

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON
MUNICIPALITÉ RÉGIONALE D'OTTAWA-CARLETON

REPORT
RAPPORT

Our File/N/Réf. 03 02-97-0009
Your File/V/Réf.

DATE 22 September 1997

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 9-1-1 Advisory Committee Draft Minutes of 19 September 1997 for information.

BACKGROUND

The 9-1-1 Advisory Committee met on 19 September 1997 and submits the attached Draft Minutes of that meeting for the information of the Board.

*Approved by
Rosemary Nelson*

att.

MINUTES

9-1-1 ADVISORY COMMITTEE

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON

9-1-1 BUREAU, ROOM 102

19 SEPTEMBER 1997

11:00 A.M.

PRESENT

Chair: L. Massender, Ottawa-Carleton Regional Ambulance

Members: J. McWade, OPP, R. Erfle, OCRP, C. Powers, Nepean Fire Dept., G. Hawkins, Rideau Fire Dept., G. Bennett, Osgoode Fire Dept., G. Kemp, Kanata Fire Dept., R.H. Foster, Cumberland Township Fire Dept., T. Kelly, West Carleton Fire Dept., H. Massender, OCACC, D. Powell, Arnprior/Kanata Ambulance, M. Cretien, Rockland/Orléans District Ambulance, B. Forsyth, Ministry of Health

Others: G. Nelson, OCRPS, D. Hallett, Arnprior/Kanata Ambulance Service, G. Cantello, Legal Department, L. Jenkins, Manager, 9-1-1 Emergency Service, Bell, P. Moyle, OCRPS, H. Murphy, Manager, EMU

REGRETS

H. Bourgeois, RCMP, C. Duchesne, DND, J. Beckett, Goulbourn Fire Dept., R. White, Ottawa Fire Dept., H.M. Labelle, Gloucester Fire Dept., J. McIssac, Carleton Place/Richmond Ambulance, M. Cassidy, Osgoode & District Ambulance & St. Lawrence & District Ambulance, J. Kibsey, St. Lawrence & District Ambulance

CONFIRMATION OF MINUTES

That the 9-1-1 Advisory Committee approve the Minutes of the meeting of 7 March 1997.

CARRIED

The Committee Chair commended all those involved with the 9-1-1 public awareness campaign and its successful launch today.

REGULAR ITEMS

1. UPDATE ON PUBLIC EMERGENCY REPORTING SERVICE (PERS) PROCESS
- Co-ordinator, 9-1-1 Advisory Committee report dated 5 Sep 97

Lynda Jenkins advised that Bell continues to work with the Regional GIS group, who have provided a digital file of all mapping in place for the RMOC; there is a requirement for hard copies of these maps. Once that is completed and the data file is quality checked, a date for PERS implementation will be determined. Bell is anxious to move ahead with voice transfers, which will reduce the number of facilities required at the Bureau and will assist with back-up application in the event of evacuation of the 9-1-1 ComCentre. In conjunction with this system, Bell provides a data supply to all dispatch facilities and there are some off-site back-up locations with printers and/or terminals. With respect to a question raised by the Board at its meeting in June, she explained the printer in Merrickville is now operational and the concerns raised by the Fire Chiefs will eventually become a non-issue once amalgamation of fire departments commences and the smaller sites no longer require printers.

G. Hawkins questioned whether the implementation of GIS mapping will eliminate the number of calls coming to their dispatches from neighbouring municipalities and L. Jenkins advised it would, explaining that an incomplete address will default to the RMOC system.

Further, with PERS, the 9-1-1 operator will only have to press a button and the screen will be overlaid with an emergency zone in which the call is coming from. All the co-ordinates are built into the data base and the button being pressed will direct the caller to the appropriate agency, regardless of the area municipality.

G. Nelson stated the Bureau has a back-up system at the Fire Hall on Randall Avenue that only exists if this building exists (474 Elgin Street). If the Bureau were to establish a new back-up location, he questioned when the Bureau would be able to obtain 9-1-1 ANI/ALI information. L. Jenkins confirmed it could be done in a few months. Although a minimum requirement would be to put in a number of relays at Regional headquarters, that is only in the event of an evacuation and is really a question of what the minimum requirements are.

She suggested the Bureau not spend a lot of money to put in interim services because the \$0.32 charge for 9-1-1 on the public phone bill takes care of what exists today. Anything extra will cost more.

G. Kemp emphasized that as the upgrades are made, it is vital to maintain communication between Bell and the municipalities. G. Nelson advised that the Bureau has established a committee to do just that with Bell representatives.

