

REGION OF OTTAWA-CARLETON
RÉGION D'OTTAWA-CARLETON

REPORT
RAPPORT

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Your File/V/Réf.

DATE 19 January 2000

TO/DEST. 9-1-1 Management Board

FROM/EXP. Co-ordinator, 9-1-1 Management Board

SUBJECT/OBJET **9-1-1 TERMS OF REFERENCE**

REPORT RECOMMENDATION

For discussion.

BACKGROUND

On 8 October 1999, the Management Board agreed that the Terms of Reference (Appendix 1) be brought back to the next meeting for discussion. An extract of the draft Minute is appended for your reference.

Generally, the Board recognized the need to examine and update the Terms of Reference, especially from an operational point of view and it was proposed that they be brought back before the new city structure is in place so the revised version will be ready for implementation.

It was noted that any revisions to the Terms of Reference may impact the Joint Powers Agreement, which would have to be reviewed also.

Approved by
Rosemary Nelson

Attach. (2)

Extract of Draft Minute
9-1-1 Management Board
8 October 1999

8. 9-1-1 MANAGEMENT BOARD TERMS OF REFERENCE
- Co-ordinator, 9-1-1 Management Board report dated 23 Sep 99

The Board Co-ordinator clarified that the text of the background of the report incorrectly states that the Advisory Committee suggested the Board review the Terms of Reference. The Minutes of the meeting of 10 September 1999 when this matter was raised, reflects an accurate account of the direction put forward at that time.

D. Brousseau agreed it was time for a full review of the 9-1-1 structure and its operations. He wanted the budget for this service and the 9-1-1 operation in general to be in the forefront of any review the new government structure will undertake. Chair Kemp agreed, stating that the Terms of Reference should be updated and examined from an operational point of view. He proposed that this be the Board's position and that the Terms of Reference come back before the new structure is in place so the revised version will be ready for implementation. D. Brousseau indicated that as soon as Mr. Shortliff's report is adopted, Audit staff can begin their review and provide recommendations.

Reference was made to the fact that any revisions to the Terms of Reference may impact the Joint Powers Agreement, which would have to be reviewed also.

That the Terms of Reference be included on the next agenda for discussion.

CARRIED

9-1-1 TERMS OF REFERENCE

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON

9-1-1 EMERGENCY REPORTING SERVICE

ORGANIZATION FOR THE 9-1-1 MANAGEMENT BOARD AND THE 9-1-1 ADVISORY
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REGIONAL MUNICIPALITY OF OTTAWA-CARLETON

9-1-1 EMERGENCY REPORTING SERVICE

PROPOSAL FOR ESTABLISHMENT OF THE 9-1-1 MANAGEMENT BOARD AND THE
9-1-1 ADVISORY COMMITTEE

1.0 INTRODUCTION

On 22 June 1988, the 9-1-1 emergency number started in the Regional Municipality of Ottawa-Carleton (RMOC).

A Steering Committee and other committees have been in place over the past two years for the installation and implementation of the service. Most of the committees ceased operation at start-up. The Steering Committee will continue during a transitional phase until the permanent management body is in place. Also, the Addressing Committee will continue to co-ordinate the rural civic addressing program.

The permanent body will be the 9-1-1 Management Board. The prime purpose of the Management Board will be to oversee the operation of the service.

A Users Committee composed of a representative from each emergency responding agency has also existed over the past two years. The purpose of the Users Committee was to provide advice to the Steering Committee.

In the proposed 9-1-1 organization, the Users Committee would become the Advisory Committee. The composition would remain the same. Its purpose would be to provide advice on 9-1-1 matters to the Management Board.

2.0 PURPOSE

The purpose of this submission is threefold. First, it sets out the proposed board/committee organization for the 9-1-1 emergency reporting service after the start of the 9-1-1. Secondly, it sets out the support staff requirements for the continuing project activities in 1989 including staff support for the Management Board and the Advisory Committee.

To this end, it is proposed that the position of 9-1-1 Project Co-ordinator continue to exist for a minimum of six months (i.e. until 30 June 1989) at which time the activities of the project will be reassessed to determine if the need for the position remains. The report sets out the workplan for this position in 1989. Regional Council initially authorized the secondment of this position for the period of 01 September 1986 to 31 December 1988. Thirdly, there is a proposal to add a public citizen representative to the 9-1-1 Management Board and to the Advisory Committee.

No additional funds are requested in this submission. The salary cost for the 9-1-1 Project Co-ordinator and for an Administrative Assistant I position are noted for information. The funds for these two positions were identified in the 1989 Projected Budget last year and are included in the 1989 Budget for the 9-1-1 service.

Members on the Management Board and the Advisory Committee will be participating as part of their already existing work. Staff support to committees will be provided by 9-1-1 project staff. The only anticipated new cost will be for the honouraria for the public citizen representative at meetings.

3.0 SCOPE

Much of the content in this submission has been discussed in previous reports to Regional Council. Various Regional Council approvals already exist.

