

REGION OF OTTAWA-CARLETON  
RÉGION D'OTTAWA-CARLETON

REPORT  
RAPPORT

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DATE                                25 January 2000

TO/DEST.                         Co-ordinator  
   Corporate Services and Economic Development Committee

FROM/EXP.                        Finance Commissioner

SUBJECT/OBJET                 **YEAR 2000 AND THE REGION OF OTTAWA-CARLETON -  
REPORT FOR THE FOURTH QUARTER OF 1999**

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**DEPARTMENTAL RECOMMENDATION**

**That the Corporate Services and Economic Development Committee and Council receive this report for information.**

**BACKGROUND**

On 11 February 1998, Regional Council approved the three-year capital authority for the Region's Year 2000 Program, and approved the 1998 spending plan. At that time, Regional Council requested regular reports on the progress of this initiative, in recognition of the vital importance of the Region's Year 2000 preparedness and its ability to deliver services to residents.

Attached hereto is the full text of the Year 2000 Program Report for the Fourth Quarter of 1999 (16 November 1999 to 07 January 2000) as prepared by the Year 2000 Task Force.

*Approved by  
Greg Geddes  
Director, Year 2000 Program  
on behalf of the Finance Commissioner*

***REGION OF OTTAWA-CARLETON***  
***YEAR 2000 PROGRAM***  
***REPORT FOR THE FOURTH QUARTER***  
***OF 1999***



**Submitted to**

**CORPORATE SERVICES AND ECONOMIC  
DEVELOPMENT COMMITTEE**

**Tuesday, 01 February 2000**

**Prepared by the Region of Ottawa-Carleton  
Year 2000 Task Force**

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Copies of this document are available for public distribution from the Region of Ottawa-Carleton, Year 2000 Program Office, by calling (613) 560-6065 ext. 5198 or by visiting our web site at [www.rmoc.on.ca/2000](http://www.rmoc.on.ca/2000)

You may send your questions and comments to us by email at [2000@rmoc.on.ca](mailto:2000@rmoc.on.ca)

## TABLE OF CONTENTS

<b>EXECUTIVE SUMMARY</b> .....	2.....
<b>PART 1 - INTRODUCTION</b>	
1.1 Overview .....	4.....
1.2 Observations .....	5.....
1.3 Overall Program Status.....	5.....
<b>PART 2 - UPDATE ON CORPORATE INITIATIVES</b> .....	6.....
<b>PART 3 - UPDATE BY MAJOR SERVICE AREA</b>	
3.1 The 9-1-1 Service .....	8.....
3.2 Ottawa-Carleton Regional Police Service.....	10.....
3.3 Water Supply System.....	12.....
3.4 Sewage Collection and Treatment .....	15.....
3.5 Traffic Control.....	17.....
3.6 Homes for the Aged .....	19.....
3.7 Social Services .....	21.....
3.8 Public Health.....	23.....
3.9 OC Transpo.....	25.....
3.10 Facilities .....	26.....
3.11 Corporate Fleet.....	28.....
3.12 Environment and Transportation.....	30.....
3.13 Administration .....	32.....
3.14 Computing Infrastructure.....	34.....
<b>PART 4 - NEXT STEPS</b>	
4.1 Upcoming Milestones .....	35.....
<b>PART 5 - SUMMARY</b> .....	36.....
<b>ACKNOWLEDGEMENTS</b> .....	37.....

## APPENDICES

Appendix A	Year 2000 Program Budget
Appendix B	Year 2000 Program Office Communications Activities – October 1997 to December 1999
Appendix C	Summary of all Open Applications for all Departments



# REGION OF OTTAWA-CARLETON YEAR 2000 PROGRAM REPORT FOR THE FOURTH QUARTER OF 1999

## EXECUTIVE SUMMARY

This document provides a status report to the end of the fourth quarter of 1999, the millennium rollover period and for the first week of January, 2000 for the Year 2000 Program at the Region of Ottawa-Carleton. It provides a comprehensive overview of the Region's Year 2000 activities from 16 September 1999 to 07 January 2000.

There are four observations that characterize the Year 2000 Program to this point in time:

- Regional operations were ready to meet the Year 2000 challenge, and were not affected by the rollover to 01 January 2000. No significant Year 2000 problems have been reported to date in any Regional government operation, and the only issues encountered on New Year's Eve were anticipated well in advance – with appropriate contingencies in place.
- We expect that there may be minor Year 2000 problems experienced over the course of the year with minimal consequences to our operations. There is still some remediation work to complete on approximately 40 Medium and Low priority systems. Most of this work is expected to be completed by March of 2000.
- We are confident that the Year 2000 related problems associated with the Leap Year will not impact Regional Operations, and therefore 29 February 2000 will be treated as “business as usual”, with minimal extra staff on call or at work throughout most Regional Operations.
- **The Year 2000 Program is expected to show a surplus of over \$2,800,000 on the original budget of \$19,280,000 approved by Council in February of 1998.** This estimate is based on a current assessment of remaining expenditures that are anticipated to the end of the Program in March 2000. At that time, any remaining Low priority work will be integrated into the normal work plans of the technical staff. About sixty-four percent (64%) of the \$16,444,000 in expenditures were strictly related to Year 2000 (as opposed to expenditures that were done in a compressed time frame).

The Year 2000 Program will leave a legacy of up-to-date systems, comprehensive contingency plans and operating procedures that will be of benefit to the organization as we undertake the transition to the new municipal government in Ottawa-Carleton. The Region will also continue to benefit from the READY 2000 partnership that involved all local area municipalities and key local public and private sector organizations.

The Year 2000 Task Force would like to acknowledge the support of the members of Council and the senior management group in all Regional government operations over the past few years which helped ensure the success of this important program. The Task Force would also like to acknowledge the efforts of all the staff, contractors, and consultants for their efforts in completing this Program on schedule and under budget.

Information that is more comprehensive is contained in the body of this report.

The Year 2000 Program Office is scheduled to provide a short and final information report to Corporate Services and Economic Development Committee in early March 2000.

Additional information on the Region of Ottawa-Carleton, Year 2000 Program is available by calling the Program Office at (613) 560-6065, ext. 5198, or by electronic mail at [2000@rmoc.on.ca](mailto:2000@rmoc.on.ca)

# YEAR 2000 PROGRAM REPORT FOR THE FOURTH QUARTER OF 1999

## PART 1 – INTRODUCTION

### 1.1 Overview

This quarterly report is intended to provide an update on the Year 2000 Program at the Region of Ottawa-Carleton for the period 16 September 1999 to 07 January 2000. This report reflects the progress and the status of the Program over three specific timeframes:

- 16 September 1999 to 31 December 1999 – herein referred to as *Q4-1999*,
- 31 December 1999 to 01 January 2000 – herein referred to as *the rollover period*,  
and
- 01 January 2000 to 07 January 2000 – herein referred to as *the post-rollover period*.

This quarterly report is being presented according to the following schedule:

- Corporate Issues Committee – 25 January 2000;
- Management Committee – 04 February 2000 (target date);
- Corporate Services and Economic Development Committee – 01 February 2000 (target date);
- Regional Council – 09 February 2000 (target date).

*For information only:*

- Police Services Board;
- Ottawa-Carleton Regional Transit Commission;
- 9-1-1 Management Board.

This report covers four key areas:

- Introduction;
- Status of Corporate initiatives associated with the Year 2000 Program;
- Status by Major Service Area; and
- Next Steps.

The Major Service Area section will provide information on the status of Regional operations on the eve of the millennium (referred to as Q4-1999), the rollover-period (New Year's Eve) and the post-rollover period (01-07 January 2000), as well as the proposed strategy for addressing 29 February 2000 (Leap Year).



An appendix (Appendix C) provides information on the status of all “open” Year 2000 initiatives (at 31 December 1999) with the projected closure date.

This report does not provide detail on the history or progress of the Region’s Year 2000 Program before 16 September 1999. Readers are encouraged to consult the Region’s Year 2000 web site ([www.rmoc.on.ca/2000](http://www.rmoc.on.ca/2000)) for previous quarterly reports should they be interested in further details about the Program.

## **1.2 Observations**

There are four observations that characterize the Year 2000 Program to this point in time:

- Regional operations were ready to meet the Year 2000 challenge and they were not impacted by the rollover to 01 January 2000;
- We expect there may be some minor Year 2000 problems experienced over the course of the year with minimal consequences to our operations;
- We are confident that Year 2000 related problems associated with the Leap Year will not impact Regional operations; and
- The Year 2000 Program is expected to show a surplus of over \$2,800,000 on the original budget of \$19,280,000 approved by Council in February of 1998.

