REGION OF OTTAWA-CARLETON	MEMORANDUM

RÉGION D'OTTAWA-CARLETON   NOTE DE SERVICE

DATE   02 November 1999

TO/DEST.   9-1-1 Management Board

FROM/EXP.   Director, Year 2000 Program

<table>
<tr><td>Information Previously Distributed
To be distributed with the 9-1-1 Management
Board Agenda   4 Feb 00</td></tr>
</table>

SUBJECT/OBJET   **YEAR 2000 PROGRAM REPORT FOR THE THIRD QUARTER OF 1999 – 9-1-1 MANAGEMENT BOARD**

RECOMMENDATION

That the 9-1-1 Management Board receive the attached copy of the extract of the Year 2000 Program Report for the Third Quarter of 1999 as it relates to the 9-1-1 Service and the Ottawa-Carleton Regional Police Service.

BACKGROUND

The Ottawa-Carleton Regional Police Service has been taking the Year 2000 problem very seriously and is participating in a corporate-wide comprehensive Year 2000 Program to address potential Year 2000 related failures.   Attached a copy of the extract of the Year 2000 Program Report for the Third Quarter of 1999 personalised for the 9-1-1 and Ottawa-Carleton Regional Police Service.

To obtain a copy of the full Report for the Third Quarter of 1999, please contact the Year 2000 Program Office at 560-6065 ext. 5198.

Also attached for your information is a report by Superintendent Larry Hill outlining police efforts around millennium celebration planning.

Greg Geddes
cms/attachments

REGION OF OTTAWA-CARLETON
Extract from

YEAR 2000 PROGRAM
REPORT FOR THE THIRD QUARTER
OF 1999

Ottawa-Carleton
Regional Police Service

Service de police régional
d'Ottawa-Carleton

Presented to
9-1-1 Management Board
For Information Only

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

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

You may send your questions and comments to us by email at 2000@rmoc.on.ca

Please Note:

This report, which was prepared for the exclusive use of the members of Ottawa-Carleton Regional Police Service, consists of extracts from the full report entitled "Year 2000 Program Report on the Third Quarter of 1999" and presented at a Special Briefing Session for Regional Council Members on 28 October 1999.

Please contact the Region of Ottawa-Carleton Year 2000 Program Office at 560-6065 ext. 5198 to obtain a copy of the full report.

REGION OF OTTAWA-CARLETON
YEAR 2000 PROGRAM
REPORT FOR THE THIRD QUARTER OF 1999
to the Members of the
Ottawa-Carleton Regional Police Service

EXECUTIVE SUMMARY

This document provides a status report to the end of the third quarter of 1999 for the Year 2000 Program at the Region of Ottawa-Carleton. It provides a comprehensive overview of the Program from 16 June 1999 to 15 September 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 as well as all other communications initiatives, including READY 2000.

- The continued operation of the 9-1-1 Service remains the highest priority system for the Region.

- The Year 2000 Program is not expected to exceed the original budget set by Regional Council in February 1998 of $19.8 million.

- In the third quarter of 1999, we continue to make significant progress on Critical and High priority items. In fact, there are now forty-two (42) Critical and High priority items left to close.

- Our dependencies on the outside world (utilities, key suppliers, business partners) have been circumvented through contingency planning. Only eighty-nine (89) external suppliers are considered critical to our operations. The Region will continue to engage and monitor these critical organizations throughout 1999.

- The READY 2000 partnership is providing the Region with a great opportunity to find out more about the state of Year 2000 readiness of key local service providers. We continue to work in partnership with area municipalities, emergency services providers and key public and private sector organizations to coordinate emergency preparedness planning and communications activities within Ottawa-Carleton.

CORPORATE HIGHLIGHTS

- We are pleased to report that we have had no significant problems retaining our existing internal staff and external consultants working with the Program over this past quarter.

- The Standing Offer is still providing a sufficient number of consulting resources to the Program, and the Region continues to share this valuable tool with other organizations, such as local area municipalities and school boards.

- Our dependencies on the outside world (utilities, key suppliers, business partners) have been circumvented through contingency planning. Only eighty-nine (89) external suppliers are considered critical to our operations from a list of eight hundred and twenty-seven (827) key suppliers.

- Year 2000 vendor compliance research has been completed on two thousand and ten (2,010) of two thousand and eleven (2,011) unique products (from six-hundred and twenty-six (626) unique vendors) used by the Region (including all business systems, embedded systems, and facilities management systems).

- In this quarter, substantial progress was made towards fixing the large number of PCs that failed Year 2000 tests and completing any outstanding testing that remained, particularly with laptop computers. Over four-hundred and eighty (480) PCs were fixed and re-tested during the quarter, leaving just under two hundred and ninety-eight (298) to fix.

- Contingency plans were developed for all essential service areas as well as administrative service areas (e.g. financial services, payroll and IT support). These exercises produced twenty-four (24) contingency plans. As part of this contingency planning process, departments identified essential service staff to support their contingency plans and are still developing and completing training and testing plans.

- The Year 2000 Program is not expected to exceed its three-year capital budget. To date, the cost of addressing Year 2000 issues has resulted in approximately $13,531,000 committed, out of a total allocation of $19,280,000.

- In this quarter, the Year 2000 Program Office continued to participate in the READY 2000 initiative to develop a communication plan for the fall of 1999. There were also four (4) presentations made to external agencies about the Year 2000 readiness of key regional services.

- Co-operation between the Region and other levels of government on Year 2000 related issues continued to be essential and beneficial to the Program. The Inter-municipal Working Group on Year 2000 continued to meet monthly to stage presentations of common interest and to share information and current status of Year 2000 projects. The Year 2000 Program Office also provided detailed briefings to, among others, National Radio and Television News Directors Conference, and Treasury Board.

