

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON
MUNICIPALITÉ RÉGIONALE D'OTTAWA-CARLETON

REPORT
RAPPORT

Our File/N/Réf. 03 02-98-0009
Your File/V/Réf.

DATE 20 May 1998

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 9-1-1 Advisory Committee draft Minutes of 8 May 1998.

BACKGROUND

The 9-1-1 Advisory Committee met on 8 May 1998. 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

8 MAY 1998

9:30 A.M.

PRESENT

Acting Chair: M. J. Woollam

Members/
Alternate: K. Ablett, public representative, J. McWade, OPP, R. Erfle, 9-1-1 Bureau Manager, Ottawa-Carleton Police Service, G. Nelson, OCRPS, C. Powers, Nepean Fire Chief, G. Kemp, Kanata Fire Chief, G. Hawkins, Rideau Fire Chief, J. Wilkie, Assistant Division Chief, Ottawa Fire Dept., R. Lavictoire, Ottawa Central Ambulance Comm. Centre., D. Armstrong, Ottawa-Carleton Regional Ambulance, W. Croken, Arnprior/Kanata Ambulance, A. Gignac, Rockland/Orléans Ambulance, F. Payette, Ministry of Health

REGRETS H. Bourgeois, RCMP, C. Duchesne, DND, G. Bennett, Osgoode Fire Chief, J. Beckett, Goulbourn Fire Chief, G. Mills, Cumberland Fire Chief, T. Kelly, West Carleton Fire Chief, H.M. Labelle, Gloucester Fire Chief, J. McIsaac, Carleton/Richmond Ambulance, M. Cassidy, Osgoode & District Ambulance and St. Lawrence & District Ambulance, J. Kibsey, St. Lawrence & District Ambulance

Others: H. Murphy, Manager, EMU, L. Jenkins, Manager, 9-1-1 Emergency Service, Bell

FIRST ORDER OF BUSINESS

ELECTION OF CHAIR

The Regional Clerk, Mary Jo Woollam, called for nominations to the position of the Chair for the new term.

Moved by R. Cantin

That Chris Powers be elected as Chair of the 9-1-1 Advisory Committee for the 1997-2000 term.

CARRIED

The Committee welcomed Kathy Ablett as the new public representative on the Committee.

CONFIRMATION OF MINUTES

That the 9-1-1 Advisory Committee approve the Minutes of the meeting of 19 September 1997.

CARRIED

REGULAR ITEMS

1. TRAFFIC STUDY - DECEMBER 1997

- Co-ordinator, 9-1-1 Advisory Committee report dated 21 Apr 98

L. Jenkins advised that all trunking routes are meeting or exceeding their capabilities. She advised that Bell cut over Dundas-Stormont-Glengarry last month and have increased the number of trunks. There is no direct cost to the Region. She indicated that Bell is not able to provide the Meridian PBX i.e. the ability to track the traffic level through systems to downstream agencies; that technology is no longer supported. When the Public Emergency Response Service (PERS) is in place, she indicated there will no longer be an OPX. Therefore, unless the agencies are noticing a situation, she would not expect there would be an impact on the downstream agencies with respect to circuits; if there is however, they are encouraged to let her know.

In response to a question about the importance of this data, she stated it is a source of traffic information which determines how many calls have been received over a specific period of time.

Councillor Cantin noted that the availability of 9-1-1 is spreading across the province and those statistics would be useful province-wide. He questioned whether Bell could approach the high tech industry with a view to designing their telephone systems to incorporate something similar to record such data. Ms. Jenkins indicated there are

software programs that could be applied, but confirmed Bell would be unable to pull that information off its network.

With respect to the implementation of PERS, Ms. Jenkins estimated it would probably not occur before the year 2000 because the mapping is not yet complete. In light of this timeframe, G. Hawkins suggested the area municipalities examine a software application to keep their data current. The Committee Chair suggested the 9-1-1 Bureau could have this software installed or perhaps done at Bell, although it would depend on how heavily it is used. He indicated that the emergency service agencies may feel their service is adequate and was not aware of any having insufficient equipment. He suggested the 9-1-1 Bureau Manager investigate what software is available and pass on the information to the emergency services.

L. Jenkins added that if the ability is available and if that information needs to be incorporated into this study, Bell can do that. She suggested that emergency services may want to consider the option of establishing a 1999 study.