## **1.3 Overall Program Status**

The Region’s Year 2000 Program followed a standard process for addressing Year 2000 issues that was consistent with most similar sized organizations. At this point in time, the majority of the work has been completed, and the Program is in the process of winding down its activities. Any remaining work on Medium and Low priority systems will become part of the normal 2000 operations plans in the Major Service Areas various departments.

## **PART 2 – UPDATE ON CORPORATE INITIATIVES**

The remaining work associated with corporate Year 2000 related initiatives was completed during the fourth quarter of 1999:

- No significant losses in internal staff or consultants was experienced during Q4-1999;
- A review of the readiness of our 817 key suppliers was completed in November of 1999;
- Research on 2,019 unique products from 627 vendors was completed in September of 1999; and
- Testing and remediation of the Region's 3,925 personal computers was completed in November of 1999.

The program produced twenty-four (24) up-to-date contingency plans for the following service areas:

- Corporate Fleet
- Environment and Transportation – Infrastructure Maintenance - Operations
- Environment and Transportation – Infrastructure Maintenance - Transportation
- Environment and Transportation – Mobility Services – Traffic Control
- Environment and Transportation – Solid Waste
- Environment and Transportation – Water Supply
- Environment and Transportation – Water Environment Protection Division
- Finance/SAP R3
- Health – Adult Health
- Health – Child and Adolescent
- Health – Clinical Services
- Health – Environmental Health and Communicable Disease Control
- Homes For The Aged – Carleton Lodge
- Homes For The Aged – Centre d'Accueil Champlain
- Homes For The Aged – Island Lodge
- Human Resources – Peoplesoft Payroll
- Information and Public Affairs (including 24 Hour Call Centre)
- Information Technology Office
- Ottawa-Carleton Regional Police Service – Communications Centre
- Ottawa-Carleton Regional Police Service – Information Technology
- Ottawa-Carleton Regional Police Service – Operations
- OC Transpo
- Planning and Development Approvals – Property Management
- Social Services

Many of these plans were tested and adjusted during Q4-1999. More than 1,600 Regional staff were on duty on New Year's Eve, with several hundred more on-call in order to provide

adequate Regional services on New Year's Eve including extra policing of millennium celebrations, and overnight bus service to the public.

### **Budget Summary**

As of 15 January 2000, total expenditures and commitments against the Year 2000 Program budget of \$19,280,000 were \$16,444,000 leaving a projected surplus of \$2,836,000.

A total of \$10,512,000 was spent on items strictly related to Year 2000 and/or expenses incurred due to the radically compressed timeframes projects had to be completed in.

The one-page work-order, used for all routine approvals that fell under the Chief Administrative Officer's delegated authority limits proved to be a valuable tool to expedite the acquisition of resources and should be given serious consideration for future programs of a similar nature and magnitude.

Appendix A provides a detailed summary of the Year 2000 Program budget.

### **Communications Activities**

Appendix B provides a full account of communications activities from October 1997 to December 1999 inclusive.

## **PART 3 – UPDATE BY MAJOR SERVICE AREA**

### **3.1 THE 9-1-1 SERVICE**

This section covers Year 2000 issues associated with the 9-1-1 Service prior to, on, and after the millennium rollover.

There are twenty-two (22) local partners involved in the delivery of the 9-1-1 Service within Ottawa-Carleton. However, the overall responsibility for the Service rests with the Emergency Measures Unit (EMU) within the Environment and Transportation Department at the Region. The 9-1-1 Call Centre, which is operated and managed by the Ottawa-Carleton Regional Police Service (OCRPS), is located at the Police Headquarters at 474 Elgin Street.

*N.B. For clarity, some of the information shown in this section is repeated under the section for the Ottawa-Carleton Regional Police Service.*

#### **3.1.1 Q4-1999 Remediation Highlights – Regional portion of the 9-1-1 Service**

- Testing of the regional portion of the 9-1-1 Service prior to 31 December 1999 verified that the 9-1-1 Service in Ottawa-Carleton would not be impacted by the millennium challenge. This was confirmed during the rollover to Year 2000.
- All area 9-1-1 partners continued to participate in the READY 2000 initiative, a public and private sector partnership designed to minimize the impact of the Year 2000 problem on municipal services. Through this initiative, all 9-1-1 partners continue to share information about Year 2000 remediation and contingency plan progress with respect to their own organizations.
- All contingency planning action items relevant to the regional portion of the 9-1-1 Service were completed prior to 31 December 1999.
- Presentations were conducted with the Communications Centre staff to brief them on the Year 2000 Project and on the contingency plan for 9-1-1.

#### **3.1.2 Millennium Rollover Highlights – Regional portion of the 9-1-1 Service**

- Participation in the delivery of the 9-1-1 Service was considered to be the most critical element provided by the OCRPS. A contingency plan was developed and approved by the OCRPS Year 2000 Steering Committee to ensure continued operation of the 9-1-1 system over the millennium period.
- OCRPS did not experience any year 2000 problems with the Regional portion of the 9-1-1 Service during the rollover.

- The 9-1-1 Call Centre received approximately 450 calls that evening. This number is larger than a typical New Year's Eve; but smaller than what one might expect on Canada Day.
- OCRPS was particularly pleased with the fact that no one called the 9-1-1 Service for the express purpose of checking its operability.

### **3.1.3 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Regional portion of the 9-1-1 Service**

- The Year 2000 did not have any impact on 9-1-1 related systems or services.
- Execution of the OCRPS operational plan was a good test for having extra radio channels operational including significantly increased Computer Aided Dispatch (CAD) activity because of the number of OCRPS staff booked onto the system.

#### Leap Year Strategy:

- The OCRPS Operations, IT and the Communications Centre will not be making particular contingencies or taking any special action over the Leap Year rollover.

## 3.2 THE OTTAWA-CARLETON REGIONAL POLICE SERVICE

This section covers Year 2000 issues associated with the Ottawa-Carleton Regional Police Service (OCRPS) prior to, on, and after the millennium rollover.

The OCRPS were key players in security and safety planning around millennium celebrations within Ottawa-Carleton.

*N.B. For clarity, some of the information presented here is repeated in the section regarding the 9-1-1 Service.*

### 3.2.1 Year 2000 readiness as of 31 December 1999 – Ottawa-Carleton Regional Police Service (OCRPS)

		“OPEN” as at 31 December 1999			
OCRPS	“CLOSED”	Critical	High	Medium	Low
<i>As of Q3-1999</i>	<i>8/17</i>	<i>3</i>	<i>2</i>	<i>0</i>	<i>4</i>
<b>As of Q4-1999</b>	<b>17/17</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 3.2.2 Q4-1999 Remediation Highlights – Ottawa-Carleton Regional Police Service (OCRPS)

- Remediation activities were all completed prior to the millennium rollover for all non-compliant assets, with Critical and High priority assets being addressed first.
- Inspector K. Erfle continued to represent the OCRPS on the READY 2000 Contact Group as well as with a number of organizations, including the RCMP Year 2000 Committee, the OPP, the National Capital Commission, the Region of Ottawa-Carleton Emergency Measures Unit and the U.S. Embassy. As well, the OCRPS was represented on an Outaouais-wide Year 2000 Committee by Acting Inspector G. Larochelle.

### 3.2.3 Millennium Rollover Highlights – Ottawa-Carleton Regional Police Service (OCRPS)

**The three OCRPS contingency plans were completed in the last quarter of 1999.**

- The generators required for “hardening” the four OCRPS facilities were delivered, installed and tested in December 1999.
- Planning was completed to deal with the extensive millennium celebrations in Ottawa-

Carleton. This planning addressed the requirement for enhanced patrol presence in the Region of Ottawa-Carleton, particularly the downtown and lower-town areas:

- There were over 600 staff working over New Year's (from 1800 hrs on 31 December 1999 to 0600 hrs on 01 January 2000);
- The Operations contingency plan was executed over this period without any major problems.

#### **3.2.4 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Ottawa-Carleton Regional Police Service (OCRPS)**

- The Year 2000 had no impact on OCRPS systems or services.
- OCRPS found that the execution of the operational plan was a good test for having extra radio channels operational including significantly increased Computer Aided Dispatch (CAD) activity because of the number of OCRPS staff booked onto the system.