MAJOR SERVICE AREA HIGHLIGHTS

- The Region of Ottawa-Carleton and the Ottawa-Carleton Regional Police Service (OCRPS) participated in the Toronto Police Service and Bell Canada 9-1-1 verification exercise on 29 June 1999. During the verification exercise, the 9-1-1 backup centre in Toronto was utilized to receive 9-1-1 calls. All calls originated from the Stentor Resource Centre in Ottawa, where several members of the Region/OCRPS were active participants. This has been the only end-to-end testing of the 9-1-1 system conducted within Ontario and the event was attended by over 20 emergency service operations and government agencies from across Ontario. OCRPS felt this was a worthwhile verification exercise that demonstrated that various Bell Canada components did not present any Year 2000 issues.

- The 9-1-1 documentary audit, led by the Region's Year 2000 Program Office, is now completed. This audit is the result of the comprehensive strategy, that was developed to test the Regional portion of the 9-1-1 Service to allow the Regional Police Service to assess the risks associated with new components of the Regional portion (i.e. Bell Canada, PBX, CAD/RMS, Radio System and Mobile Work Stations) and to determine what further Year 2000 testing may be required. (The Executive Summary of this report is available.)

- At the direction of the 9-1-1 Management Board, a review was conducted during the summer months by the Year 2000 Program Office to assess the Year 2000 readiness and related contingencies of local 9-1-1 partners. A report entitled "Review of 9-1-1 Local Partners" was distributed to 9-1-1 partners in early October 1999, and presented to the 9-1-1 Management Board on 08 October 1999.

- The OCRPS Year 2000 Steering Committee has approved the reduction of the leave suspension period, previously set at 28 December 1999 to 31 January 2000, to 29 December 1999 to 09 January 2000, inclusive. The rationale for this change is that the substantial progress made in dealing with Year 2000 issues and the development of Operational Contingency Plans has reduced the level of uncertainty and has permitted a shortened leave suspension period. The new dates also recognize the Statutory Holidays on 27/28 December, as well as the Operational Patrol Schedule that has a cycle end on 09 January 2000.

- All three (3) contingency plans have been approved by the OCRPS Year 2000 Steering Committee chaired by Deputy Chief V. Bevan, namely:

  - Communications (includes 9-1-1) Service;
  - Patrol Operations (includes Operations Support); and
  - Information Technology.

- Planning is well underway to deal with the extensive millennium celebrations planned in Ottawa-Carleton. This planning will address the requirement for enhanced patrol presence.

The Operational Command Structure headed by the OCRPS Deputy Chief Operations has been augmented with Senior Officers to develop detailed plans for the millennium period.

- The Regional water treatment, delivery and storage system is "Year 2000 Ready" based on the remediation work done last November by Water Division staff on the existing central Supervisory Control and Data Acquisition (SCADA) System.

- Only one (1) Critical item remains open at the end of this quarter for the Water Supply Division. The "low lift pumping" challenge at the water plants is still in the installation and testing stage of the SCADA Upgrade Project. There are no Year 2000 issues with any of the existing equipment but since the process is undergoing changes it is considered untested as a new system.

- Given the importance of the water supply to the community, the Water Division considers it prudent to staff its facilities and processes on New Year's Eve such that, in the unlikely event that a failure should occur, staff will be on-site and ready to move to a manual mode of operation, and begin any rectification process immediately.

- The Water Division's contingency plan testing will include a "dry run" of fully manual operations within the two plants with all SCADA and computer controls turned off. Within the distribution system, "manned" operation of pump stations and wells will be in the "Year 2000 roll-over" mode of operation. The contingency "dry run" has been scheduled during October-November. It should be noted that the Region last operated on a remote manual mode in 1997.

- Water Environment Protection Division (WEPD) staff who have responsibility for sewage treatment have contacted all local area municipalities that operate municipal portions of the sewage collection system, feeding into the Regional system. They have assured us that their facilities have been remediated and that contingency measures are in place. This ensures the successful operation of the region-wide sewage treatment system over critical roll-over dates.

- WEPD has finalized its staffing requirements and additional personnel complement to support their contingency plan during the critical Year 2000 roll-over. Eighteen (18) staff from Engineering Division as well as ten (10) from Water Division have been assigned to meet the staffing needs.

- All traffic controllers used on the streets of Ottawa-Carleton have been tested and confirmed during the first quarter of 1999 to be compliant. 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.

- All three (3) Regional long-term care facilities have completed their contingency plans. The contingency plans are built around the recent ice storm experience and now focus on

"hardening" the facilities (i.e. generators) in order for residents to remain at their Homes as long as possible. Previous contingency plans were focussed on evacuating residents.

- The Social Services' Record Services and Verify Payments (RSVP) system will replace a number of non-compliant Year 2000 applications which currently run in the now obsolete MAPPER environment on the Region's mainframe system. A beta release of RSVP will be available on 27 September 1999 for Year 2000 system testing. User acceptance testing and development of training material is in progress.

- An options analysis on the month-end printing and distribution of welfare cheques and direct deposit notifications was completed in Q3-1999. Production of cheques and direct deposit notifications will be done by a new service provider starting in November. This change will not have an impact on Social Services clients.

- In this quarter, Health Department staff have completed all work associated with Critical and High priority business systems.

- Work on all Critical and High priority systems at OC Transpo is now complete. In addition, OC Transpo staff also completed their contingency plan during the quarter.

- Vendor Compliance Project research on facilities products has concluded that over 98% of the Region's building related equipment, which is included in the various facilities inventories, should not be susceptible to any Year 2000 failures.

