

REGION OF OTTAWA-CARLETON
RÉGION D'OTTAWA-CARLETON

REPORT
RAPPORT

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Your File/V/Réf.

DATE 15 September 1999

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 September 1999 for information.

BACKGROUND

The 9-1-1 Advisory Committee met on 10 September 1999. The draft Minutes of that meeting are hereby submitted for the information of the Board.

Approved by
Rosemary Nelson

att.

MINUTES

9-1-1 ADVISORY COMMITTEE

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON

COLONEL BY ROOM

10 SEPTEMBER 1999

9:30 A.M.

PRESENT

Chair: C. Powers, Nepean Fire Chief

Member/: H. Doucette, DND, P. Couillard, OCRPS, G. Hawkins, Rideau Fire Chief,
Alternate G. Kemp, Kanata Fire Chief, G. Mills, Cumberland Fire Chief, J. Wilkie,
Ottawa Fire Dept., R. Lavictoire, OCACC, L. Massender, Ottawa-Carleton
Regional Ambulance,

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

REGRETS

K. Ablett, public representative, C. Lungstrass, OPP, H. Bourgeois, RCMP, G. Bennett, Osgoode Fire Chief, T. Gervais, Goulbourn Fire Chief, P. Asmis, West Carleton Fire Chief, R. Larabie, Gloucester Fire Chief, J. McIsaac, Carleton/Richmond Ambulance, M. Cassidy, Osgoode & District Ambulance/St. Lawrence & District Ambulance, J. Kibsey, St. Lawrence & District Ambulance, D. Powell, Arnprior/Kanata Ambulance, M. Cretien, Rockland/Orléans Ambulance, F. Payette, Ministry of Health, J. Yelle-Weatherall, Land Ambulance Health Service

Others: H. Murphy, Manager, EMU, L. Jenkins, Manager, 9-1-1 Emergency Service, Bell, S. Gregoire, DND, G. Geddes, Director, Year 2000 Program, G. Cantello, Legal Department

CONFIRMATION OF MINUTES

That the 9-1-1 Advisory Committee approve the Minutes of the meeting of 12 March 1999.

CARRIED

Y2K PRESENTATION

The Committee received a brief overview of the Year 2000 Program from the Director, Greg Geddes. He confirmed that staff have followed through on the project goal from end to end and have total confidence in the system. He will be reporting to the Board in October and an Executive Summary of that report will be distributed to all 9-1-1 partners. Given the need to keep the full report confidential because of the detailed technical information contained therein, it was questioned whether an "In Camera" presentation could be made to the Board with the full report distributed and then collected at the end of the session. Mr. Geddes agreed to this suggestion.

It was questioned whether the radio systems would be affected and G. Geddes confirmed that while the majority of systems tended to be two-way, a number of partners also had cell phones, providing an alternative radio system. Chair Powers stated that one of the issues to be examined by "Ready 2000" is alternatives to the normal telephone system in the event of total failure. H. Murphy indicated that a working group has been established to look at this, and includes staff and representatives from utility companies and the taxi industry. The purpose is to develop a quick strategy that can be put in place to tell people where they can go for assistance in times of total phone failure. Chair Powers stated that regardless of Y2K, if there is a phone failure, people will have to know where they can report emergencies and be made aware of the different sites they can go to during an emergency. H. Murphy agreed it was the intention to make such a strategy part of a permanent plan.

1. 9-1-1 MANAGEMENT BOARD MINUTES

- Co-ordinator, 9-1-1 Management Board report dated 16 Aug 99

That the 9-1-1 Advisory Committee receive the 9-1-1 Management Board draft Minutes for information.

RECEIVED

2. 9-1-1 TRAINING MANUAL

Councillor Cantin advised that he, Richard Lavictoire, John Wilkie, Terry Gervais, Peter Couillard and Lynda Jenkins met on several occasions to review the Manual. He acknowledged the resources also provided by the Bureau's Training Co-ordinator. He confirmed that the report before them is in draft form and suggested it be used as a base with members providing their own needs in their copies of the Manual. Any changes made should be kept on diskette and kept in a central location.

L. Jenkins advised that all of the inserts match the existing Manual. With respect to Sections 2 and 3 and the latter comment made by the councillor, she stated it would be up to each agency to decide whether or not to delete what is redundant to them. Councillor Cantin agreed to make the diskette available to each agency so changes can be made.

