

MINUTES

9-1-1 MANAGEMENT BOARD

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON

HONEYWELL ROOM

8 OCTOBER 1999

9:30 A.M.

PRESENT

Members: G. Kemp, R. Cantin, D. Brousseau, R. Lavictoire, R. Maxwell

Others : T. Cameron, 9-1-1 Bureau Manager
P. Couillard, OCRPS
H. Murphy, Manager, Emergency Measures Unit, E & T Dept.
L. Jenkins, 9-1-1 Manager, Bell
J. Jackson, Legal Department

REGRETS: R. Lafortune

CONFIRMATION OF MINUTES

That the 9-1-1 Management Board approve the Minutes of the meeting of 14 May 1999.

CARRIED

1. Y2K UPDATE

- Co-ordinator, 9-1-1 Management Board report dated 23 Sep 99

Greg Geddes, Director, Year 2000 Program confirmed that the testing with Bell Canada done in June was successful. The back-up centre in Toronto was used for this purpose and mock calls were made to test the transferring of all ANI/ALI digital information through Bell's network across Ontario. The Year 2000 Program office and the Ottawa-Carleton Regional Police Service (OCRPS) were also involved. This has been the only 9-1-1 testing done in Ontario and in Canada.

To undertake the documentary audit, a task force was formed including staff from the Emergency Measures Unit. A detailed inventory of the OCRPS 9-1-1 system components was carried out and a number of recommendations came out of this review, four of which related to Y2K, although none were significant. In conclusion, the Y2K risk for the 9-1-1 system is extremely low and staff are confident the 9-1-1 service can be maintained on 1 January 2000.

In their review of local partners, they concluded the emergency services are fully aware of and have addressed the issues and have a comprehensive inventory, et cetera. He advised that although defibrillators will not work properly because they produce the same date when printed, this can be remedied manually and procedures have been put in place accordingly. All 9-1-1 partners have a contingency plan.

Moved by R. Cantin

That the next portion of the staff presentation be considered by the Board In Camera pursuant to Subsection 11(1)(a): the security of the property of the Regional Corporation.

CARRIED

The Board received a verbal presentation with respect to the technical aspects of the Y2K review. Mr. Geddes made a presentation on the OCRPS 9-1-1 Documentary Audit. An interim quarterly report will be prepared in December, with the final report released in January 2000.

Moved by R. Cantin

That the Board move Out of Camera and resume in open session.

CARRIED

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

RECEIVED

2. 9-1-1 ADVISORY COMMITTEE - DRAFT MINUTES
- Co-ordinator, 9-1-1 Advisory Committee report dated 15 Sep 99

That the 9-1-1 Management Board receive the draft Minutes of the 9-1-1 Advisory Committee meeting of 10 September 1999 for information.

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RECEIVED

3. 9-1-1 TRAINING MANUAL

- Co-ordinator, 9-1-1 Management Board report dated 23 Sep 99

Councillor Cantin explained that changes have been made to the Manual, following its circulation to all 9-1-1 partners. He believed subsequent changes should be dated and suggested that all partners receive the revised version in order to finalize the Manual by the next Board meeting. He further suggested there be some form of standardization in terms of how the manual applies to the different agencies i.e. while a smaller fire department might have different procedures than a larger unit, the Manual should remain the same and not be changed for them specifically.

L. Jenkins reiterated the comment she made at the Advisory Committee meeting last month that Sections 2 and 3 are of a technical nature and no changes be made to those without first advising her. She would issue changes through bulletins, which should be kept in the Manual. When questioned whether there would be a section in the Manual to add the bulletins from the 9-1-1 Bureau, Councillor Cantin confirmed there would be. P. Couillard advised that the intent was not to have a lot of bulletins in the Manual advising of changes, but a new system whereby pages are replaced in the binder with the updated information. L. Jenkins clarified that bulletins may have to be circulated which do not necessarily make any changes to the Manual.

A/A/Inspector Cameron suggested the Bureau be the “owner” of the Manual. D. Brousseau did not feel it was necessary to bring forward all amendments to the Board for consideration, as was suggested at the Advisory Committee meeting last month. Instead, such authority should be delegated to the Bureau Manager. Chair Kemp agreed with this suggestion. Councillor Cantin opined, however, that the Board should be made aware of major changes. Chair Kemp stated that updates be delegated to the Bureau Manager.