The submission sets out the 9-1-1 organization consisting of a Management Board and an Advisory Committee as approved by Regional Council in June 1985.

The submission does not discuss the operation of 9-1-1. The Ottawa Police Force (OPF) is operating the 9-1-1 system on behalf of the RMOC, the area municipalities in the Region and the fire departments, police forces and ambulance service in the 9-1-1 network. In short, the OPF operates the service and the RMOC pays the bills. This arrangement is in accordance with the decision of Regional Council.

4.0 EXISTING REGIONAL COUNCIL AUTHORITIES

1986 Authority

Regional Council authority (Regional Council, 25 June 1986, Executive Committee Report 49 refers) set out the call handling operating procedure that would be followed at the 9-1-1 central emergency reporting bureau.

1985 Authority

Regional Council authority regarding 9-1-1 organization after start-up (Regional Council, 12 June 1985, Executive Committee Report 194 refers) provided for a 9-1-1 Management Board of five (5) members. An organization chart of the Board is at Annex B.

The same 1985 authority set out the policies and procedures for the operation of the 9-1-1 service in Ottawa-Carleton.

The same 1985 authority provided for RMOC staff support and administrative/secretarial support for the 9-1-1 Management Board. The Management Board would have a committee co-ordinator for staff support as do committees of Regional Council. The secretarial support would be the type of clerical/administrative support provided by a committee assistant in the Regional Clerk/Administrative Co-ordinator Department.

Further, the same 1985 authority provided for a 9-1-1 Advisory Committee. This committee would consist of each emergency responding agency - police forces, fire departments, ambulance service - in the network. An organization chart of the Advisory Committee is at Annex A. A list of the agencies and their respective governing authorities is at Annex C.

Additionally, the same 1985 authority provided for RMOC administrative support for the Advisory Committee. The intention was that the committee co-ordinator and the committee assistant, as part of their ongoing duties, would cover both the 9-1-1 Management Board and the Advisory Committee.

It is anticipated that the Board will meet monthly and the Advisory Committee will meet semi-annually.

1984 Authority

Regional Council stated in 1984 that the organization as well as the policies and procedures for 9-1-1 were to be in place before 9-1-1 was installed and implemented. (Regional Council, 11 July 1984, Executive Committee Report 110 refers.)

The organization along with the policies and procedures for 9-1-1 were set out in both the above mentioned 1985 report and 1986 report.

The organization, policy and procedures included in both the June 1985 report and the June 1986 report will form an integral part of the Joint Powers Agreement. This agreement is a multi-jurisdictional agreement among all parties in the 9-1-1 network, namely, the Region, the area municipalities, the emergency responding agencies and their respective governing authorities. The Agreement has been drafted and will be submitted to all the aforementioned parties for approval and signature. Other policies and procedures may be added in accordance with the procedures for so doing.

9-1-1 MANAGEMENT BOARD

5.0 STATUS OF 9-1-1 MANAGEMENT BOARD

The 9-1-1 Management Board shall be a special purpose body of Regional Council.

To this end, it is proposed that the members of the Board be approved by the Executive Committee and Regional Council at the beginning of the term of each newly established Regional Council as are the members of all standing committees, boards, special purpose bodies, etc.

5.1 AUTHORITY TO EXIST FOR 9-1-1 MANAGEMENT BOARD

Regional Council has already approved the organization of the Board. Approval by Regional Council of this report on the 9-1-1 Management Board shall constitute the authority for the Board to be formed and to operate.

5.2 COMPOSITION AND POWERS OF 9-1-1 MANAGEMENT BOARD

The Board shall be responsible for the management of the 9-1-1 Central Emergency Reporting Bureau.

Regional Council has approved the composition of the Board (Regional Council, 25 June 1986, Executive Committee Report 49 refers).

The Regional Chairman is ex-officio a member.

As approved, the Board shall have five (5) members. There shall be one representative of each of the major advisory groups (ambulance, fire, police), one Regional Councillor representative, and one Regional staff representative.

The 9-1-1 Bureau Manager, although not a member of the Board, shall report directly to and be responsible to the Management Board and shall be present at all Board meetings to respond to questions or inquiries.

The Management Board shall report to the Executive Committee and Regional Council.

In accordance with the recommendation of Regional Council and the operating procedures of the Ottawa Police Force, the Inspector in charge of the Communications Centre will manage both the 9-1-1 Bureau and the Communications Centre. As the 9-1-1 host agency, the Ottawa Police Force will operate 9-1-1 on behalf of all the agencies in the 9-1-1 network.

5.3 PURPOSE OF 9-1-1 MANAGEMENT BOARD

The Board shall be responsible for the management of the 9-1-1 Central Emergency Reporting Bureau.

5.4 PUBLIC REPRESENTATION ON 9-1-1 MANAGEMENT BOARD

Proposal

It is proposed that provision be made for a representative of the public to be part of a composition of the Management Board.

