

REGIONAL MUNICIPALITY OF OTTAWA CARLETON
MUNICIPALITÉ RÉGIONALE D'OTTAWA CARLETON

REPORT
RAPPORT

Our File/N/Réf. 02-96-0009
Your File/V/Réf.

DATE 16 September 1996

TO/DEST. 9-1-1 Management Board

FROM/EXP. Co-ordinator
 9-1-1 Advisory Committee

SUBJECT/OBJET **9-1-1 ADVISORY COMMITTEE DRAFT MINUTES OF 31 MAY
1996**

REPORT RECOMMENDATION

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

BACKGROUND

The 9-1-1 Advisory Committee met on 31 May 1996 and submit the Draft Minutes of that meeting for the information of the Board.

*Approved by
R. Nelson*

DRAFT

MINUTES

9-1-1 ADVISORY COMMITTEE

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON

COLONEL BY ROOM

31 MAY 1996

9:30 A.M.

PRESENT

Chair: L. Massender, Ottawa-Carleton Regional Ambulance

Members: B. Meiske, OPP, J. Fraser, DND, C. Powers, Nepean Fire Dept., G. Hawkins, Rideau Fire Dept., D. Guilbault, Kanata Fire Dept., J. Beckett, Goulbourn Fire Dept., R. White, Ottawa Fire Dept., D. McCallan, Gloucester Fire Dept., R. Lavictoire, OCACC, S. More, Carleton Place/Richmond Ambulance, F. Payette, MOH, A. Riley, public representative

Others: H. Murphy, Emergency Planning Officer
L. Jenkins, Manager, 9-1-1 Emergency Service, Bell
J. Ferguson, Ottawa-Carleton Regional Police, 9-1-1 Bureau
Sgt. Crabtree, OPP

REGRETS

H. Bourgeois, RCMP, R. Lafortune, Ottawa-Carleton Regional Police, G. Bennett, Osgoode Fire Dept., R. Campbell, West Carleton Fire Dept., H.M. Labelle, Gloucester Fire Dept., G. Mills, Cumberland Fire Dept., G. Kemp, Kanata Fire Dept., H. Massender, OCACC, J. McIssac, Carleton Place/Richmond Ambulance, D. Buchanan, Osgoode & District Ambulance & St. Lawrence & District Ambulance, J. Kibsey, St. Lawrence & District Ambulance, M. Cretien, Rockland/Orléans District Ambulance, D. Powell, Arnprior/Kanata Ambulance

CONFIRMATION OF MINUTES

That the 9-1-1 Advisory Committee approve the Minutes of the meeting of 9 February 1996.

CARRIED

REGULAR ITEMS

1. DOWNSTREAMING 9-1-1 DATA

- Coordinator, 9-1-1 Management Board report dated 15 May 96

Chair Massender referred to the letter from Bell to R. White which was distributed with the agenda.

L. Jenkins of Bell Canada indicated that after the last meeting of the Advisory Committee, she had sent the above-noted letter to Ross White. She wanted to verify with the Committee their understanding of the term “downstreaming” and whether they believed it is the existing technology or the new Public Emergency Reporting Service (PERS) technology. She clarified that when a call comes to the 9-1-1 Bureau and is transferred on, the address and information is transferred to the downstream agency; once the Bureau drops off and the downstreamed agency needs to transfer it a second time, the information does not transfer with the voice call. She confirmed that Bell only offers PERS and with that system, if the downstreamed agency wants to transfer the call they receive from 9-1-1, the data can be transferred but not the call itself. She confirmed Bell will have to meet with the Region’s GIS group and the local municipalities to discuss the mapping issues before moving ahead with PERS.

H. Murphy noted D. Johnston will be contacting all area municipality representatives and Bell Canada and it is anticipated the detailed mapping Bell is looking for will be ready by the fall.

C. Powers emphasized the need to look at some kind of GIS link with the 9-1-1 Advisory Committee so members can be kept up-to-date. H. Murphy indicated the GIS people have looked at the report prepared by A.J. Robinson and Associates and recommend that all emergency agencies be contacted to ensure that what is in the GIS meets their needs and addresses their concerns. C. Powers noted application for emergency planning and emergency service is not a GIS project and emphasized the need to get GIS tied in with 9-1-1 and PERS. H. Murphy indicated that D. Johnston is aware of that and the linking with 9-1-1/PERS etc. He indicated the street centre line and property information data should be available by the end of this year.