#### Leap Year Strategy:

- The OCRPS Operations, IT and the Communications Centre will not be making particular contingencies or taking any special action over the Leap Year rollover.

### 3.3 WATER SUPPLY SYSTEM

This section covers Year 2000 issues associated with the Regional Water Supply system prior to, on, and after the millennium rollover.

#### 3.3.1 Year 2000 readiness as of 31 December 1999 – Regional Water Supply System

		“OPEN” as at 31 December 1999			
Water Division	CLOSED	Critical	High	Medium	Low
<i>As of Q3-1999</i>	<i>52/59</i>	<i>1</i>	<i>0</i>	<i>3</i>	<i>3</i>
<b>As of Q4-1999</b>	<b>53/59</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>

#### 3.3.2 Q4-1999 Remediation Highlights – Regional Water Supply System

- The Regional Water System remediation work on all Critical and High priority items was completed before the Year 2000 rollover.
- All contingency plan actions noted in our “Risk Register” were completed, with one exception.
- All on-going contract work with the SCADA Upgrade Project was suspended and there was a “lock-down” fifteen (15) days prior to the millennium rollover.
- A total of three (3) Medium priority items and three (3) Low priority items remained open on 31 December 1999.
  - The open Low priority items (as of 31 December 1999) were related to the facilities systems (i.e. fire alarm, security, and heating systems) at the Fleet Street high lift pumping station. All Low priority items are now considered closed because they were not impacted during the rollover to 01 January 2000.
  - Of the three (3) Medium priority items that were still considered open, one (1) Medium priority item (Fleet Street generator and fuel system) is now considered closed because this item was not impacted during the rollover to 01 January 2000.
  - The other two (2) Medium priority items are being left open, (with virtually no year 2000 susceptibility). One will be addressed by the SCADA Upgrade Project (i.e. Brittany Drive Pumping Station) and the other item (Old Chemical Trending) is



considered open as it was part of the “Chemical Systems Trending” at Britannia Water Treatment Plant. Both are scheduled to be closed in Q1-2000.

*For more information please refer to Appendix C – Summary of all OPEN applications for all Departments.*

### **3.3.3 Millennium Rollover Highlights – Regional Water Supply System**

- Major contingency arrangements in place for the rollover included:
  - Two (2) shifts of extra staff at the two treatment plants (Lemieux Island and Britannia). Primary functions were Repair teams and Operations crews for manual operation.
  - Two (2) shifts of trained, on-site staff at all five (5) communal wells and nine (9) Pumping stations, Reservoirs and Tanks were on hand to provide manual operation of the distribution system if required. There were also two (2) remote station repair crews to support the on-site staff.
  - Three 5-man repair crews (on-call) for main breaks and utility service disruptions were available if necessary (extra crews are normal for this time of year).
  - A “command center” was established at Lemieux Island to communicate using a variety of alternate communications means and coordinate repair and operations activities. Regular operational checks (using a checklist) of all the remote sites (i.e. pump stations and wells) and communications to the Region’s Emergency Measures Unit for situational updates were conducted during the evening.
  - Manual water quality checks and equipment calibrations were done.
  - Added security was in place during the critical rollover period.
  - Stockpiles of essential repair equipment, and top-ups for critical process chemicals as well as chemical stockpiles (e.g. alum stored at the Region’s ROPEC facility) to last longer than three (3) weeks without re-supply. Chemical and material transfer provisions were also incorporated.
  - A generator was acquired (for the dual purpose of backup to the Munster Communal Well and for aid to outlying communities) in the case of power outages.
- The decision to continue operation of the Fleet Street Pumping Station for high lift pumping, was the only last minute revision from the contingency plan. The contingency plan was suggesting to stop activity at that station in order to allow a centralized approach to the high lift component of water distribution. This decision was made because there were no Year 2000 related events (i.e. equipment failures) in similar systems around the world.

### **3.3.4 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Regional Water Supply System**

- The Chemical Systems Trending did see an *expected* Year 2000 glitch occur. It is a new Medium item insofar as it is a small component of the overall chemical systems.

#### Leap Year Strategy:

- Staffing levels as per normal operations, with extra on-call repair staff and one extra operator at each plant for each of the 28-29 February and the 29 February to 01 March 2000 rollovers.
- Stockpile of Process Chemical (alum) at ROPEC be maintained in place until after the 29 February rollover (i.e. after 01 March 2000). It should be noted that alum transfer arrangements/equipment are already set up and tested.
- Other materials stockpiles to be replenished to contingency plan levels.
- Contingency planning provisions (e.g. secondary heating and generators) already in place be maintained until after the 29 February rollover.

### 3.4 SEWAGE COLLECTION AND TREATMENT

This section deals with the Year 2000 activities of the Water Environment Protection Division (WEPD) within the Environment and Transportation Department.

#### 3.4.1 Year 2000 Embedded Systems Priorities Summary – Sewage Collection and Treatment System

		“OPEN” as at 31 December 1999			
Water Environment Protection Division	CLOSED	Critical	High	Medium	Low
<i>As of Q3-1999</i>	<i>33/40</i>	<i>5</i>	<i>0</i>	<i>0</i>	<i>2</i>
<b>As of Q4-1999</b>	<b>39/40</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

#### 3.4.2 Q4-1999 Remediation Highlights – Sewage Collection and Treatment System

- The Water Environment Protection Division (WEPD) had virtually completed all but one Year 2000 compliancy issue by 31 December 1999. One (1) Low priority item was left to tackle. All five (5) Critical embedded system items were scheduled for closure in Q4-1999 were closed during this quarter. Also considerable work was done on the remaining embedded system associated with the Low priority surface water quality issue. This system should be closed off in the first quarter of the New Year.
- Seven (7) Q4-1999 targets were identified for closure in the schedule. All except one (1) have been completed as scheduled.
  - The Hemlock Pumping Station and the Lab are now fully Year 2000 compliant.
  - The ‘Primary’ and ‘Secondary’ Flow Transmitters are considered closed as these critical items, although date sensitive, were not upgraded because the date function has not been (nor will it ever be) used.
  - The Energy Management System, which consists of 25 power monitors, has already had its 6 critical monitors (used for assessing and analyzing peak power consumption/demands) rectified and are fully Year 2000 compliant. The remaining 19 monitors will be upgraded as time permits but are not considered to be critical.
  - One of the two (2) Low priority systems, the Mooney’s Bay 3D model, was also closed in Q4-1999.
  - The Surface Water Information Systems (SWIS) is anticipated to close in Q1-2000.

*For more information please refer to Appendix C – Summary of all OPEN applications for all Departments.*

### **3.4.3 Millennium Rollover Highlights – Sewage Collection and Treatment System**

- Rented diesel generators (fixed for the ROPEC and Hazeldean facilities, mobile for other remote stations) were in place in case of power disruptions.
- The Water Environment Protection Division enacted its resources contingency plan commencing 1900 hrs on 31 December 1999.
  - The first twelve-hour shift began at 1900 hrs and consisted of approximately 65 staff at the sewage treatment plant, remote pumping stations as well as a Command Centre located at ROPEC.
- Communications from the Command Centre ensued with all staff as well as receiving updates from the Region's EMU.
- The WEPD contingency plan was revised at approximately 0230 hrs. All staff, except for the Process Technologists, were advised to return home. All essential staff for the next twelve-hour shift were advised not to report to work (except for the regular staff on-call for the weekend).

### **3.4.4 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Sewage Collection and Treatment System**

- One minor Year 2000 glitch was noticed when a heating and ventilation (HVAC) monitor kept sending alarms in error. On-site inspections revealed that there were no problems with the HVAC system. The monitor, which turned out to be non-compliant, has since been rectified by the supplier.

#### Leap Year Strategy:

- As per our colleagues in the Water Division, WEPD will keep staffing levels as per normal operations since the Leap Year will occur during the week. The usual on-call staff will be in place for the sewage treatment plant, sewer maintenance and the remote pumping stations. On 28 February 2000, the WEPD Y2K Coordinator will monitor events from around the world in anticipation of unusual issues.
- All rented equipment including diesel generators and cell phones, as well as other purchased contingency items, shall remain in place for the Leap Year rollover.
- If required, WEPD will re-enact its Y2K Contingency Plan and call in staff reinforcements.