- All non-compliant facilities systems that were highlighted as not being Year 2000 compliant in Q2-1999 have been upgraded or replaced during the third quarter at the Sewage Treatment Plant-ROPEC, Lemieux Island Filtration Plant, Regional Police-West Division and Island Lodge. The Heating, Ventilation and Air Conditioning (HVAC) control system at Maple Grove has been upgraded.

- Most facilities management systems (including elevators, fire alarms and heating, ventilation and air conditioning systems) within Critical Regional facilities have undergone testing to confirm Year 2000 compliance claims by the manufacturers. One critical facility remains to be assessed (Regional Police Headquarters) due to the ongoing OCRPS amalgamation project. Testing is scheduled to be completed by 15 October 1999.

- Testing in regard to the RTA (Ron Turley and Associates) fleet management system, was successfully completed in September. A replacement for Gasboy has been acquired and will be implemented early in October.   This will provide sufficient time to adequately address any problems that may arise with the new system and to carry out necessary testing.

- Based on information obtained from sixteen of seventeen (16/17) vehicle manufacturers, no Year 2000 related problems should be encountered with Regional vehicles or equipment.

Given that one manufacturer has not yet responded, Corporate Fleet will be assessing what additional steps need to be taken in order to address this matter.

- Testing on the Region's payroll system (Peoplesoft) was completed during Q3-1999. Implementation of the new SAP financial system is now complete, and final Year 2000 testing (to confirm the vendor's claims of compliance) will be performed during Q4-1999.

SIGNIFICANT CHALLENGES

- There is the potential for the public to create an artificial emergency situation if abnormal behaviour is adopted as we move close to the New Year. For example, there is a great safety concern related to residents deciding to store fuel.

- Staff who have been working on Year 2000 related issues for over two years now, may loose their momentum as the work runs out, as a result of the sense of comfort. However, this does not reduce the criticality of the work that remains to be accomplished.

YEAR 2000 BUDGET

- The Year 2000 Program continues to be within budget. In July 1999, the Year 2000 Task Force sought and received pre-approval of the $3,280,000 authority for the first quarter of 2000 as part of the Year 2000 capital budget. This was necessary to ensure that the Program would not be impacted by any shortage of funds due to the timing of the normal budget cycle.

- As of 15 September 1999, commitments totaling $13,531,000 have been made against the three-year capital budget of $19,280,000 that was approved by Council in February 1998. The Year 2000 Program Office continues to track the breakdown of expenditures to show two separate types of costs:

  - Expenses that are strictly related to Year 2000, and
  - Expenses that are being incurred because of radically compressed time frames in projects that would normally occur over a much longer period in time, but must be completed to address Year 2000 issues with the existing product(s).

- To date, $7,122,000 of total commitments is strictly related to Year 2000 issues.

YEAR 2000 BUDGET – Q3-1999 – CORPORATE SUMMARY

Description	Original Total 3-Year Authority ($000)	Restated Total 3-Year Authority ($000)	1998 Expenditures/ Commitments ($000)	1999 Expenditures/ Commitments To Date ($000)	Forecast to 31 March 2000 ($000)	Projected Final Balance ($000)	Comments
Embedded Systems Total	8,800	5,255	1,176	1,547	2,519	13	Compliance research, hardware and software upgrades, consultants, embedded systems components
Facilities Management Total	1,000	1,810	249	765	801	-5	Compliance research, hardware, consulting services
Business Systems Total	7,100	8,510	3,888	3,186	1,438	-2	Compliance research, software, consultants
Hardware and Networking Total	1,800	1,535	672	393	464	6	Compliance research, hardware, consultants
OC Transpo	0	0	0	0	0	0	Not in original budget. Funding to come from existing operating and capital
O-C Regional Police Service	0	940	630	164	147	-1	Not in original budget. Compliance research, hardware, software, consultants
Program Office	580	980	158	703	122	-3	Staff time, office costs, consultants
Unforeseen		250	0	0	250	0	Provision for the unforeseen
1998/1999/ 2000 PROGRAM TOTAL	**19,280**	**19,280**	**6,773**	**6,758**	**5,741**	**8**	

STATUS OF ALL BUSINESS SYSTEMS – Q3-1999
"OPEN" as at 15 September 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	29/37	1	7	0	0
Corporate Fleet	1/2	0	1	0	0
Elected Officials	1/1	0	0	0	0
Environment and Transportation	210/256	2	12	10	22
Finance	35/42	0	6	1	0
Health	29/38	0	0	2	7
Homes for the Aged	16/17	0	1	0	0
Human Resources	14/14	0	0	0	0
Information & Public Affairs	9/10	0	1	0	0
Legal Department	7/8	0	0	1	0
OC Transpo	299/306	0	0	0	7
Regional Police Service	8/17	3	2	0	4
Planning and Development Approvals	47/57	0	0	5	5
Social Services	21/38	2	4	3	8
Corporate Total	**736/853**	**8**	**34**	**22**	**53**

STATUS OF ALL BUSINESS SYSTEMS — Q3-1999
Completion Targets for "Critical" and "High" Priority Items ONLY

Department	CLOSED	To Complete	Comments
Audit	0/0	0	• Complete
Clerks	3/3	0	• Complete
Elected Officials	0/0	0	• Complete
Health	6/6	0	• Complete
Human Resources	14/14	0	• Complete
Legal Department	5/5	0	• Complete
OC Transpo	130/130	0	• Complete
Planning and Development	0/0	0	• Complete