In light of the new Manual being produced, L. Jenkins suggested all old Manuals be shredded or disposed of safely because of the sensitive material they contain. She believed it might be helpful to include a "bulletin" section in the back of the Manual which would contain any updates. It was further suggested that the date of the change be included in that bulletin.

Chair Powers suggested the committee receive the Manual in its draft form and circulate it to all agencies for input. He further suggested a copy be sent to the Chair of the Tiered Response Utilization Review Committee (TRURC) for comment to ensure there is no confusion in terms of dispatch or on the part of the public. He further suggested the responses from these agencies be in a timely fashion so the sub-committee can co-ordinate their comments and report to the 9-1-1 Management Board in October.

It was questioned where the final copy of the Manual should be kept and the committee agreed it should rest with the Management Board Co-ordinator in the Clerk's Department. Chair Powers suggested that once the Manual has been updated and is under the auspices of the Board, there is no reason updates could not be issued without having to come to committee first.

G. Kemp noted that all agencies should use the same wording to eliminate confusion. Chair Powers stated that based on the call, it should be ensured that everyone will know who should respond to the call.

While she acknowledged that Sections 2 and 3 of the Manual are of a technical nature and until PERS is in place there will be limited changes there, L. Jenkins asked that she be notified of any alterations so she could initiate a bulletin illustrating those changes. Chair Powers suggested the binder could include a page at the back telling how updates are made and that any changes should be sent to the Management Board.

G. Hawkins thought it would be helpful to hold training sessions for all staff, once the Manual has been updated, to ensure everyone knows how to use the document properly. The Committee Chair agreed with this suggestion, adding that once the Management Board has approved the revisions to the Manual, it can consider the issue of training sessions as an item on an agenda.

G. Kemp made reference to primary agency and suggested special efforts be made from the start to ensure it is tied in with tiered response. Chair Powers noted that over time, with tiered response, there has been some definitive criteria established with respect to roles and responsibilities and he agreed the two should be melded together. In this vein, G. Kemp questioned whether enough information had been included in the Manual about primary agency, stating it is not just the 9-1-1 Bureau, but the downstream agencies and the primary agency which have to respond as quickly as possible. He did not believe the Call Handling Procedures contained at page 10 illustrated clearly enough how the primary agency is determined. He preferred to see a better description of what primary agency means and show it tied in with the criteria of tiered response, suggesting it must “jump out” to the users of the Manual so they understand the responsibilities of the primary agency and that the primary agency understands its responsibilities.

Chair Powers agreed it was important to ensure that call takers at the Bureau know to whom a call should be directed. G. Hawkins opined that the issue here is the fact that the call-taker identify what agency the caller needs and perhaps that is part of the problem because they do not ask what the nature of the call is. He emphasized the importance that all individual agencies be totally familiar with the response protocol. G. Kemp agreed that perspective is more from the operations side; however, from a 9-1-1 perspective, they must all have the same information i.e. the same Manual. He added that often, people think it is the responsibility of the 9-1-1 call-taker, but he stressed it is the primary agency’s responsibility to ensure they do their job. P. Couillard added that there is some confusion about this because the 9-1-1 call centre is located within a police setting, even though they are two different agencies.

Chair Powers added that at times when people call in they may ask for the wrong agency, but they do not get a chance to explain what and why they need a particular service. It was hoped the training sessions would examine this aspect to eliminate such confusion. R. Lavictoire believed there was a need to follow-up the 9-1-1 call in tiered response. For example, he suggested that if the primary agency is notified but it turns out it is not the appropriate agency to respond to the call, that primary agency has to keep the process going and not just ship the call back.

In summary, the Committee Chair noted that all agencies and the TRURC will be circulated a copy of the Manual, with a request that they provide comments within two weeks for consideration by the Board next month. Subsequent reviews of the Manual could be directed to the Board on an ongoing basis.

