
Region of Ottawa-Carleton
Year 2000 Program

Review of 9-1-1 Local Partners



Presented to
9-1-1 Management Board

08 October 1999

At the request of the 9-1-1 Management Board, the Region of Ottawa-Carleton Year 2000 Program Office conducted a Year 2000 Readiness Review of its twenty local area 9-1-1 partners. The results of this review, as set out in the attached document, represent the state of Year 2000 Readiness of the 9-1-1 Local Partners as reported by them at the time the Review was conducted. The Regional Municipality of Ottawa-Carleton makes no representation, either express or implied, as to the completeness of any of the information contained herein.

The results of this 9-1-1 Local Partner Review are provided for information purposes only. The Regional Municipality of Ottawa-Carleton shall not be liable for damages of any kind arising out of the use or misuse of the information contained in this report. Due to the complexity of the Year 2000 problem, individuals and organisations are encouraged to verify the status of their own equipment and systems and should satisfy themselves as to the Year 2000 readiness thereof.

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Executive Summary

In March of 1999, the 9-1-1 Management Board, which oversees the 9-1-1 Service spanning across Ottawa-Carleton, asked the Region's Year 2000 Program Office to undertake a review of all 9-1-1 system components, to identify potential Year 2000 problems and recommend corrective measures to ensure the continuity of the 9-1-1 Service. To accomplish this objective, a two-part approach was undertaken:

- A documentary audit including the testing of the Ottawa-Carleton Regional Police Service (OCRPS) system components. A separate document has been prepared on the findings related to this approach.
- A high-level review outlining the preparedness of 9-1-1 local partners. Unlike the documentary audit mentioned above, the review was not intended to be neither detailed nor comprehensive.

As a first step, a letter was sent on 12 July 1999 to all local partners informing them about the high-level review. The review focused on five areas:

- Awareness of Year 2000 issue and completeness of inventory;
- Year 2000 assessment of critical suppliers;
- Year 2000 assessment of vehicles and equipment;
- Year 2000 assessment of facilities and other embedded systems; and,
- Contingency Planning.

Awareness of Year 2000 issues, amongst 9-1-1 local partners, is high and comprehensive inventories have been compiled. The local partners have determined the Year 2000 status of the products in their inventories by contacting appropriate vendors and manufacturers. Based on the information obtained, the partners have taken steps to either upgrade or replace non-compliant products.

Local partners have identified their key suppliers and contacted them to obtain information on their overall Year 2000 readiness. In some cases, additional suppliers were identified that could be used should primary suppliers be unable to deliver essential supplies. Since some suppliers have been tardy in responding, work in this area is ongoing for some local partners.

The fire departments, ambulance services and other local partners have contacted manufacturers about the Year 2000 readiness of vehicles and associated equipment. No issues have been identified in regard to vehicles but one piece of equipment i.e. defibrillators, used by fire departments and ambulances does have a Year 2000 problem. The date on some defibrillators will need to be manually reset by staff shortly after midnight, on 01 January 2000. The Year 2000 issue will have minimal impact as the

equipment will still function properly but the date on the printout will be incorrect. Staff of various local partners are aware of how to make this manual adjustment.

The 9-1-1 local partners have checked system components (e.g. fire alarms, access system etc.) for Year 2000 compliance and, where necessary, the components have been upgraded, replaced or manual alternatives identified. Many of the facilities, including most of those where dispatch centres are located, have been hardened (generators are in place and the partners have taken steps to try and ensure the availability of an appropriate supply of fuel).

Local partners have either prepared contingency plans or are in the process of doing so. In some cases, rather than developing new plans, existing emergency preparedness plans are being enhanced to reflect Year 2000 related issues.

In conclusion, the Region of Ottawa-Carleton Year 2000 Program Office is confident that 9-1-1 local partners have been active in taking measures to ensure the continuity of the 9-1-1 Service well into the next millennium. Issues have been identified and addressed and the local partners should be prepared to deal with any Year 2000 problems that may arise.

1. Introduction

In March of 1999, the 9-1-1 Management Board directed the Region's Year 2000 Program Office to undertake a review of local 9-1-1 operations from a Year 2000 preparedness perspective, in order to ensure the continued operation of the service beyond 01 January 2000.

The review consisted of two phases:

- a. A documentary audit of the Regional Portion of the 9-1-1 system including:
 - the Bell Canada portion of the network;
 - the 9-1-1 Communications Centre at 474 Elgin Street;
 - the Ottawa-Carleton Regional Police Service (OCRPS) dispatch;
 - the OCRPS radio system; and
 - the communications system in OCRPS vehicles.

- b. A review of the Year 2000 preparations at the other twenty (20) area 9-1-1 partners with a focus on:
 - inventory of Year 2000 problems associated with electronic communications systems (including any connectivity to the 9-1-1 system);
 - remediation of Year 2000 related problems associated with building automation systems;
 - remediation of Year 2000 problems associated with vehicles and equipment;
 - remediation of Year 2000 problems associated with key suppliers; and
 - Year 2000 related contingency planning

The objective of the second phase of the review was to ensure that when a 9-1-1 call is received at the 474 Elgin Street communication centre or at the backup centre at 111 Lisgar Street it can be sent to, received and acted upon appropriately by the applicable downstream agency.

This report presents the findings for the second phase of the 9-1-1 review. Please note that an Executive Summary of the 9-1-1 Documentary Audit is available under separate cover.

2. Approach

The review consisted of assessments of the twenty (20) local area 9-1-1 partners excluding the Ottawa-Carleton Regional Police Service (OCRPS), which is covered in a separate project

(documentary audit). The Year 2000 Program Office assigned three resources to the review to ensure the timely collection of information:

- Ms. Lyne Lacroix-Gilbert, Senior Consultant and 9-1-1 Test Co-ordinator,
- Mr. Gerry Champagne, Senior Consultant, and
- Mr. Dan Whall, Consultant and Year 2000 Test Lab Co-ordinator.

The area of responsibility for each individual is outlined below.

2.1 Areas of Responsibility

Each member of the review team was responsible for contacting their respective partner agencies, interviewing the partner and reviewing any existing information on file, as well as information provided by the partner agencies.

Lyne Lacroix-Gilbert:

- Ottawa-Carleton Regional Police Service
- Gloucester Fire Department
- Nepean Fire Department
- Communications Division Ottawa Fire Department

Gerry Champagne:

- Arnprior/Kanata Ambulance Service
- Carleton Place/Richmond Ambulance
- Eastern Ontario Region Emergency Health Services Branch
- Osgoode & District Ambulance
- Ottawa Carleton Regional Ambulance Centre
- Ottawa Central Ambulance Communications
- Royal Canadian Mounted Police (RCMP), A Division
- Rockland/Orleans District Ambulance
- St. Lawrence & District Ambulance

Dan Whall:

- Canadian Forces Military Police NDHQ
- City of Cumberland Fire Department
- Goulbourn Township Fire Department
- Kanata Fire Department
- Ontario Provincial Police District 11
- Osgoode Township Fire Department
- Rideau Township Fire Department
- West Carleton Township Fire Department

2.2 Area of Focus

The intent of the review was to seek information from the 9-1-1 local partners in order to verify that they had carried out the necessary Year 2000 related activities. The five areas of focus and what each entailed are described below.

- Awareness and completeness of inventory

The focus was on determining whether the local partners had identified all 9-1-1 related products and had carried out the necessary research which would allow them to make appropriate decisions about the need to upgrade or replace certain products.

- Year 2000 assessment of critical suppliers

The focus was on determining whether the local partners had contacted all their critical suppliers to inquire about their Year 2000 readiness. Furthermore, if the responses received were unsatisfactory, that steps were taken to remedy the situation such as identifying alternative suppliers or ensuring that critical supplies and parts would be fully stocked before the end of the year.

- Year 2000 assessment of vehicles and equipment

The focus was on determining whether the local partners had contacted manufacturers and vendors in order to confirm whether vehicles and key equipment could be adversely affected by any Year 2000 problems. If potential compliance issues were identified, solutions were found to deal with these problems and had been put in place (e.g. manual processes).

- Year 2000 assessment of facilities and other embedded systems

The focus was on determining whether system components such as fire alarms and access systems had been checked for Year 2000 compliance. As well, that the local partners had taken appropriate steps to ensure that key facilities such as communication centres and fire stations were properly hardened.

- Contingency Planning

The focus was on determining if each local partner had developed or was in the process of developing an appropriate contingency plan or emergency preparedness plan, or had revised its existing plan incorporating the potential for Year 2000 related problems.

The review took place during the months of July and August 1999. An “Awareness Letter” was sent to all agencies on 12 July 1999, indicating the approach being taken and the purpose of the review.

2.3 Recommendation

The Region’s Year 2000 Program Office has found that the risk of Year 2000 related failure to the 9-1-1 Service is low. However, to ensure the continued operation of the 9-1-1 Service should an emergency situation arise, it is recommended that all 9-1-1 local partners forward to the Region’s Emergency Measures Unit a copy their Year 2000 contingency plan or updated emergency preparedness plan.