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

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2. 1997 TRAFFIC STUDY SCHEDULE
- Co-ordinator, 9-1-1 Advisory Committee report dated 5 Sep 97

The Committee briefly discussed appropriate dates and it was suggested the last two weeks in December and the second and third week in February would be opportune times to test the system.

That the 9-1-1 Advisory Committee select the weeks of 22 and 29 December 1997 and the weeks of 9 and 16 February 1998 for Bell to conduct its 1997/98 Traffic Study.

CARRIED

3. 9-1-1 MANAGEMENT BOARD MINUTES
- Co-ordinator, 9-1-1 Management Board report dated 8 Sep 97

G. Kemp stressed the issue of civic addressing, emphasizing the area municipalities now have an opportunity to pick up on this issue and build on it. L. Jenkins added that signage is a big issue and receiving positive feedback from emergency services is an incredible asset to this public awareness issue.

G. Hawkins related the difficulties he faced in his municipality with respect to reflective signage, but acknowledged there are a lot of problems with address visibility in the urban areas too. He hoped other municipalities will address this issue.

That the 9-1-1 Advisory Committee receive the 9-1-1 Management Board Minutes of 9 May 1997 and the Draft Minutes of 27 June 1997.

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4. OPP INTENT ON EMERGENCY RESPONSE ON MULTI-LANE HIGHWAYS IN THE REGION OF OTTAWA-CARLETON
- Co-ordinator, 9-1-1 Advisory Committee report dated 8 Sep 97

J. McWade advised this issue is working itself out without any problems and that Staff Sergeant Quilty is now the contact for concerns related to this issue.

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

RECEIVED

5. 9-1-1/EMERGENCY LOCATOR ALERT SYSTEMS TO THE CANADIAN PUBLIC
- Co-ordinator, 9-1-1 Advisory Committee report dated 8 Sep 97

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

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OTHER BUSINESS

Media Release - 12 September 1997

G. Kemp made reference to the articles that appeared in the Ottawa Citizen on the 12th and 13th of September with respect to misuse of 9-1-1. The articles caused quite some concern because they quoted that only 10% of calls made to 9-1-1 were legitimate emergencies. G. Kemp clarified that the figure only related to the percentage directed to police calls from 9-1-1. The Ottawa-Carleton Regional Police responded by issuing a media release to correct those figures. In return, the Editor of the paper sent a letter to Inspector Erfle, extending regrets "for any misunderstanding in reporting his comments about the high number of non-emergency calls to the Region's 9-1-1 system." G. Kemp advised the Inspector took the opportunity presented by this situation to conduct a four-day post test evaluation of this media coverage, to determine the level of misuse before and after the articles were released. The figures revealed a total reduction of 206 or 10.60% less calls made to 9-1-1.

Chair Massender added there are similar misconceptions by the public on what a tiered response is and why more than one emergency vehicle responds to an incident. He believed the coverage from today's press conference will bring more insight to these misunderstandings.

Printers at Remote Sites

C. Powers made reference to the replacement of printers and monitors at remote sites and H. Murphy indicated the Fire Departments need only let him know whether these are working or not and he will take care of replacing the equipment. Chair Massender suggested C. Powers send a letter to the Manager of the Emergency Measures Unit with respect to these arrangements.

C. Powers further questioned whether everything in the 9-1-1 system is in the year 2000 compliance and L. Jenkins advised the issue of compliance is important and recognized that 9-1-1 is one of the applications being looked at. C. Powers questioned whether the Bureau has equipment that needs to be updated and L. Jenkins indicated Bell no longer has the equipment working there, but are aware of whether or not it will be an issue. The switch is owned by the Region, but is maintained by Bell so there is an investment and responsibility for Bell. C. Powers questioned whether there will be ANI/ALI compliance by 2000 and as an ongoing issue, the Committee should include that for future consideration.

Joint Emergency Preparedness Programme (JEPP)

Chair Massender made reference to the documentation distributed, noting in the event emergency agencies want to run a disaster in their area, the JEPP is available to make application for funding for 1998/99.

NEXT MEETING

In light of the upcoming municipal elections, the next meeting will be scheduled early in the new year. In the interim, it was suggested that all emergency agencies determine which representative (and their alternate) they will appoint to serve on this committee and on the 9-1-1 Management Board.

ADJOURNMENT

The meeting adjourned at 12:00 p.m.

CO-ORDINATOR

CHAIR