

MINUTES

9-1-1 MANAGEMENT BOARD

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON

HONEYWELL ROOM

6 FEBRUARY 1998

9:30 A.M.

PRESENT

Members: D. Brousseau, R. Cantin, R. Lavictoire*, P. Moyle

Resources: R. Erfle, 9-1-1 Bureau Manager
H. Murphy, Manager, Emergency Measures Unit, E & T Dept.
G. Cantello, Legal Department
D. Johnston, Geomatics Division, Plan. & Dev. App. Dept.
S. Valiquet, Communications Co-ordinator, E & T Dept.
L. Jenkins, Manager, 9-1-1 Emergency Services, Bell

Others: R. Maxwell**

REGRETS G. Kemp, H. Massender

* Replacing Heather Massender during her absence.

** Attended as an observer - awaiting Council confirmation of his reappointment as the public representative to the Management Board.

FIRST ORDER OF BUSINESS

1. ELECTION OF CHAIR

- Co-ordinator, 9-1-1 Management Board report dated 20 Jan 98

The Regional Clerk called for nominations to the position of Chair for 1998.

Note: 1. Underlining indicates a new or amended recommendation approved by the Board.

Moved by P. Moyle

That Gord Kemp be nominated as Chair of the 9-1-1 Management Board for 1998.

As he was unable to attend the meeting, the Regional Clerk made reference to a letter submitted by Gord Kemp, advising of his willingness to accept the nomination if so nominated, as well as his support for another member's nomination.

Moved by R. Cantin

That nominations be closed.

CARRIED

The Regional Clerk declared Gord Kemp the Chair of the 9-1-1 Management Board for 1998. For the purposes of this meeting, the Board selected Patrick Moyle as the Acting Chair.

CONFIRMATION OF MINUTES

That the 9-1-1 Management Board approve the Minutes of the meeting of 3 October 1997.

CARRIED

2. APPOINTMENT OF SELECTION COMMITTEE TO SELECT PUBLIC REPRESENTATIVE TO THE 9-1-1 ADVISORY COMMITTEE

- Co-ordinator, 9-1-1 Management Board report dated 26 Jan 98

That the 9-1-1 Management Board appoint Richard Cantin and Gord Kemp to a Selection Committee to choose a public representative to the 9-1-1 Advisory Committee.

CARRIED

3. CHILDREN'S AWARDS

- Co-ordinator, 9-1-1 Management Board report dated 20 Jan 98

By way of background, Inspector Ralph Erfle, 9-1-1 Bureau Manager, advised that in 1995, some of the 9-1-1 operators devised a proposal to recognize children who called 9-1-1 for legitimate purposes. He recalled that this proposal was brought to the attention of the 9-1-1 Management Board shortly after and in 1996, two awards were given out. After a short lapse due to the illness of the program administrator, the program was rejuvenated in 1997 and staff are in the process of gathering records for those children who should be recognized.

D. Brousseau saw this as an opportunity to maintain the momentum initiated by the public awareness campaign. The message should be the proper use of the system. He suggested the event occur sometime in May.

S. Valiquet, Communications Co-ordinator, Environment and Transportation Department added that the media would not necessarily be at the event and saw it as more of a private ceremony. Inspector Erfle emphasized that there is a real educative component to this program because children do abuse 9-1-1 and a balance must be maintained in the media for the proper use of 9-1-1; incorrect behaviour should not be rewarded.

Councillor Cantin suggested the Region build on the “positive” and thought it would be particularly helpful to have model examples of the right way to use the system. It is important to show a positive role model for the kids to emulate. With respect to this program, he believed the press should receive editorial information on a regular basis because it will help to keep it “in front” of them. He also maintained that this kind of information is great news in local community papers.

The Board briefly discussed how past awards will be presented and it was agreed that the 1996-97 program continue with a low key approach and 1998 begin with a higher profile. It was also suggested that a sub-committee be struck to discuss the ‘98 event.

With respect to how the children are selected for the awards, Inspector Erfle indicated there is some sensitivity involved based on each case and a screening process eliminates those involving domestic violence due to the legal and emotional implications. It was suggested that advance permission be given by the family involved. The Acting Chair suggested the Violence Crisis Centre which is connected to police, could be used as a resource to determine the impact of giving awards to children in domestic violence situations.

Ross Maxwell recalled that when this item was first brought to the Board in 1996, it was agreed that each year the Board would receive an update on the progress of the program. He did not believe there was a need to rush ahead with something in May unless it is the desire of the Board to do so.

Councillor Cantin believed the awards should be held twice a year; however, D. Brousseau suggested that from a media perspective, it should be one big event so it does not get “worn out”. Inspector Erfle preferred a fall time-line because of the tie-in with the school year and was not confident there would be enough awards to warrant holding them twice a year.

Councillor Cantin suggested that one child be recognized each month, or perhaps have one big event with one being selected as the exceptional call of the year. D. Brousseau suggested a sub-committee be struck composed of Suzanne Valiquet and Inspector Erfle.

It was also proposed that there be representation from all emergency services on that committee and it would be their responsibility to determine what other agencies/organizations are doing with respect to recognizing children to ensure there is no duplication and/or conflict. It was suggested they could report back to the Board at its next meeting.

L. Jenkins, Manager, 9-1-1 Emergency Service, Bell, raised the issue of Bell's 9-1-1 Activity Booklet and the circulation made to all school boards. She was disappointed with the response - only 1500 booklets were distributed - but would not pursue this further. Councillor Cantin agreed to write to the French school boards with a view to prompting them to getting involved.

The Board recognized the need to follow-up with the school boards and it was suggested the School Resource Officers (SRO) might offer something similar to what Bell is trying to promote. The Acting Chair suggested bringing this to the attention of the Police Youth Section to see if they can incorporate it for September. L. Jenkins stated the program was designed to be put in schools and is designed for teachers. She agreed to leave it with the Board to decide how to best continue with the matter.