Department	CLOSED	To Complete	Comments
Approvals			
Common	29/37	8	• SAP Year 2000 Testing to be completed by November (1 Critical item) • Final Year 2000 Patches to the MS Windows/95 and MS-Office Suite (i.e. Word, Excel, etc.) to take place in October (6 High priority items) • MAP development tracking implementation (1 High priority item)
Corporate Fleet	1/2	1	• New fuel dispensing system capital upgrade to take place in early October (1 High priority item)
Environment and Transportation	109/123	14	• 9-1-1 system - implementation of 4 recommendations from the review (1 Critical item) • Instrument interfaces Lab changes in WEPD (1 Critical item) • Final work on several high priority business applications (12 High priority items)
Finance	21/27	6	• Operating budget, 4 SSD related applications (see below) plus 2 others (6 High priority items)
Homes for the Aged	13/14	1	• New scheduling package to be implemented in October (1 High priority item)
Information & Public Affairs	5/6	1	• Implementation of MAP – 24 Hour Call Centre to be completed in October (1 High priority item)
Regional Police Service	5/10	5	• Upgrade to the radio system in October, plus completion of Court Preparation and Time and Attendance systems (3 Critical items) • Complete mobile workstations implementation and replacement for Cell Block Management System (2 High priority items)
Social Services	12/18	6	• Completion of Ontario Work Technology and Welfare, plus RSVP implementation

Department	CLOSED	To Complete	Comments
			by mid-November (represents 2 Critical and 4 High priority items)
Corporate Total	**353/395**	**42**	**(8 Critical and 34 High priority items)**

STATUS OF EMBEDDED PROCESS CONTROL SYSTEMS – Q3-1999

		"OPEN" as at 15 September 1999			
ETD	**CLOSED**	**Critical**	**High**	**Medium**	**Low**
Water	52/59	1	0	3	3
WEPD-Sewage	33/40	5	0	0	2

		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		**1999**				
ETD	**CLOSED**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**UNKNOWN**
Water	47/48						1	0
WEPD-Sewage	30/35						5	0

STATUS OF FACILITIES MANAGEMENT SYSTEMS – Q3-1999

	Total Number of Systems Identified as of Q2-1999	*Total Number of Systems Assessed as of Q2-1999*	**Total Number of Systems Identified to Date as of Q3-1999**	**Total Number of Systems Assessed to Date as of Q3-1999**	**Total Number of Systems Remaining to Research**
Facilities Systems	*315*	*315*	**316**	**316**	**0**

REMEDIATION AND TESTING OF FACILITIES SYSTEMS – Q3-1999

Classification Of Facility	*Total Number of Systems that need testing*	**Number of Systems Remaining to Test as of Q3-1999**	*Number of Systems with known compliance issues in Q2-1999 **	**Number of compliance issues to resolve as of Q3-1999**
Critical	*70*	**6**	*4*	**0**
High Priority	*22*	**12**	*1*	**0**
Total	*92*	**27**	*5*	**0**

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

Information that is more comprehensive is contained in the body of this report. The Year 2000 Program Office is scheduled to present an interim report to Corporate Services and Economic Development Committee in early December 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

YEAR 2000 PROGRAM REPORT FOR
THE THIRD 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 June 1999 to 15 September 1999 (herein referred to as Q3-1999). This detailed report reflects the progress and the current status of the Program to approximately 15 September 1999.

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

- Corporate Issues Committee – 12 October 1999;
- Management Committee – 14 October 1999 (target date);
- Corporate Services and Economic Development Committee – 19 October 1999 (target date);
- Regional Council – 27 October 1999 (target date).

    For information only:
- Police Services Board;
- Ottawa-Carleton Regional Transit Commission;
- 9-1-1 Management Board.

This report follows the same format as the Report for the Second Quarter of 1999 dated 06 July 1999. In this latest version, the information presented provides quarter-over-quarter progress. Much of the information from Q2-1999 is repeated for easy reference.

Again, this report covers four areas:

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

Detailed appendices are available to provide information on the status of individual Year 2000 initiatives in each service area in relation to the previous quarter.

This report is focussed on incremental changes from Q2-1999; and therefore, does not provide detail on the history and progress of the Region's Year 2000 Program before 15 March 1999.

Readers are encouraged to consult the Region's Year 2000 web site (*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 at the end of the third quarter of 1999:

"All twenty-four (24) written contingency plans are complete; staff are being informed if they are on call or will be working over the critical period; and we are moving ahead with the completion of testing of contingency plans."

Contingency planning activities continued to dominate the third quarter of 1999. At the end of the quarter, all twenty-four (24) plans had been signed off by Department Heads.

A resource plan has been developed for each of the contingency plans which identifies the staffing levels that must be in place to support it should there be a need.

The resource plans have been used to identify which Regional staff will be designated as essential services staff. This has resulted in over 500 Regional staff, and over 190 non-uniformed police officers being identified to be on call or working during the critical period (in addition to those staff in the three Regional Homes for the Aged that would normally be working during this period).

The third component of the contingency planning project includes testing of the plans, and this work will continue over the fall.

"Most remaining remediation efforts to Critical and High priority business systems will be completed by mid-November."

Regional staff has been addressing Year 2000 issues for several years and many of the research, analysis, major code revisions, and packaged software implementations have been completed. As a result, most of the activity of the Year 2000 Program is currently focussed on testing.

This testing not only includes the testing of remediation work, but also the testing of replacement systems, testing of components that were deemed to be Year 2000 compliant by the manufacturers and integration testing (testing of systems that are interconnected).

Work on Critical and High priority systems is complete for eight (8) departments, and the work to be completed in the remaining departments includes a total of eight (8) Critical, and thirty-

four (34) High priority systems left to complete out of an original list of three hundred and ninety-five (395).

There has been some slippage of completion dates in the third quarter of 1999, but the majority of these items will be closed by mid-October (approximately one month late). Items not originally scheduled to be closed during the fourth quarter of 1999 are targeted to be completed by mid-November.

The projected target for completion of all Year 2000 related remediation to business systems is 10 December 1999.

