

MINUTES

9-1-1 MANAGEMENT BOARD

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON

HONEYWELL ROOM

4 OCTOBER 1996

9:30 A.M.

PRESENT

Chair: G. Kemp

Members: D. Brousseau, H. Massender, R. Maxwell, P. Moyle

Resources: J. Ferguson, 9-1-1 Bureau
H. Murphy, Emergency Planning Officer and 9-1-1 Co-ordinator
G. Cantello, Legal Department

REGRETS

H. Kreling

CONFIRMATION OF MINUTES

With respect to Item 5 and the 9-1-1 Awards for Children, R. Maxwell believed the Board also discussed the issue of this being an annual event and suggested such reference be included in the Minutes. The Board agreed to this amendment.

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- Note: 1. Underlining indicates a new or amended recommendation approved by the Board.
2. Reports requiring Council consideration will be presented to Council on 23 October 1996 in 9-1-1 Management Board Report 2.

That the 9-1-1 Management Board approve the Minutes of the meeting of 10 May 1996.

CARRIED as amended

The original Minutes of 10 May 1996 have been amended accordingly.

The Board welcomed Superintendent Patrick Moyle as the replacement to Chief Brian Ford on the Board.

REGULAR ITEMS

1. MUNICIPAL RURAL ADDRESSING - SIGNAGE
- Co-ordinator, 9-1-1 Advisory Committee report dated 6 Sep 96

The Board noted the recommendation forwarded by the 9-1-1 Advisory Committee and it was suggested by H. Massender that the recommendation could be made more forceful by the Board if the wording emphasized that not having proper addressing will affect emergency response time.

W. Perrin from the Regional Chair's office believed this was not just an issue for the rural areas, recollecting some occasions where it has been difficult for him to find an address in the downtown core at night. He noted many house numbers are not visible from the street and questioned whether there was a way of also encouraging those homeowners to properly illuminate their house numbers. He believed it would be in the public's best interests to have their house numbers visible from the roadway. P. Moyle of the Ottawa-Carleton Regional Police advised members this has been a problem for many years, adding there is no consistency in the size, shape and location of house numbers and the fact many homeowners put them beside the outside light rather than under it where it would be more visible.

When questioned whether the Region had the authority to request the municipalities to enforce such a by-law, the Board Chair advised that in new subdivisions in Kanata, the municipality stipulates what the size of the address number should be and instructs homeowners to ensure it is visible at all times. Although there has been some success in this regard, he conceded that people put the numbers up where they want to. He recognized this was an enforcement issue more than anything else and one that would require public education and in order to make this successful, the Region would have to urge all other agencies involved to push for this change as well. In considering this however, he believed the municipalities would request that since the Region is spearheading this issue, both levels of government should be responsible for paying for the signage - especially in the rural areas. With respect to the difficulty of enforcing such a

by-law, W. Perrin argued it would be no more difficult than current by-laws that enforce the use of seatbelts and bicycle helmets.

H. Massender suggested amending the recommendation to add words to the effect that it must be understood that failure to provide rural civic addressing system may result in delay of emergency response. W. Perrin maintained this was an issue for the urban areas as well.

H. Massender further suggested that the public relations people from the various emergency agencies that educate students on safety issues can incorporate this item when they address those groups. P. Moyle indicated Regional Police have officers assigned to various schools and agreed this could be done. In addition, he noted autumn is often the time of year when community associations hold their annual general meetings and he suggested police officers could attend those meetings and encourage residents through them.

Chair Kemp suggested that instead of just encouraging the area municipalities, the public relations units of emergency agencies should also be encouraged to push for this. He suggested sending them copies of the letter that will be sent to the area municipalities with the relevant background information i.e. Minutes.

D. Brousseau informed members that the Environment and Transportation Department produces an information brochure about 9-1-1 and indicated this instruction can be reflected in that publication. He believed that if this is a big enough issue, perhaps a campaign should be undertaken in order to generate publicity, noting that using television as a platform for such a campaign is often more effective than delivering flyers to homes. Chair Kemp agreed with this suggestion and noted the logistics of such a campaign could be worked out through the office of the Director of Information and Public Affairs. D. Brousseau indicated he would generate some publicity for the issue, perhaps soliciting the assistance from the Fire and Police Chiefs.