Existing Regional Council authority provides for a Management Board with five (5) positions;

- a representative of the police forces
- a representative of the fire departments
- a representative of the ambulance service
- a Regional Councillor representative
- a Regional staff representative

This proposal would increase the composition of the 9-1-1 Management Board from five (5) to six (6) members.

Discussion

There was representation from the public during the planning, installation and implementation of 9-1-1 in Ottawa-Carleton.

Initially, this contribution was provided by a volunteer citizen group known as Action 9-1-1. The Executive Committee of the Region recognized this group and from time to time representatives of Action 9-1-1 received permission to speak before the Executive Committee.

More specifically, Action 9-1-1 received permission to represent the public on the 9-1-1 Steering Committee and Users Committee during the installation and implementation phase of the project. As well, an Action 9-1-1 person is serving as Chairman of the 9-1-1 Public Awareness Committee.

5.5 SELECTION METHOD FOR 9-1-1 MANAGEMENT BOARD MEMBERS

The Executive Committee of the Regional Municipality shall approve all selections of members for the 9-1-1 Management Board.

Regional Councillor Representative

The Regional Councillor representative shall be selected in the same manner as other Regional Councillors are selected to sit on committees.

Regional Staff Representative

It is proposed that the Chief Administrative Officer or the delegate of the CAO be the Regional Staff representative on the 9-1-1 Management Board. The authority and scope of the RMOC Chief Administrative Officer is the position best suited to relate to a new Region-wide service that affects every person in each area municipality. The Management Board would participate in the preparation and review of the 9-1-1 annual budget.

This is the first time that the Region has provided a service that is operated by a police force which is governed by an autonomous special purpose body. As well, the operation of the service actively involves all the fire departments, police forces and ambulance service in Ottawa-Carleton. Taking into consideration the political, economical and technical aspects of the 9-1-1 emergency reporting system, it is recommended that the CAO represent the RMOC as the Regional staff person on the 9-1-1 Management Board.

Fire Services Representative on the 9-1-1 Management Board

The proposed selection method for the fire services representative on the 9-1-1 Management Board is for all the fire departments in the 9-1-1 network to select from among themselves one fire service representative. The Regional Fire Co-ordinator would then inform the Regional Clerk/Administrative Co-ordinator of the Regional Municipality of Ottawa-Carleton of the name of the fire service representative.

Should the fire services representative on the Management Board be unable to continue as a member of the Board for whatever reason, it is proposed that it be the responsibility of the Regional Fire Co-ordinator to ensure that a replacement is selected in accordance with the procedure for this purpose.

Police Forces Representative on the 9-1-1 Management Board

The proposed selection method for the police forces representative on the 9-1-1 Management Board is for all the police forces in the 9-1-1 network to select from among themselves one police force representative. A co-ordinating position such as the Regional Fire Co-ordinator does not exist in relation to the police forces in the Regional Municipality. Therefore, it is proposed that the police forces' representative inform the Regional Clerk/Administrative Co-ordinator of the Regional Municipality of Ottawa-Carleton of his/her selection.

Should the police forces representative on the Management Board be unable to continue as a member of the Board for whatever reason, it is proposed that the Executive Committee of the Regional Municipality ensure that a replacement is selected in accordance with the procedure for this purpose.

Ambulance Service Representative on the 9-1-1 Management Board

The proposed selection method for the ambulance service representative on the 9-1-1 Management Board is for the Regional (Provincial) Manager of the Ministry of Health to appoint one ambulance service representative. The Regional (Provincial) Manager of Eastern Ontario, Ministry of Health and Ambulance Services would then inform the Regional Clerk/Administrative Co-ordinator of the Regional Municipality of Ottawa-Carleton of the name of the ambulance service representative on the Board.

Should the ambulance service representative on the Board be unable to continue for whatever reason, it is proposed that it be the responsibility of the Regional (Provincial) Manager Eastern Ontario, Ministry of Health, Ambulance Services to ensure that a replacement is selected in accordance with the procedures for this purpose.

Public Citizen Representative on the 9-1-1 Management Board

The proposed selection method for the public citizen representative on the 9-1-1 Management Board is to follow the procedure that is used at present for obtaining a public citizen representative on other government bodies. To this end, it is proposed that the Regional Clerk's Department solicit the names of interested individuals to serve on the Board. The Executive Committee of the Regional Municipality would then make the final selection.

Should the public citizen representative on the Board be unable to continue for whatever reason, it is proposed that the selection procedure herein set out be repeated.

5.6 TERM OF OFFICE FOR 9-1-1 MANAGEMENT BOARD MEMBERS

The term of office for Management Board Members shall be three years.

The term of office shall coincide with the term of office of Regional Council.

5.7 SELECTION OF CHAIRMAN OF 9-1-1 MANAGEMENT BOARD

There shall be a chairman of the Management Board.

Further, the chairman shall be from one of the three emergency responding agencies - fire, police or ambulance - on the Board.

Six members of the board shall vote for the chairman: fire, ambulance, police, public citizen, Regional Councillor and Regional staff representatives.