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

RECEIVED

2. 9-1-1 MANAGEMENT BOARD MINUTES

- Co-ordinator, 9-1-1 Advisory Committee report dated 21 Apr 98

G. Kemp advised that the issue of long term care facilities was discussed and confirmed that this is now a policy with respect to "do not resuscitate" (DNR) patients. R. Lavioitire added that the policy will be released at the end of the summer, but since the issue was first discussed with these facilities, there have been no additional problems. Until the DNR policy is put out, the administrators of those facilities can provide a form to the emergency response team indicating whether the patient is designated as DNR. The Committee Chair noted this will also be an issue for discussion by the Tiered Response Utilization Review Committee

K. Ablett inquired about the proposed awards for children. Inspector Erfle advised that the program has been re-established with a committee in place and a new tracking system has been implemented with follow-up done on kids who have called in. He had met recently with the Environment and Transportation Department's Communications Co-ordinator and indicated something would be brought forward to the Board in June. He indicated it was a decision of the Management Board to have the awards once a year in the fall and the date he will propose to the Board is 9 October. K. Ablett questioned whether school boards and/or communities were involved so that the children to be

recognized would also be recognized by their peers and neighbours. The Inspector advised that such involvement was not in place at this time, but he agreed to discuss the possibility of notifying the principal of the affected schools in advance of the ceremony.

The Committee Chair noted that the proposed date for the awards falls during Fire Prevention Week and believed it might have a higher profile if it was held the same week. He suggested this be considered by the Management Board. Councillor Cantin indicated that as part of Fire Prevention Week there will be activities on Parliament Hill and indicated he would investigate to see if the two events could be combined. Inspector Erfle agreed this would be a great opportunity, adding this year also marks the 10th anniversary of 9-1-1 in Ottawa-Carleton.

The Committee agreed that the Management Board would discuss the option of tying the children's awards with Fire Prevention Week if they feel it would be appropriate.

That the 9-1-1 Advisory Committee receive the 9-1-1 Management Board Minutes of 3 October 1997 and the Draft Minutes of 6 February 1998.

RECEIVED

3. PUBLIC EDUCATION PROGRAM - YIELD RIGHT-OF-WAY TO
EMERGENCY VEHICLES

- Co-ordinator, 9-1-1 Advisory Committee report dated 21 Apr 98

The Committee Chair had received a request that the Region bring forward a public awareness campaign for this problem, similar to the one it had last fall with respect to addressing. He provided some examples where motorists do not yield to emergency vehicles and will even drive directly behind them to get through intersections when a vehicle is on route to an emergency. He felt this issue is probably something best approached as a joint program from all agencies, noting the police and the OPP are already investigating the possibility of making a video to illustrate the seriousness of this problem. He suggested a short public service announcement would convey the importance of yielding to emergency vehicles and agreed that education is the key, but part of the message should also address enforcement. He recognized that some people are just uninformed, while others deliberately ignore emergency vehicles.

F. Payette referred to a video prepared by Metro Toronto that addressed this very issue and suggested it be reviewed with a view to preparing a similar feature in Ottawa-Carleton. R. Lavictoire acknowledged that the Ottawa Central Ambulance Communication Centre is in touch with Metro on this and agreed to investigate and report back to the Committee.

Inspector Erfle indicated that the Police Traffic Committee select certain issues under the Highway Traffic Act to focus on and suggested this request could also be forwarded to them for consideration. He believed there could be a co-ordinated approach with both enforcement and education. J. McWade indicated he would work with the Inspector in this regard.

That this issue be brought forward for discussion at the next Management Board meeting for direction.

CARRIED

OTHER BUSINESS

9-1-1 Bureau Manager's Report

Inspector Erfle advised that the Bureau has been able to maintain its high efficiency ratio throughout the first half of the year and calls were maintained during the ice storm. He advised there was an extra phone operator brought in during that period.

Millennium - Impact

It was questioned whether any difficulties were anticipated with the turn of the century and L. Jenkins advised that from a 9-1-1 perspective everything has been addressed and compliance is assured for 2000. With respect to printers, she advised that Bell is dumping address information and if there is something in the printer that is only a delivery device that should not be an issue, but suggested it be checked.