Moved by H. Massender

That the recommendation be amended to read as follows:

That the 9-1-1 Management Board recommend Council urge area municipalities to review their present addressing system in order to improve emergency response time, emphasizing that failure to provide proper civic address signage or posting of visible signage may result in delays in emergency response, up to and/or including the loss of life or limb.

CARRIED as amended

FOR INFORMATION

2. 9-1-1 ADVISORY COMMITTEE DRAFT MINUTES OF 31 MAY 1996
- Co-ordinator, 9-1-1 Advisory Committee report dated 16 Sep 96

Chair Kemp made note of the Advisory Committee concerns with respect to the attendance of Board members at their committee meetings.

The Committee noted the Traffic Study would be carried out mid October.*

That the 9-1-1 Management Board receive the 9-1-1 Advisory Committee Draft Minutes of 31 May 1996 for information.

RECEIVED

* Subsequent to the meeting, the Co-ordinator was advised by the Bell representative, the study would be held between October 28 and November 10, 1996.

3. UPDATE ON TRAINING CO-ORDINATOR POSITION
- Co-ordinator, 9-1-1 Management Board report dated 16 Sep 96

Sergeant John Ferguson, 9-1-1 Bureau, indicated they have received confirmation from their Executive Committee to implement this position; most of the funds have been found from within the ComCentre, although the position is for the entire ComCentre and not specifically for 9-1-1.

Chair Kemp questioned whether there had been discussions on how cost sharing will be arranged and the Sergeant advised the Bureau would be seeking approximately \$13,000 from the Region, with such a request to be submitted in the near future. H. Murphy, Manager, Emergency Measures Unit, indicated the 1997 budget has been prepared and no funds have been provided for this position. When he receives the request from the Bureau, he would bring it forward to the Board for its consideration.

That the 9-1-1 Management Board receive this report for information.

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4. UPDATE ON 9-1-1 SERVICE FROM APARTMENT ENTRY SYSTEMS
- Co-ordinator, 9-1-1 Management Board report dated 13 Sep 96

Sergeant Ferguson, 9-1-1 Bureau, indicated this pilot project is working well, although he still had some concerns about the 2-minute cut-off. By way of clarification, he indicated the service only gives the caller two minutes to speak to the 9-1-1 operator and a problem with call back is there are no bells to ring on the receiving end; therefore, in the event of a

disconnection, if the 9-1-1 operator calls back, there is no way to determine if that happens and those are the two limitations to this system. The owner of the apartment building has circulated flyers to all tenants and has put up notices about the availability of the service. He confirmed the Bureau has not yet received any calls from that location, so there has been no mis-use of the system which had been a concern when the request was first brought forward. He also confirmed the Legal Department had drafted up a legal agreement between 9-1-1 and the owner and the Solicitor, Geoff Cantello, confirmed he has accepted that, confirming they have the right to cancel it at anytime. The Sergeant recommended this service continue

When questioned what specifically this service is, Sergeant Ferguson confirmed it is an added safety feature for someone in distress. If they are outside the building and require immediate assistance, they can step into the entry-way and dial 9-1-1. Chair Kemp suggested that following a trial period, if this is successful, it should be promoted so others will follow suit. The Sergeant advised it was implemented on a six-month trial basis and the Chair suggested a report should be submitted to the Board at that time to determine its effectiveness and whether it should be made part of the regular program.

That the 9-1-1 Management Board receive this report for information.

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5. NATIONAL EMERGENCY NUMBER ASSOCIATION (NENA)
WIRELESS UPDATE

- Co-ordinator, 9-1-1 Management Board report dated 6 Sep 96

Chair Kemp advised they had come to a resolve between emergency agencies, NENA, APCO and the manufacturers of wireless devices that they be built to a certain criteria so 9-1-1 would operate within a wireless environment. Since the United States market is large and if they build them to that criteria, he presumed Canada would follow soon after.