"The Year 2000 Program is not expected to exceed the budget set by Regional Council in February of 1998."

The Region's Year 2000 Program continues to remain within the budget approved by Regional Council. At the end of the third quarter of 1999, total expenditures were $13,531,000 against a total budget allocation of $19,280,000.

In the second quarter of 1999, the Task Force developed an updated estimate of total anticipated expenditures to the end of the Program (currently projected as March 2000). This forecast shows that total Program expenditures will be within the total Program budget of $19,280,000.

The Year 2000 Program Office continues to monitor expenditures closely.

"The Region continues to work with other READY 2000 partners to spread our message to the public that we can expect little or no disruption in essential services as a result of Year 2000 problems."

Our dependency on outside suppliers, private and public sector business partners and utilities in the provision of essential services to the public has always been a key concern for the Program. A process of actively engaging these suppliers combined with contingency planning workshops has significantly reduced the potential for Year 2000 impact on key Regional services from the outside world.

Our work with the READY 2000 partnership has provided us with extensive contact with representatives from many of the key business sectors within Ottawa-Carleton (i.e. Bell Canada, local hydro commissions, Enbridge Consumers Gas, etc.). Representatives are demonstrating their commitment to addressing Year 2000 problems within their organizations and related business associations.

This is not to say that we do not expect organizations to experience any Year 2000 related problems. Our view at this time is that there can be some minor Year 2000 problems experienced within the Region's operations. However, these are not anticipated to be catastrophic failures as predicted by some outsides agencies; but instead; will likely have about the same impact, and be about as serious in nature, as the normal day-to-day problems experienced with information systems.

1.3   Overall Program Status

The Region's Year 2000 Program is following a standard process for addressing Year 2000 issues that is consistent with most similar sized organizations. The high level process has seven components to it:

- Raise awareness;
- Create an inventory;
- Prioritize problems;
- Analyze compliance, risks, and potential solutions;
- Develop a plan for addressing each problem;
- Develop, test and implement solutions; and
- Monitor and communicate progress.

As mentioned above, the majority of the work within the Region's Year 2000 Program is currently focussed on the last two steps – more specifically, the testing of solutions.

The following criteria were used to establish priorities within the Year 2000 work plan:

- Loss of life/limb or potential health hazard to staff or the public;
- Major disruption in service to the public;
- Major loss in revenue;
- Legal exposure based on statutory requirements;
- Loss or damage to facilities, equipment and systems; and
- Damage to the image of the Corporation.

Highlights of Year 2000 Program activities for the third quarter of 1999 have included the following:

- Continued work in all areas to identify and implement solutions to address Critical and High priority business systems issues. Nine (9) Critical and thirty-eight (38) High priority items were closed during the quarter. An additional eighteen (18) Medium and twenty-eight (28) Low priority items have also been closed in the process for a total of ninety-five (95) business systems.

- Completion of a review of the Year 2000 readiness of all 9-1-1 partners in Ottawa-Carleton, and documentary audit of the Region's portion of the 9-1-1 system at the request of the 9-1-1 Management Board.

- Completion of all but one (1) High priority process control related item within the water supply area.

- Completion of Critical and High priority business applications within the Public Health area.

- Completion of the remaining remediation of Year 2000 related issues for facilities management systems.

- Completion of testing of integrated facilities systems tests at seven (7) out of eight (8) Critical Regional facilities.

- Completion of all twenty-four (24) contingency plans, and associated resource plans.

- Completion of compliance information research on the one (1) remaining third-party product, bringing the total of completed research items to over 2,000 unique products.

- Completion of the remediation and re-testing of four hundred and eighty (480) additional personal computers to bring the remaining inventory of non-compliant PCs to two hundred and ninety-eight (298).

PART 2 – UPDATE BY MAJOR SERVICE AREA

2.1 THE 9-1-1 SERVICE

This section covers Year 2000 issues associated with the 9-1-1 Service. There are twenty-one (21) local partners involved in the 9-1-1 Service within Ottawa-Carleton, however, the overall responsibility for the Service rests with the Emergency Measures Unit within the Environment and Transportation Department at the Region. The 9-1-1 Call Center, 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.

2.1.1 Q3-1999 Remediation Highlights for the Regional portion of the 9-1-1 Service

- A comprehensive strategy was developed to test the Regional portion of the 9-1-1 Service to allow the Regional Police Service to assess the risks associated with new components in the Regional portion (i.e. Bell Canada, PBX, CAD/RMS, Radio System and Mobile Work Stations) and to determine what further Year 2000 testing may be required. To this end a 9-1-1 Year 2000 Test Group was established at the Region for testing the Region's portion of the 9-1-1 system. The Group adopted a strategy for testing the OCRPS 9-1-1 system components in the form of a documentary audit.

- The documentary audit has identified all components of the Regional portion of the 9-1-1 Service and recommends steps necessary to ensure the continued operation of the 9-1-1 Service. An Executive Summary was presented to the 9-1-1 Management Board on 08 October 1999.

- At the direction of the 9-1-1 Management Board, the Region's Year 2000 Program Office began a review of the Year 2000 readiness and the contingency plans of all area 9-1-1 partners in order to ensure the operability of the entire 9-1-1 Service well into the new millennium. The review was conducted during the summer months. A report entitled "Review of 9-1-1 Local Partners" became available to 9-1-1 partners in early October 1999 and was presented to the 9-1-1 Management Board on 08 October 1999.

