

5. YEAR 2000 AND THE REGION OF OTTAWA-CARLETON  
REPORT FOR THE FIRST QUARTER OF 1999

**COMMITTEE RECOMMENDATION**

**That Council receive the “Region of Ottawa-Carleton Year 2000 Program Report for the First Quarter of 1999” for information.**

**DOCUMENTATION:**

1. Finance Commissioner’s report dated 13 Apr 99 is immediately attached.

Our File/N/Réf. 15-05-98-2000.2130  
Your File/V/Réf.

DATE 13 April 1999

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 ON FIRST QUARTER OF 1999**

---

**DEPARTMENTAL RECOMMENDATION**

**That the Corporate Services and Economic Development Committee and Council receive the “Region of Ottawa-Carleton Year 2000 Program Report for the First Quarter of 1999” for information.**

**BACKGROUND**

On 11 February 1998 Regional Council approved the three-year capital authority for the Region's Year 2000 project, 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 Executive Summary from the Report on the First Quarter of 1999 prepared by the Year 2000 Task Force. The full report, which is a detailed summary of the status of the Program to date, is available upon request from the Region's Year 2000 Program Office.

*Approved by:*  
*Greg Geddes, Director*  
*Year 2000 Program*  
*for:*  
*Finance Commissioner*

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

**EXECUTIVE SUMMARY**

This document provides a status report to the end of the first quarter of 1999 for the Year 2000 Program at the Region of Ottawa-Carleton. It provides a comprehensive overview of the Program from 16 December 1998 to 15 March 1999.

Key highlights of the Program discussed in the body of this report are as follows:

**YEAR 2000 PROGRAM – AT A GLANCE**

- The safety of residents of Ottawa-Carleton, visitors to the Region, and staff at the Region continues to drive the priorities of the Program.
- The 9-1-1 Service continues to be the highest priority system for the Region.
- The operation of our water supply, sewage treatment, and traffic control systems, and the continued operation of our Long Term Care facilities remain critical priorities for the Region.
- The Year 2000 Program remains under budget.
- We continue to make substantial progress on Critical and High priority items.
- We have found ways to reduce many of our dependencies on the outside world (utilities, key suppliers, business partners). We have shortened the list of critical suppliers to 76. The Region will continue to engage these critical organizations throughout 1999.
- We are working in partnership with area municipalities, emergency services providers and key private sector organizations to coordinate emergency preparedness planning within Ottawa-Carleton.

**CORPORATE HIGHLIGHTS**

- In February 1999, the Chief Administrative Officer notified all Regional staff that no annual leave requests for the period 15 December 1999 to 01 March 2000 would be approved before the end of June 1999. It is expected that the resource plans supplementing contingency plans will be complete by that time, and will identify essential employees and those staff not covered by the vacation ban. It should be noted that the Ottawa-Carleton Regional Police Service

(OCRPS) has cancelled all leave for its employees for the period 28 December 1999 to 31 January 2000 to ensure maximum patrol presence during the millennium changeover.

- Our ability to retain our existing internal staff and external consultants working with the Program remains a concern due to a competitive market for qualified resources.
- Regardless, the Standing Offer is still providing a sufficient number of human resources to the Program, and the Region continues to share this valuable tool with other organizations, such as local area municipalities, and school boards.
- Contingency planning workshops that were held in the operating departments in late 1998 and early 1999 have significantly reduced the number of suppliers that are critical to our operations to 76 from an original list of 808.
- Year 2000 vendor compliance research has been completed on 1,453 of 1,859 unique products (from 595 unique vendors) used by the Region (including all business systems, embedded systems, and facilities management systems).
- There are more than 3,500 personal computers used within the Region, OC Transpo and the Regional Police Service. Most desktop computers have been tested, and those that have not, as well as most of the laptop computers, will be tested early in Q2-1999. Of the units tested, over 2,500 have been found to be compliant, and about 750 require some minor remediation work to make them compliant.
- Preliminary contingency plans have been completed for Homes for the Aged, Social Services, Health, Environment and Transportation, Planning and Development Approvals (Property Services), the Regional Police Service and OC Transpo, and we are now holding contingency planning sessions with key administrative support services. Many of these plans have received preliminary review by the Emergency Measures Unit and have been returned to the Departments for adjustments.
- The focus of the contingency planning efforts in Q2-1999 will be on administrative support services and completing resource and training plans that support departmental contingency plans
- The Legal Department has conducted a review of insurance with respect to the exemption of Year 2000-related claims in Regional contracts.
- The Year 2000 Program continues to be under budget. The cost of addressing Year 2000 issues to date has resulted in approximately \$10,542,000 committed, out of a three-year capital budget of \$19,280,000.
- There was a notable shift in public interest about the Program during Q1-1999 as more and more citizens have become concerned about Year 2000 readiness in their communities. The Region's Year 2000 web site has experienced a substantial increase in visitors during this