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

RECEIVED

4. 9-1-1 BUREAU MANAGER'S REPORT

- Co-ordinator, 9-1-1 Management Board report dated 28 Jan 98

Inspector Erfle distributed updated copies of the Report. He indicated the next report should prove to be interesting because it will include those calls made during the ice storm. He confirmed there were no difficulties associated with the increased calls during that time.

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

RECEIVED

5. EMERGENCY RESPONSE - LONG TERM CARE FACILITIES - UPDATE

- Co-ordinator, 9-1-1 Management Board report dated 20 Jan 98

R. Lavictoire stated that representatives of the Ottawa Central Ambulance Communication Centre met with some people from long term care facilities in November to discuss their reluctance to call 9-1-1. He advised that in the spring of 1998, the Ministry of Health will be bringing forward guidelines on "Do Not Resuscitate" (DNR) patients but until that time, the facilities agreed to call 9-1-1 in an emergency. A letter is being developed that will be provided to the responding emergency agency in the event the patient is listed as

DNR. He explained that the issue has been resolved for the time being, but if there are any problems, he would bring it to the Board's attention.

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

RECEIVED

6. RETENTION OF TELEPHONE/RADIO CONVERSATIONS
- Co-ordinator, 9-1-1 Management Board report dated 26 Jan 98

As detailed in his memorandum, Inspector Erfle advised that moving to telexis recorders is very expensive and as a result, the Bureau have made alternative arrangements for keeping tapes. Councillor Cantin suggested those with conversations from children be kept at least until the Board knows whether any of those calls will be selected for use during the children's awards.

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

RECEIVED

7. RADIO PROJECT UPDATE
- Project Manager, Regional Communication System report dated 28 Jan 98

Inspector Erfle advised that although some sites experienced minor problems during the ice storm, those difficulties have been alleviated by the provision of generators. Positive feedback has been received from officers.

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

RECEIVED

8. AUTOMATIC NUMBER IDENTIFICATION/AUTOMATIC LOCATION IDENTIFICATION (ANI/ALI) AND 9-1-1 BACK-UP ON RANDALL - UPDATE
- Co-ordinator, 9-1-1 Management Board report dated 26 Jan 98

Inspector Erfle distributed copies of a memorandum dated 26 January 1998. He related his surprise to discover the ANI/ALI has never functioned on Randall Avenue and felt the Board should be made aware of this. L. Jenkins advised that Randall Avenue works just like anywhere else, except it does not support the full functionality of ANI/ALI. The Inspector stated it would be costly to resolve this situation and when the Region switches to PERS (Public Emergency Reporting Service) it will no longer be needed; the Board should determine whether to wait for the implementation of PERS or to install the ANI/ALI technology at Randall.

L. Jenkins suggested that until the move to PERS is complete that technology can be included as part of the \$0.32 charge. She agreed to follow this up with Inspector Erfle with an update provided to the Board at its next meeting.

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

RECEIVED

9. TRAFFIC STUDY - DECEMBER 1997

- Co-ordinator, 9-1-1 Management Board report dated 28 Jan 98

L. Jenkins indicated a second study will be carried out starting February 9. As evidenced by the report, she confirmed that all trunking routes are meeting or exceeding their capabilities. Ms. Jenkins explained that since PERS will be provided to the outlying areas, there was a need to create new lines to accommodate those areas; 9-1-1 trunking is part of the \$0.32 charged to residents and it is Bell's obligation to augment those trunking routes as required. With respect to municipal restructuring, she advised that Bell has been cognisant of the fact that if the boundaries are changed, there will be a need to adjust PERS. She confirmed that 11 municipalities will be the structure Bell is building on for 1999 and if and when the municipal structure changes, there will be a need to change the data base to reflect the different boundaries. Further, it should be noted that some municipalities have the same street names and there has to be a method of differentiating between municipalities when a call is received.

Inspector Erfle related difficulties already incurred by cell phone users dialling 9-1-1 and noted that 9-1-1 calls made outside the area are often received by another agency which causes a delay in the response time. L. Jenkins confirmed that if someone makes a call to 9-1-1 and all the circuits close by are busy, it *will* transfer to a point that is closest and is not busy i.e. Hull. She confirmed the operator will ask where the person is calling from because the address does not come up on the screen. She went on to state it is an issue for all cell phone companies because wireless technology is a medium unto itself; Bell is looking at changes for cell phone companies in terms of providing a different interface.

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

RECEIVED

OTHER BUSINESS

9-1-1 Public Safety Program

D. Brousseau distributed copies of a report dated 5 February 1998 which provided an overview of the Public Awareness Campaign launched in the fall of 1997 and included recommendations for follow-up in 1998.

Suzanne Valiquet, Communications Co-ordinator, advised that the campaign reached approximately 75% of the population. They were very fortunate to be put on a public service announcement (PSA) inventory and received a considerable amount of air time for the money it spent on this campaign. The total cost of the campaign was only \$8000 which included advertisements on television and the radio.

D. Brousseau commended Suzanne for the quality of production and for what the Region was able to accomplish with limited funds. He explained that the PSA has a life of several years and proposed the Region bring it back again, perhaps incorporating it with another PSA or as an annual update. He explained that many people will have seen it by then and it would be interesting to see whether or not people have acted on the message of address visibility. He concluded by stating this campaign was a business success and staff propose to come back at the next meeting to discuss further additional options, perhaps in conjunction with the children's awards program.

NEXT MEETING

Friday, 5 June 1998 at 9:30 a.m.

ADJOURNMENT

The meeting adjourned at 11:30 a.m.

CO-ORDINATOR

A/CHAIR