## 3.5 TRAFFIC CONTROL

This section of the report deals with the Regional Traffic Control system. The Region operates and maintains over 850 signalized intersections throughout Ottawa-Carleton.

### 3.5.1 Year 2000 Business Systems Priorities Summary – Traffic Control

		“OPEN” as at 31 December 1999			
Traffic Control	CLOSED	Critical	High	Medium	Low
<i>As of Q3-1999</i>	<i>59/61</i>	<i>0</i>	<i>2</i>	<i>0</i>	<i>0</i>
<b>As of Q4-1999</b>	<b>61/61</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### 3.5.2 Q4-1999 Remediation Highlights – Traffic Control

- Traffic Operations Branch systems were tested and upgraded to ensure Year 2000 compliance and extra stock of all essential materials were ordered and on hand before 31 December.
- The Branch was not expecting any safety issues in the street operations posed by potential Year 2000 failures of signal controllers due to the presence of a conflict resolution device that continuously monitors the signal controller and forces a four-way red flash if an abnormal condition is sensed. This device has no date sensitive electronics.

### 3.5.3 Millennium Rollover Highlights – Traffic Control

- On New Year’s Eve 2000, a total of 38 employees were present at Loretta, and 37 employees were on-call to work in the event of Hydro, Bell Canada, or any other unforeseen failures. Systems were monitored before and after the Year 2000 rollover to ensure proper operations.
- After the rollover, all traffic programs were checked to confirm that critical traffic control operations were functioning properly. No problems were found and traffic signal operations were uninterrupted.

### 3.5.4 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Traffic Control

- No Traffic Control systems and services were impacted by the Year 2000 problem to date.

Leap Year Strategy:

- The Traffic Control Division will have a “business as usual” approach to the Leap Year.

### 3.6 HOMES FOR THE AGED

The Region of Ottawa-Carleton operates three Long Term Care facilities that serve as the home for over 600 residents. Year 2000 remediation efforts at all three facilities focused on ensuring that the building systems were not prone to Year 2000 failure, that adequate backup generators were in place and that the suppliers of goods and services to these facilities would not be impacted by Year 2000 related failure.

#### 3.6.1 Year 2000 Business Systems Priorities Summary – Homes for the Aged

Homes for the Aged Department	CLOSED	“OPEN” as at 31 December 1999			
		Critical	High	Medium	Low
<i>As of Q3-1999</i>	<i>16/17</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>
<b>As of Q4-1999</b>	<b>16/17</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

#### 3.6.2 Q4-1999 Remediation Highlights – Homes for the Aged

- A comprehensive strategy was adopted to provide for the ongoing safety of residents and staff of the three Regional facilities over the millennium rollover period. The Year 2000 Program Office worked closely with staff from the three homes especially in the facilities area. All necessary work was completed by mid-December.
- Homes for the Aged acquired one remaining off-the-shelf package that was not implemented prior to 31 December 1999. The Low priority product, Staff Scheduler, is now scheduled to be in place by the end of March 2000.

#### 3.6.3 Millennium Rollover Highlights – Homes for the Aged

- The contingency plans for the three Homes for the Aged were developed based on the 1998 Ice Storm experience. The plans focused on “hardening” the facilities in order to allow residents to remain in the facilities as long as possible. Previous emergency strategies were based on the evacuation of residents.
- To that end, additional back-up generators were secured to provide full power capacity to the Homes in the case of a power failure. The rented generators were delivered, installed and tested in December 1999.
- Staffing levels were equivalent to that of a holiday weekend. As a precaution, a few extra staff were on-hand to address any Year 2000 facilities systems issues.

### **3.6.4 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Homes for the Aged**

- The three Homes encountered no Year 2000-related problems over the critical period. 31 December 1999 was a normal New Year's Eve at all three facilities.
- The Year 2000 Program Office completed and sent daily reports to the Ministry of Health and Long Term Care from 02 January to 04 January 2000 as part of a province-wide Year 2000 assessment tool.

#### Leap Year Strategy:

- The three Homes for the Aged will have a “business as usual” approach to the Leap Year.



### 3.7 SOCIAL SERVICES

Year 2000 remediation efforts within Social Services focussed on upgrades and replacements to a number of automated systems that are integral to the provision of services to social services recipients. Many of these systems are supported and maintained by the Provincial Ministry of Community and Social Services.

#### 3.7.1 Year 2000 Business Systems Priorities Summary – Social Services

Social Services Department	CLOSED	“OPEN” as at 31 December 1999			
		Critical	High	Medium	Low
<i>As of Q3-1999</i>	<i>21/38</i>	<i>2</i>	<i>4</i>	<i>3</i>	<i>8</i>
<i>As of Q4-1999</i>	<b>31/38</b>	<i>0</i>	<i>0</i>	<i>2</i>	<i>5</i>

#### 3.7.2 Q4-1999 Remediation Highlights – Social Services Department

- A total of six (6) Critical and High priority systems were targeted for closure in Q4-1999. All items were closed as planned.
- The implementation of the Social Services’ Record Services and Verify Payments (RSVP) system replaced a number of non-compliant Year 2000 applications which were running in the obsolete MAPPER environment on the Region’s mainframe system. The first release of this implementation was completed on 08 December 1999 which allowed the decommissioning of the mainframe by year-end as planned.

*For more information please refer to Appendix C – Summary of all OPEN applications for all Departments.*

#### 3.7.3 Millennium Rollover Highlights – Social Services Department

- Contingency plans had been developed and were aligned with the Ministry of Community and Social Services’ CIMS business contingency planning.
- This activity was integrated with Property Services’ contingency plans for Regional facilities.
- At the close of business on 31 December 1999, a manual process to provide same day service was ready to be implemented effective 03 January 2000 and the availability of 27 essential staff had been reconfirmed. There were three (3) staff on site and the balance

were on-call for the rollover.

- Payment Notification/Request Forms, Daily Cheque Registers, manual Drug Benefit cards and manual cheque stock were in the office safe at each District Office to be picked up by the Year 2000 Area Operations Contingency Planning Team.

#### **3.7.4 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Social Services Department**

- No systems or services were impacted by the Year 2000 problem:
  - On 01 January 2000 the operability of Departmental Systems (e.g. RSVP) and Regional desktop systems (e.g. E-mail) was successfully confirmed.
  - On 02 January 2000 the operability of Provincial Systems (CIMS, CWT and OWT) in the District Offices was successfully confirmed. This included receiving test transmissions from the Province to verify connectivity.
  - On 04 January 2000 service continued as usual in each of the Social Services delivery sites.

#### Leap Year Strategy:

- The Social Services Department will have a “business as usual” approach to the Leap Year.

## 3.8 PUBLIC HEALTH

This section deals with Year 2000 remediation efforts within the Health Department. Efforts were focused on upgrades and replacements to a number of systems that support the services offered by the Department. Several of these systems are supported and maintained by the provincial Ministry of Health.

### 3.8.1 Year 2000 Business Systems Priorities Summary – Health Department

		“OPEN” as at 31 December 1999			
Health Department	CLOSED	Critical	High	Medium	Low
<i>As of Q3-1999</i>	<i>34/44</i>	<i>0</i>	<i>0</i>	<i>2</i>	<i>8</i>
<b>As of Q4-1999</b>	<b>43/44</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>

### 3.8.2 Q4-1999 Remediation Highlights – Health Department

- As of 31 December 1999 all Critical and High priority systems were completed and closed. Only one (1) Low priority item (PHI Activity Reporting System) is left to close and is scheduled for closure by end of January 2000.
- Contingency Plan action items for the Health Department were complete.
- On-call staff were ready to initiate Emergency Plan response consistent with contingency plan directions.

*For more information please refer to Appendix C – Summary of all OPEN applications for all Departments.*

### 3.8.3 Millennium Rollover Highlights – Health Department

- The Medical Officer of Health was on-site in the Region’s Emergency Measures Unit during the millennium rollover.
- The Public Health Inspector on-call was briefed on potential issues and was ready to respond to any public health issue that might arise during the transition.
- The departmental Year 2000 Coordinator was also on-call from 31 December 1999 to 04 January 2000.

#### **3.8.4 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Health Department**

- No Health Department systems and services have been impacted by the Year 2000 problem to date.

##### Leap Year Strategy:

- The Health Department will have a “business as usual” approach to the Leap Year.