quarter (an average of 375 visits per month in January and February). The Program Office also addressed twenty (20) media inquiries in Q1-1999 and provided fifteen (15) external presentations on the Year 2000 readiness status of the Region's 9-1-1, water, sewage and traffic control operations during the quarter as well as the framework for its contingency plans.

- In Q1-1999 the Region, along with area municipalities and a number of public and private sector organizations in Ottawa-Carleton began collaborating on a region-wide Year 2000 emergency preparedness coordination project. This group, working under the banner of READY 2000, includes representation from Bell Canada, Enbridge Consumers Gas, local hydro providers, hospitals, school boards, the Red Cross, the food service industry, regional police and fire services, area emergency preparedness coordinators, area ambulance providers, etc.
- The READY 2000 Contact Group is coordinating Year 2000-specific contingency plans to ensure a coherent region-wide emergency response within the framework of the existing Regional Emergency Plan. The READY 2000 Communications Group has developed a communications strategy to inform Ottawa-Carleton residents of the current Year 2000 readiness status of all member organizations as well as offering information about how residents can prepare themselves for any emergency situation, including the potential impact of the Year 2000.
- The Regional Police Service is also playing a key role in working with many of the area agencies (NCC, RCMP) to develop plans to accommodate the large number of visitors expected to come to the Nation's Capital for the 1999 New Year's Eve millennium celebrations.

### **MAJOR SERVICE AREA HIGHLIGHTS**

- A comprehensive strategy is being developed to test the Regional component of the 9-1-1 Service. In January, the 9-1-1 Management Board directed the Region to review the Year 2000 readiness and the contingency plans of all area 9-1-1 partners. This review will commence in Q2-1999.
- The Ontario Ministry of Health has confirmed that the transfer of the Land Ambulance Service, originally to be handed over to the Region on 01 January 2000, has been extended by 12 months. It should be noted that local land ambulance agencies are partners in the 9-1-1 Service and will be included in the review of 9-1-1 partners.
- The Regional Police Service has developed contingency plans to address their four (4) major service areas. The 9-1-1 system is the most critical element to be addressed as part of contingency planning.
- An Operational Command Structure headed by the Deputy Chief Operations was established to coordinate the planning for the millennium period. A plan has been established for

enhancing the patrol presence over the millennium period. This includes providing all police officers a working uniform.

- A letter was sent to area municipalities requesting information on millennium celebrations being planned. This information will permit the Regional Police Service to assess the requirement for police presence in order to assist with crowd control and other related issues, especially on New Year's Eve.
- The Regional water treatment, delivery and storage system is "Y2K READY" based on the remediation work done last November by Water Division staff on the existing Central Supervisory Control and Data Acquisition (SCADA) System. Therefore, compliant monitoring and control systems are in place to ensure the continued service and delivery of water through all critical roll-over dates.
- While no longer a direct requirement of the Year 2000 remediation program, the SCADA upgrade project is still critical to the Water Supply operations, and must proceed in order to continue to reduce the risk of failure within the system because of the age of the existing equipment. This project will address both non-critical and non-compliant components that are found outside of the Water Division's existing Central SCADA system.
- A new Water Billing System was implemented in January 1999 to replace a non-compliant system that ran on the Region's mainframe computer. There will be some further testing of the new system in Q2-1999 to confirm the compliance of this system.
- Year 2000 compliance work and tests on the SCADA system used for sewage treatment are still on schedule and all remediation work on this system is expected to be completed by mid-1999.
- Additional generators have been ordered to ensure that the Water Environment Protection Division (WEPD) can provide backup power to the entire sewage treatment plant at Green's Creek over the critical period.
- WEPD staff are checking with local area municipalities which operate a portion of the sewage collection system, that feed into the Regional system, to ensure that they have remediated their equipment, and that they have contingency measures in place. Combined efforts will ensure the continued operation of the region-wide sewage treatment system.
- All traffic controllers used on the streets of Ottawa-Carleton have been tested and confirmed in this quarter to be compliant. Regardless, there are no safety issues in street operations, due to the presence of the conflict resolution device that would force a "four-way red flash" mode should abnormal conditions arise.
- As a result of lessons learned during the Ice Storm of 1998, the contingency strategy at the three Homes for the Aged now focuses on sustaining operations of the facilities in an emergency situation, rather than evacuating the facilities. As a result, Regional staff are making improvements to these facilities to meet this objective.