Sergeant Ferguson, 9-1-1 Bureau, indicated the Personal Communication System (PCS) will be introduced by Micro-Cell to the Ottawa-Carleton region, which is different from cellular phones. He explained the Micro-Cell PCS will go from a hand-held portable phone to a local base station and then transmitted to Montreal; from there it is transmitted back to the appropriate 9-1-1 centre. He acknowledged they may encounter some of the same problems i.e. if the system gets overloaded it may go to the wrong 9-1-1 centre; however, the important thing is to get the correct Automatic Number Identification/Automatic Location Identification (ANI/ALI) information. The Sergeant agreed to keep the Board updated on this issue.

That the 9-1-1 Management Board receive this report for information.

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6. PRESENTATION TO BOARD RE PUBLICITY

- Co-ordinator, 9-1-1 Management Board report dated 16 Sep 96

Chair Kemp advised Board members that Geri Migicovsky and Mark O'Neill were involved when 9-1-1 was first started in 1984 and had some comments to make with respect to the publicity 9-1-1 has received.

G. Migicovsky started out by saying many buildings she has visited, especially older ones, and including seniors apartments, still display the seven-digit emergency number in the lobbies and at elevators, rather than 9-1-1. In an attempt to change this, she tried to get the landlords to display a 9-1-1 sticker so tenants are aware of the correct number to call in an emergency.

Further, Ms. Migicovsky believed 9-1-1 call-takers and paramedics were not getting the recognition they deserve and recollected some publicity she had seen that call-takers were not being trained adequately. However, both she and Mark felt such publicity was unfair because from their experience, they know them to be well trained and dedicated individuals and the public should know about it. Together they felt it was time to mount another campaign to promote 9-1-1 and indicated their willingness to assist in any way possible. She suggested the daily papers and local television and radio stations would probably assist in this regard.

M. O'Neill noted there have been two important changes in Ottawa-Carleton since the service first came into place many years ago; the demographics of the Region have changed and the chain of survival has been implemented i.e. 9-1-1, defibrillators, cardiopulmonary resuscitation (CPR) in schools, and paramedics. He agreed it is a lot for the public to absorb at once, but believed the public does not understand how the system works and how it is all linked together, which he suspected was part of the problem. He suggested it was time for the Region and others involved to think of how these issues can be raised again and felt a public relations campaign would be helpful.

H. Massender suggested taking the rural addressing focus and integrating it into why it is important and necessary for the whole chain of survival. She believed this would help the public to understand better. Chair Kemp suggested a sub-committee of the Board can be put together to work on this, and believed R. Maxwell could be a valuable asset on such a committee because as the public representative on the Board, he carries a lot of weight with the media. In addition, he suggested G. Migicovsky could also assist to help put the campaign together, under the direction of the Region's Public Relations Officer and the staff representative on the Board. D. Brousseau agreed something can be done, but cautioned members that this can become a time-consuming project and a decision would have to be made on how much the Region wants to do in this regard. He agreed that staff would undertake to organize a meeting with the Director of Information and Public Affairs and get everyone involved to meet then.

R. Maxwell indicated his willingness to be part of that sub-committee and suggested all members of the Board should be invited to that meeting as well because of their expertise. W. Perrin indicated he would also be willing to volunteer his assistance on the sub-committee.

Chair Kemp noted that whatever it takes to put something like that together, getting resources from the emergency agencies would not be a problem. He stated it is a matter of generating sensible and practical ideas and getting them into place.

That the 9-1-1 Management Board receive this verbal presentation for information.

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ADDITIONAL ITEMS

7. 9-1-1 BUREAU QUARTERLY REPORT - JULY - SEPTEMBER 1996

Sergeant Ferguson indicated that calls during July and August increased by 10%, which may have been a factor with the introduction of the ComCentre's new telephone system. However, that has been addressed and in September it is evident the total number of calls dropped as a result of changes to the answering fluidity. He indicated the percentage efficiency ratio should improve over the next few months, noting it is taking a little longer to answer the calls, but emphasized they are still being answered and a longer wait would only be one ring more or approximately a 6-second delay.