When questioned whether PERS will automatically replace what is already in place, L. Jenkins indicated it is transparent and will be at no cost. She continued by stating the \$0.32/month charge supports the whole system and when the Region migrates to PERS, as part of that cost, a parallel system will be built in that will be totally transparent. If there is new hardware or equipment needed it will be an individual location cost and not a network cost. C. Powers questioned whether the municipalities should be planning for a change in hardware and L. Jenkins informed him that there may be a need to update some terminals and printers due to their age.

C. Powers stated that one of the motivating factors for the 9-1-1 service and tiered response, was the establishment of a paramedic service. The speed at which data can be transferred affects the service delivery and he believed there could be some improvement made if this technology were in place, noting that is one of the constraints that exists. The Committee Chair agreed the reason for getting this technology was to allow the transfer of data from agency to agency as efficiently as possible, not so much for the 9-1-1 Bureau to transfer a call to the downstream agencies.

R. White stated the Minutes of the Management Board meeting of 10 May 1996 reflect a discussion and subsequent decision to send this issue back to the Advisory Committee. He did not believe it would be sensible to go ahead with the recommendation, especially if PERS is going to do it by the time the system is in place. He concluded by stating the Advisory Committee is taking and following the Management Board's lead in not proceeding further at this time, but would address the concerns raised with respect to the GIS. As an additional comment, he expressed concern that for the second meeting in a row, there has been no representation from the Board in attendance to answer any questions the Committee may have as a result of decisions taken by the Board.

Chair Massender noted that should the Board choose to pursue the creation of a sub-committee, the Advisory Committee will accept volunteers to be represented on that body.

That should the 9-1-1 Management Board choose to create a sub-committee with a view to improving the current method of downstreaming 9-1-1 data, that members of the 9-1-1 Advisory Committee be prepared to volunteer to sit on that committee to follow through with the impending PERS technology.

CARRIED

2. EMERGENCY RESPONSE TO INCIDENTS ON HIGHWAY 417
- Coordinator, 9-1-1 Advisory Committee report dated 3 Apr 96

Chair Massender made reference to various correspondence he had received about the issue of emergency vehicles on the 400-series highways and the effort of these agencies to reach a consensus on how to deal with this matter.

Sgt. Crabtree of the OPP spoke on behalf of Ssgt. Lyon who was unable to attend for the discussion of this item. He made reference to the minutes of a meeting of the Tiered Response Activation and Agency Activity held at the Ottawa General Hospital on 13 May 1996. The meeting was held as a result of an incident on the Queensway in February and the conflict that occurred between fire, police and ambulance agencies at the scene. Ssgt. Crabtree read the extract of the minutes on the discussion between all concerned agencies and noted that the group had reached a consensus and ratified 10 scene protocol agreements.

In the ensuing discussion, a variety of viewpoints and concerns were put forward by members. D. Guilbault understood the OPP's concerns about fire trucks being at the scene of an accident on the Queensway, where vehicles are traveling at high speed, but emphasized the person(s) involved in the accident are the priority and it is necessary for them to respond. He agreed with J. Maloney's suggestion to have a police officer on the scene; however he was concerned about "waving by" a police officer or an ambulance because they should be able to assist the patient as well. He was prepared to take the 10 suggestions back to the joint fire chiefs in the Region and get a consensus from them before proceeding.

R. White stated the Ottawa Fire Department responds to hundreds of calls about multi-vehicle accidents (MVA's) where their services were not required and was in favour of improving the query process which would determine the exact location of the accident and whether there was someone injured or trapped in a vehicle. If such specific questions were asked of the caller, it would ensure the appropriate agency is dispatched to the scene of the accident promptly. He indicated that part of the problem is that the public want the quickest response and dialing 9-1-1 will get them just that. Unfortunately, emergency resources are being sent to accidents where there are no personal injuries, which utilizes emergency service resources that would better be used elsewhere. He reminded members that the Joint Powers Agreement spells out the duties and responsibilities of each of the emergency agencies, which cannot be changed unless all agencies agree to amend it. And, according to that document, if the caller says there are injuries, the call automatically goes to the ambulance, which activates the tiered response from there.

Chair Massender noted the OPP's concern about incidents on the Queensway and acknowledged the impact road construction has on response time. He agreed if the call goes to the downstream agency, questions of the caller must be improved to better understand the situation. He acknowledged the impact to OPP resources if all calls of MVA's on the Queensway are dispatched to them, but asking the other emergency services not to respond until an OPP officer arrives on the scene has an impact on their response time because the responding OPP officer might be coming from quite a distance away.