3. Findings - Fire Departments

3.1 City of Cumberland Fire Department

Fire Chief Gordon Mills
500 Charlemagne Boulevard
Orleans Ontario
K4A 1E2

The meeting with Chief Gordon Mills, Cumberland Fire Department, was conducted by Mr. Dan Whall on 26 July 1999. Subsequently, Mr. Mike Sharp, telecommunication expert, provided the following information by telephone and electronic mail:

The Cumberland Fire Department uses a Nortel Meridian 1 PBX, Option 11C Compact and the telephones used by dispatchers are Nortel M2616 digital sets with alphanumeric display. Mr. Sharp also confirmed that the ANI/ALI information is in no way connected to the CAD and therefore, will require manual input to the Cumberland Fire Department CAD. The CAD is a Paradox Version 7 CAD system, which was developed in house, and is compliant according to Chief Mills. Additional equipment used to record voice signals are a sixteen (16) channel digital voice logger from Eyretel, a Spilsbury call check recorder, and a Digital Techniques Inc. digital to analog converter, used to convert the signals for recording.

3.1.1 Inventory

Chief Mills stated that they have completed the inventory of all equipment that could be affected by Year 2000 problems, and that all necessary changes (from a Year 2000 perspective) have already been made.

3.1.2 Critical Supplier Readiness

All critical suppliers have been investigated by the Cumberland Fire Department. Alternate arrangements have been made for fuel reserves as follows:

- 10,000 gallons stored at Public Works;
- 5,000 gallons stored at a second work site;
- 250 gallons stored on site.

3.1.3 Vehicles and Equipment

All vehicles have been confirmed Year 2000 compliant by the Cumberland Fire Department. Communications with the vehicles takes place via a two-way radio (Motorola Radio System) that has been confirmed compliant by the vendor, and there is no other electronic method of communicating with the vehicles.

3.1.4 Facilities and other Embedded Systems

The Cumberland Fire Department is responsible for four fire stations. Should a hydro failure occur, two of the stations are configured for automatic transfer to a backup generator, while the other two require a manual transfer to backup power. All medical equipment used by the fire service including defibrillators has been confirmed Year 2000 compliant by the vendor.

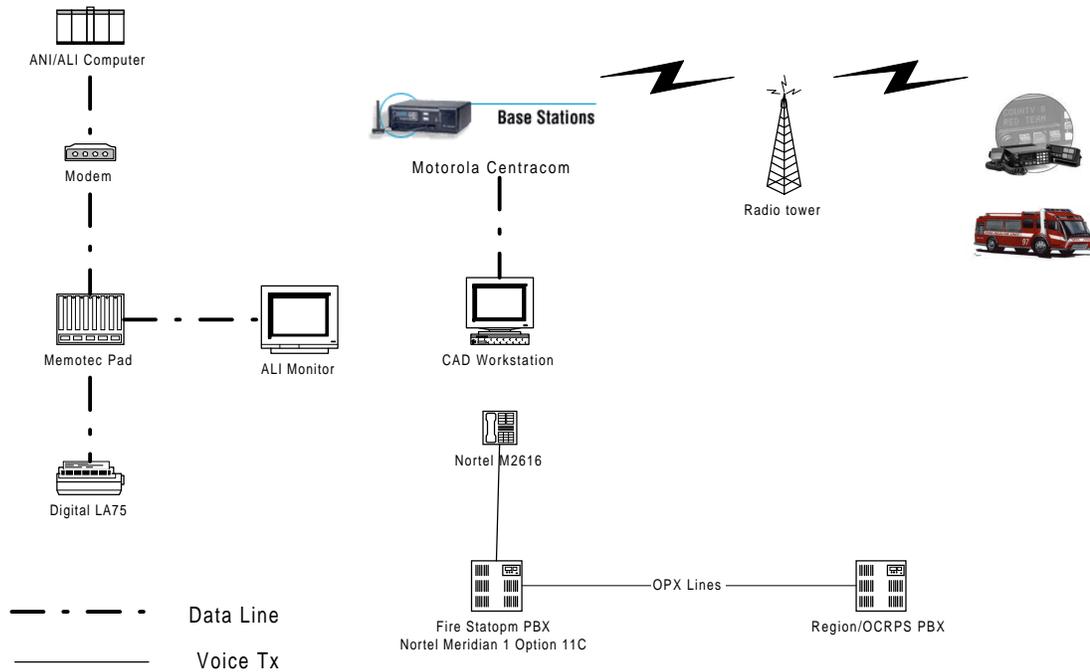
3.1.5 Contingency Plans

The Cumberland Fire Department has an existing emergency plan, and have not developed a special contingency plan based solely on the Millennium issue. The existing emergency plan is used as the primary tool for responding to unexpected emergencies that may arise including those that may occur during the critical Year 2000 related dates.

The Emergency Plan is normally tested on a yearly basis and the next major mock disaster exercise is planned for late February 2000 and will involve all the key players who would normally be involved in a disaster. The Cumberland Fire Department has set in place a methodology of promoting emergency preparedness and self-sufficiency to its citizens.

During the 31 December 1999 and 01 January 2000 date rollover, additional staff will be on call and will be equipped with pagers and two-way radios. Full staffing will be in place during the first week of January 2000.

Cumberland Fire Department 9-1-1 Infrastructure



3.2 West Carleton Township Fire Department

Fire Chief Paul Asmis
 5670 Carp Road
 Kilburn Ontario
 K0A 2H0

The meeting with Fire Chief Paul Asmis, West Carleton Township Fire Department, was conducted by Mr. Dan Whall on 16 August 1999. Chief Asmis indicated that the West Carleton Fire Department does not support their own dispatch centre. Instead, dispatch services are provided through a partnership with the City of Kanata Fire Department. Resources are dispatched from a central point to the applicable station.

West Carleton is responsible for the largest geographic area in the region with six stations, 22 vehicles and 129 Volunteer Fire Fighters. A mobile command vehicle was commissioned at the end of the August.

3.2.1 Inventory

Chief Asmis stated that an independent company was contracted to complete the inventory and to report on vendor compliance. He also indicated that all required upgrades were made.

3.2.2 Critical Supplier Readiness

The West Carleton Fire Department contacted critical suppliers, and replies are still being received. Necessary follow-up will be carried out until all key suppliers have responded. The fire department usually replenishes medical supplies from the local ambulance service, though some basic supplies will be kept on hand through critical dates. A two-week supply of oxygen is normally kept on hand.

3.2.3 Vehicles and Equipment

Both vehicles and equipment have been verified Year 2000 compliant by the West Carleton Fire Department. Some defibrillators will need to be reset manually, shortly after midnight and staffs have been made aware of this requirement. Vehicles will also be started shortly after midnight on 01 January 2000 to ensure that they function properly.

3.2.4 Facilities and other Embedded Systems

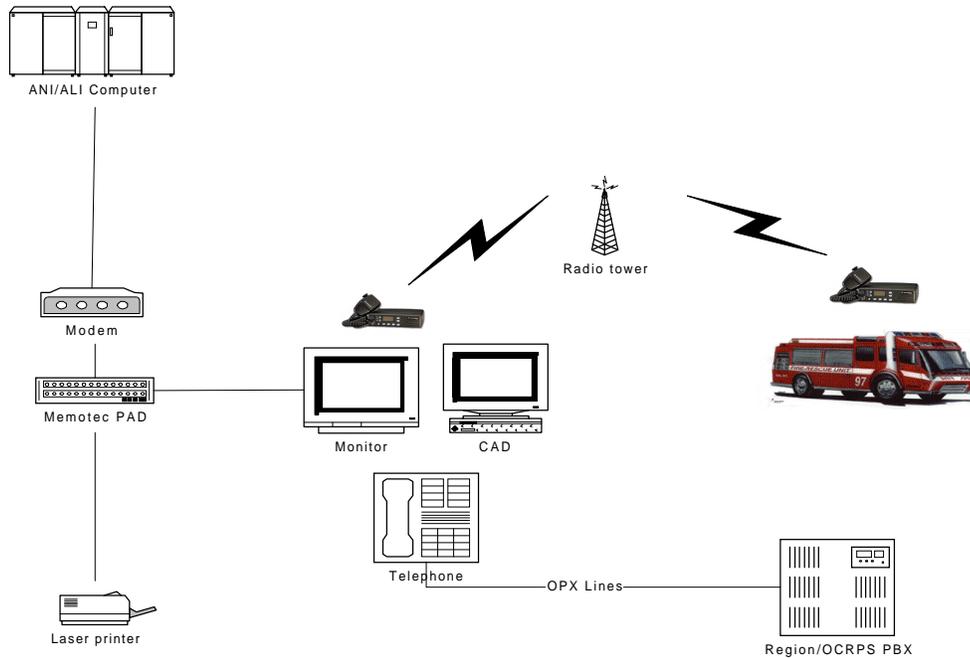
The West Carleton Fire Department has six buildings. None of these buildings have been hardened (i.e. generator backup etc.), but some of the vehicles have generators onboard. The Municipal Building, which houses the Emergency Operations Centre, has not been hardened either.

Through a West Carleton Year 2000 related vendor compliance project, various components in the facilities have been confirmed as compliant. A power outage could seriously impact the fire department's service capability, and the Fire Chief stated that the Township is in the process of obtaining permission to purchase generators.

3.2.5 Contingency Plans

A contingency plan is in development, by the West Carleton Fire Department, and will be forwarded to the Region's Year 2000 Program Office shortly. Chief Asmis indicated that a six-man crew would be on call, at each fire station, through critical dates.

West Carleton Fire Department 9-1-1 Infrastructure



3.3 Kanata Fire Department

Fire Chief Gord Kemp
380 Eagleson Road
Kanata Ontario
K2M 1G8

The meeting with Fire Chief Gord Kemp, City of Kanata Fire Department, was conducted by Mr. Dan Whall on 29 July 1999. Mr. Jack Hamilton, one of the dispatchers, also participated in the meeting. Mr. Hamilton was tasked with the responsibility of completing the inventory and confirming Year 2000 compliance of equipment in use by the fire department.