The Board agreed to circulate copies of the revised Manual to all partners, with a request that any last-minute changes be brought forward by a specific date, in time for consideration by the Management Board at its next meeting.

That the 9-1-1 Management Board receive the revised 9-1-1 Training Manual as presented.

CARRIED as amended

4. TRAFFIC STUDY - JUNE/JULY 1999

- Co-ordinator, 9-1-1 Management Board report dated 23 Sep 99

Chair Kemp suggested the study be conducted around Thanksgiving next year, perhaps beginning the Sunday prior to that holiday.

That the 9-1-1 Management Board receive this report for information and that the 2000 Traffic Study be conducted the Sunday prior to Thanksgiving, 2000.

CARRIED

5. CIVIC ADDRESSING UPDATE

- Co-ordinator, 9-1-1 Management Board report dated 23 Sep 99

Councillor Cantin advised that he would be preparing letters for the Chair's signature which should be sent to builders and area municipalities, expressing the Board's concern that houses are being occupied before they are completed, often with no address located on the dwelling. Building A/Inspectors should ensure address numbers are affixed to the building the day the tenant moves in. He was also awaiting information from an eye specialist about the size of numbers related to distance i.e. based on the distance of the building from the street line, specific sizes of numbers will be recommended for use.

Chair Kemp made note of the fact the sub-committee is working towards a comprehensive description of civic addressing and then taking it to the area municipalities. He thought that could be a focus for an advertising campaign on how to install numbers.

D. Brousseau advised that the "Hard to Find is Hard to Help" commercial will be aired again and the bus board program will also be initiated.

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

RECEIVED

6. IMPACT OF CELL PHONES ON 9-1-1 SYSTEM

- Co-ordinator, 9-1-1 Management Board report dated 27 Sep 99

Bureau staff are continuing their research into this matter. As a follow-up to the memo distributed to Advisory Committee members last month, P. Couillard reiterated that call-takers have been instructed to obtain the number of the cell phone from the caller since the ANI/ALI information does not appear on the screen. This will ensure the ability to ring back the caller in the event the line is terminated.

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

RECEIVED

7. 9-1-1 PHONE FAILURE

- Co-ordinator, 9-1-1 Management Board report dated 23 Sep 99

L. Jenkins apologized for the incident and stated that recognition should go to Bureau staff for getting involved as quickly as they did. She maintained that the work done by everyone involved was impressive because it was only one hour between the time the cable was cut and the re-initiation of service.

T. Cameron also acknowledged the assistance provided by Bell in this regard.

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

RECEIVED

8. 9-1-1 MANAGEMENT BOARD TERMS OF REFERENCE

- Co-ordinator, 9-1-1 Management Board report dated 23 Sep 99

The Board Co-ordinator clarified that the text of the background of the report incorrectly states that the Advisory Committee suggested the Board review the Terms of Reference. The Minutes of the meeting of 10 September 1999 when this matter was raised, reflects an accurate account of the direction put forward at that time.

D. Brousseau agreed it was time for a full review of the 9-1-1 structure and its operations. He wanted the budget for this service and the 9-1-1 operation in general to be in the forefront of any review the new government structure will undertake. Chair Kemp agreed, stating that the Terms of Reference should be updated and examined from an operational point of view. He proposed that this be the Board's position and that the Terms of Reference come back before the new structure is in place so the revised version will be ready for implementation. D. Brousseau indicated that as soon as Mr. Shortliff's report is adopted, Audit staff can begin their review and provide recommendations.

Reference was made to the fact that any revisions to the Terms of Reference may impact the Joint Powers Agreement, which would have to be reviewed also.

That the Terms of Reference be included on the next agenda for discussion.

CARRIED

9. 9-1-1 BUREAU QUARTERLY REPORT

- Co-ordinator, 9-1-1 Management Board report dated 28 Sep 99

P. Couillard advised that an audit of the efficiency ratio revealed it is excellent. He advised that the Bureau has developed a contingency plan for 30 and 31 of December 1999 and all staff will be involved i.e. every position within the CommCentre will have someone there to provide service.