J. Fraser, DND, indicated he had attended that meeting and Ssgt. Lyon's major concern was the safety of other motorists travelling past an accident on the Queensway, especially if there is a 35,000 lb fire truck in one of the lanes and the possibility for further injury is increased. He indicated that on the 400-series highways in Toronto, the OPP arrive first to assess the situation and then decide which emergency agency, if any, should respond. He believed if the OPP can guarantee a quick response to MVA's on the Queensway, it would eliminate a lot unnecessary responses by other agencies. He agreed the Queensway is a dangerous roadway and wanted the OPP central dispatch that transfers that call first to ask the series of questions to decide who is needed.

F. Payette agreed the OPP's concerns are valid and indicated his office has asked the Minister to have their resource development people approach the Solicitor General with a view to providing better training for OPP officers responding to an accident on the Queensway. He did not want to delay responding until the OPP arrive. He indicated a lot of calls about MVA's originate from passing motorists using their cellular phones and those motorists are just driving by the scene of the accident and reporting it. Although ambulance will respond, there are not always injuries and he preferred the ambulance was canceled and called down rather than being delayed in getting to an accident where injuries are involved.

G. Hawkins stated that high speed accidents also occur in the rural areas and the response time for an ambulance is longer because of the geographics of the area. He hoped this aspect would be structured thoughtfully before the matter becomes too involved.

Based on the flavour of the discussion, Sgt. Crabtree questioned whether the Committee agreed with the 10 points set out in the Minutes and F. Payette summarized that the Committee agreed; however, it is the general feeling of the members that more can be done. Sgt. Crabtree stated the types of accidents which occur on the 400-series highways are often less serious than those on city streets because they are not intersection-related accidents. The accidents which occur on the highways are typically rear end collisions which result in either no injury or whiplash. Ssgt. Meiske, OPP, agreed with that, adding it is the severe collisions that cause concern and which they are trying to avoid. He stated

that from a communication centre point of view, when call comes into 9-1-1 to report an accident on the Queensway, he would rather have that call come directly to the OPP because he knows whether he has an available officer in the immediate vicinity who can be directed to the scene and determine from there whether a response from another emergency service is required. He confirmed that if there is an allegation by the caller that someone is trapped or injured he would not wait for the OPP cruiser to get there, but would notify the appropriate ambulance and fire department immediately.

D. Guilbault noted the group at that meeting agreed to almost all the concerns, but he was not in favour of the OPP sending an officer first and then advising other agencies if their services are required. Sgt. Crabtree stated it is the responsibility of the provincial police to investigate the accident and protect the scene and make arrangements for additional resources. When questioned what the average response time was for the OPP to respond to an accident on the Queensway, Sgt. Crabtree indicated it was not as fast as it is in Toronto (under four minutes), but indicated their communications people are very aware of how fast a response can be made to assess the situation and if they are unable to respond quickly, the communications operator will dispatch the appropriate people to it. D. Guilbault preferred to have a guarantee that the OPP would arrive within four minutes of a call being placed alerting authorities to an accident, before he agreed to let them arrive first and direct who is needed.

J. Fraser indicated the concept of the meeting was not for the OPP to take complete control. Rather, to establish a central agency that can send out calls to the appropriate agency and get the 400-series highways under control. He stated there was no impression at that meeting that the OPP should go first.

As the Manager of the Ottawa-Carleton Regional Ambulance, Chair Massender indicated that under the legislation of the Ambulance Act, when they receive a call they must respond because it is the law. He noted the concerns raised and believed improving the query process may be an avenue to explore in these instances. As noted in the Minutes of 13 May 1996, a recommendation will come forward to the Advisory Committee on how best to deal with the issue and until there is a change in the tiered response, all agencies must co-operate fully and address the concerns of the OPP.

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

RECEIVED

3. 1996 TRAFFIC STUDY SCHEDULE
- Co-ordinator, 9-1-1 Advisory Committee report dated 15 May 96

Moved by R. White

**That Bell Canada conduct its 1996 Traffic Study during one of the following weeks:
September 16 or 23, or October 4 or 11, 1996.**

CARRIED

4. 9-1-1 MANAGEMENT BOARD MINUTES
- Minutes of 2 Feb 96 meeting and Draft Minutes of 10 May 96

J. Ferguson provided a brief overview of the Training Co-ordinator position item which was brought to the Management Board by Inspector Davidson at its last meeting. He indicated they are trying to improve their training methods for 9-1-1 call-takers, noting the current method of "peer" training is not consistent because each individual has their own method. In this regard, they hope to standardize training by recommending that a full-time training co-ordinator position be established, noting almost every other region in the province with 9-1-1 service has such a position.