### 3.9 OC TRANSP0

This section deals with Year 2000 activities within OC Transpo operations. It should be noted that a significant amount of Year 2000 remediation effort for OC Transpo has been covered off by the implementation of the Region’s Financial Systems Renewal Program (SAP), which addressed a number of non-compliant financial and maintenance management systems at OC Transpo.

#### 3.9.1 Year 2000 Business Systems Priorities Summary – OC Transpo

		“OPEN” as at 31 December 1999			
OC Transpo	CLOSED	Critical	High	Medium	Low
<i>As of Q3-1999</i>	<i>299/306</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>7</i>
<b>As of Q4-1999</b>	<b>306/306</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 3.9.2 Q4-1999 Remediation Highlights – OC Transpo

- All remediation work was completed prior to year-end and all systems were ready for the millennium transition. Contingency plans were to be activated as per developed strategy.

#### 3.9.3 Millennium Rollover Highlights – OC Transpo

- Activities over the rollover unfolded as planned. There were a number of staff and management on-site and on call as well as regular staffing for garages and bus operations. There were no disturbances or interruptions that were reported.

#### 3.9.4 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – OC Transpo

- No OC Transpo systems and services have been impacted by the Year 2000 problem to date.

#### Leap Year Strategy:

- OC Transpo will have a “business as usual” approach to the Leap Year. Its contingency plans will not be revised for the Leap Year.

### 3.10 FACILITIES

This section deals with the work completed to ensure Year 2000 compliance of all automated building systems at Regional facilities, and supporting all facility related requirements for staff as per the contingency plans of the major service areas.

#### 3.10.1 Status of Facilities Management Systems as of 31 December 1999

Classification of Facility	Total Number of Systems that need testing	Number of Systems Remaining to Test as of 31 December 1999
Critical Priority	70	0
High Priority	22	0
<b>Total</b>	<b>92</b>	<b>0</b>

*\* Actual number of unique products is less due to multiple occurrences of the same product.*

#### 3.10.2 Q4-1999 Remediation Highlights – Regional Facilities

- All items were closed as of 15 November 1999 Interim Report.
- Vendor compliance project research, building systems testing and a final inventory review indicated that facilities management systems would have little susceptibility to Year 2000 related failures. This enabled facilities staff to have a high degree of confidence in the state of facility readiness for the rollover event.
- Rental generators and electrical upgrades were in place and tested at key Regional facilities by the third week of December 1999. All work was inspected and met Electrical Safety Code requirements.
- All facilities related contingency plan action items were addressed and ready for implementation on 31 December 1999. Building shutdown procedures for Low and Medium priority facilities were completed and in place prior to the millennium transition.
- In order to ensure the seamless operation of the 9-1-1 system, a separate contingency plan for emergency generator use was implemented at the OCRP facility located at 474 Elgin Street. In addition, a new uninterruptible power supply was installed to limit any disruption for critical computer equipment during power transfers.

#### 3.10.3 Millennium Rollover Highlights – Regional Facilities

- All Regional staff who were designated as essential were issued special Year 2000 identification cards for access to their respective Regional buildings for the critical rollover

period.

- During the rollover event, eighteen (18) Regional facilities staff, supplemented by contracted staff, were on site at various locations to deal with situations as they arose.
- As a precaution, generators were started at 11:30 p.m. at Regional Headquarters and staff were in place to switchover the building to generator power should the need arise at midnight on New Year's Eve.
- Additional fuel reserves were in place to deal with increased fuel requirements during an emergency situation. Fuel tanks at all facilities were filled and kept at that level during the transition period.

#### **3.10.4 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Regional Facilities**

- No effects of the rollover were noted in any facilities management systems in the days following the rollover event. All performed as expected.
- Although unlikely, staff will monitor seasonal building systems currently out of service, during start up in the spring of 2000.

#### Leap Year Strategy:

- Cummins Ontario Ltd. will be requested to inspect the rental generators at the Ottawa-Carleton Centre and 474 Elgin Street during the week preceding the Leap Year transition.
- The Ottawa-Carleton Centre should have the Technical Services Supervisor, one Building Systems Technician and a licensed electrician on-site in order to operate the rental generator, if required.
- The Ottawa-Carleton Regional Police Facility at 474 Elgin Street should have the Technical Services Supervisor, one Building Systems Technician (on regular shift) and a licensed electrician on-site in order to operate the rental generator, if required.
- Other Regional facilities staff should be available as per regular schedule.
- The Homes for the Aged facilities should have facilities staff on-call as per regular schedule.
- The Region's EMU staff and the Director of the Year 2000 Program should monitor world events as they unfold on Monday, 28 February 2000 and suggest strategy changes as appropriate.

### 3.11 CORPORATE FLEET

This section covers the Year 2000 remediation effort within the Corporate Fleet group at the Region of Ottawa-Carleton. Please refer to the OC Transpo and the Regional Police Service sections for information on their specific fleet management projects.

#### 3.11.1 Year 2000 Business Systems Priorities Summary – Corporate Fleet

		“OPEN” as at 31 December 1999			
Corporate Fleet	CLOSED	Critical	High	Medium	Low
<i>As of Q3-1999</i>	<i>1/2</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>
<b>As of Q4-1999</b>	<b>2/2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### 3.11.2 Q4-1999 Remediation Highlights – Corporate Fleet

- A replacement for Gasboy was acquired from Coencorp in the late fall for implementation at eight (8) different locations. The implementation and testing of the first one of this new fuel dispensing system was completed in early December. It is expected that the system will be in place at all locations by the end of January 2000.
- By late December 1999, Corporate Fleet had obtained confirmation from all seventeen (17) manufacturers of Regional vehicles that no Year 2000 problems should be encountered with any equipment.

#### 3.11.3 Millennium Rollover Highlights – Corporate Fleet

- Key elements of the Corporate Fleet contingency plan included having in place manual processes and staff for key business systems such as the fuel dispensing system.
- The plan also called for filling to capacity the various Regional fuel storage tanks across the Region just prior to 31 December 1999.

#### 3.11.4 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Corporate Fleet

- As anticipated, no Year 2000 related problems were encountered during or after the critical



rollover period.

Leap Year Strategy:

- Corporate Fleet will have a “business as usual” approach to the Leap Year.

## 3.12 ENVIRONMENT AND TRANSPORTATION

The Environment and Transportation Department continued to be on schedule for resolving its Year 2000 issues during the last quarter of 1999.

### 3.12.1 Year 2000 Business Systems Priorities Summary – Environment and Transportation Department

		“OPEN” as at 31 December 1999			
Environment and Transportation Department	CLOSED	Critical	High	Medium	Low
<i>As of Q3-1999</i>	209/256	2	12	10	23
<i>As of Q4-1999</i>	234/257	0	0	8	15

### 3.12.2 Q4-1999 Remediation Highlights – Environment and Transportation Department

- The Environment and Transportation Department was prepared for the 31 December 1999 rollover to 2000. All of the Critical and High priority applications that would have a direct impact on the services provided to the public had been made Year 2000 compliant and had been tested.
- Most of the remaining non-compliant Medium and Low priority applications are seasonal in nature and were not in use on 01 January 2000. These will be made compliant during the first quarter of 2000.
- All of the contingency planning action items contained in the Department’s contingency plan were completed and no Year 2000 problems were discovered.

*For more information please refer to Appendix C – Summary of all OPEN applications for all Departments.*

### 3.12.3 Millennium Rollover Highlights – Environment and Transportation Department

- A total of 14 staff was on-call for the rollover period, as prescribed in the Department’s contingency plan. As a result of no Year 2000 related failures occurring during the rollover, no staff were called in to work.
- Some staff members were scheduled to work on 02 January 2000, to ensure that the

business systems used to support the Department were operational for the first business day of the year 2000.

#### **3.12.4 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Environment and Transportation Department**

- Work will continue, as per original schedules, to complete all of the remaining Year 2000 non-compliant applications.

##### Leap Year Strategy:

- The Environment and Transportation Department will have a “business as usual” approach to the Leap Year.

### 3.13 ADMINISTRATION

This section covers year end Year 2000 remediation efforts in a number of the Corporate administrative departments.