The Kanata Fire Department houses the dispatch centre responsible for dispatching fire resources for both the City of Kanata Fire Department and the West Carleton Fire Department.

The Kanata Fire Department has started training personnel to recognise Year 2000 problems, and this will continue throughout the remainder of 1999.

3.3.1 Inventory

The Kanata Fire Department has completed its inventory including medical equipment and verified Year 2000 compliance by contacting vendors.

3.3.2 Critical Supplier Readiness

Chief Kemp stated that critical suppliers have been confirmed as Year 2000 ready. He also indicated that no additional parts would be kept on hand.

3.3.3 Vehicles and Equipment

The Kanata Fire Department has verified its vehicles and medical equipment as Year 2000 compliant by contacting vendors. Regular and preventive maintenance for vehicles will be carried out as well as regular scheduled testing for equipment.

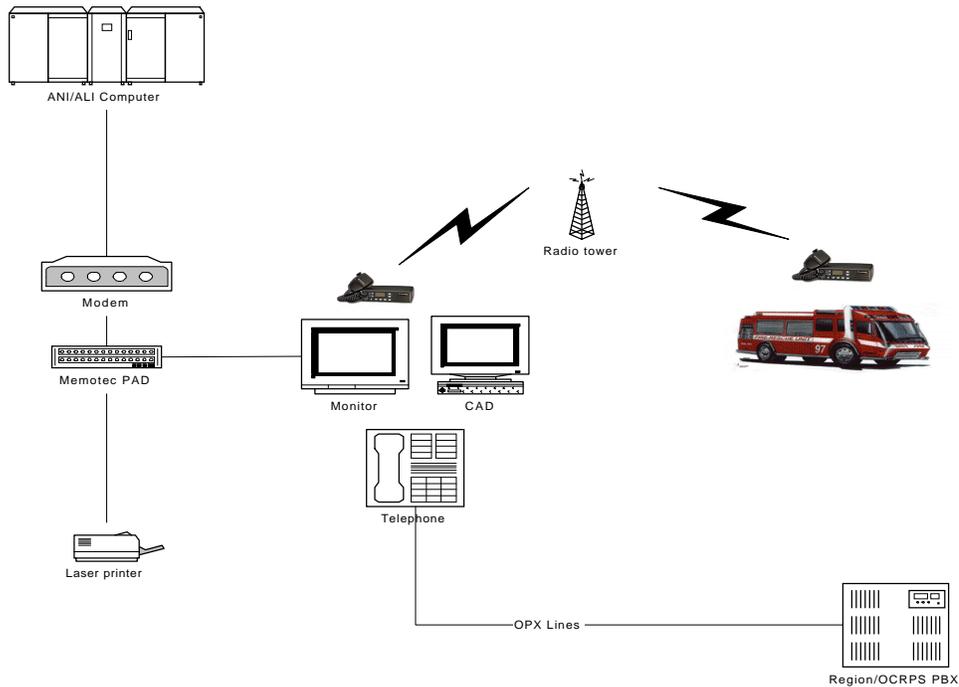
3.3.4 Facilities and other Embedded Systems

The key buildings used by the Kanata Fire Department have generators. Tests are being conducted to ensure that the generators are capable of sustaining an entire building, as well as determining what critical components are required to maintain essential services. Alternative heating methods are also being investigated, just in case they should be required.

3.3.5 Contingency Plans

The Kanata Fire Department is developing a contingency plan to augment the Emergency Plan that is already in place. This plan will take Year 2000 into consideration. The Fire Department also has a mobile command vehicle at their disposal should an evacuation be required. Additional members of the fire team will be on call during critical dates.

Kanata Fire Department 9-1-1 Infrastructure



3.4 Osgoode Township Fire Department

Fire Chief Gerald Bennett
8011 Victoria Street
Metcalfe Ontario
K0A 2P0

The meeting with Fire Chief Gerald Bennett, Osgoode Township Fire Department, was conducted by Mr. Dan Whall on 27 July 1999. Chief Bennett has launched a public awareness program and testing of the Emergency Plan will begin for both staff and the public in September. During the meeting, Ms. Marleen Rutherford provided additional technical information on the 9-1-1 configuration.

From a 9-1-1 communications perspective, the Osgoode Township Fire Department has both X.25 and PERS connections to receive 9-1-1 calls. The General Data concentrator is connected to the CAD computer for direct input of ANI/ALI information.

3.4.1 Inventory

Ms. Rutherford was tasked by the fire department with the inventory taking and verifying Year 2000 compliance from vendors. Chief Bennett stated that the inventory has been completed,

and that critical components have been either deemed Year 2000 compliant or have been upgraded.

3.4.2 Critical Supplier Readiness

The Osgoode Fire Department has investigated critical suppliers, and alternate fuel supplies have been arranged. Fuel will be available at the Roads Site where road maintenance vehicles are normally fuelled. If regular fuelling supplies become unavailable, this site has been hardened with a generator and will serve as a fuelling area.

3.4.3 Vehicles and Equipment

All vehicles and equipment have been confirmed Year 2000 compliant by the Osgoode Fire Department. The primary means of communication to the vehicles is by a Motorola two-way radio system that is maintained by Rathburne Electronics.

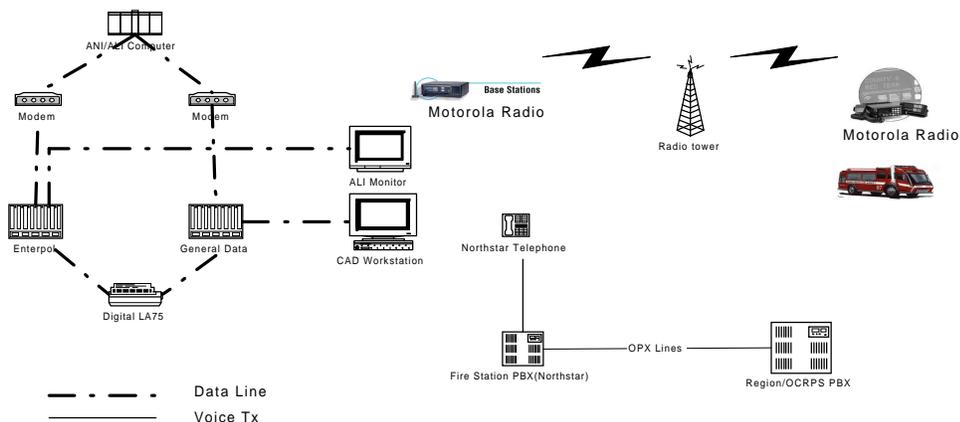
3.4.4 Facilities and other Embedded Systems

Chief Bennett has indicated that all critical facilities have been hardened with generators.

3.4.5 Contingency Plans

Chief Bennett stated that a Year 2000 Readiness Plan is being distributed to the general public. The plan details Risk Description, Explanation of Risk, Contacts, Public Action, and Township Action.

**Osgoode Township Fire Department
9-1-1 Infrastructure**



3.5 Rideau Township Fire Department

Fire Chief George Hawkins
PO Box 310
North Gower, Ontario
K0A 2T0

The meeting with Fire Chief George Hawkins, Rideau Township Fire Department, was conducted by Mr. Dan Whall on 26 July 1999 at the Manotick Fire Station. Chief Hawkins has taken an aggressive approach to prepare the fire department and the community for any Year 2000 issues. He has also developed a Year 2000 related contingency plan to augment the current Emergency Plan.

3.5.1 Inventory

As the only full time fire fighter in the fire station, Chief Hawkins has taken the inventory and verified Year 2000 compliance of components. This inventory and compliance verification has resulted in upgrades of the fire dispatch computer, software packages and generators.

3.5.2 Critical Supplier Readiness

Chief Hawkins has investigated the Year 2000 readiness of critical suppliers and alternative suppliers are being identified where necessary.

3.5.3 Vehicles and Equipment

The inventory of vehicles and equipment has been completed and has been confirmed Year 2000 compliant by Chief Hawkins.

3.5.4 Facilities and other Embedded Systems

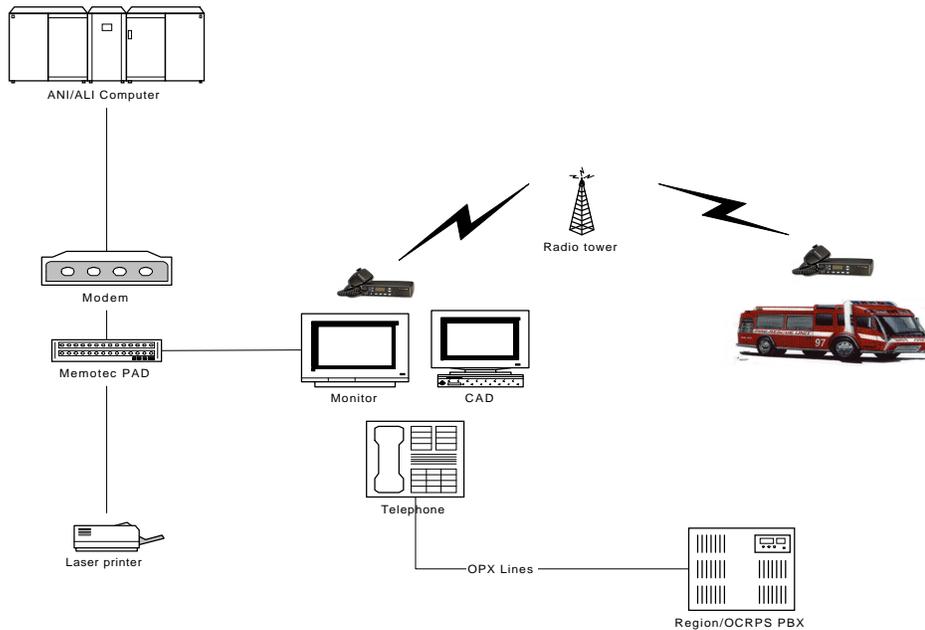
Chief Hawkins indicated that a new generator was being installed in the main fire station, while the old one was to be relocated and installed in the secondary fire station. This work was scheduled to be completed by the end of August.

