

Our File/N/Réf.                      03 02-96-0009  
Your File/V/Réf.

DATE                                      2 April 1996

TO/DEST.                                9-1-1 Management Board

FROM/EXP.                              Coordinator, 9-1-1 Management Board

SUBJECT/OBJET                        **CALLING 9-1-1 FROM APARTMENT ENTRY SYSTEMS**

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**DEPARTMENTAL RECOMMENDATION**

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

**BACKGROUND**

Correspondence dated 29 Feb 96 was received from Dan Found, Property Manager of the Richmond Heights Apartments and was originally sent to all members of the 9-1-1 Management Board and the 9-1-1 Advisory Committee as "Information Previously Distributed".

As a result of the ensuing correspondence from the Ottawa-Carleton Regional Police, this issue is now being submitted for discussion purposes.

*Approved by R. Nelson*

Rosemary Nelson

att.

***Ottawa-Carleton Regional  
Police Service ComCentre  
23&24 Division***

**MEMORANDUM**

**To: Rosemary Nelson**

**From: A/Insp Ian Davidson**

**Subject: Request from Mr. Dan  
Found**

**Date: 01 Apr 96**

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**Copy: Management Board Members**

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I have reviewed the request submitted by Mr. Found and the response Cst. Ferguson prepared. I concur with the issues raised by Cst. Ferguson and look forward to a discussion at the next Management Board meeting.

Thank-you

  
Ian Davidson

# *Ottawa-Carleton Regional Police Service ComCentre*

## MEMORANDUM

**To:** Superintendent P. Moyle

**From:** A/Sgt. John P. Ferguson

**Subject:** Calling 9-1-1 from  
apartment entry systems

**Date:** 25 March 1996

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Sir;

In regards to the attached letter from Mr. Dan Found, property manager at 2481 Richmond Road in which he requests approval to connect the apartment entry system to 9-1-1 I make the following observations:

There are two types of entry systems available:

The first is a private system local to the apartment building only, which accesses apartment phone numbers using a 4 digit code. This sort of system cannot be programmed to call 9-1-1.

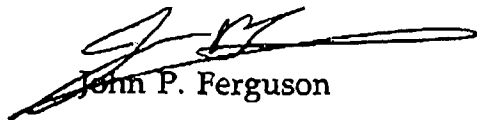
The second type of system, when the 4-digit code is entered, actually dials the 7-digit number of the apartment in question using the Bell lines. This system can be used in the manner described by Mr. Found to make a connection to 9-1-1. While in the absence of any other method of calling for assistance this may be desirable, I have several concerns:

- 1) Mr. Found indicates that there is a 2-minute time-out on the system. In the case of an complex call, this time limit may cause a problem. It is my understanding that this concern cannot be corrected using current technology.
- 2) There is no current capability for the 9-1-1 bureau to "call back" the system, as there is no bell or other indication of an incoming call at the receiving end. This may cause problems in the event of an ongoing incident or:
- 3) a problem due to pranksters dialing 9-1-1 from such a system as they will become aware that there is no accountability for calls made. A call made from a location with no voice contact must result, under current guidelines, in a emergency services being dispatched. It is therefore conceivable that this may impact negatively on response time to legitimate calls for service.

4) In Mr. Found's example, the ANI/ALI information for the telephone number will show up as being the business address for the premises. This will most likely either be the office or the superintendent's apartment and not the entry system. I do not believe it is possible to identify a specific location under such circumstances and this may become problematical.

If these concerns can be adequately addressed, I judge that such systems could be a valuable addition to the 9-1-1 service in Ottawa-Carleton and I congratulate Mr. Found on his initiative in this matter. If such a project was to be undertaken, I would suggest that systems involved be prominently identified as such, along with a description of the limitations inherent to its use.

Respectfully submitted,



John P. Ferguson

# *Richmond Heights*

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*apartments*

*2841 Richmond Road  
Ottawa, Ont. K2B 6C5  
(613) 829-4141*

February 29, 1996

To: Ms. Rosemarie Nelson  
Fax: 560-1380

From: Dan Found, Property Manager  
Tel: 829-4141

Message: Dear Ms. Nelson, Mr. Davidson has suggested I forward my request for approval to you for consideration and distribution to the 911 management board.

I am requesting approval to program "911" into our apartment entry system at 2841 Richmond Road.

The entry system is a telephone type device using a regular Bell business line and a telephone key pad similar to a Bell public telephone key pad.

I believe this arrangement would provide the same access to "911" a public telephone in our lobby might, except that our entry system will time out after two minutes at the most. In addition, the line used by our entry system is of course our business line, not a Bell public telephone line. Therefore, I ask for your approval, advice or caution in adding "911" to our entry system.



# ***Ottawa-Carleton Regional Police Service ComCentre***

## **MEMORANDUM**

**To: Inspector I. Davidson**

**From: A/Sgt. John P. Ferguson**

**Subject: Calling 9-1-1 from  
apartment entry systems**

**Date: 01 April 1996**

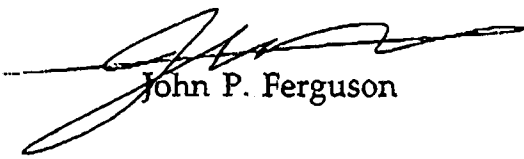
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Sir;

I spoke to Mr. Found on Wednesday 27 March 1996 and relayed my concerns to him about this initiative. (See attached memo.) I also indicated that I felt it was a worthwhile endeavour, and that I would recommend it to the 9-1-1 bureau when these concerns were addressed.

He stated that he expected to be installing a new entry system in late April 1996 and it was with that system that he wished to program in the 9-1-1 option. Mr. Found will contact me after the installation and arrange for test 9-1-1 calls to ensure that it will work correctly. He further indicated that he would not proceed any further than that until he received approval from the 9-1-1 Management Board. Mr. Found is very aware of the potential problems that I raised and is completely agreeable to removing the 9-1-1 option after a test period if it proves to be problematical.

Respectfully submitted,

  
John P. Ferguson