#### 3.13.1 Year 2000 Business System Priorities Summary – Corporate Administration

		“OPEN” as at 31 December 1999			
Corporate Administration	CLOSED	Critical	High	Medium	Low
Audit As of Q4-1999	1/1	0	0	0	0
Clerks As of Q4-1999	10/10	0	0	0	0
Elected Officials as of Q4-1999	1/1	0	0	0	0
Finance as of Q4-1999	42/42	0	0	0	0
Human Resources as of Q4-1999	14/14	0	0	0	0
Information and Public Affairs as of Q4-1999	10/10	0	0	0	0
Legal as of Q4-1999	7/8	0	0	1	0
Planning and Development Approvals as of Q4-1999	53/57	0	0	0	4
Common as of Q4-1999	37/37	0	0	0	0

#### 3.13.2 Q4-1999 Remediation Highlights – Administration

- By 31 December 1999, all systems but one (1) had been successfully implemented in the Corporate Administration area. The one exception was a Medium priority item, the Time Reporting system in the Legal Services Division. Plans called to have the system in question implemented in the last quarter of 1999, however, the off-the-shelf product chosen was found to contain some hardware incompatibilities. Rather than rush implementing another product, the decision was made to keep the existing product and deal with any Year 2000 problems should they arise.
- Over the next few months, Legal Services will be working closely with staff from the

Information Technology Office in finding an appropriate replacement product. The implementation is now scheduled for the end of June 2000.

*For more information please refer to Appendix C – Summary of all OPEN applications for all Departments.*

### **3.13.3 Millennium Rollover Highlights – Administration**

- Contingency plans were developed for a few key administrative support services namely ITO, Peoplesoft, SAP R3 and MAP/RFS. No Year 2000 related problems were encountered with these applications.

### **3.13.4 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Administration**

- No Administration systems and services have been impacted to date by the Year 2000 problem.

#### Leap Year Strategy:

- Administration will have a “business as usual” approach to the Leap Year.

## **3.14 COMPUTING INFRASTRUCTURE**

This section deals with the Year 2000 remediation efforts within the Region's Information Systems Division (ISD), the Ottawa-Carleton Regional Police Service (OCRPS) and OC Transpo to address computing infrastructure issues.

### **3.14.1 Q4-1999 Remediation Highlights – Computing Infrastructure**

- All remediation work was completed prior to the millennium rollover period.

### **3.14.2 Millennium Rollover Highlights – Computing Infrastructure**

- No Year 2000 related problems were encountered with the Region's computing infrastructure.

### **3.14.3 Year 2000 related Problems and Issues, 01 January 2000 to 07 January 2000 – Computing Infrastructure**

- No Computing Infrastructure systems have been impacted to date by the Year 2000 problem.

#### Leap Year Strategy:

- The Region will have a "business as usual" approach for its computing infrastructure for the Leap Year.

## **PART 4 – NEXT STEPS**

### **4.1 Upcoming Milestones**

- Undertake a post program review within all major operating areas.
- Complete the transfer of remaining project work to the operating areas.
- Close out the Program Management Office and the associated Capital Budget.
- Departmental senior management distribution in February of 2000 – current quarterly results.
- Final information report in March of 2000 to indicate any impact of the 29 February 2000 rollover on Regional operations.
- Contribution to the lessons learned report from the READY 2000 partnership.

## **PART 5 – SUMMARY**

As this report is being presented to the members of Corporate Services and Economic Development Committee, the millennium is a faint and distant memory for most of us. The Region's Year 2000 Task Force is extremely pleased that it was successful in fulfilling its mandate to prepare Regional operations against the potential impact of the Year 2000 problem, while remaining under budget.

Hundreds of staff throughout Regional operations invested significant amounts of time and energy to ensure that all service areas were ready to beat the millennium bug on 31 December 1999. As a result, there were no Year 2000 issues that impacted our ability to provide quality service to the residents of Ottawa-Carleton. In fact, we have observed only minor disruptions during the rollover and post rollover periods.

The Region's Year 2000 Program is now winding down its activities, leaving a legacy of up-to-date systems, comprehensive contingency plans and clearly defined operating procedures. The Region will also continue to benefit from the READY 2000 partnership that involved all local area municipalities and key local public and private sector organizations. In fact, this group has determined the experience was so beneficial that they will continue to meet on a bi-annual basis.

The Region's Year 2000 Task Force will provide a final information report following 29 February 2000 (Leap Year) to Corporate Services and Economic Development Committee.

*Original signed by:*

*Greg Geddes* Director, Year 2000 Program

### **Year 2000 Task Force Members**

Greg Geddes, Year 2000 Program Office, Chair

Gerry Champagne, Year 2000 Program Office (Liaison for Administrative Departments and Homes for the Aged)

Inspector Karl Erfle, Ottawa-Carleton Regional Police Service

Carole Lavigne, Year 2000 Program Office

Glen Mullins, OC Transpo

Doug McCaslin, Year 2000 Program Office

Ken McDougall, Information Systems Division

Bill McKinnon, Year 2000 Program Office

Neil Monkman, Environment and Transportation Department

Andy Roche, Health Department

Larry Ostler, Social Services Department

Elaine Panke, Information Systems Division

David White, Legal Department



## **ACKNOWLEDGEMENTS**

The Year 2000 Task Force would like to acknowledge the support of members of Council and the senior management group in all Regional government operations over the past few years which helped ensure the success of this important program. The Task Force would also like to acknowledge the efforts of all the staff, contractors, and consultants for their efforts in completing this Program on schedule and under budget.

### **Year 2000 Task Force Members:**

Neil Monkman, Andy Roche, Larry Ostler, Elaine Panke, Ken McDougall, David White, Inspector Karl Erfle, Glen Mullins, Gerry Champagne, Doug McCaslin, Bill McKinnon, Carole Lavigne and Greg Geddes (Chair).

### **Key Contributors:**

Gerry Braganca, Joyce Richard, Jean Lachance, Judy Myles, Paul Banks, Liana Eng, Lise Brisebois, Deirdre Stirling, Richard Munro, Martin Phillips, S.Sgt. Ty Cameron, Sgt. Mike Johnson, Livia Brandon, Glen Emond, David Kelly, Janet Harris-Campbell, Jane Totten, Al Raven, David Leclair, Gerald McLennan and Carin Schergel-Szabo.

***REGION OF OTTAWA-CARLETON***

***YEAR 2000 PROGRAM***

***REPORT FOR THE FOURTH QUARTER OF 1999***

***APPENDICES***

## **APPENDICES**

Appendix A Year 2000 Program Budget

Appendix B Year 2000 Program Office Communications Activities – October 1997 to  
December 1999

Appendix C Summary of all Open Applications for all Departments

YEAR 2000 BUDGET

Description	Original Authority (\$000)	Restated Authority (\$000)	Expenditures to Date (\$000)	Estimated Surplus (\$000)	Year 2000 Only Expenditures (\$000)	Details
<b>PART A: EMBEDDED SYSTEMS</b>						<ul style="list-style-type: none"> <li>Original estimates were lowered mid-program to take into account lower than expected compliance issues associated with these systems.</li> <li>Total of 99 Embedded Systems reviewed, representing over 700 unique products.</li> </ul>
WEPD	3,835	3,280	2,493	787	1,989	<ul style="list-style-type: none"> <li>Staff costs (Year 2000 Co-ordinator, etc.).</li> <li>Consultants for analysis and review of Embedded Systems.</li> <li>Testing of SCADA system.</li> <li>Replacement of Plant Maintenance Management Systems.</li> <li>Generator rentals.</li> <li>Contingency plan development.</li> <li>Year 2000 compliance research on products.</li> <li>Hardware and/or software testing, upgrades and or replacement.</li> <li>Electrical contractor costs.</li> <li>Review of suppliers.</li> </ul>
WATER	4,825	1,850	1,428	422	1,051	<ul style="list-style-type: none"> <li>Staff costs (Year 2000 Co-ordinator, etc.).</li> <li>Consultants for analysis and review of embedded systems.</li> <li>Testing and repair of existing SCADA system.</li> </ul>