3.5.5 Contingency Plans

Chief Hawkins has developed a Year 2000 contingency plan that includes the identification of evacuation centres and alternate communications methods such as cellular phones, the Emergency Measures Radio System, and the Amateur Radio Club. During the critical dates, both fire stations will be staffed and two dispatchers will be on shift.

The contingency plan assesses various risk factors which have been broken down into LOW (Y2K Ready, could experience minor failures), MEDIUM (Possibly Y2K Ready, Y2K failures expected), and HIGH (Not Y2K Ready, Y2K failures can occur).

Rideau Township Fire Department 9-1-1 Infrastructure



3.6 Goulbourn Township Fire Department

Fire Chief Terry Gervais
1631 Main Street
P.O. Box 399
Stittsville, Ontario
K2S 1A5

The meeting with Fire Chief Terry Gervais, Goulbourn Township Fire Department, was conducted by Mr. Dan Whall on 16 August 1999 at the Stittsville Fire Station. Chief Gervais indicated that the Goulbourn Fire Department is in the process of moving to a new building which is tentatively scheduled for 15 December 1999. Chief Gervais stated that only the dispatchers will be moved to the new building, with the trucks remaining in the existing primary station until early in the New Year.

It is important to note that the dispatch service is completely mirrored between the existing primary and secondary stations. Once the new building is operational, the dispatch service will be mirrored between this new building and the existing secondary station.

Year 2000 compliance issues were addressed during construction. The dispatch areas in both existing buildings are hardened.

3.6.1 Inventory

Chief Gervais indicated that an independent consultant was brought in to complete the inventory and contact vendors in regards to the Year 2000 compliance of products. The inventory has been completed for existing buildings and equipment but not for systems and equipment in the new building. The Fire Chief stated the products being installed in the new building are being verified for Year 2000 compliance prior to installation.

3.6.2 Critical Supplier Readiness

Chief Gervais stated that critical suppliers have been contacted and extra medical supplies and batteries for the pagers have already been stocked since these were in short supply during the 1998 ice storm.

3.6.3 Vehicles and Equipment

The Goulbourn Fire Department has completed its verification of vehicles and medical equipment and necessary Year 2000 compliance upgrades have been made. Defibrillators will be reset after midnight on 01 January 2000 and staff are aware of the necessary procedures.

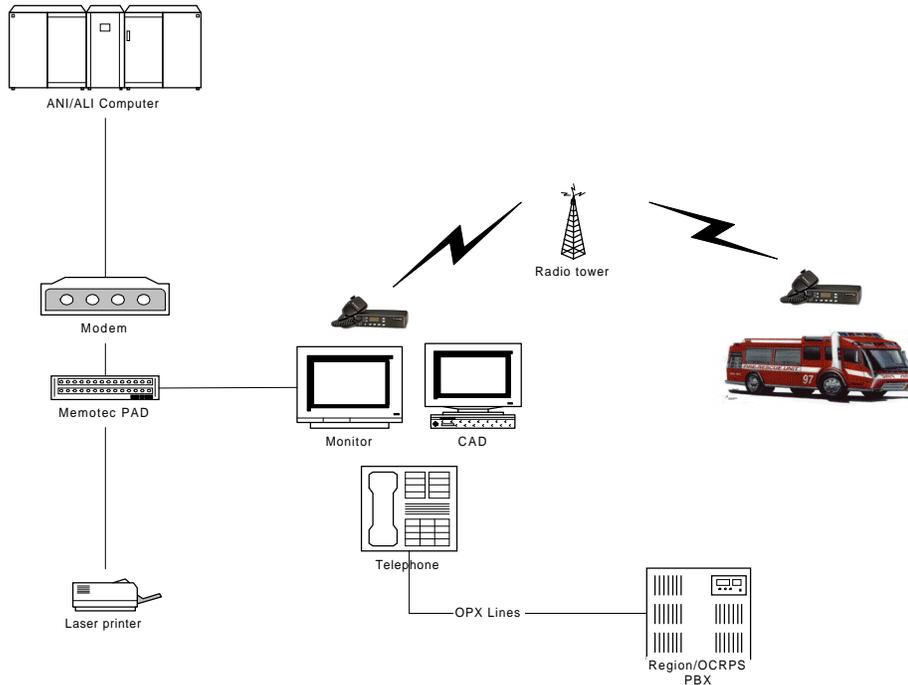
3.6.4 Facilities and other Embedded Systems

Three facilities will be available to the Goulbourn Fire Department by year-end. Chief Gervais stated that the existing main building and the secondary station both have a backup generator for dispatch. As stated earlier, the mirroring capability ensures that any 9-1-1 calls can be received at both the primary and secondary stations without user intervention. The new fire station is scheduled to be operational on 15 December 1999. It has full backup power that can run all equipment as well as a compressor to fill the air tanks used by fire fighters.

3.6.5 Contingency Plans

Chief Gervais stated that no specific Year 2000 contingency plans are being implemented, but rather the Emergency Plan is being updated and should be completed by October 1999. The only change in regards to the Year 2000, is that an additional dispatcher will be brought in for 01 January 2000. Two crews, equipped with pagers, will be on standby. In the event that the paging system becomes unavailable, the crews will be picked up and brought into the stations.

Goulbourn Fire Department 9-1-1 Infrastructure



3.7 Ottawa Fire Department

Division Chief J. Ross White
1423, Randall Avenue
Ottawa, Ontario
K1H 7R5

The meeting with Division Chief Ross White, Ottawa Fire Department, was conducted by Ms. Lyne Lacroix-Gilbert on 26 July 1999 at the Communications Division of the Ottawa Fire Department, located adjacent to Fire Station #8 at the intersection of Alta Vista Drive and Randall Avenue, Ottawa.

Participating in the meeting were: Ross White, Division Chief Communications, Thomas Hope, Director Year 2000 Project Office, City of Ottawa and Sergio Dinis, Year 2000 Project Office, City of Ottawa.

The Randall Street Fire Station houses the Communications Division responsible for dispatching fire resources to fourteen fire stations in Ottawa.

“9-1-1” calls destined for the Ottawa Fire Department are transferred downstream from the Ottawa-Carleton Regional Police Service’s Communication Centre to a Mitel SX 200 telephone system over four telephone lines (Bell OPX lines). The Mitel SX 200 has been declared Year 2000 compliant by its vendor, Mitel. A Remote Position Indicator (RPI) is utilised to route incoming Automatic Line Identifier (ALI) information to one of three fire dispatcher positions at the Communications Division. The Communications Division is staffed with three fire dispatchers using a Computer Aided Dispatch (CAD) system.

3.7.1 Inventory

The Communications Division of the Ottawa Fire Department, in collaboration with the City of Ottawa Year 2000 Program, conducted and completed an inventory, including vehicles and administration systems. Year 2000 modifications were completed and testing was conducted to verify compliance of all components as of July 1998.

3.7.2 Critical Supplier Readiness

The Communications Division of the Ottawa Fire Department has ensured that key external suppliers were contacted and compliance statements have been received.

3.7.3 Vehicles and Equipment

The Communications Division of the Ottawa Fire Department has confirmed the Year 2000 compliance of its vehicles and equipment.

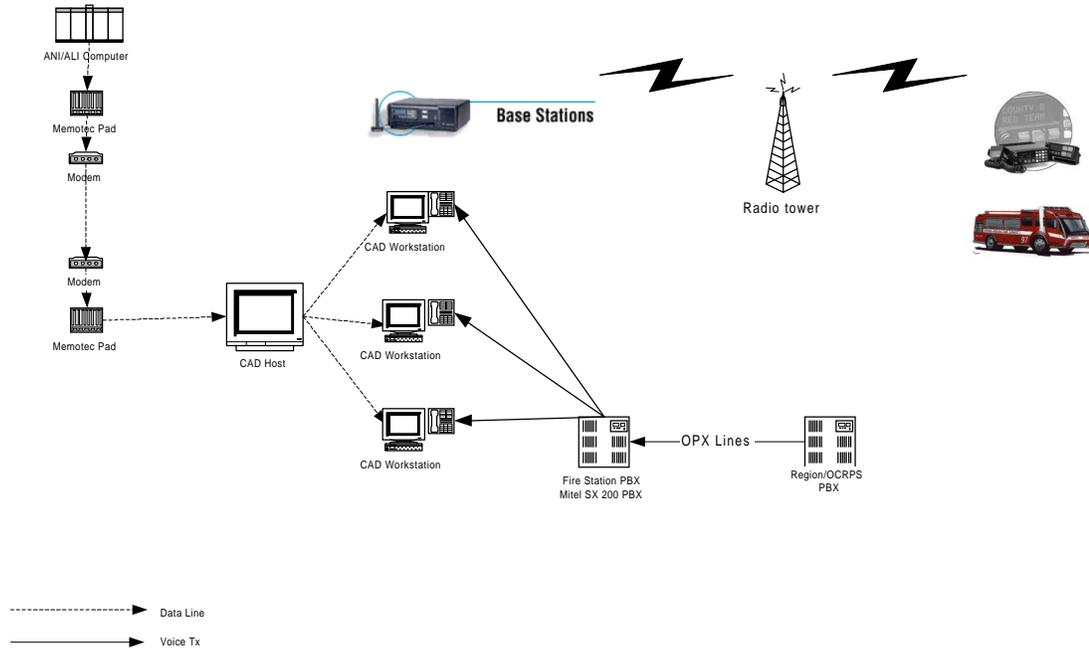
3.7.4 Facilities and other Embedded Systems

The Randall Street Communications Centre is fully backed up. The generators, UPS and battery backup systems have been tested by the Communications Division of the Ottawa Fire Department and are Year 2000 compliant.