The term of office of the chairman of the Board shall be one year.

5.8 VOTING ON MATTERS BEFORE 9-1-1 MANAGEMENT BOARD

All committees associated with the 9-1-1 system have established a strong tradition of decision-making by consensus.

From time to time there may be a need to vote on matters. In such cases the following members shall have the right to vote: Regional Councillor, Regional staff, fire, police and ambulance representatives.

Approval by Regional Council of this proposal on voting procedure for Board members shall constitute full and complete authority to vote.

5.9 MEETINGS

Minutes

Minutes of all meetings shall be prepared and shall be available to the public.

Minutes of all meetings shall also be provided as information to the members of the Advisory Committee which consists of all agencies in the Ottawa-Carleton 9-1-1 network.

Administrative support, i.e. committee co-ordinator and committee assistant support shall be provided for the Management Board as is done for all special purpose bodies of Regional Council.

Access

Meetings of the Management Board shall be open to the public except in those cases deemed otherwise by the Management Board.

5.10 FREQUENCY OF MEETINGS

The Management Board shall meet monthly. Special meetings can be called at any time at the request of the chairman.

5.11 LOCATION OF MEETINGS

The Management Board shall hold all meetings at the Regional Municipality headquarters building unless otherwise decided by the Board.

5.12 QUORUM

A quorum of at least three (3) members (of whom at least two (2) shall be representatives of the police, fire or ambulance agencies) of the Management Board must be present prior to any meeting commencing or any vote being taken.

5.13 REPORTING STRUCTURE

The reporting structure for the 9-1-1 Management Board, approved by Regional Council on 12 June 1985 (Executive Committee Report 194 refers) is that the Board shall report to the Executive Committee and Regional Council.

The chairman of the 9-1-1 Management Board shall submit an annual report to the Executive Committee. As well, the Board may submit a report at any time to the Executive Committee.

5.14 OTHER MATTERS

The Management Board may develop practices that it deems useful for the conduct of its business.

9-1-1 ADVISORY COMMITTEE6.0 STATUS OF 9-1-1 ADVISORY COMMITTEE

The 9-1-1 Advisory Committee shall be an advisory committee to the 9-1-1 Management Board.

6.1 AUTHORITY TO EXIST FOR 9-1-1 ADVISORY COMMITTEE

Regional Council has already approved the organization of the Advisory Committee.

Approval by Regional Council of this report on the 9-1-1 Advisory Committee shall constitute the authority for the Advisory Committee to be formed and to operate as an advisory committee to the 9-1-1 Management Board.

6.2 COMPOSITION AND POWERS OF 9-1-1 ADVISORY COMMITTEE

Regional Council has approved the composition of the Advisory Committee (Regional Council, 25 June 1986, Executive Committee Report 49 refers).

The Regional Chairman is ex-officio a member.

The Advisory Committee shall consist of one representative from each emergency responding agency participating in the 9-1-1 network. There shall also be an alternate selected for each member.

This committee has an advisory role in the 9-1-1 organization. Meeting semi-annually, or on the call of the Chairman, this committee provides advice on the 9-1-1 operation. During the planning phase this committee developed the operating procedures for 9-1-1, thus illustrating an example of the role of this committee.

Other resources, such as, the National Capital Commission; Poison Control, Rape Crisis Centre, Distress Centre, Canadian National Railways Police, etc. may attend committee meetings as interested parties. They may request an item to be placed on the agenda.

6.3 PURPOSE OF 9-1-1 ADVISORY COMMITTEE

General Purpose of 9-1-1 Advisory Committee

The Committee is an advisory body to the 9-1-1 Management Board. The Committee is composed of emergency responding agencies participating in the 9-1-1 network. An agency is either the police force, fire department or the ambulance service. The purpose of the 9-1-1 Advisory Committee is to have a committee on which each individual agency is represented by one representative.

The agency representative on the 9-1-1 Advisory Committee provides advice to the Management Board, is a resource person on 9-1-1 matters to the agency's governing authority and is a local agency information source for the representative's colleagues.

9-1-1 Advisory Committee to 9-1-1 Management Board

The 9-1-1 Advisory Committee is a committee which provides advice to the 9-1-1 Management Board.

Liaison to Municipal Councils/Governing Authorities

Also, each agency representative on the Advisory Committee provides administrative liaison to the agency's governing authority. For example, the governing authority of a fire department is the area's municipal council. The governing authority of the ambulance service in Ottawa-Carleton is the Ontario Ministry of Health. The governing authority of a police force is the board of commissioners of police or the police commission.

The agency representatives on the Advisory Committee would be an ongoing source of information for their respective governing authorities on 9-1-1 matters.

This task is also another way by which the governing authorities can provide input to the Management Board.

Liaison to Local Agency Staff

In addition, the agency representative on the Advisory Committee is a resource person on 9-1-1 matters for his/her agency. Should any member of an agency wish to have additional information on 9-1-1, the agency representative on the Advisory Committee would be the point of contact. This arrangement would provide every agency with a local resource person from among their own members.