- The Region of Ottawa-Carleton and the Ottawa-Carleton Regional Police Service participated in the Toronto Police Service and Bell Canada 9-1-1 verification exercise on 29 June 1999. During the verification exercise, the 9-1-1 backup centre in Toronto was utilized to receive 9-1-1 calls. All calls originated from the Stentor Resource Centre in Ottawa, where several members from the Region/OCRPS were active participants. This has been the only end-to-end testing of the 9-1-1 system conducted within Ontario. The

event was attended by representatives from over 20 emergency service operations and government agencies from across Ontario. OCRPS felt this was a worthwhile verification exercise that demonstrated that various Bell Canada components did not have any Year 2000 issues.

2.1.2 Q3-1999 Contingency Planning Highlights for the 9-1-1 Service

- The 9-1-1 system is the most critical service provided by the Ottawa-Carleton Regional Police Service (OCRPS). A contingency plan for the 9-1-1 Communications Centre has been developed and approved by the OCRPS Year 2000 Steering Committee to ensure continued operation of the 9-1-1 system over the millennium period.

- Area 9-1-1 partners continue 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.

2.1.3 Potential Problems and Issues for the 9-1-1 Service

- Timing of upgrading to the Ericsson radio system in October/November 1999.

- The dependency on Bell Canada's 9-1-1 network.

- Complexities resulting from the number of suppliers and partners involved in the provision of the 9-1-1 Service in Ottawa-Carleton.

- Completion of the capital replacement program for the Uninterruptible Power Supplies (UPS) in the Communication Centre.

2.1.4 Current Focus of Media, Residents, Public and Private Sector

- What are the contingencies for the 9-1-1 Service should a failure in the Bell Canada service occur?

2.2   THE OTTAWA-CARLETON REGIONAL POLICE SERVICE

This section covers Year 2000 remediation efforts at the Ottawa-Carleton Regional Police Service (OCRPS). The Regional Police continue to make progress with the remediation and testing of the 9-1-1 system, as well as other critical and high priority systems within their operations. They are also key players in local planning to ensure the safety of everyone participating in 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.

2.2.1   Year 2000 Business Systems Priorities Summary – Ottawa-Carleton Regional Police Service (OCRPS)

OCRPS	"CLOSED"	"OPEN" as at 15 September 1999			
		Critical	High	Medium	Low
As of Q2-1999	*6/17*	*4*	*3*	*0*	*4*
As of Q3-1999	**8/17**	**3**	**2**	**0**	**4**

		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999				
OCRPS	CLOSED	Q3	Q4	Q1	Q2	Q3	Q4	UNKNOWN
Q2-1999 Targets	*3/10*					*4*	*3*	*0*
Q3-1999 Targets	**5/10**						**5**	**0**

2.2.2   Ordered list of "Critical" and "High" – Ottawa-Carleton Regional Police Service

YEAR 2000 CHALLENGE	RANKING	*Q2-1999 TARGET FOR CLOSURE*	Q3-1999 TARGET FOR CLOSURE
Computer Aided Dispatch (CAD)	C-1	*Closed*	**Closed**
9-1-1 System (PBX Upgrade)*	C-1	*Closed*	**Closed**
Radio Infrastructure Project	C-1	*Q3-1999*	**Q4-1999**
Records Management System (RMS)	C-2	*Q3-1999*	**Closed**
Court Preparation System	C-2	*Q4-1999*	**Q4-1999**

YEAR 2000 CHALLENGE	RANKING	*Q2-1999 TARGET FOR CLOSURE*	Q3-1999 TARGET FOR CLOSURE
Time and Attendance Scheduling	C-2	*Q3-1999*	**Q4-1999**
Mobile Work Station (laptops)	H-1	*Q4-1999*	**Q4-1999**
Cell Block Management	H-1	*Q4-1999*	**Q4-1999**
Automated Fingerprint Identification System	H-1	*Closed*	**Closed**
CREMMS (RCMP link)	H-2	*Q3-1999*	**Closed**

* Only OCRPS portion of 9-1-1 Service

For more detailed information please refer to Appendix A – Detailed Summary of Critical and High Priority Business Applications for All Departments.

2.2.3   Supply Chain Assessment Status as of 15 September 1999 – Ottawa-Carleton Regional Police Service (OCRPS)

DEPARTMENT/ DIVISION	Number of Key Suppliers Identified as of Q3-1999	Number of Key Suppliers Contacted as of Q3-1999	Number of responses received to Date as of Q3-1999	Number of Unique Critical Suppliers Identified for OCRPS	Number of Critical Common Suppliers Identified for OCRPS
OCRPS	24	24	9	8	3

- A review of key suppliers was conducted in July and the numbers reduced to 24.

2.2.4   Q3-1999 Remediation Highlights for the Ottawa-Carleton Regional Police Service (OCRPS)

- Vendor compliance research has been completed and detailed asset inventories have been produced for all business units. Remediation activities are underway to address non-compliant assets with Critical and High priority assets being addressed first. Meetings have been held with business managers and the progress of their remediation is being tracked by the OCRPS Year 2000 Project Office.

- A comprehensive Information Technology plan has been created to support remediation efforts. Many Information Technology infrastructure assets (servers, routers, hubs and telecommunications equipment) have already been upgraded to compliant versions/models. A review of laptops was completed and twenty-five (25) new laptops are being acquired to replace non-compliant models that could not be remediated.

- Inventory lists of generic assets (photocopiers, fax machines, cellular telephones, pagers and printers) have been provided to the business managers responsible for inventory management with directions for ongoing maintenance of the inventories.

- A comprehensive strategy was developed to test the Regional portion of the 9-1-1 Service to allow the Regional Police Service to assess the risks associated with new components of the Regional portion (i.e. Bell Canada, PBX, CAD/RMS, Radio System and Mobile Work Stations) and to determine what further Year 2000 testing may be required. To this end a 9-1-1 Year 2000 Test Group was established at the Region for testing the Region's portion of the 9-1-1 system. The Group adopted a strategy for testing the OCRPS 9-1-1 system components in the form of a documentary audit.