3.7.5 Contingency Plans

The contingency plans are being reviewed by Senior Management, City of Ottawa. It is expected that all contingency plans will be completed by September 1999. Copies of contingency plans will be provided to the READY 2000 Contact Group.

Ottawa Fire Department 9-1-1 Infrastructure



3.8 Gloucester Fire Department

Mr. Don McCallan
 Communications Division
 1595, Telesat Court
 Gloucester, Ontario
 K1G 3V5

The meeting with Mr. McCallan of the Gloucester Fire Department was conducted by Ms. Lyne Lacroix-Gilbert on 26 August 1999.

The Blair Road Fire Station houses the Communications Centre responsible for dispatching fire resources to four Gloucester fire stations.

“9-1-1” calls destined for the Gloucester Fire Department are transferred downstream from the Ottawa-Carleton Regional Police Service’s Communication Centre to a Norstar PBX over two Bell telephone lines (OPX lines). The Norstar PBX has been declared Year 2000 compliant by its vendor, Nortel.

The Communications Centre uses a CriSys Ltd.’s IntelliMap/911 CAD system with full Geographic Information System (GIS). This allows the fire department to best locate emergencies. Automatic Line Identifier (ALI) information is captured by IntelliMap/911 via

Bell Remote Position Indicators (RPI) which identify which call taker has received the call. There are no printers or dumb terminals where ALI data gets recorded. Data is not transferred further downstream to the other fire stations. There is one CAD position/dispatch and two additional CAD workstations used for monitoring purposes.

The Gloucester Fire Department relies on Motorola radios to dispatch emergency calls. The fire stations have a combination of Motorola and GE base radios. The radios currently in use are Motorola, Zetron consoles and General Electric. In addition to the radio systems, emergency calls are also dispatched using P.A. systems located at the stations.

3.8.1 Inventory

A complete inventory was conducted by the Gloucester Fire Department, including vehicles and administration systems, and there are no outstanding Year 2000 issues.

3.8.2 Critical Supplier Readiness

The Gloucester Fire Department contacted all external suppliers and they have responded satisfactorily.

3.8.3 Vehicles and Equipment

The Gloucester Fire Department has inventoried all vehicles and they have been declared Year 2000 compliant by vendors. The only areas of concern are the defibrillators. Mr. McCallan indicated that although the equipment would be functional during critical dates' rollover, the Year 2000 problem may produce erroneous reports. Mr. McCallan is currently addressing this issue.

3.8.4 Facilities and other Embedded Systems

All fire stations have generators that are tested on a weekly basis. Three fuel sources (natural gas, propane and diesel) are used amongst the four fire stations. Should fuel be unavailable at one of the station, one of the other stations would be able to respond to an emergency call.

A trailer-mounted generator has recently been purchased for 1700 Blair Road, where the Fire Station #1, the Communications Centre and the main eastern building of the Ottawa-Carleton Regional Police Service are located. Arrangements with fuel suppliers are already in place to ensure the continued provision of fuel during an emergency. Staff will be trained shortly on how to use the trailer-mounted generator.

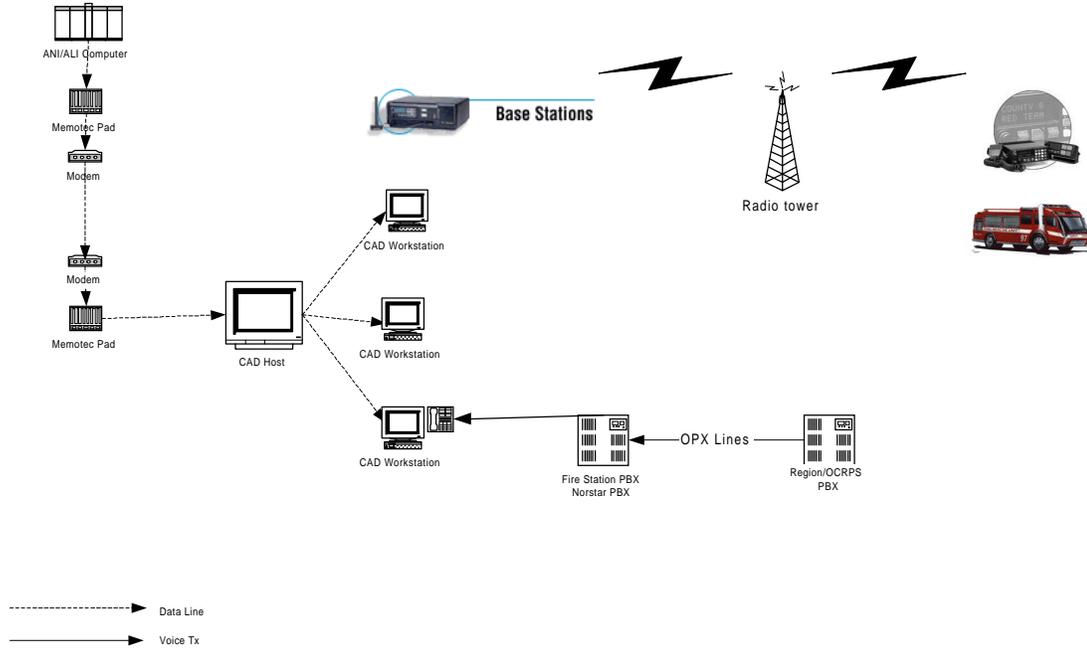
3.8.5 Contingency Plans

The Gloucester Fire Department has completed its contingency plan and sent it to the City of Gloucester. Mr. McCallan indicated that since the Gloucester Fire Department is a small organisation, there was no requirement for in-depth contingency plans. The Gloucester Fire Department has adequate operating procedures in place that could be used in case of

emergency. In addition, the Gloucester Fire Department can rely on the regional fire departments' "Mutual Aid" agreement that could be utilised to augment their own service.

It should be noted that the Gloucester Fire Department makes use of an older radio system, which is tested every Monday. This system could also be used as a backup for the main radio system.

Gloucester Fire Department 9-1-1 Infrastructure



3.9 Nepean Fire Department

Captain Steve McFarlane
Nepean Fire Department
1075 Greenbank Rd.
Nepean Ontario
K2J 1X8

The meeting with Captain Steve McFarlane, Nepean Fire Department, was conducted by Mr. Gerry Champagne at the Bells Corners Fire Station on 01 September 1999.

The Nepean Fire Department has 120 full-time fire fighters on a four-platoon system housed in four fire stations. The communication centre is located at the Greenbank Fire Station. It can operate with two dispatchers, but during normal operations there is only one dispatcher.

The PBX, located at Greenbank, has four incoming Bell telephone lines (OPX lines) used to receive calls from the OCRPS Communication Centre, two for Nepean and two that are downstreamed to Rideau Fire Department. The PBX is a Norstar PBX 0x32 ICS running release 1.0 T1, which has been confirmed compliant by the vendor.

The Communications Centre is upgrading its present MS-DOS based system to a CriSys CAD system with full Geographic Information System (GIS). The GIS provides the fire department with a capability for quickly finding the exact location of any emergency. Automatic Line Identifier (ALI) information is captured by the software via Bell Remote Position Indicators (RPI) which identifies which call taker has received the call. The two systems will run in parallel until December when full switchover will be done. As a contingency, the MS-DOS based system will be maintained over the Year 2000 period in case the CriSys should fail.

The Nepean Fire Department relies on Motorola radios to dispatch emergency calls.

3.9.1 Inventory

The Nepean Fire Department, working with the City of Nepean Year 2000 Program, identified a complete inventory, including vehicles and administration systems. Year 2000 compliance research was conducted and based on findings arising out of this exercise, the fire department has addressed or is the process of addressing Year 2000 related issues. Any outstanding work is scheduled to be completed by the end of September.

3.9.2 Critical Supplier Readiness

The Nepean Fire Department has ensured that key external suppliers were contacted. Where responses have not been forthcoming, necessary follow-up is being carried out until a satisfactory reply has been received.

3.9.3 Vehicles and Equipment

The Nepean Fire Department has confirmed the Year 2000 compliance of its vehicles and equipment. The department uses the Motorola Gold Series Elite radios that are Year 2000 compliant. Regularly scheduled testing and maintenance of both vehicles and applicable equipment are being conducted.