**YEAR 2000 BUDGET**

Description	Original Authority (\$000)	Restated Authority (\$000)	Expenditures to Date (\$000)	Estimated Surplus (\$000)	Year 2000 Only Expenditures (\$000)	Details
						<ul style="list-style-type: none"> <li>• Small generator rentals.</li> <li>• Contingency plan development.</li> <li>• Year 2000 compliance research on products.</li> <li>• Hardware and/or software testing, upgrades and or replacement.</li> <li>• Electrical contractor costs.</li> <li>• Review of suppliers.</li> </ul>
Other	125	125	12	113	12	<ul style="list-style-type: none"> <li>• Miscellaneous costs for Embedded Systems remediation in other areas of Region outside of WEPD and Water.</li> </ul>
<b>Embedded Systems Total</b>	<b>8,800</b>	<b>5,255</b>	<b>3,933</b>	<b>1,322</b>	<b>3,052</b>	
<b>PART B: FACILITIES SYSTEMS</b>						<ul style="list-style-type: none"> <li>• Original Estimates were increased mid-program as a result of the development of 24 Year 2000 contingency plans in key operating areas.</li> <li>• Total of 316 unique facilities systems reviewed over the life of the program.</li> </ul>
Facilities Systems	500	1,810	902	908	981	<ul style="list-style-type: none"> <li>• Staff costs (Year 2000 Co-ordinator, etc.).</li> <li>• Consultants and contractors for analysis and review of systems.</li> <li>• Generator rentals.</li> <li>• Contingency plan development.</li> <li>• Year 2000 compliance research on products.</li> </ul>

**YEAR 2000 BUDGET**

Description	Original Authority (\$000)	Restated Authority (\$000)	Expenditures to Date (\$000)	Estimated Surplus (\$000)	Year 2000 Only Expenditures (\$000)	Details
						<ul style="list-style-type: none"> <li>• Hardware and/or software testing, upgrades and or replacement.</li> <li>• Electrical contractor costs.</li> <li>• Review of suppliers.</li> </ul>
Generator Purchase and installation	0	0	1,525	(1,525)	0	Generator purchase and installation, as a result of contingency planning. Costs are net of rental period and cover: 111 Lisgar Street, and the three Homes for the Aged.
<b>Facilities Systems Total</b>	<b>500</b>	<b>1,810</b>	<b>2,427</b>	<b>(617)</b>	<b>981</b>	
<b>PART C: BUSINESS SYSTEMS</b>						<ul style="list-style-type: none"> <li>• Original Estimates increased from original estimates mid-program due to a high number of non-compliant business systems and escalating per diem rates for some skill-sets.</li> <li>• Over 800 business systems across the Region's operations were reviewed.</li> <li>• Addressed using internal staff and over a hundred consulting contracts.</li> </ul>
Mainframe Systems (including Social Services)	3,200	5,744	4,859	886	1,995	<ul style="list-style-type: none"> <li>• The existing Regional mainframe and all applications were not Year 2000 compliant.</li> <li>• Analysis, development and or purchase, testing, installation and configuration of replacements for ALL existing mainframe applications.</li> <li>• Included such applications as debt and treasury management, water billing, financial management, capital</li> </ul>

YEAR 2000 BUDGET

Description	Original Authority (\$000)	Restated Authority (\$000)	Expenditures to Date (\$000)	Estimated Surplus (\$000)	Year 2000 Only Expenditures (\$000)	Details
						and operating budget development, trust management of the Homes for the Aged, and a suite of applications for purchased services management within Social Services. <ul style="list-style-type: none"> <li>• Contingency plan development.</li> <li>• Year 2000 compliance research on products.</li> <li>• Electrical contractor costs.</li> <li>• Review of suppliers.</li> </ul>
Corporate Systems	1,850	400	386	14	253	<ul style="list-style-type: none"> <li>• Year 2000 remediation related to Hardware and/or software testing, upgrades and/or replacement custom developed or third party products not residing on the mainframe.</li> </ul>
ETD Systems	1,350	1,959	1,374	585	1,209	<ul style="list-style-type: none"> <li>• Analysis, development and/or purchase, testing, installation and configuration of replacements for non-compliant systems within an inventory of over 250 existing business systems within Environment and Transportation.</li> <li>• Included such applications as road weather monitoring, work order management, traffic control management, accident statistics, laboratory management, engineering design tools, and transportation modelling.</li> <li>• Contingency plan development.</li> <li>• Year 2000 compliance research on</li> </ul>

**YEAR 2000 BUDGET**

Description	Original Authority (\$000)	Restated Authority (\$000)	Expenditures to Date (\$000)	Estimated Surplus (\$000)	Year 2000 Only Expenditures (\$000)	Details
						<ul style="list-style-type: none"> <li>• products.</li> <li>• Review of suppliers.</li> </ul>
Health Department Systems	200	407	348	59	348	<ul style="list-style-type: none"> <li>• Analysis, development and or purchase, testing, installation and configuration of replacements for non-compliant systems within an inventory of 38 existing Health Department applications.</li> <li>• Contingency plan development.</li> <li>• Year 2000 compliance research on third party products.</li> <li>• Review of suppliers.</li> </ul>
<b>Business Systems Total</b>	<b>6,600</b>	<b>8,510</b>	<b>6,967</b>	<b>1,543</b>	<b>3,805</b>	
<b>PART D: HARDWARE AND NETWORK INFRASTRUC-TURE</b>						<ul style="list-style-type: none"> <li>• Original Estimates were reduced mid-program as a result of lower than anticipated numbers of non-compliant third party products, with the exception of ETD where a large number of non-compliant network servers required upgrades.</li> <li>• Includes the testing and remediation of 3,925 personal computers, all network servers, networking infrastructure, email, voice mail and all telephone systems.</li> </ul>
Hardware and Networks – ETD	450	510	366	144	198	<ul style="list-style-type: none"> <li>• Analysis and remediation of all ETD networking infrastructure using a combination of internal staff, consultants and contractors.</li> </ul>



## YEAR 2000 BUDGET

Description	Original Authority (\$000)	Restated Authority (\$000)	Expenditures to Date (\$000)	Estimated Surplus (\$000)	Year 2000 Only Expenditures (\$000)	Details
						<ul style="list-style-type: none"> <li>• Testing and remediation of ETD PCs.</li> <li>• Year 2000 compliance research on third party products.</li> </ul>
Hardware and Networks – ITO	550	300	285	15	251	<ul style="list-style-type: none"> <li>• Analysis and remediation of all Corporate networking infrastructure.</li> <li>• Contingency plan development.</li> <li>• Testing and remediation of ITO PCs.</li> <li>• Year 2000 compliance research on third party products.</li> <li>• Review of suppliers.</li> </ul>
Telecommunications	800	725	685	40	464	<ul style="list-style-type: none"> <li>• Analysis and remediation of all telephone systems, and voice mail systems.</li> <li>• Contingency plan development.</li> <li>• Year 2000 compliance research on third party products.</li> <li>• Review of suppliers.</li> </ul>
<b>Hardware and Network InfrastructureTotal</b>	<b>1,800</b>	<b>1,535</b>	<b>1,336</b>	<b>199</b>	<b>913</b>	
<b>PART E: PROGRAM OFFICE</b>	<b>580</b>	<b>980</b>	<b>849</b>	<b>131</b>	<b>777</b>	<ul style="list-style-type: none"> <li>• Original Estimate increased mid-way through the Program to account for growing external communications costs, and expanded scope of Program.</li> <li>• Covers all staff costs in the Program Office, consultant for developing overall strategy, communications</li> </ul>

**YEAR 2000 BUDGET**

Description	Original Authority (\$000)	Restated Authority (\$000)	Expenditures to Date (\$000)	Estimated Surplus (\$000)	Year 2000 Only Expenditures (\$000)	Details
						(internal and external), READY 2000 partnership contribution, Program Office operating costs.
<b>PART F: OTHER REGIONAL SERVICES</b>						
OC TRANSP	0	0	0	0	0	<ul style="list-style-type: none"> <li>All Year 2000 costs at OC Transpo were absorbed in previous operating and capital budgets, and through the implementation of SAP/R3 under the Genesis project.</li> </ul>
OCRPS	0	940	932	8	984	<ul style="list-style-type: none"> <li>Analysis, development and/or purchase, testing, installation and configuration of replacements for ALL non-compliant existing OCRPS applications.</li> <li>Over 540 unique third party products used by the Police were reviewed during the life of the program.</li> <li>Examples of applications include AFIS finger-printing ID system, Court Preparation System and Time and Attendance System.</li> <li>Contingency plan development.</li> <li>Year 2000 compliance research on third party products.</li> <li>Review of suppliers.</li> </ul>
<b>Other Regional Services Total</b>	<b>0</b>	<b>940</b>	<b>932</b>	<b>8</b>	<b>984</b>	