- The documentary audit has identified all components of the Regional portion of the 9-1-1 Service and recommends steps necessary to ensure the continued operation of the 9-1-1 Service. An Executive Summary was presented to the 9-1-1 Management Board on 08 October 1999.

- At the direction of the 9-1-1 Management Board, the Region's Year 2000 Program Office began a review of the Year 2000 readiness and the contingency plans of all area 9-1-1 partners in order to ensure the operability of the entire 9-1-1 Service well into the new millennium. The review was conducted during the summer months. A report entitled "Review of 9-1-1 Local Partners" became available to 9-1-1 partners in early October 1999 and was presented to the 9-1-1 Management Board on 08 October 1999.

- The Region of Ottawa-Carleton and the Ottawa-Carleton Regional Police Service participated in the Toronto Police Service and Bell Canada 9-1-1 verification exercise on 29 June 1999. During the verification exercise, the 9-1-1 backup centre in Toronto was utilized to receive 9-1-1 calls. All calls originated from the Stentor Resource Centre in Ottawa, where several members from the Region/OCRPS were active participants. This has been the only end-to-end testing of the 9-1-1 system conducted within Ontario and the event was attended by representatives from over 20 emergency service operations and government agencies from across Ontario. OCRPS felt this was a worthwhile verification exercise that demonstrated that various Bell Canada components did not have any Year 2000 issues.

- Inspector K. Erfle continues to represent the OCRPS on the READY 2000 Contact Group. He has participated in a number of meetings and is assisting the Contact Group with the communications planning for the fall of 1999. Community forums are scheduled for this fall as well as a number of other communications initiatives. Acting Inspector R. Murphy continues to represent the OCRPS on the READY 2000 Communications Group.

- Presentations have been arranged for the Communications Centre staff to brief them on the Year 2000 Project and on the contingency plan for 9-1-1.

- A special Year 2000 edition of an internal OCRPS information pamphlet (*Show Me*) is planned for the fourth quarter of 1999.

- Inspector K. Erfle continues to represent the OCRPS 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 is represented on an Outaouais-wide Year 2000 Committee by Acting Inspector G. Larochelle. Inspector Erfle organized a visit for READY 2000 committee members to the RCMP National Operations Centre.

2.2.5 Q3-1999 Contingency Planning Highlights for the Ottawa-Carleton Regional Police Service

- The OCRPS Year 2000 Steering Committee has approved the reduction of the leave suspension period, previously set at 28 December 1999 to 31 January 2000, to 29 December 1999 to 9 January 2000, inclusive. The rationale for this reduction is that the substantial progress made in dealing with Year 2000 issues and the development of Operational Contingency Plans has reduced the level of uncertainty and has permitted a shortened leave suspension period. The new dates also recognize the Statutory Holidays on December 27 and 28 as well as the Operational Patrol Schedule that has a cycle end on January 9, 2000.

- All contingency plans have been approved by the OCRPS Year 2000 Steering Committee chaired by Deputy Chief V. Bevan, namely:

Communications (includes 9-1-1) Service
Considerable progress has been made in the documentation of Standard Operating Procedures and preparing for the testing of the contingency plan in October. Briefing sessions for Communications Centre staff are also scheduled for October/November.

Patrol Operations (includes Operations Support)
Acting Inspector T. Charbot is finalizing the Patrol Operations contingency plan by the end of September 1999. Staff schedules will be drawn up so that patrol and patrol support personnel can be notified in early October regarding what shifts they are working over the millennium transition. Testing of the contingency plan will be conducted in the fourth quarter of 1999.

Information Technology

Progress on this contingency plan has been hampered by staff shortages and the fact that it is dependent on the availability of the other contingency plans to be completed.

- The OCRPS Corporate Planning Group has produced a draft of the consolidated contingency plan, which will be finalized once the Communications Centre, Operations and Information Technology contingency plans have been completed.

- The OCRPS, in conjunction with the Facilities staff at the Region, have analyzed the level of "hardening" necessary for the four (4) key police buildings. This activity has resulted in the ordering of backup generators for 474 Elgin Street and a shared generator for the Bank Street and Greenbank Road buildings. External electrical hookups will be available at all three locations. The generators are scheduled for delivery by 30 September 1999 and will be tested in October/November. The City of Gloucester has acquired a generator and also added an external electrical hookup for the Blair Road office. These activities will ensure that the OCRPS will be able to provide operational services from their four primary buildings during the critical Year 2000 period.

2.2.6 Q3-1999 Millennium Celebration Planning Highlights for the Ottawa-Carleton Regional Police Service (OCRPS)

- Planning is well underway to deal with the extensive millennium celebrations planned in Ottawa-Carleton. This planning will address the requirement for enhanced patrol presence. The Operational Command Structure headed by the OCRPS Deputy Chief Operations has been augmented with Senior Officers to coordinate the detail planning for the millennium period. Activities in support of this initiative in Q3-1999 were as follows:

  - Coordination meetings were held with the RCMP and National Capital Commission;

  - Received some responses to a letter sent to alarm companies requesting information on steps they had taken to minimize false alarms over the millennium period; and

  - Requests for off-duty police support have been received from the Corel Centre, Congress Centre and a number of other organizations for New Year's Eve. These requests are being responded to on a case-by-case basis. Only police officers on scheduled days off will be permitted to participate in these paid-duty activities.

2.2.7 Potential Problems and Issues for the Ottawa-Carleton Regional Police Service

- Timing of upgrading to the Ericsson radio system in October/November 1999.

- The dependency on Bell Canada's 9-1-1 network.

- Complexities resulting from the number of suppliers and partners involved in the provision of the 9-1-1 Service in Ottawa-Carleton.