With respect to the Children's Awards, he advised that the event will take place on 20 October and there are five youths to be awarded this year.

R. Maxwell referred back to the Minutes of the Advisory Committee where concern was raised about cell phones and their impact on the efficiency ratio. He noted that such impact had not been included in the Bureau Manager's report. A/Inspector Cameron stated that while they may not know where the call is from i.e. no ANI/ALI, he confirmed those calls have not dropped the efficiency ratio, which is still at almost 100%. P. Couillard confirmed the Bureau still receives multiple cell calls related to the same incident, but these are dealt with as expeditiously as possible so as to free up the lines.

D. Brousseau made reference to the use of "4-1-1" and an initiative for "2-1-1" for medical services, et cetera. He indicated that the Management Board should think about what kind of impact this may have on the 9-1-1 system and whether or not it wants to adopt a position on the issue. Councillor Cantin indicated that the Region's 24-hour line (560-1335) is a well-publicized number and did not anticipate the Region would have to implement those other numbers.

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

RECEIVED

INFORMATION PREVIOUSLY DISTRIBUTED

1. Year 2000 Program Report for the Second Quarter of 1999
- Director, Year 2000 program memorandum dated 9 Sep 99

OTHER BUSINESS

PERS (Public Emergency Reporting Service)

In response to a question posed by the Board Chair, L. Jenkins advised that if Bell receives the final transfer of digital files by the end of this year, PERS *may* be implemented by 2001. It was suggested a letter be sent to the GIS group, with the direction that completion of the digital

mapping is a priority. D. Brousseau suggested the Board state for the record that this process has taken longer than originally planned.

When questioned whether the impending municipal restructuring will make a difference to PERS, L. Jenkins advised that the data base will still have 11 municipalities because all client records are driven by an area municipality. She added that the address will stay the same, but will evolve over the next few years to reflect the new structuring.

Moved by D. Brousseau

That a letter be sent to the GIS group to ensure they make digital mapping a high priority.

CARRIED

READY 2000 (Regional Emergency Advisory Directorate on Year 2000)

D. Brousseau advised that staff will be embarking on some initiatives e.g. meeting with the community, running newspaper and television initiatives, et cetera. One of the key messages they must convey is that 9-1-1 will function and staff will instruct the community to resist the urge to call 9-1-1 on New Year's Eve just to see if it works. He anticipated some anxiety as the date gets closer and staff will do everything they can to calm the public's fears. He noted that little or no disruption is anticipated for Y2K.

R. Maxwell believed the message will be heard and well-received because of the credibility staff achieved during the ice storm.

Other Phone Companies

With respect to the number of new telephone companies now in business, L. Jenkins advised that with incoming calls, if the name "Bell Canada" does not appear on the screen, it is the responsibility of the phone company providing the service to ensure the correct information is given to the emergency services. Therefore, if there are updates to be made to addresses, et cetera, she wanted to ensure the emergency agencies do not automatically contact Bell, because it may not be them providing the phone service. She emphasized that the phone companies have a responsibility to communicate through their staff and to the emergency services in the area they are serving, to ensure they have the most updated information. She indicated that Bell will be sending out a bulletin advising of the new telephone companies in operation across the province and emphasized the importance of reading those bulletins to ensure agencies know which phone company provides the service from which a call is being made to them. She suggested the bulletin be filed in the Manual.

Further, another bulletin will be distributed addressing the issue of coin-operated phone booths, which will show "PUC" (commercial pay-phone) as the ID, as opposed to PUB (public pay phone) which refers to Bell Canada. She indicated that some pay phone companies may not have the appropriate 7-digit number for the emergency service contacts and may be calling them to obtain that information. She indicated those companies have the responsibility to get that information to the telephone company providing 9-1-1 service. Bell is currently preparing a liaison list of those companies and all agencies will receive the bulletin which details the above

NEXT MEETING

Friday, 4 February 2000

ADJOURNMENT

The meeting adjourned at 11:45 a.m.

CO-ORDINATOR

CHAIR