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

RECEIVED

3. DUPLICATE CIVIC ADDRESSING ON RIVER ROAD IN OSGOODE
AND SOUTH GOWER - UPDATE
- Co-ordinator, 9-1-1 Management Board report dated 16 Aug 99

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

RECEIVED

REGULAR ITEMS

4. 9-1-1 BUREAU QUARTERLY REPORT
- Co-ordinator, 9-1-1 Advisory Committee report dated 16 Aug 99

P. Couillard indicated how the number of increased calls made by cellular phones has impacted the efficiency ratio per centage.

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

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5. IMPACT OF TRAFFIC CALMING INITIATIVES
- Co-ordinator, 9-1-1 Advisory Committee report dated 16 Aug 99

Councillor Davis spoke to the committee in light of the concerns raised by two ambulance services on vertical traffic calming measures. At the outset, she explained that these devices were installed to improve pedestrian safety and to slow motorists down through residential areas. In reference to the two letters, she preferred to have concrete examples of problems where these difficulties have been experienced, as opposed to statements that there have been problems. She agreed the speed humps on Lyon Street were not what was originally envisioned by the Transportation Committee and Council when they were approved and she believed the humps will be shaved somewhat to reduce the up-and-down movement experienced by motorists. She explained that the Region is experimenting with these measures as a pilot project, to determine their affect on traffic and the safety of pedestrians. She referred to the staggered parking (which is a form of traffic calming) implemented on Parkdale Avenue and the affect this has had on slowing motorists down. She closed by stating the Region is trying to save lives by building roads that are safer for everyone.

L. Massender agreed that while emergency service agencies did have input into traffic calming initiatives, they are still very much concerned about the situation on Lyon Street.

He explained that ambulances will avoid using that street as much as possible, however this becomes difficult to do since it is their quickest route to the Queensway. He concurred with the comments made with respect to Parkdale, but indicated it creates a problem by narrowing the roadway during the winter when snow builds up on either side of the curb causing vehicles to actually “clip” one and other as they pass. He suggested a more efficient system of snow removal would improve the situation.

He went on to state that before further traffic calming initiatives are implemented, emergency agencies should be given an opportunity to pull call data in order to illustrate how many thousands of calls they receive in specific areas so the Region is familiar with the main routes used. He confirmed that ambulances have suffered damage by driving over the speed humps and there is the risk of endangerment to the health and safety of the paramedic as well as the patient. He stated that they want to work together with the Region on this and would continue to participate. Further, he hoped that when the issues are discussed, that emergency service agencies be involved a little more.

Chair Powers stated that some of the problems are permanent when there is damage to vehicles, however, others are more difficult to establish i.e. response times have been increased, which can decrease service and put the patient at risk. The councillor reiterated however, there have been no concrete examples/situations where the response time has affected those particular aspects. Chair Powers agreed the Region and emergency services share similar objectives in that they are trying to protect lives, but the emergency services do not want traffic calming to affect the response times. He confirmed their main concern is with vertical measures on Regional roads where traffic is that much greater than on a local road.

D. Brousseau advised that vertical traffic calming measures on Regional roads are a response to demands set out by specific communities and despite staff’s reluctance to recommend such facilities on arterial roads, Council adopted the proposals on a trial basis. In defense of their decision to do so however, he pointed out that this has never been implemented on main roadways in North America and following a one-year trial period, the results of these measures will be documented and brought forward. He therefore stressed the importance of maintaining records of before and after situations on the streets where these measures have been implemented and the affects experienced by emergency agencies. He noted that when the results of this pilot come forward in a year’s time, the emergency services must bring that data forward.

The committee agreed they have to be able to show what the impact has been on increased response time.

D. Brousseau indicated that the “spec” of the speed humps is not built for arterial roads and confirmed the one proposed to be installed on Kirkwood Avenue will actually be flatter than those on Lyon Street.

It was suggested by P. Couillard that all emergency agencies determine the amount of time it takes to drive down Kirkwood Avenue now and then *after* the speed hump has been installed. The same test could be done on Lyon Street using a similar adjacent street. D. Brousseau indicated that a consultant will be hired to assess these measures and he believed the information suggested by P. Couillard would prove useful in that investigation. He would ensure the consultants liaise with the various emergency agencies to obtain that data.

G. Hawkins noted that emergency services take great pains to stabilize a vehicle to ensure the tires, brakes, et cetera are not affected and that such pains are essentially counterproductive with vertical traffic calming measures. He felt Dr. Maloney from the Base Hospital may be able to provide some information with respect to whether or not there have been increases in injuries on those streets, compared to streets where vertical traffic calming measures do not exist.