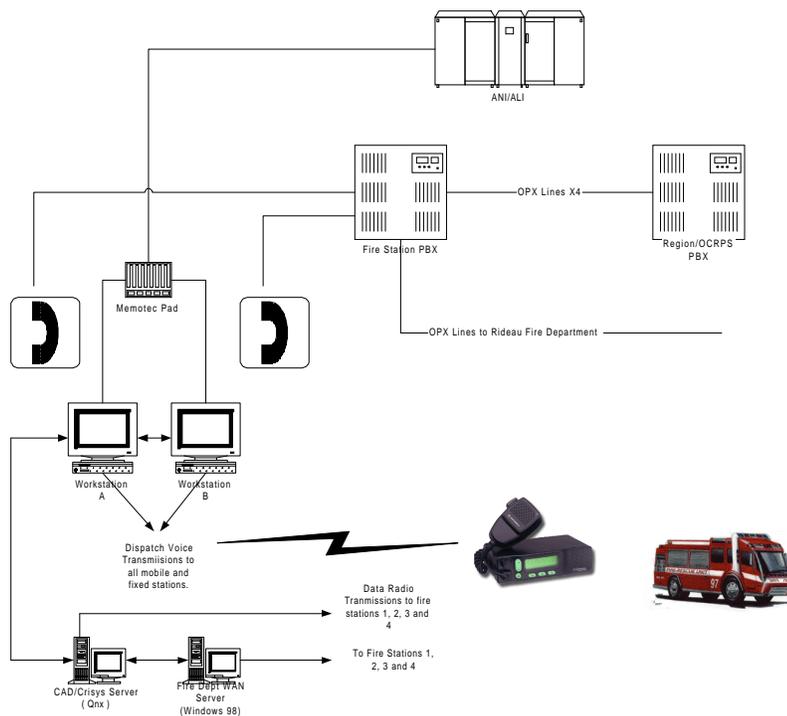
3.9.4 Facilities and other Embedded Systems

All four fire stations have been hardened to some extent by the fire department. The Greenbank Fire Station, which houses the Communication Centre, is fully backed up with fuel supplies stored on site. Generators are tested on a weekly basis and are on automatic switchover.

3.9.5 Contingency Plans

The Nepean Fire Department has completed its contingency plan, which is scheduled to be approved by the Nepean City Council. Once approved, it will be incorporated into the Emergency Plan. A copy should be available by end September.

Nepean Fire Department 9-1-1 Infrastructure



4. Findings – Ambulance Service

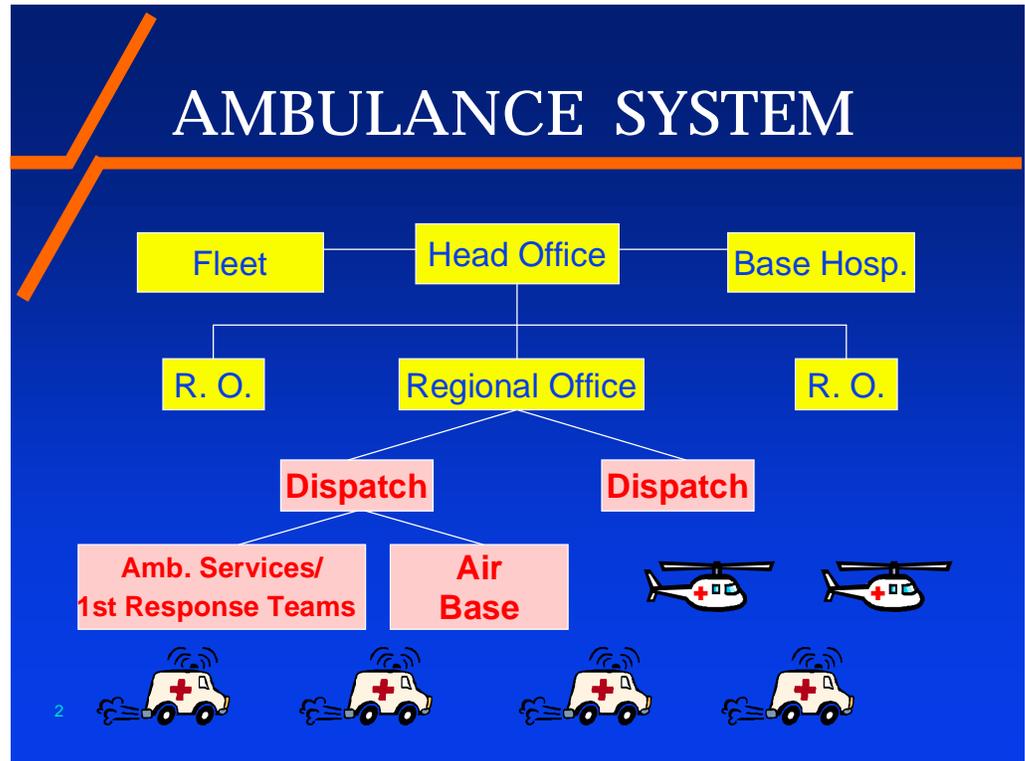
4.1 Ministry of Health

Mr. David Nemirovsky
Manager, IT and Systems Section
Emergency Health Services Branch
5700 Yonge Street
Toronto, Ontario
M2M 4K5

The meeting with Mr. Nemirovsky of the Ministry of Health was conducted by Mr. Gerry Champagne in Toronto on 05 August 1999.

At the present time, nearly all facets of the Ambulance Service falls under the auspices of the Emergency Health Services branch (EHS) of the Ontario Ministry of Health (MOH). As such, the EHS has been involved in and taken the lead for ensuring the Year 2000 readiness of ambulance systems including the ambulance portion of 9-1-1 service. The 9-1-1 service represents only a small portion of MOH's overall Year 2000 remediation efforts.

In June of 1997, EHS established a core project team to assess the Year 2000 compliance of the various components of the ambulance service. Working closely with its regional offices, base hospitals, the central ambulance communication centres and the local ambulance services, a Year 2000 program was developed and implemented. The MOH organisational structure is represented below:



In terms of Year 2000, local ambulance services are only responsible for their facilities, information technology (administrative systems) and non-medical embedded systems, none of which are critical from a 9-1-1 service perspective. For its part, MOH is responsible for information technology (critical applications, IT related products including 9-1-1 etc.), medical equipment, telecommunications and ambulances.

4.1.1 Inventory

EHS completed a preliminary inventory in October of 1997. Where necessary, applications and equipment were modified or replaced. EHS verified the Year 2000 compliance of the inventory by contacting manufacturers rather than the vendors of the products.

4.1.2 IT Applications

The only critical application in regard to the 9-1-1 service is the ambulance response information system (ARIS). ARIS is a EHS system that records and displays 911 Automatic Number Identification/Automatic Line Identification (ANI-ALI) information, all ambulance call details, ambulance status changes etc. SHL Systemhouse was hired by EHS to make ARIS Year 2000 ready. Code changes and testing were completed earlier this year and new ARIS PCs have been installed at Central Ambulance Communication Centre (CACC). Full ARIS readiness was achieved at the end of July. A lower priority system, CRITICAL, which is used to identify if and where hospital beds are available, is also Year 2000 ready.

4.1.3 Critical Supplier Readiness

EHS has identified all critical suppliers and letters were sent out inquiring about their Year 2000 readiness. This process of verifying Year 2000 readiness of critical suppliers is an ongoing process and EHS continues to carry out any necessary follow-up. Part of the contingency planning strategy is to ensure that key supplies and parts will be fully stocked just prior to the end of the year.

4.1.4 Vehicles and Equipment

EHS contacted applicable manufacturers to confirm that no Year 2000 compliance issues have been identified for the various types of ambulances currently in use. As part of its due diligent efforts, EHS continues to monitor the situation. The ambulances use two-way radios and there is no other computerised capability in the vehicles. The Year 2000 compliance of these radios has been confirmed.

4.1.5 Facilities and Other Embedded Systems

EHS has developed a comprehensive testing methodology, which includes between 25 and 30 dates. A risk assessment is conducted for each of the 144 facilities identified, which determines whether or not it will be tested. All Central Ambulance Communication Centres (CACC) in Ontario have been or will be tested by EHS staff. Remediation efforts for the CACC at 2380 St. Laurent are mostly completed, but testing has been delayed while waiting for some software. This testing activity should be completed in early September.

The only equipment used by ambulances that required testing were heart monitors and defibrillators. The formers are only used in air ambulances. As for defibrillators, EHS made arrangements to have them tested at base hospitals. On June 9, 1999, the Ottawa Hospital confirmed the compliance of the defibrillators it had tested. EHS has also indicated that some defibrillators will need to be manually adjusted by ambulance staff shortly after midnight, on January 1st. The equipment will still function properly but the date on the printout will be incorrect. EHS is preparing instructions on how to do this manual adjustment and they will be distributed in the fall.

4.1.6 Contingency Plans

EHS has prepared and distributed a draft contingency planning framework that includes a Year 2000 risk assessment on ambulance services and a high level strategy to mitigate these risks. In February, MOH regional and CACC managers were briefed on this planning process and all areas are preparing and/or updating their contingency plans. The CACC for Eastern Ontario is working with and encouraging local ambulance services to prepare and submit their own plans no later than 30 September 1999.