H. Murphy reflected on the Board's discussion of this item at the meeting on 10 May 1996 and reiterated their concerns about the availability of dollars for this position.

F. Payette indicated the Ministry's support for that type of training, but recognized current funding constraints. L. Jenkins added that a consistent training co-ordinator and program is necessary.

That the 9-1-1 Advisory Committee receive the Minutes of the 9-1-1 Management Board meeting of 9 February and the Draft Minutes of 10 May 1996 for information.

RECEIVED

INFORMATION PREVIOUSLY DISTRIBUTED

1. COMCENTRE EVACUATION - 16 FEB 96
- A/Insp. Ian Davidson, Ottawa-Carleton Regional Police Service memo dated 26 Feb 96

J. Ferguson indicated they have an Evacuation Committee in place to ensure future occurrences are carried out as efficiently as possible. He agreed to provide an update at the Committee's next meeting.

2. PROGRAMMING 9-1-1 INTO APARTMENT ENTRY SYSTEM

- Property Manager, Richmond Heights Apartments letter dated 29 Feb 96

The Committee noted the discussion of this matter by the Management Board as per the draft Minutes of 10 May 1996.

3. 9-1-1 CALLS FROM DEFECTIVE PORTABLE PHONES

- Ssgt. G. Chaplin letter dated 26 Feb 96 and attachments

- A/Sgt. John Ferguson, Ottawa-Carleton Regional Police ComCentre correspondence dated 25 Mar and 28 Mar 96

- J.A. Gruber letter dated 11 Apr 96 and attachments from CRTC and Bell Canada

J. Ferguson did not feel this is a major issue and was not sure what the original problem was. However, he indicated he would deal with it as it develops and would keep the individual informed accordingly.

L. Jenkins explained that cellular phones appear to cause problems when the batteries are not fully charged and when 9-1-1 is programmed as a speed call on that phone. Based on feedback from the industry, this problem will not just disappear and Bell advises consumers to leave the phone in its base when not in use to ensure it is always charged.

R. White indicated this problem was identified in the original 9-1-1 study, noting it was more of a problem then than it is now.

4. AMO SEEKS ALTERNATIVE FUNDING SOURCE FOR 9-1-1 ANSWERING BUREAU COSTS

- President, AMO correspondence dated 12 Mar 96

- Note: this letter was "Received" by Regional Council as a Communication on 27 Mar 96

5. COUNTY OF RENFREW/CITY OF PEMBROKE 9-1-1

- Media Release dated 9 May 96

L. Jenkins indicated that the County of Renfrew is finalizing the steps to bring 9-1-1 service to their county and it is hoped that by 1998 it will be in place. She stated there is a new approach to signage in the rural areas, noting the signs she has seen are very

impressive and that municipalities have to consider this issue, taking into consideration those areas just outside the Region.

When questioned whether there was something the Committee could do to put pressure on the area municipalities to implement such signage, Chair Massender stated the review of the current rural addressing will be forwarded to the Management Board for consideration. C. Powers proposed that the Board recommend to Regional Council that municipalities review their present addressing system, with a view to upgrading it. It was noted that some areas might be eligible for funding for this purpose.

L. Jenkins indicated that in the coming months, an advisory committee will be established with representatives from Bell and local municipalities and the issues to be discussed include municipal addressing and new signage. She felt the above-noted direction coming from Council would send a strong statement from the emergency services on the importance of this issue, noting the Region will not move to PERS without it.

Moved by J. Beckett

That the 9-1-1 Advisory Committee recommend to the 9-1-1 Management Board to recommend that Regional Council urge area municipalities to review their present addressing system (e.g. civic address signage) in order to improve emergency response time.

CARRIED

OTHER BUSINESS

Ottawa-Carleton Regional Hospital Disaster Conference

Chair Massender distributed information on the above-noted conference which is scheduled to take place at Regional Headquarters on 14 June 1996. The topics of the conference include the Oklahoma City Disaster, the Toronto Subway Disaster and Ottawa-Carleton's Paramedics and the Regional Disaster Plan. He urged members to attend, citing the list of key speakers at this event and their worthwhile contributions in this regard.

NEXT MEETING

The Committee agreed to meet in October, following the 9-1-1 Management Board meeting scheduled for 4 October 1996.

THE MEETING ADJOURNED AT 11:15 A.M.

CO-ORDINATOR

CHAIR