Chair Kemp stated this has to be tracked for a longer period of time because of the changes. He noted that callers of the 7-digit number are getting into the loop and not liking the delay, which explains the increased calls to 9-1-1 since they dial that number instead of waiting in the loop for the appropriate response. Sergeant Ferguson added the downstream calls do not appear to have increased tremendously and Chair Kemp suggested waiting to see if it is a trend, rather than reacting immediately.

That the 9-1-1 Management Board receive this report for information.

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8. AMALGAMATION OF POLICE COMMUNICATION CENTRES
- J. Ferguson, Ottawa-Carleton Regional Police memo dated 3 Oct 96

Sergeant Ferguson noted this will impact 9-1-1 to a minor extent in that the current 9-1-1 downstream agencies at 21 and 22 Divisions will be terminated at 23/24 Divisions downtown until there is a fully-combined police dispatch centre. They have met with representatives of Bell, computer consultants and police management and will conduct a test later this month to ensure it can be done; the test will not affect 9-1-1 because a separate trunk will be used. He confirmed this whole process should be transparent and should not affect the 9-1-1 system at all.

That the 9-1-1 Management Board receive this report for information.

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OTHER BUSINESS

Visitors to the 9-1-1 Bureau

Sergeant Ferguson related the number of visitors to the 9-1-1 centre from outlying area municipalities that are looking to set up their own 9-1-1 system and who have all been impressed with the Region's system. In addition, foreign dignitaries have also visited the centre with a view to setting up similar systems in their own countries. They too have been very impressed with Ottawa-Carleton's system.

Unbundling of Local Telephone Service

Chair Kemp advised he is the fire chief representative on the Ontario 9-1-1 Advisory Board, which is also made up of representatives of the Association of Municipalities of Ontario (AMO), police and fire chiefs, Ministry of Health, the Office of the Solicitor General of Ontario, the National Emergency Number Association (NENA) and the Associated Public-Safety Communications Officers (APCO). He recalled the Advisory Board recently passed a constitution that is getting formalized; when Bell was going from \$0.32 and switching to PERS there was a request that they set up an advisory board for Ontario.

Essentially, the Board meets quarterly on a variety of issues and the one in the forefront is in response to a request to the Canadian Radio and Television Commission (CRTC) for "unbundling". He explained this means private companies can sell Bell services and take part of it and use the network; however, the 9-1-1 Advisory Board is concerned that when this "unbundling" takes place, it will go to another switch place other than Bell and when it is getting transferred to 9-1-1, the ANI/ALI information does not go with it. Consequently, the Ontario 9-1-1 Advisory Board will be making representation as an

intervenor at the CRTC hearings, recommending that if they rule to deregulate, the information 9-1-1 needs to operate must be maintained; the Board further recommends there be no change to 9-1-1 and that there be no cost to 9-1-1 agencies or its users. Although the outcome looks positive, he stressed it will be the CRTC which makes the final determination in the end. He indicated he would send the information he received to the Co-ordinator for distribution to the Management Board.

Ottawa Central Ambulance Communication Centre and 9-1-1 System of
Dispatching Paramedics

H. Massender indicated that on 4 November 1996, the Ottawa Central Ambulance Communication Centre, in conjunction with the area Fleet Ambulance Services and the Ottawa General Hospital-Base Hospital, will be implementing a new system of dispatching the Ottawa-Carleton Ambulance Fleet.

This method of dispatching was developed by utilizing data provided by the Base Hospital-Advanced Life Support Program, on return Code 4 (urgent) patients and patients with vital signs absent, over a one year period.

System optimization should improve the existing response to emergency calls and benefit the patient(s) served. Emphasis will be placed on the early committal of Code 4 calls, rapid activation of tiered/first response and having ambulances roaming the high call volume zones on a 24-hour per day basis.

NEXT MEETING

The Board agreed to meet next on Friday, 7 February 1997 at 9:30 a.m.

ADJOURNMENT

The meeting adjourned at 10:35 a.m.

CO-ORDINATOR

CHAIR