- Initial development of the new Record Service and Verify Payments (RSVP) system, (a system that will replace a large number of non-compliant systems on the Region's mainframe and that is used to administer the provision of purchased services to social services recipients) is expected to be completed by the end of June 1999, leaving the remainder of the year for training, installation and testing of the system. It is expected that this new system will be operational before the Year 2000.
- A new Welfare System was implemented in Q1-1999, which replaces the regional component of the provincial welfare system, a non-compliant system that ran on the Region's mainframe.
- Written correspondence was received during the quarter from the Ministry of Community and Social Services, confirming a one-month delay in the implementation of several Ministry systems.
- The first quarter of 1999 saw the implementation of a new Dental System within the Health Department. This system is shared with the Social Services Department and is used to administer the Region's Dental Treatment Program. Additional features in the new system negate the requirement for an existing provincial system, which is not yet compliant.
- The Health Department continues to make progress in repairing systems developed by the Region. There has been no change to the delivery schedule from the Ministry of Health pertaining to the applications that the Health Department uses in its operations.
- Work at OC Transpo continued, showing completion of all remediation and testing of computing infrastructure components. The remaining Year 2000 issues at OC Transpo will be addressed following the implementation of the new Corporate-wide SAP financial system.
- Work within critical Regional facilities will support the requirements outlined in the contingency plans of the operating departments. Much of the work is centered around further hardening these facilities (adequate generator power, alternative heat sources) following a comprehensive review of existing heating systems and backup generators. Additional generators have been ordered for some locations where the capacity of the existing backup generators do not meet all requirements.
- Dialogue with key utilities (Ontario Hydro, local hydro providers, Enbridge Consumers Gas, and Bell Canada) continues throughout 1999. The ongoing partnership with the utilities which was established through the READY 2000 Contact Group provides more detailed information about their Year 2000 preparedness and associated contingency plans.

### **SIGNIFICANT CHALLENGES**

The list of significant challenges is reduced from the previous quarterly report. We have had many successes over this past quarter and now have a better sense of the task at hand.

- We are concerned with slippage in the provincial government's delivery dates on critical systems on which the Region relies to administer numerous services.

- While we have found work arounds (i.e. stockpiling) for many goods used by the Region, we continue to depend on some external suppliers and business partners.
- The ability of external utilities (hydro, natural gas, and telecommunications suppliers) to have contingency plans that capture all credible failure scenarios.

**YEAR 2000 BUDGET  
CORPORATE SUMMARY**

Description	Total 3 Year Authority (\$)	Expenditures to 15 March 1999 (\$)	Current Balance (\$)	Forecast As of November 1999 (\$)	Projected Final Balance (%)	Comments
Embedded Systems Total	8,800,000	2,119,000	6,681,000	6,081,000	2,719,000	Compliance research, hardware and software upgrades, consultants, embedded systems components
Facilities Management Total	1,000,000	761,500	238,500	1,531,250	-531,250	Compliance research, consulting services
Business Systems Total	7,100,000	5,336,000	1,764,000	7,046,750	53,250	Compliance research, software, consultants
Hardware and Networking Total	1,800,000	879,500	920,500	1,647,500	152,500	Compliance research, hardware, consultants
OC Transpo	0	0	0	0	0	Not in original budget. Funding to come from existing operating and capital
O-C Regional Police Service	0	785,500	-785,500	920,000	-920,000	Not in original budget. Compliance research, hardware, software, consultants
Program Office	580,000	660,500	-80,500	920,000	-340,000	Staff time, office costs, consultants
<b>1998/1999 PROGRAM TOTAL</b>	<b>19,280,000</b>	<b>10,542,000</b>	<b>8,738,000</b>	<b>18,146,500</b>	<b>1,133,500</b>	