- Completion of the capital replacement program for the Uninterruptible Power Supplies (UPS) in the Communication Centre.

2.2.8   Current Focus of Media, Residents, Public and Private Sector

- What are the contingencies for the 9-1-1 Service should a failure in the Bell Canada service occur?

PART 3 – NEXT STEPS

3.1 Upcoming Milestones

- Develop and run rehearsals for key contingency plans.

- Departmental senior management briefings in October 1999 – current quarterly results.

- Memorandum to all Regional staff to update them on Year 2000 progress.

- Continued work with READY 2000 partners throughout the next quarter.

- Interim Year 2000 status report in November/December 1999.

- Utilities presentation on 22 October 1999 (Bell Canada, Enbridge Consumers Gas, Ontario Power Generation, TransCanada Pipelines).

- Update to the 9-1-1 Management Board in October 1999 on the results of the documentary audit of the Region's portion of the 9-1-1 System and the Review of local 9-1-1 partners.

PART 4 – SUMMARY

There are fewer than 100 days until 01 January 2000. The Region's Year 2000 Task Force continues to meet major milestones while remaining under budget. Many of the major service areas such as water and traffic control are now Year 2000 Ready.

Regional staff continues to make great progress in addressing Critical and High priority issues throughout the Corporation with good news to report in all major service areas.

All contingency plans are complete, and testing of some of these plans will take place over the fall.

The Region is continuing to benefit from the READY 2000 partnership that involves all area municipalities and key local public and private sector organizations. This partnership will continue to serve as a focal point for public communications on the Year 2000 readiness of the member agencies, as well as provide timely and relevant information about how the public can prepare themselves at home for any emergency, including the millennium changeover.

The Region's Year 2000 Task Force will provide one report prior to year end in the form of an interim report covering the status of the program to mid-November. The Task Force will also provide a final detailed quarterly report for the remainder of 1999 to senior management and Regional Council members early in 2000.

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
David Kelly, Environment and Transportation Department
Andy Roche, Health Department
Larry Ostler, Social Services Department
Elaine Panke, Information Systems Division
David White, Legal Department

REGION OF OTTAWA-CARLETON   REPORT

RÉGION D'OTTAWA-CARLETON   RAPPORT

DATE   4 November 1999

TO/DEST.   Ottawa-Carleton Regional Police Services Board

FROM/EXP.   Inspector Larry Hill
                    Ottawa-Carleton Regional Police Service

SUBJECT/OBJET   Millennium Planning Submission

Operational Commitment

It is the priority of the Ottawa-Carleton Police to ensure public safety before, during, and after the critical period. The Millennium Operations Contingency Plan is mandated to formulate, test, and implement an effective plan capable of providing an adequate response to a variety of established operational issues as well as unforeseen problems.

Operational Planning

Ottawa-Carleton Regional Police have been involved in planning for the Year 2000 vulnerability period for more than a year. Superintendent Larry Hill has been assigned overall responsibility for ensuring that a detailed contingency plan is in place to meet any challenge. Acting Inspector Terry Charbot coordinates a planning group that includes Superintendent Lynda Smith, Inspector Sheila Dunlop, Acting Inspector Terry Cheslock, Sergeant Doug Kirkland, Sergeant Mike Johnson and Cst. Murray Knowles. The Millennium Operations Contingency Plan working group is linked to the overall Police Service planning process through the Y2K Steering Committee to ensure coordination with other organizational functions during the critical period (December 30, 1999 to January 3, 1999).

The Millennium Operations Contingency Plan will be tested during the final quarter of this year via drills and table top exercises associated to the Service Contingency Plan. Adjustments will be made to the plan subsequent to the test results.

Leading up to the critical period, frequent RIDE (Reduce Impaired Driving Everywhere) programs will be conducted to send an appropriate message to the community. Augmented breath testing staff will ensure potential offenders are processed efficiently.

Police Operations During the Critical Period

The community will be depending on the expertise and commitment of each member of the Ottawa-Carleton Regional Police Service. All staff leave has been canceled from December 29, 1999 to January 9, 2000, which will provide enhanced front line resources by existing uniformed officers. Additional police officers have been reassigned to Patrol Operations from support sections to provide sufficient resources to deal with emergencies on a diverse scale. In the event of major regional infrastructure issues, preparations have been made to deploy all Ottawa-Carleton Police members (sworn and civilian).

The Police Service will have a command centre at 474 Elgin St., staffed around the clock by a superintendent with appropriate support personnel. The command centre will have the capacity to quickly identify and react to emerging problems during the critical period. The decision whether or not to continue contingency operations will be made in consultation with both the Executive of the Police Service and the Regional Emergency Operations Centre, in the hours and days following January 1, 2000.

General Assignment Squad functions will be augmented by Criminal Investigative Services (CIS) staff to ensure adequate investigative supports are in place on a 24 hour basis during the critical period. CIS will continue to provide specialty support with reduced staffing during this period. The Information Centres in Police Service buildings at Elgin, Blair, Leitrim, Greenbank and Kanata will have additional personnel assigned to deal with anticipated increases in public contacts.

Millennium Celebrations

The Ottawa-Carleton Regional Police have positioned additional staff on patrol and in support positions to deal with millennium celebration activities occurring during the millennium period. While high profile events have been planned for Parliament Hill, the Corel Centre, and the Westin/Congress Centre, many smaller scale events will be occurring throughout the region on December 31 to January 1, 2000. Ottawa-Carleton Police have partnered with the RCMP to deal with operational contingencies during and after the official celebrations in the urban core areas. Police will be highly visible throughout the urban core areas on foot patrols as well as vehicular based operations. Enhanced staff resources will be in place to respond to any major incident occurring during the Millennium Celebrations period.