The Committee Chair questioned whether she was aware of compliance in the Meridian System. L. Jenkins indicated that regardless of where the system was purchased, they are in compliance for the year 2000. C. Powers stated that a letter should be sent to the Year 2000 Committee with a request that they confirm that the systems in the area municipalities are compliant.

Maintenance on Terminals and Printers

G. Hawkins stated the Rideau Fire Department is reacting to equipment problems rather than taking a proactive approach with respect to maintenance; however, there is usually a delay before the service technician is able to fix the equipment. H. Murphy indicated the Region has a contract with a company to maintain this equipment and suggested he advise

him if he has any concerns; he advised the contract is for response calls only and not preventative maintenance.

The Committee Chair noted that some of the equipment is quite old and emergency services may want to look at upgrading rather than fixing their existing equipment.

Franktown Road - Name Change

J. Wilkie indicated that Franktown Road (Regional Road 10) runs through the Township of Goulbourn and continues to the Village of Prospect in Beckwith Township. However, in Lanark, the road was renamed "Richmond Road" with the address numbers beginning from "number 1" and continuing accordingly. He was concerned that if a person calls 9-1-1 on a cell phone, the call may switch to Renfrew and the operator may not know which "Richmond Road" the caller is referring to. He believed that 9-1-1 operators should be trained to ask which road the call is coming from in order to avoid misdirecting the call to the wrong downstream agency. He indicated the Ottawa Central Ambulance Communication Centre has been kept informed of this situation and he has spoken to the OPP and representatives of Renfrew township, stipulating the municipal guidelines for civic addressing. He was unable to convince the county, however, of the difficulties this will cause, especially once PERS is in place. Councillor Cantin suggested the council representative on the Association of Municipalities of Ontario (AMO), Peter Hume, could bring this to their attention.

L. Jenkins advised that what is more an issue is getting the mapping completed and Bell will reconvene a technical committee to work with the Township on this, although she did not believe they would have 9-1-1 prior to 1999. She believed it is an issue for the emergency services whose boundaries overlap.

With respect to the Richmond Road issue, the Committee Chair suggested the 9-1-1 Management Board be requested to put out an advertisement to operators, agencies, i.e. Regional police, Goulbourn Township OPP and ambulance advising them of this situation.

F. Payette advised that the Lanark County Emergency Communications Technical Advisory Committee (LECTAC) should be contacted to discuss this issue. It was suggested that a letter be sent to Lanark County and Beckwith Township (with a copy to LECTAC) to advise them this problem has been brought up.

Moved by J. Wilkie

That the 9-1-1 Advisory Committee recommend to the 9-1-1 Management Board that Council approve that the Regional Chair write to his equivalent on Lanark County and Beckwith Township to express a safety and security concern over the re-naming of Franktown Road to Richmond Road and the re-numbering of addresses from 1 up starting at the County line rather than using consecutive numbers from the highest number on Richmond Road within the Ottawa-Carleton boundaries.

CARRIED

Public Education

K. Ablett inquired whether there was a plan for public education programs over the next three years. G. Kemp advised that educating the public is an ongoing process and awareness will continue through the downstream agencies in their school visits et cetera. He confirmed the public awareness campaign launched in the fall of 1997 was successful and the next step would be to elaborate on it or focus on other topics of interest.

The Committee Chair suggested a proposal for developing long-term education strategies can be referred to the Management Board for discussion. K. Ablett agreed and suggested that more efforts can be made to illustrate how all the emergency agencies work together. She firmly believed the public must be continually made aware of their responsibility in making 9-1-1 successful and the consequences of abuse.

The Committee Chair acknowledged that a tiered response is not always understood by the public and recognized the need for an education program for the general public in this regard. He suggested the issue also be raised with the Tiered Response Utilization Review Committee.

K. Ablett questioned whether celebrations are planned for the 10th anniversary of 9-1-1. G. Kemp advised this could be raised by the Board in June. The Committee noted the anniversary date of 22 June 1998.

PERS and Amalgamation

L. Jenkins stated that the amalgamation issue has a domino effect because although the 9-1-1 data base is viewed as an autonomous issue, every data base in the corporate entity will be affected. She explained that PERS cannot deal with duplicate street names and Bell will proceed with PERS based on the current municipal structure.

NEXT MEETING

The Committee agreed to schedule its next meeting following the Board's setting of its fall meeting date.

ADJOURNMENT

The meeting adjourned at 11:25 a.m.

CO-ORDINATOR

CHAIR