6.4 PUBLIC REPRESENTATION ON 9-1-1 ADVISORY COMMITTEE

Proposal

It is proposed that the representative of the public on the Management Board be part of the composition of the Advisory Committee. This proposal would provide continuity. As proposed, the Advisory Committee would meet six times over three years.

Throughout the installation and implementation of 9-1-1, a member from the citizen Action 9-1-1 Committee was on the Committee. This provided a source from the public to contribute to discussion.

This proposal would provide authority to add a public citizen representative to the Advisory Committee.

Discussion

There was representation from the public during the planning, installation and implementation of 9-1-1 in Ottawa-Carleton.

This aspect was discussed earlier in the report regarding the same proposal for the Management Board. The same reasons hold for representation on the Advisory Committee.

6.5 SELECTION METHOD FOR 9-1-1 ADVISORY COMMITTEE MEMBERS

Each emergency responding agency in the 9-1-1 network shall select one member for the Advisory Committee. Also an alternate member shall be selected.

The head of the agency, for example, the police chief or fire chief would then inform the Regional Clerk/Administrative Co-ordinator of the Regional Municipality of Ottawa-Carleton of the names of the representatives that the agency had chosen as a member of the Advisory Committee.

Should the representative or alternate on the Advisory Committee be unable to continue for whatever reason, it is proposed that it be the responsibility of the head of the agency to ensure that a replacement is selected in accordance with the procedure for this purpose.

6.6 TERM OF OFFICE FOR 9-1-1 ADVISORY COMMITTEE MEMBERS

The term of office for Advisory Committee members and for alternate members shall be three years to coincide with the three year term of Regional Council.

6.7 SELECTION OF CHAIRMAN OF 9-1-1 ADVISORY COMMITTEE

There shall be a chairman of the Advisory Committee and the chairman shall be from one of the three emergency responding agencies - fire, police or ambulance.

The term of office of the chairman of the Advisory Committee shall be three years.

Voting for the position of chairman shall be done by those duly accredited members of the Advisory Committee or their alternates in attendance at the meeting called for the purpose of electing the chairman.

6.8 VOTING ON MATTERS BEFORE 9-1-1 ADVISORY COMMITTEE

All committees associated with the 9-1-1 system have established a strong tradition of decision-making by consensus.

From time to time there may be a need to vote on matters. In such cases each member of the Advisory Committee in attendance at the meeting shall have one vote. The alternate member may vote when replacing the member.

Approval of this proposal on voting procedure for Advisory Committee members shall constitute full and complete authority to vote.

6.9 MEETINGS

Minutes

Minutes of all meetings shall be prepared and shall be available to the public.

Administrative support, i.e. committee co-ordinator and committee assistant support shall be provided for the Advisory Committee as is done for all advisory bodies of Regional Council.

Access

Meetings of the Advisory Committee shall be open to the public except in those cases deemed otherwise by the Advisory Committee.

6.10 FREQUENCY OF MEETINGS

The Advisory Committee shall meet every six months or at the call of the Chairman.

6.11 LOCATION OF MEETINGS

The Advisory Committee shall hold all meetings at the Regional Municipality headquarters building unless otherwise decided by the Committee.

6.12 REPORTING STRUCTURE

Minutes of Advisory Committee meetings shall be provided to the 9-1-1 Management Board as information.

It is also recommended that the 9-1-1 Bureau Manager attend the meetings of the Advisory Committee.

6.13 OTHER MATTERS

It is proposed that the Advisory Committee may develop practices that it deems useful for the conduct of its business.

STAFF SUPPORT AND WORKPLAN FOR 9-1-1 PROJECT IN 1989

7.0 **STAFF SUPPORT AND WORKPLAN**

Certain tasks associated with the 9-1-1 project remain ongoing. Some of the tasks have been requested by Regional Council.

The rural civic addressing program is a major ongoing task involving the distribution of approximately 21,000 civic addresses.

The project co-ordinator is co-ordinating this activity. Each area municipality with residents having a rural mail address (Rural Route No. or Post Office Box No.) is providing a civic address to each location. Also, a civic address information sheet is provided along with a pre-paid return envelope going to Canada Post. The resident is requested to return the confidential information sheet on which he/she has confirmed their address and written their name and telephone number.

A copy is given to the area municipality. A copy is also given to Bell Canada. Bell Canada uses the telephone number to access the Bell Canada computer and then inputs the resident's civic address. This is the way that rural civic addresses are put into the Bell Canada computer to be available for 9-1-1 purposes in the last quarter of 1989.