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

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6. TRAFFIC STUDY - JUNE/JULY 1999
- Co-ordinator, 9-1-1 Advisory Committee report dated 31 Aug 99

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

RECEIVED

7. CIVIC ADDRESSING UPDATE
- Co-ordinator, 9-1-1 Advisory Committee report dated 31 Aug 996

Councillor Cantin provided a brief update, as detailed in the Minutes of the meetings of the Civic Addressing Sub-committee. In particular, he highlighted the progress made at the 5 August meeting.

L. Jenkins confirmed that under PERS there can be no duplicate street names. She agreed this will change depending on how the governance issue evolves.

G. Kemp referred to the sub-committee's suggested comments regarding a comprehensive by-law for civic addressing, specifically in the built-up areas and suggested the by-law specifically state what kind of number should be used. To aid in the communication of this particular aspect, the by-law should include common statements about addressing so it would not matter who is conveying this information to the resident or business owner with respect to how they should properly display their address i.e. that the number be situated on the building closest to the road, that the numbers be 4" high, et cetera. He suggested creating a list of common elements which anyone could convey should they be asked, emphasizing the need to make it simple, clear and easily identified.

J. Wilkie noted that many commercial properties are situated well back from the road and are often separated by a parking lot. In situations such as this, the address of the building should be large enough so as to be clearly seen from the road.

Chair Powers noted that the rural areas have already established a standard for signage for civic addressing; however, in the urban environment there are many issues that can complicate it, thus making it difficult to establish just one standard. He recognized the importance of ensuring the address is shown clearly and is visible. G. Hawkins opined that the definition of the word "visible" must be done carefully because each municipality might have a different meaning for that word i.e. what their expectation is of visible. Further, he advised that the by-law should not stipulate the address number be lit because this cannot be enforced, particularly during times of a power failure. He suggested a more appropriate description for the standard is that the number be made of a retro-reflective material.

He further indicated that in the Township of Rideau's by-law, the only person who can interpret what is "visible" and what an appropriate location is for address numbers, is the Fire Chief. He questioned whether the by-law should suggest someone in particular be selected for final authority to make that determination. The Committee agreed to let the sub-committee consider that suggestion.

Chair Powers acknowledged the work accomplished by the sub-committee, noting they would continue to pursue some of the initiatives mentioned with area municipalities and various building associations, and work towards the establishment of set standards for a comprehensive by-law.

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

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OTHER BUSINESS

Impact of Cell Phones on 9-1-1 System

- P. Couillard memo dated 9 Sep 99

P. Couillard advised that he was building an information package on problems associated with calls made to 9-1-1 from cellular phones and appreciated any input from the emergency agencies with respect to their experiences. His most recent discovery, made apparent to him from his telecommunications staff, was that calls were being terminated after just one minute. If that is the case, when the call is downloaded to another agency the time is ticking for that one minute. To address this problem, 9-1-1 call-takers, upon identifying that the caller is using a cellular phone, have been instructed to make it a practice to ensure they obtain the cell number as soon as possible once the call is answered. This will enable them to call back should they lose contact with the person on the line.

Chair Powers questioned whether there was a way to identify the number of calls from cell phones vs land lines to which L. Jenkins advised that while the word "cellular" does appear on the screen, there is no automatic system of keeping track of these calls. The committee recognized that the increasing use of cell phones is obviously causing deficiencies and it was hoped the information gathered in the Staff Sergeant's investigation will provide details of how that mode has changed over time.

Chair Powers questioned whether the Canadian Wireless Telecommunications Association (CWTC) and the National Emergency Number Association (NENA) should be contacted with a view to determining if this problem is occurring across the country. P. Couillard advised that it was his intent to do further investigation because there seems to be new problems associated with wireless phones occurring on a day-to-day basis.

L. Jenkins advised that the Canadian Radio and Television Corporation (CRTC) has not put any mandate in place and there is a lot of work that has to be done. She agreed that the number of cellular calls to 9-1-1 are increasing and the public will continue to call in accidents; however, she believed part of the answer is an educational process for the public. She agreed to follow-up.