## YEAR 2000 BUDGET

Description	Original Authority (\$000)	Restated Authority (\$000)	Expenditures to Date (\$000)	Estimated Surplus (\$000)	Year 2000 Only Expenditures (\$000)	Details
Contingency	1,000	250	0	250	0	
<b>PROGRAM TOTAL</b>	<b>19,280</b>	<b>19,280</b>	<b>16,444</b>	<b>2,836</b>	<b>10,512</b>	

YEAR 2000 PROGRAM OFFICE  
COMMUNICATIONS ACTIVITIES – OCTOBER 1997 TO DECEMBER 1999

Month	General Public	Local Businesses	Government	Total Enquiries	Media	Presentations Internal	Presentations External	Total	Website Hits
Oct-97	0	0	2	2	0	1	0	1	n/a
Nov-97	0	0	4	4	0	5	0	5	n/a
Dec-97	0	0	0	0	0	3	2	5	n/a
<b>1997 Total</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>9</b>	<b>2</b>	<b>11</b>	<b>n/a</b>
									n/a
Jan-98	0	2	2	4	4	3	2	5	n/a
Feb-98	5	2	6	13	5	14	1	15	n/a
Mar-98	0	0	1	1	1	5	2	7	n/a
Apr-98	0	0	4	4	0	4	0	4	n/a
May-98	0	1	7	8	2	4	1	5	n/a
Jun-98	0	0	5	5	0	0	1	1	n/a
Jul-98	2	0	2	4	0	2	0	2	n/a
Aug-98	1	0	2	3	0	0	0	0	n/a
Sep-98	2	0	2	4	0	0	1	1	n/a
Oct-98	9	9	24	42	3	2	1	3	n/a
Nov-98	4	3	8	15	7	10	4	14	n/a
Dec-98	5	6	4	15	1	1	4	5	188
<b>1998 Total</b>	<b>28</b>	<b>23</b>	<b>67</b>	<b>118</b>	<b>23</b>	<b>45</b>	<b>17</b>	<b>62</b>	<b>188</b>
Jan-99	18	6	5	29	9	4	2	6	421
Feb-99	30	13	19	62	7	4	2	6	304
Mar-99	6	6	5	17	14	1	4	5	253
Apr-99	16	5	5	26	1	7	10	17	225
May-99	16	13	6	35	0	4	10	14	227
Jun-99	4	5	3	12	0	4	3	7	209
Jul-99	6	15	3	24	2	3	1	4	288

YEAR 2000 PROGRAM OFFICE  
COMMUNICATIONS ACTIVITIES – OCTOBER 1997 TO DECEMBER 1999

Month	General Public	Local Businesses	Government	Total Enquiries	Media	Presentations Internal	Presentations External	Total	Website Hits
Aug-99	8	7	3	18	0	0	0	0	298
Sep-99	13	8	6	27	6	0	1	1	283
Oct-99	4	7	11	22	4	3	5	8	445
Nov-99	9	9	10	28	10	2	9	11	607
Dec-99	12	10	6	28	41	4	4	8	696
<b>1999 Total</b>	<b>142</b>	<b>104</b>	<b>82</b>	<b>328</b>	<b>94</b>	<b>36</b>	<b>51</b>	<b>87</b>	<b>4256</b>
<b>Total</b>	<b>170</b>	<b>127</b>	<b>155</b>	<b>452</b>	<b>117</b>	<b>90</b>	<b>70</b>	<b>160</b>	<b>4444</b>

**APPENDIX C**

**SUMMARY OF ALL OPEN APPLICATIONS FOR ALL DEPARTMENTS**

<b>YEAR 2000 CHALLENGE</b>	<b>DEPT/DIV.</b>	<b>Estimated Completion Date as of Q4-1999</b>	<b>COMMENTS AS OF Q4-1999</b>
<b>Business Systems</b>			
IntFace (+related programs)	ETD	Q1-2000	Preliminary stages. Estimated completion March 31, 2000.
ITX DEM (Sewer Inspection)	ETD	Q1-2000	Contract has been signed. Expected completion January 31, 2000
ITX TVMA (Sewer Inspection)	ETD	Q1-2000	Contract has been signed. Expected completion January 31, 2000
MBADES	ETD	Q1-2000	Development 80% completed. Expected Completion March 3, 2000.
MCADES	ETD	Q1-2000	Development 80% completed. Expected Completion March 3, 2000.
Moddwf	ETD	Q1-2000	Preliminary stages. Estimated completion March 31, 2000.
Sewer Flow Database	ETD	Q1-2000	Expected Completion February 23, 2000.
DynaFlect	ETD	Q1-2000	Consultant started January 10th, 2000. Estimated completion March 31, 2000.
Instrumentation Interface packages (test lab)	ETD	Q1-2000	Fix on failure. Testing to be conducted before end of January 2000.
Road Cut reinstatement system	ETD	Q1-2000	Data conversion has sarterd and is expected to be completed January 24th, 2000.
Video Analysis System (Super PMS)	ETD	Q1-2000	Estimated Completion March 31, 1999.
ATR - automatic traffic recorder devices	ETD	Q1-2000	Preliminary Stages.
Concrete Cylinder Management System	ETD	Q1-2000	Expected Completion January 31, 2000.
Consultant Authority Tracking System (consult)	ETD	Q1-2000	Server ordered. Setting up 5 workstations. Expected completion Feb 29th, 2000.
Cost Estimating System (CES)	ETD	Q1-2000	Server ordered. Setting up 5 workstations. Expected completion Feb 29th, 2000.
Frontage	ETD	Q1-2000	Expected Completion January 31, 2000.
Industrial waste database	ETD	Q1-2000	PK added for data transfer from LIMS. Estimated completion Feb 29th, 2000.
Instrumentation Interfaces - SWQ	ETD	Q1-2000	Item on back order. Expected completion January 31, 2000.

**APPENDIX C**

**SUMMARY OF ALL OPEN APPLICATIONS FOR ALL DEPARTMENTS**

<b>YEAR 2000 CHALLENGE</b>	<b>DEPT/DIV.</b>	<b>Estimated Completion Date as of Q4-1999</b>	<b>COMMENTS AS OF Q4-1999</b>
Structs - Structural inventory database	ETD	Q1-2000	Development 80% completed. Expected Completion March 3, 2000.
SWIS - surface water information system	ETD	Q1-2000	Contract initiated for 15 days. Expected Completion February 29th, 2000.
Task Tracking (Draftask)	ETD	Q1-2000	Development 95% completed. Expected completion mid February, 2000.
Work Log	ETD	Q1-2000	A response was received and Client indicates that system needs to be changed to meet current business needs.
Random Sampling System (ERS)	ETD	Q1-2000	Estimated Completion March 31, 2000.
PHI Activity Reporting System	Health	Q1-2000	To be completed by March 31, 2000.
Staff Scheduler	HFTA	Q2-2000	Estimated Completion March 31, 2000.
Time Reporting	Legal	Q2-2000	To be completed by June 2000
Q7A v3.0	PDA	Q1-2000	To be replaced with a new product
Fixed Assets	PDA	Q1-2000	To be upgraded
Hi-Jack Pro	PDA	Q1-2000	To be replaced with a new product
LockWin 1.0.29	PDA	Q1-2000	To be replaced with a new product
Overpayments (Access and Excel)	SSD	Q1-2000	Work commencing January 17, 2000
Eligibility Review Credit Bureau Application	SSD	Q1-2000	Under investigation
Community Placement and Resources	SSD	Q1-2000	Under investigation
Special Care	SSD	Q1-2000	Under investigation
Outreach Statistics Packages	SSD	Q1-2000	Under investigation
Proxnet Security Software	SSD	Q1-2000	Under investigation
Automated Intake	SSD	Q1-2000	Under investigation
<b>EMBEDDED SYSTEMS:</b>			

**APPENDIX C**

**SUMMARY OF ALL OPEN APPLICATIONS FOR ALL DEPARTMENTS**

YEAR 2000 CHALLENGE	DEPT/DIV.	Estimated Completion Date as of Q4-1999	COMMENTS AS OF Q4-1999
Old Chemical Trending -Britannia	ETD/WATER	Q1-2000	"Y2K Ready" existing System with "workarounds" in place.
Brittany Dr. Pump Station	ETD/WATER	Q1-2000	This P.S. acts as a Pressure booster and is not essential to the system
Energy Management System	ETD-WEPD	Q2-2000	Complete the upgrade of remaining monitoring stations (low priority)