affecting response times.

C. Bordeleau agreed to discuss this with his communications people in an effort to determine if they can extract that information about the number of cell calls received.

That the 9-1-1 Advisory Committee receive this report for information.

RECEIVED

FOR INFORMATION

6. VERDICT OF CORONER'S JURY/ARTICLE ON EFFECTS OF
10-DIGIT NUMBERS, CLEC'S AND WIRELESS TELEPHONES
ON 9-1-1 SERVICES

- faxed message from the City of Nepean Fire Chief dated 31 Jan 00

The committee received these two items of interest from Chief Powers.

OTHER BUSINESS

Chief Asmis advised that the Regional Command Vehicle (RCV) has been less than functional and is in need of an overhaul. Chair Powers suggested this is more an issue for Regional staff than the Advisory Committee. The Chief explained however, that he brought the matter up because it is a communication issue.

Councillor Cantin believed it is a 9-1-1 issue because it affects the ability to determine the call downstream. He opined that the Committee or the Board should make the Transition Board aware of the importance of not cutting budgets to the Emergency Services Unit, so the Region can afford to replace the RCV.

Chair Powers agreed there are problems and that there are major shortcomings with the unit that need to be addressed, such as upgrading its operations in the field of communications.

9-1-1 Advisory Committee
10 March 2000

11

NEXT MEETING

15 September 2000

ADJOURNMENT

The meeting adjourned at 11:20 a.m.

CO-ORDINATOR

CHAIR