Other items in the 1989 workplan include:

- administration of the 9-1-1 budget
- administration of contracts with Bell Canada
- administration of agreement between the Region and the Ottawa Board of Commissioners of Police for the operation of the Bureau
- administration of the Joint Powers Agreement among all agencies and their governing authorities in the 9-1-1 network
- special studies/tasks resulting from Regional Council decisions including:
 - 9-1-1 monthly charge on telephone bills
 - minimum 2-party line service
 - service address data base installation
- staff support as committee co-ordinator for 9-1-1 Management Board and 9-1-1 Advisory Committee
- co-ordinating public awareness as required for business, hotels, stores, etc.; speaking engagements, exhibitions, etc.
- information visits to municipal councils in RMOC and bordering municipalities

The 9-1-1 Steering Committee and 9-1-1 Users Committee have reviewed this workplan and are in agreement with the content. These committees advise that it would be beneficial to have the 9-1-1 Project Co-ordinator position continue to perform these 9-1-1 related duties for a minimum of six months in 1989 (i.e. until 30 June 1989). At that time, the committees further advise that the duties of the project be reassessed to determine if there is a need to continue the position for the remainder of 1989.

The Chief Administrative Officer has considered this advice and is in agreement with this course of action regarding the position. The initial Regional Council Authority also provided for secretarial support for this position and it is proposed that this position continue also as required.

FINANCIAL IMPLICATIONS

8.0 **FINANCIAL IMPLICATIONS**

The financial implications involve provision for two positions to staff the RMOC 9-1-1 project office.

Funds for these positions were forecast in the 1989 Projected Budget prepared in 1988. Further, funds to cover these two positions at 1989 rates have been included in the 1989 Budget for the 9-1-1 emergency reporting service.

Funds in the amount of \$49,951.00 (including 12% benefits) have been included in the 1989 Budget for the 9-1-1 Project Co-ordinator position for the full year.

Funds in the amount of \$30,063,00 (including 12% benefits) have been included in the 1989 Budget for the clerical/administrative position for the full year.

RECOMMENDATIONS

9.0 **RECOMMENDATIONS**

In accordance with existing Regional Council approvals identified in Section 4.0 of this report and with the agreement of the 9-1-1 Steering Committee and 9-1-1 Users Committee which have reviewed this report on the organization of the Ottawa-Carleton 9-1-1 emergency reporting service, it is recommended that:

1. The 9-1-1 Management Board be established as a special purpose body of Regional Council in accordance with this report;

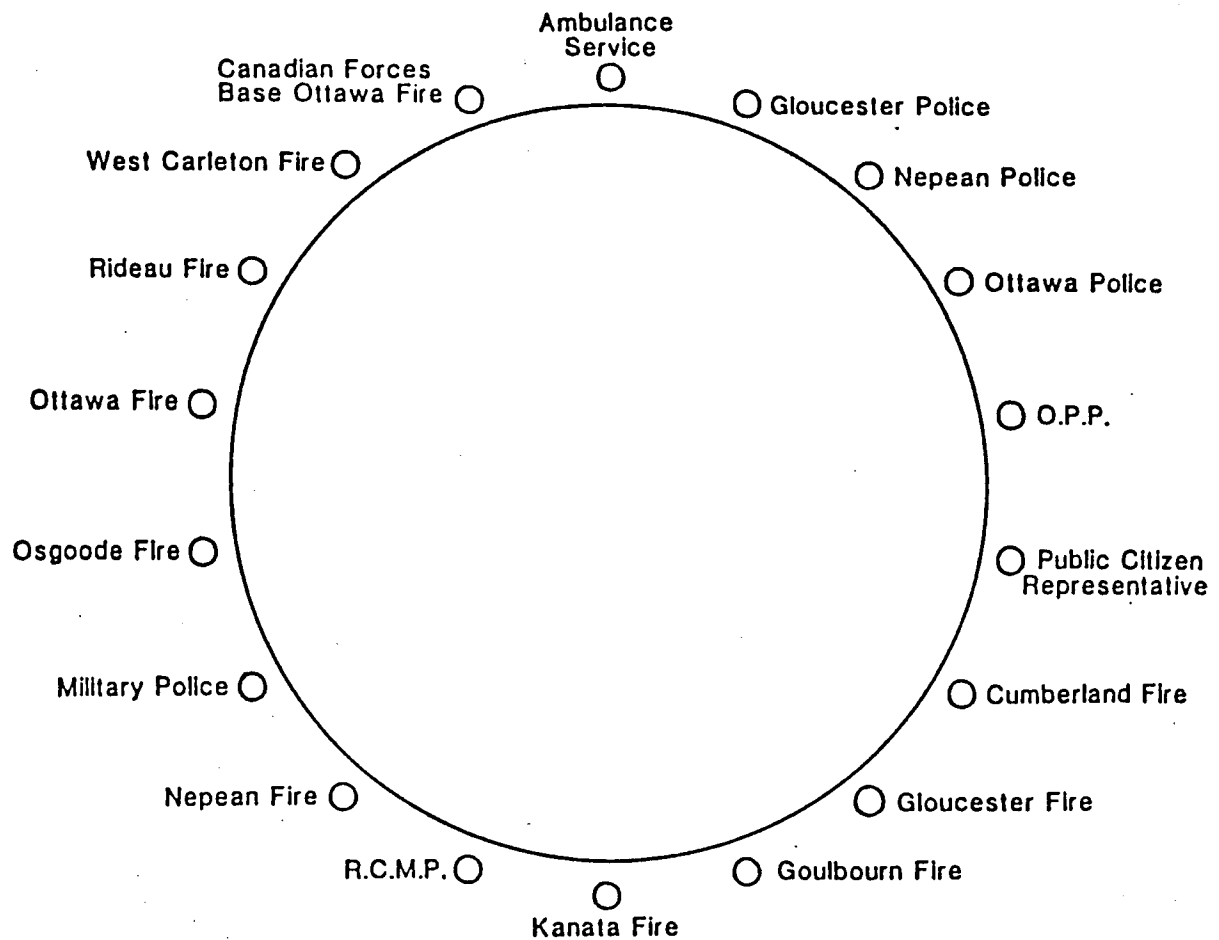
2. The 9-1-1 Advisory Committee be established as an advisory committee to the 9-1-1 Management Board in accordance with this report;
3. A public citizen representative be added to the 9-1-1 Management Board and to the 9-1-1 Advisory Committee;
4. The Regional Council initial authority for the 9-1-1 Project Co-ordinator position be extended for a minimum of six months ending 30 June 1989 pending a review of the position at that time to determine if the position should extend to 31 December 1989; and
5. A clerical/administrative support position be provided for the same period under the same conditions.