**CORPORATE SUMMARY**

**STATUS OF BUSINESS SYSTEMS – Q1-1999  
“OPEN” as at 15 March 1999**

Department	CLOSED	Critical	High	Medium	Low
Audit	1/1	0	0	0	0
Clerks	10/10	0	0	0	0



Department	CLOSED	Critical	High	Medium	Low
Common	5/37	3	29	0	0
Corporate Fleet	0/2	1	1	0	0
Elected Officials	1/1	0	0	0	0
Environment and Transportation	115/254	9	68	26	36
Finance	20/42	0	19	2	1
Health	15/38	2	2	7	12
Homes for the Aged	15/17	0	2	0	0
Human Resources	11/14	2	1	0	0
Information & Public Affairs	7/10	0	3	0	0
Legal Department	5/8	0	2	1	0
OC Transpo	259/306	6	18	16	7
Regional Police Service	1/17	5	4	2	5
Planning and Development Approvals	17/57	0	0	12	28
Social Services	11/37	3	12	5	6
<b>Corporate Total</b>	<b>493/851</b>	<b>31</b>	<b>161</b>	<b>71</b>	<b>95</b>

**STATUS OF BUSINESS SYSTEMS — Q1-1999**  
**Completion Targets for “Critical” and “High” Priority Items ONLY**

Department	CLOSED	1998		1999				UNKNOWN
		Q3	Q4	Q1	Q2	Q3	Q4	
Audit	0				0	0	0	0
Clerks	10				0	0	0	0
Common	5				32	0	0	0
Corporate Fleet	0				2	0	0	0
Elected Officials	1				0	0	0	0
Environment and Transportation	49				62	7	8	0
Finance	20				12	4	3	0
Health	3				2	0	0	2

		1998		1999				UNKNOWN
Department	CLOSE D	Q3	Q4	Q1	Q2	Q3	Q4	
Homes for the Aged	15				1	1	0	0
Human Resources	11				3	0	0	0
Information & Public Affairs	7				3	0	0	0
Legal Department	5				2	0	0	0
OC Transpo	106				24	0	0	0
Regional Police Service	1				2	6	1	0
Planning and Development Approvals	17				0	0	0	0
Social Services	2				10	0	5	0
<b>Corporate Total</b>	<b>252</b>				<b>155</b>	<b>18</b>	<b>17</b>	<b>2</b>

### STATUS OF EMBEDDED PROCESS CONTROL SYSTEMS – Q1-1999

		"OPEN" as at 15 March 1999						UNKNOWN
ETD	CLOSED	Critical	High	Medium	Low			
Water	20/59	4	24	2	9			
WEPD-Sewage	14/40	20	1	2	3			
		<b>Completion Targets for "Critical" and "High" Priority Items ONLY</b>						
		1998		1999				
ETD	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4	UNKNOWN
Water	20			0	3	2	23	0
WEPD-Sewage	14				0	20	1	0

**STATUS OF FACILITIES MANAGEMENT SYSTEMS – Q1-1999**

<b>DEPARTMENT</b>	<i>Total Number of Systems Identified as of Q4- 1998</i>	<i>Total Number of Systems Assessed as of Q4- 1998</i>	<b>Total Number of Systems Identified to Date as of Q1- 1999</b>	<b>Total Number of Systems Assessed to Date as of Q1- 1999</b>	<b>Total Number of Systems Remaining to Research</b>
Planning and Development Approvals ( <i>Homes for the Aged is included</i> )	271	197 (74)	313	281	32

More comprehensive information is contained in the body of this report. The Year 2000 Program Office is scheduled to present the next quarterly report to Corporate Services and Economic Development Committee in July of 1999. 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