

REGIONAL MUNICIPALITY OF OTTAWA CARLETON
MUNICIPALITÉ RÉGIONALE D'OTTAWA CARLETON

REPORT
RAPPORT

Our File/N/Réf. 03 02-96-0009
Your File/V/Réf.

DATE 13 September 1996

TO/DEST. 9-1-1 Management Board

FROM/EXP. Co-ordinator, 9-1-1 Management Board

SUBJECT/OBJET **UPDATE ON 9-1-1 SERVICE FROM APARTMENT ENTRY
SYSTEMS**

REPORT RECOMMENDATION

That the 9-1-1 Management Board receive this report for information.

BACKGROUND

The attached memorandum dated 13 Sep 96 from John P. Ferguson of the Ottawa-Carleton Regional Police, provides an update of the installation of a 9-1-1 calling station in the entry of the Richmond Heights Apartments.

Sergeant Ferguson will be in attendance at the Board meeting to discuss this matter further and to answer any questions that may arise.

Approved by
R. Nelson



Ottawa-Carleton
Regional Police Service

Service de police régional
d'Ottawa-Carleton

MEMORANDUM

Our File
Your File

DATE: 13 September 1996
TO: 9-1-1 Management Board
FROM: Sgt. John P. Ferguson
SUBJECT: **REPORT - RICHMOND HEIGHTS APARTMENTS**

As you are aware, Mr. Dan Found of the Richmond Heights apartments requested that the 9-1-1 management board approve the installation of a 9-1-1 calling station in the apartment entry system.

I had several conversations with Mr. Found to discuss concerns that I had, including the 2-minute time-out feature employed by the entry system and the lack of call-back capability. We also discussed the possibility that the system may be open to abuse by non-resident individuals.

Subsequently, a memorandum of understanding drawn up by regional legal was signed by Mr. Found. He also undertook to inform all of the apartment residents of the system, and installed a notice in the lobby area. Testing took place in June, and the system was activated shortly thereafter.

I spoke with Mr. Found on Friday 13th September. He told me that as far as he was concerned, it was working very well. He has had no negative feedback from the residents and there appears to have been no nuisance use of the system. From the point of view of the 9-1-1 bureau, there has not been any 9-1-1 calls. This would indicate that there are no problems to date and I would therefore recommend that this experiment continue.


John P. Ferguson
Sergeant,
Communications

JPF\jpf