G. Kemp proposed that this be forwarded to the Management Board for consideration and in the interim, Staff Sergeant Couillard continue to collect data. He believed that what must be determined is whether it is the phone system or the phone itself that activates the termination of the call.

P. Couillard agreed it may only be one or two phone providers where this is happening and reiterated this has not been thoroughly researched at this point in time, but is certainly something that should be considered. He added that at the NENA Conference held this summer, it became clear that many others across North America are experiencing similar problems, although Canada is further ahead than many of the American agencies with respect to examining this issue and talking to the cell phone people.

It was suggested that through the 9-1-1 Bureau, a representative from the cell industry be invited to attend a meeting of the Management Board and then the Advisory Committee so that they may be made aware of their concerns.

L. Jenkins suggested that all four suppliers, the CWTC, the CRTC and phone manufacturers be involved, with the impetus on ensuring the data is updated. She believed the 9-1-1 Advisory Board of Ontario has made an issue of this through correspondence to the CRTC.

Yield to Emergency Vehicles Campaign

Chair Powers referred to a video he had in his possession about yielding to emergency vehicles in Ontario and while it is a long video and somewhat detailed, he believed it contained the essence of what the committee has been trying to accomplish with respect to this issue. He requested the Environment and Transportation communications staff review the tape in conjunction with their proposal for campaign on this subject matter.

P. Couillard indicated he had spoken to Blair Patacairk of the Environment and Transportation Communications Division about this, as well as the annual Children's Awards and the Hard to Find is Hard to Help campaign. It was suggested that staff bring forward the latter again and perhaps tie the yield to emergency vehicles campaign into that program. D. Brousseau confirmed the Children's Awards will take place again this fall and was awaiting the names of the recipients from the Bureau. With respect to the Hard to Find is Hard to Help program the Region promoted last fall, he suggested it might be appropriate for the Region to find a sponsor and run it again. For next year, staff can look at developing a "Yield to Emergency Vehicles" campaign.

L. Massender suggested staff might also want to explore the possibility of placing signs in the windows of emergency vehicles that motorists would see in their rear-view mirrors thus alerting them to the fact they are coming up behind them and to move aside. G. Hawkins suggested the public should be made aware of the fact that when they see a flashing green light on an unmarked vehicle, it is a volunteer responding to an incident and they should move their vehicle out of the way.

9-1-1 Management Board/Advisory Committee Terms of Reference

G. Kemp believed it was time to review the terms of reference for the Board and the Advisory Committee. Also, with the issue of governance looming, he felt it important to ensure 9-1-1 is addressed early on in the process. He suggested it be discussed at the Board's meeting, in conjunction with its review of the Joint Powers Agreement and the Operations Manual. He believed there was a need for a comprehensive review, blending it into the governance review in 2000 and beyond.

Billing Addresses - ANI/ALI

J. Wilkie advised that since the ANI/ALI started coming from Toronto, there has been an increase in the billing address appearing on-screen rather than the location of the emergency. He asked Bell to investigate this with a view to determining what they use as their data base and ensure the correct address appears on the screen.

In response, L. Jenkins indicated Bell does not use billing addresses very much, although, depending on the situation, she suggested it may not be the correct technology. She suggested it could also be that the data might not be 100% correct. She appreciated having some examples of this problem and assured the committee she would follow-up to determine if it is a problem in the data base itself.

She went on to state that it is the responsibility of new phone providers to ensure the most up-to-date information is provided. She stressed that emergency agencies must understand that any updates should be sent to the service provider, which may or may not be Bell, according to what appears on the screen and it is not Bell Canada's responsibility to police that. With regards to pay phones, she confirmed these companies have a responsibility to supply 9-1-1 with the information about their phones.

In light of the updating of the Operations Manual, Chair Powers suggested those are some of the issue that must be considered. L. Jenkins added that the bulletins she referred to for the Manual would be the only place agencies could refer to for that information.

G. Hawkins suggested the Manual indicate that not just “Bell” would come up on the screen, but also the names of other providers and L. Jenkins suggested that detail could be incorporated into Section 1.

ADJOURNMENT

The meeting adjourned at 12:05 p.m.

NEXT MEETING

10 March 2000

ADJOURNMENT

The meeting adjourned at 12:05 a.m.

CO-ORDINATOR

CHAIR