R. P. Burns,
9-1-1 Project Co-ordinator

MEMBERSHIP ON OTTAWA-CARLETON

9-1-1 ADVISORY COMMITTEE

(Each Agency with One Representative)

**NOTE**

1. Rockcliffe Park and Vanier are represented by Ottawa for fire service.
2. Vanier is represented by Ottawa for police service.
3. The Ontario Provincial Police (O.P.P.) provide police service for Cumberland Township, Goulbourn Township, City of Kanata, Osgoode Township, Rideau Township, Village of Rockcliffe Park and West Carleton Township.

RESOURCES

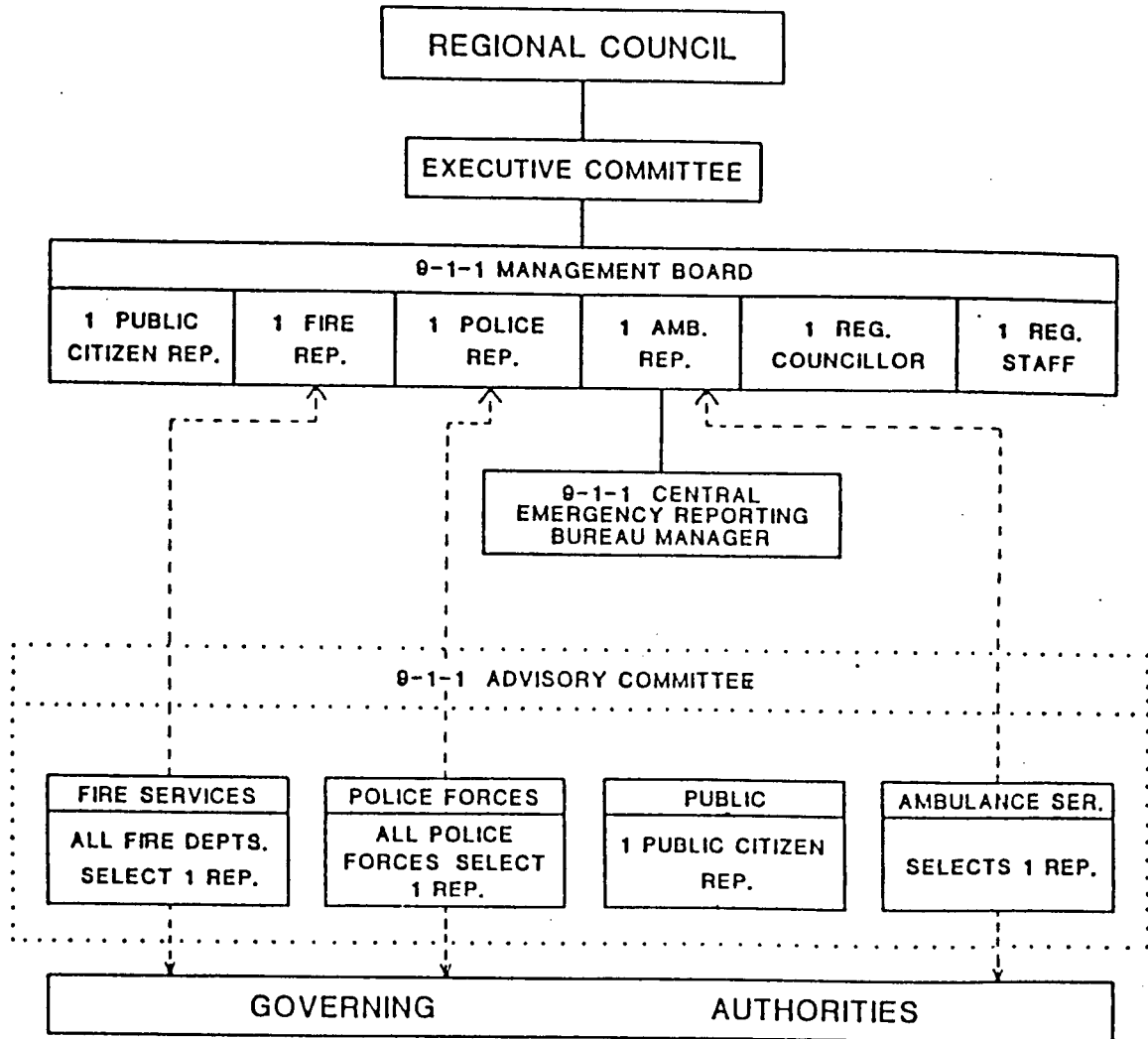
- National Capital Commission
- Poison Control
- Rape Crisis Centre
- Distress Centre
- Others