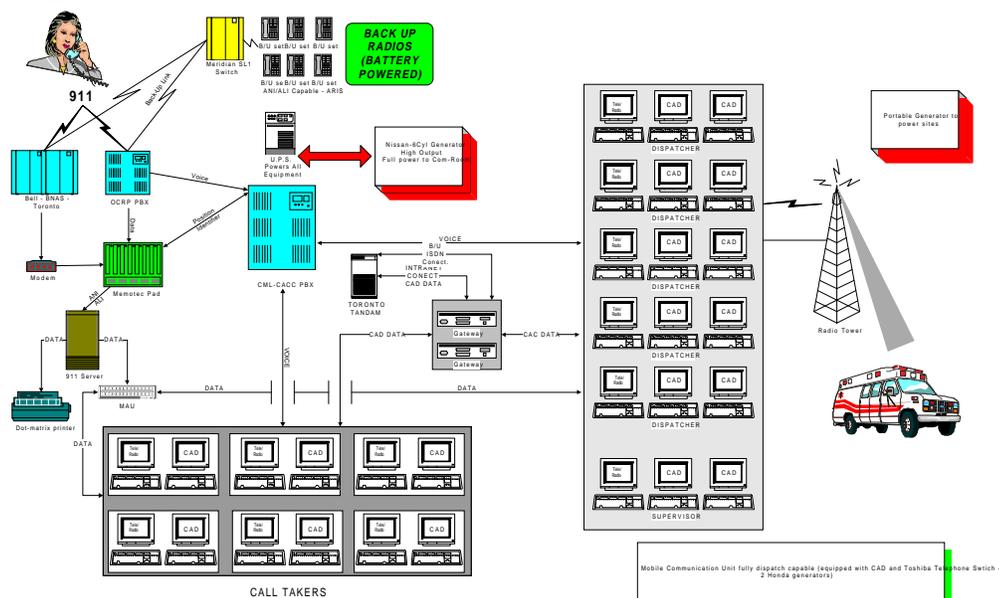
4.2 Central Ambulance Communication Centre (CACC)

Mr. Richard Lavictoire
A/Manager, CACC
2380 St. Laurent Blvd.
Ottawa, Ontario
K1G 6C4

The meeting with Mr. Richard Lavictoire, Central Ambulance Communication Centre, was conducted by Mr. Gerry Champagne on 26 July 1999. Mr. Alain Groleau was also present at the meeting.

Of the 150,000 or so calls received each year, approximately three-quarters are 9-1-1 calls while the remainder are "7 digit" calls. The receipt of these 7 digits necessitates the use of manual processes. These processes could be used for all calls should it become necessary. This figure represents the CACC 9-1-1 configuration.

Ottawa CACC Communication Diagram



4.2.1 Inventory

CACC staff provided EHS with an inventory of all equipment. As mentioned in section 4.1.1, EHS was responsible for obtaining confirmation of the Year 2000 compliance of products. During site visits by EHS staff, CACC personnel participated in the review and testing of all items as well as taking corrective action as appropriate.

4.2.2 Critical Supplier Readiness

Though the review of critical supplier Year 2000 readiness is being co-ordinated through EHS, the CACC conducted parallel activities with a few critical local suppliers. Ensuring the continued mobility of its 85 ambulances is crucial, therefore the ongoing availability of fuel is a high priority.

In addition to checking with local suppliers, the CACC is part of the READY 2000 Contact Group which is collaborating to ensure that emergency services will continue to receive fuel despite any potential Year 2000 problems.

4.2.3 Vehicles and Other Equipment

The eighty-five (85) or so ambulances in Eastern Ontario associated with the CACC are regularly serviced and maintained from a Fleet facility located at 2380 St. Laurent. Prior to the end of the year, key supplies and parts will be fully stocked.

As stated earlier, EHS is taking the lead in this area. Working with EHS staff, CACC personnel have reviewed radio systems and determined that no dates are being processed in them. Dispatch consoles have been upgraded and tested as appropriate. Voice logging systems were upgraded and any potential problems with the 911 interface were addressed with the upgrade to the consoles.

4.2.4 Facilities

The CACC has some battery back-up power available plus two generators. One generator is for the facility while the other is for the 9-1-1 service. Fleet maintenance and repair personnel are available to maintain the generators. CACC personnel are also examining the possibility of relocating operations to other facilities should the need arise. For more information, refer to section 4.1.5.

4.2.5 Contingency Plans

Based on the framework developed by EHS, the CACC is in the process of preparing its contingency plan. As part of its planning efforts, the CACC will have extra staff on-site beginning the evening of 31 December 1999. Checklists of things that must be checked prior to and after midnight are being prepared. Given the importance that ambulances are mobile in order to respond to calls, each of the 85 ambulances will be contacted beginning shortly after

midnight. If a call is not received by a pre-determined time, ambulances will move out of their facility/garage. CACC personnel are also working with local ambulance services and encouraging them to have plans ready by no later than 30 September 1999.

4.3 Local Ambulance Service (LAS)

Mr. D. Powell – Arnprior/Kanata Ambulance Service
Mr. J. McIsaac – Carleton Place/Richmond Ambulance Service
Mr. L. Massender – Ottawa Carleton regional Ambulance Service
Mr. Mr. M. Chretien – Rockland/Orleans District Ambulance Service
Mr. J. Kibsey – St. Laurence & District Ambulance Service

To assist local ambulance services with their Year 2000 related activities, EHS developed and made available a Year 2000 Readiness Guide and a Computer User Guide. Responsibility for Year 2000 is restricted to facilities and information technology, that is hardware and software used in administrative, non-911, systems. Discussions were held with Messrs. Powell, McIsaac and Kibsey, who confirmed that all 9-1-1 related issues had been addressed by either MOH or CACC.

4.3.1 Inventory

LAS are responsible for confirming the Year 2000 compliance of various IT products used in their facilities. These products are not required for the effective running of the 9-1-1 service.

4.3.2 Critical Supplier Readiness

LAS were encouraged to verify the year 2000 readiness of suppliers of non-technology items such as tissues, oxygen, blankets and splints. LAS are being encouraged to have a full stock of such supplies prior to the arrival of the new millennium.

4.3.3 Vehicles and Equipment

EHS is responsible for the Year 2000 compliance of ambulances and any medical equipment associated with these vehicles e.g. defibrillators. LAS are responsible for any non-9-1-1 and non-medical equipment.

4.3.4 Facilities

LAS are totally responsible for any facilities they occupy. For example, confirming the Year 2000 compliance of fire and access systems as well as any generators they may have. However, facilities are not important in the provision of 9-1-1 generated services since calls received at the CACC are dispatched directly to an ambulance. The important aspect in such a process is the ability of the appropriate ambulance to receive and respond to a call dispatched to it.

4.3.5 Contingency Plans

As stated earlier, local ambulance services are being encouraged to prepare and submit contingency plans by 30 September 1999.

5. Findings – Other Partners

5.1 Canadian Forces Support Unit (CFSU) Ottawa

Security and Military Police

Captain H. Doucette
Captain Steeve Gregoire
101 Colonel By Drive
Ottawa Ontario
K1A 0K2

The meeting with Captains Doucette and Gregoire, CFSU Ottawa Security and Military Police, was conducted by Mr. Dan Whall on 27 July 1999 at the National Defence Headquarters in Ottawa. Captain Gregoire participated in the meeting since he will be replacing Captain Doucette. Both stated that they have been and will continue to be working on Year 2000 issues both locally and nationally. They have already reviewed critical components and will continue to revisit them.

5.1.1 Inventory

Captain Doucette stated that although an inventory was conducted, it would be reviewed to ensure its completeness and accuracy.

5.1.2 Critical Supplier Readiness

Captain Doucette indicated that the military police have available supplies through the normal supply chain, they will however be investigating alternate fuel supplies. As this organisation is part of National Defence, the Military Police have access to resources not available to other organisations. These include fuel trucks and bladders, which can be utilised in an emergency situation.

5.1.3 Vehicles and Equipment

Captain Doucette stated that vehicles and equipment have been investigated for Year 2000 compliance, although vendors have not been formally contacted.

The only method of communication to the vehicles is by radio. The laptop computers normally used in the cruisers have been removed because the vendor that supplied the equipment

support has gone out of business. Ericsson supplies the radio communication system used by the police and Captain Doucette stated that the police have Motorola radios available, which can be deployed on short notice if needed.

5.1.4 Facilities and other Embedded Systems

CFSU Ottawa, which is responsible for the military portion of 9-1-1, has been hardened with both generators and UPS. There are some remaining questions in regards to where 9-1-1 OPX lines enter the building. This is being investigated to confirm that the line of communication remains open in the event non-critical lines of communication must be disconnected. The Military Police are in the process of deciding which phone lines are critical.

Captain Doucette stated that an alternate building, the Drill Hall located behind Regional Headquarters, is available should evacuation become necessary. Captain Gregoire stated that a cruiser could act as a command post if required. An alternative method of receiving the 9-1-1 calls would be required to use either of these options.

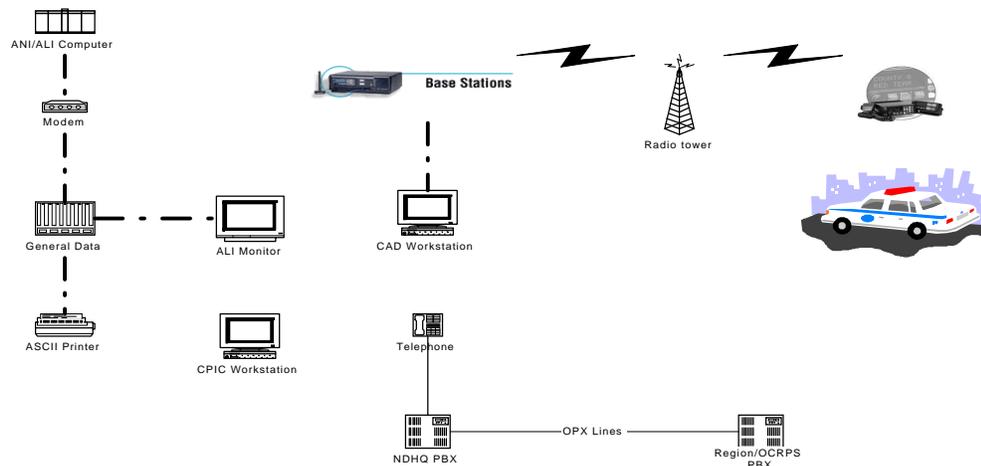
5.1.5 Contingency Plans

Captain Doucette indicated that contingency plans are still in development and will be forwarded to the Region when finalised.