ADMINISTRATIVE SUPPORT

Administrative Support (committee co-ordinator and secretarial support) for this Committee provided by Regional Clerk / Administrative Co-ordinator Department.

OTTAWA - CARLETON

9-1-1 ORGANIZATIONAL STRUCTURE



ADMINISTRATIVE SUPPORT

Administrative Support (committee co-ordinator and secretarial support) for the 9-1-1 Management Board and for the 9-1-1 Advisory Committee provided by Regional Clerk / Administrative Co-ordinator Department.

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON
9-1-1 EMERGENCY REPORTING SERVICE

PARTICIPATING EMERGENCY RESPONDING AGENCIES
IN 9-1-1 NETWORK AND THEIR GOVERNING AUTHORITIES

EMERGENCY RESPONDING AGENCY

GOVERNING AUTHORITY

(Governing authorities are those authorities to whom the emergency responding agencies report and who sign the Joint Powers Agreement for their respective emergency responding agency to participate in the Ottawa-Carleton 9-1-1 service.)

AMBULANCE SERVICE

Ottawa-Carleton Ambulance Service

Province of Ontario - Ministry of Health

Private independent ambulance services
dispatched by Central Ambulance
Communications Centre

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Central Ambulance Communications Centre

FIRE DEPARTMENTS

Cumberland Township Fire Dept.

Cumberland Municipal Council

City of Gloucester Fire Dept.

Gloucester Municipal Council

Goulbourn Township Fire Dept.

Goulbourn Municipal Council

City of Kanata Fire Dept.	Kanata Municipal Council
City of Nepean Fire Dept.	Nepean Municipal Council
Osgoode Township Fire Dept.	Osgoode Municipal Council
City of Ottawa Fire Dept.	Ottawa Municipal Council - also agreement with Village of Rockcliffe Park Municipal Council - also agreement with City of Vanier Municipal Council
Rideau Township Fire Dept.	Rideau Municipal Council
West Carleton Fire Dept.	West Carleton Municipal Council
Canadian Forces Base Ottawa South Fire Dept.	Department of National Defence

POLICE FORCES

Municipal

Gloucester Police Force	Gloucester Board of Commissioners of Police
Nepean Police Board	Nepean Board of Commissioners of Police
Ottawa Police Force	Ottawa Board of Commissioners of Police - also agreement with the Vanier Police Commission

Provincial

Ontario Provincial Police	Ontario Provincial Police Commission
Cumberland Township	“
Goulbourn Township	“
City of Kanata	“
Osgoode Township	“
Rideau Township	“

Village of Rockcliffe Park

“

West Carleton Township

“

Federal

Royal Canadian Mounted Police

Solicitor General of Canada

Military

Canadian Forces Base, Ottawa

Department of National Defence

National Defence Headquarters

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AMENDMENTS TO THE 9-1-1 TERMS OF REFERENCE

1. That when the 9-1-1 Management Board is required to respond to media inquiries and the Chairman is unavailable, the RMOC's Chief Administrative Officer shall act as the Chairman's designate. In the absence of both the Chairman and the Chief Administrative Officer, the Elected Representative on the Board will act as the Chairman's designate.¹
(9-1-1 Management Board Minute Oct 12 90 refers)

2. That in the absence of the 9-1-1 Management Board Chairman from meetings which he/she is required to chair, the members of the Board who are present will select another emergency agency representative to act as the Chairman's designate.
(9-1-1 Management Board Minute Oct 12 90 refers)

3. That the Terms of Reference for the 9-1-1 Management Board and Advisory Committee be amended to:
 - a. provide two community representatives, one for the 9-1-1 Management Board and one for the 9-1-1 Advisory Committee; and

 - b. allow an alternate Councillor to be appointed, as an interested party, to the 9-1-1 Advisory Committee.
(Regional Council Minute Dec 18 91 refers)

¹ Chief Administrative Officer's responsibility to the 9-1-1 Emergency Reporting Service was transferred to Mike Sheflin, Transportation Commissioner, on November, 1991.