A number of alternative methods of communication have been investigated including using the messaging portion of CPIC as a link between all military police sections within Canada.

To maintain communication at a regional level, it was suggested that consideration be given to using the Emergency Amateur Radio Service.

Military Police 9-1-1 Infrastructure



5.2 Ontario Provincial Police #11 District (OPP)

Staff Sergeant Garry Crabtree
75 Dufferin St.
P.O. Box 160
Perth Ontario
K7H 3E3

The meeting with Staff Sergeant Crabtree, Ontario Provincial Police, was conducted by Mr. Dan Whall at the Kanata Detachment of the OPP and took place on 23 July 1999. Also present at the meeting, was Mr. George Sansom, District 10 Technologist. The Ontario Provincial Police, as well as a number of Municipalities, use Ontario Municipal and Provincial Police Cooperative (OMPPAC) which is a province-wide database for policing information and dispatch.

OMPPAC 4.0.1 is an MS-DOS based application that the OPP has deemed compliant. According to Mr. Sansom and the Integrated Justice Project Group, OMPPAC is due to be upgraded, but has been made compliant pending the release of the new Computer Aided Dispatch/Records Management System (CAD/RMS).

The telecommunication equipment used by the OPP is a Virtual Network (V-Net) introduced in 1995, which allows direct dialling to any individual within the organisation. The 9-1-1 Service has two dedicated lines at the Kanata Detachment on the V-Net.

5.2.1 Inventory

On 04 May 1999, Ian MacLeod, from the OPP's Telephone Systems Office, sent a letter to the Region of Ottawa-Carleton confirming that the Ontario Provincial Police had completed the inventory and Year 2000 assessment phase in late 1997.

5.2.2 Critical Supplier Readiness

The above-mentioned letter from Mr. MacLeod mentioned that the Year 2000 assessment conducted included service providers and suppliers.

5.2.3 Vehicles and Equipment

Mr. Sansom indicated that the vehicles have been confirmed Year 2000 compliant, and no additional maintenance outside of regular scheduled maintenance will be performed. The primary method of communication with cruisers is Motorola two-way radios, although some cars also carry cellular phones.

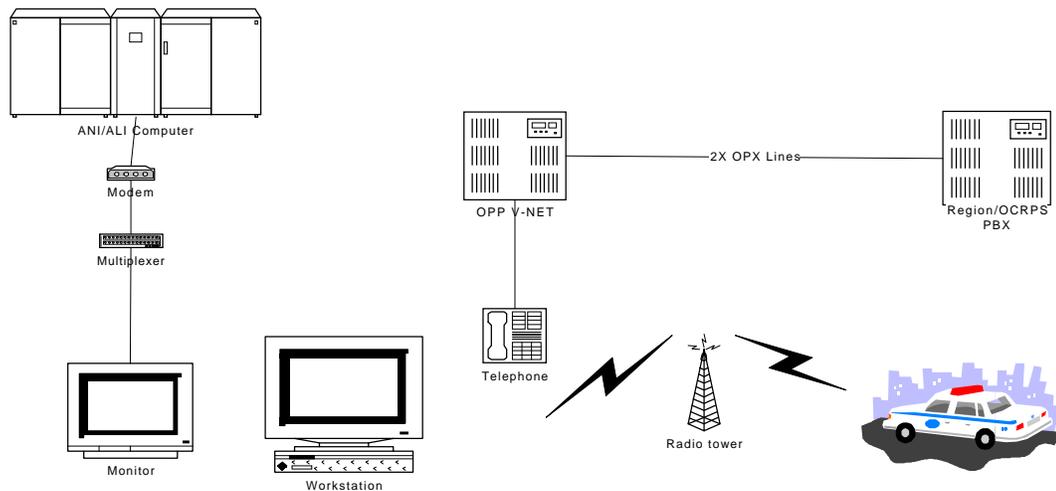
5.2.4 Facilities and other Embedded Systems

Mr. Sansom stated that the generators for their facility have already been ordered and will be installed prior to year-end. Mr. MacLeod's letter also stated that facility controls were included in their assessment and that the Viax Trader Turret System which is connected to the Ottawa-Carleton 9-1-1 System is not affected by Year 2000 issues.

5.2.5 Contingency Plans

Contingency planning initiatives are underway and the OPP are deploying generators, reviewing fuel requirements and examining resource requirements.

Ontario Provincial Police 9-1-1 Infrastructure



5.3 Royal Canadian Mounted Police (RCMP)

S/Sgt. Henri Bourgeois
Manager of Operational Support
1200 Vanier Parkway
Ottawa, Ontario
K1A 0R2

The meeting with S/Sgt. Henri Bourgeois, Royal Canadian Mounted Police (RCMP), was conducted by Mr. Gerry Champagne on 10 August 1999 at the RCMP Headquarters in Ottawa.

The use of the 9-1-1 service by the RCMP is very limited, receiving approximately 10 calls per month. The RCMP is responsible for responding to traffic incidents on the Parkways and some emergency calls from Embassies.

All 9-1-1 calls initially go to the OCRPS Communication Centre and it is there that the determination is made on who will respond, OCRPS or RCMP, depending on location and time of occurrence. For example, the OCRPS will respond to most traffic incidents on the Parkways for calls received after 9:00 PM.

The RCMP communication centre is a 24/7 operation having 4 dispatch positions, one of which is used for 9-1-1.

5.3.1 Inventory

The RCMP has carried out a complete inventory and obtained confirmation on the Year 2000 compliance of 9-1-1 related components.

5.3.2 Critical Suppliers

The RCMP contacted key suppliers to verify their overall Year 2000 readiness. The RCMP will be stockpiling some key supplies such as vehicle parts and fuel.

5.3.3 Vehicles and Equipment

The RCMP has verified their vehicles and two-way radios for Year 2000 compliance. The RCMP has a capability to maintain and effect emergency repairs on their vehicles. Most supervisors are or will be equipped with cell phones.

5.3.4 Facilities and Embedded Systems

The RCMP is taking extensive measures to protect their key facilities against potential Year 2000 vulnerabilities. The communication centre is in the main building at the RCMP headquarters location. Two generators are in place to ensure that the various equipment contained within the communication centre remain operational.

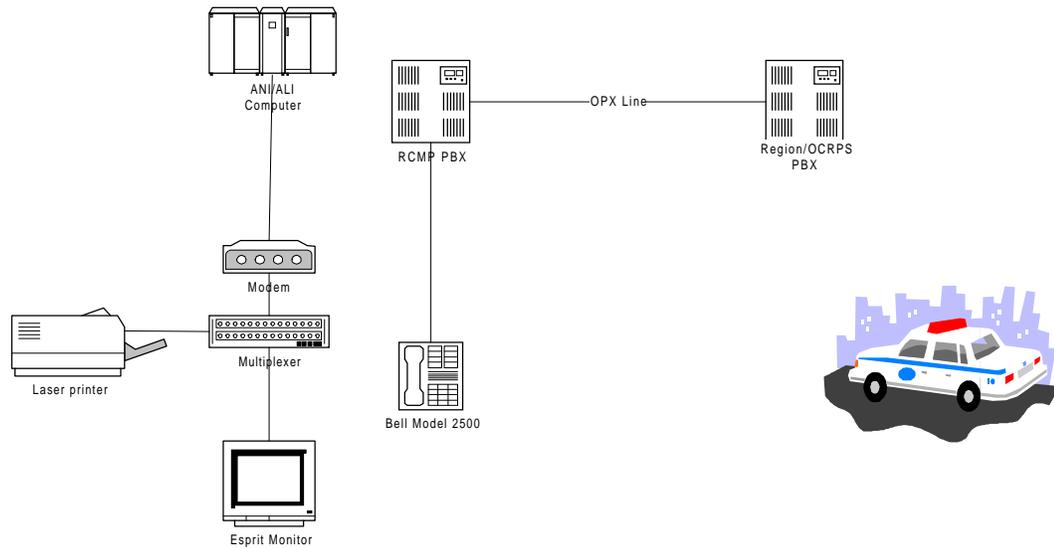
5.3.5 Contingency Planning

The RCMP has developed an emergency plan for the communication centre. The RCMP is in the process of determining the assignment and designation of resources in anticipation of the Year 2000. At present, the 9-1-1-dispatch location has only one line and one telephone, which means only one call can be handled at the same time. Despite the low number of 9-1-1 calls received, the RCMP is considering installing a second line.

No annual leave is being approved for RCMP personnel for the period 27 December 1999 to 15 March 2000. As part of its Year 2000 preparation, the RCMP is drafting "memos of

understanding” with other key 9-1-1 partners including OCRPS, ambulance services and fire departments. Finally, the RCMP is an active member of the READY 2000 Contact Group.

Royal Canadian Mounted Police 9-1-1 Infrastructure



6. Summary

In conclusion, the Region of Ottawa-Carleton Year 2000 Program Office is confident that 9-1-1 local partners have been active in taking measures to ensure the continuity of the 9-1-1 Service well into the next millennium. Issues have been identified and addressed and the local partners should be prepared to deal with any Year 2000 problems that may arise.

The Region's Year 2000 Program Office has found that the risk of Year 2000 related failure to the 9-1-1 Service is low. However, to ensure the continued operation of the 9-1-1 Service should an emergency situation arise, it is recommended that all 9-1-1 local partners forward to the Region's Emergency Measures Unit a copy their Year 2000 contingency plan or updated emergency preparedness plan.