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DATE                        12 October 1999

TO/DEST.                 The Chair and Members of Council

FROM/EXP.                Finance Commissioner

SUBJECT/OBJET           **YEAR 2000 AND THE REGION OF OTTAWA-CARLETON  
REPORT FOR THE THIRD QUARTER OF 1999**

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BACKGROUND

On 11 February 1998, Regional Council approved the three-year capital authority for the Region's Year 2000 Program, and approved the 1998 spending plan. At that time, Regional Council requested regular reports on the progress of this initiative, in recognition of the vital importance of the Region's Year 2000 preparedness and its ability to deliver services to residents.

Attached hereto is the Executive Summary from the Report on the Third Quarter of 1999 prepared by the Year 2000 Task Force. The full report, which is a detailed summary of the progress and status of the Program to date, is available upon request from the Region's Year 2000 Program Office.

*Approved by*  
*J. C. LeBelle*  
*Finance Commissioner*

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TO BE LISTED ON CORPORATE  
SERVICES AND ECONOMIC DEVELOPMENT  
COMMITTEE AGENDA - 2 November 1999

***REGION OF OTTAWA-CARLETON***

***EXECUTIVE SUMMARY***

***YEAR 2000 PROGRAM  
REPORT FOR THE THIRD QUARTER  
OF 1999***



**Submitted to  
Corporate Services and Economic Development  
Committee  
Tuesday, 02 November 1999**

**Prepared by the Region of Ottawa-Carleton  
Year 2000 Task Force**

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Copies of this document are available for public distribution from the Region of Ottawa-Carleton, Year 2000 Program Office, by calling (613) 560-6065 ext. 5198 or by visiting our web site at [www.rmoc.on.ca/2000](http://www.rmoc.on.ca/2000)

You may send your questions and comments to us by email at [2000@rmoc.on.ca](mailto:2000@rmoc.on.ca)

# **REGION OF OTTAWA-CARLETON**

## **YEAR 2000 PROGRAM**

### **REPORT FOR THE THIRD QUARTER OF 1999**

#### **EXECUTIVE SUMMARY**

This document provides a status report to the end of the third quarter of 1999 for the Year 2000 Program at the Region of Ottawa-Carleton. It provides a comprehensive overview of the Program from 16 June 1999 to 15 September 1999.

Key highlights of the Program discussed in the body of this report are as follows:

#### **YEAR 2000 PROGRAM – AT A GLANCE**

- The safety of residents of Ottawa-Carleton, visitors to the Region, and staff at the Region continues to drive the priorities of the Program as well as all other communications initiatives, including READY 2000.
- The continued operation of the 9-1-1 Service remains the highest priority system for the Region.
- The Year 2000 Program is not expected to exceed the original budget set by Regional Council in February 1998 of \$19.8 million.
- In the third quarter of 1999, we continue to make significant progress on Critical and High priority items. In fact, there are now forty-two (42) Critical and High priority items left to close.
- Our dependencies on the outside world (utilities, key suppliers, business partners) have been circumvented through contingency planning. Only eighty-nine (89) external suppliers are considered critical to our operations. The Region will continue to engage and monitor these critical organizations throughout 1999.
- The READY 2000 partnership is providing the Region with a great opportunity to find out more about the state of Year 2000 readiness of key local service providers. We continue to work in partnership with area municipalities, emergency services providers and key public and private sector organizations to coordinate emergency preparedness planning and communications activities within Ottawa-Carleton.

#### **CORPORATE HIGHLIGHTS**

- We are pleased to report that we have had no significant problems retaining our existing internal staff and external consultants working with the Program over this past quarter.

- The Standing Offer is still providing a sufficient number of consulting resources to the Program, and the Region continues to share this valuable tool with other organizations, such as local area municipalities and school boards.
- Our dependencies on the outside world (utilities, key suppliers, business partners) have been circumvented through contingency planning. Only eighty-nine (89) external suppliers are considered critical to our operations from a list of eight hundred and twenty-seven (827) key suppliers.
- Year 2000 vendor compliance research has been completed on two thousand and ten (2,010) of two thousand and eleven (2,011) unique products (from six-hundred and twenty-six (626) unique vendors) used by the Region (including all business systems, embedded systems, and facilities management systems).
- In this quarter, substantial progress was made towards fixing the large number of PCs that failed Year 2000 tests and completing any outstanding testing that remained, particularly with laptop computers. Over four-hundred and eighty (480) PCs were fixed and re-tested during the quarter, leaving just under two hundred and ninety-eight (298) to fix.
- Contingency plans were developed for all essential service areas as well as administrative service areas (e.g. financial services, payroll and IT support). These exercises produced twenty-four (24) contingency plans. As part of this contingency planning process, departments identified essential service staff to support their contingency plans and are still developing and completing training and testing plans.
- The Year 2000 Program is not expected to exceed its three-year capital budget. To date, the cost of addressing Year 2000 issues has resulted in approximately \$13,531,000 committed, out of a total allocation of \$19,280,000.
- In this quarter, the Year 2000 Program Office continued to participate in the READY 2000 initiative to develop a communication plan for the fall of 1999. There were also four (4) presentations made to external agencies about the Year 2000 readiness of key regional services.
- Co-operation between the Region and other levels of government on Year 2000 related issues continued to be essential and beneficial to the Program. The Inter-municipal Working Group on Year 2000 continued to meet monthly to stage presentations of common interest and to share information and current status of Year 2000 projects. The Year 2000 Program Office also provided detailed briefings to, among others, National Radio and Television News Directors Conference, and Treasury Board.

### **MAJOR SERVICE AREA HIGHLIGHTS**

- The Region of Ottawa-Carleton and the Ottawa-Carleton Regional Police Service (OCRPS) participated in the Toronto Police Service and Bell Canada 9-1-1 verification

exercise on 29 June 1999. During the verification exercise, the 9-1-1 backup centre in Toronto was utilized to receive 9-1-1 calls. All calls originated from the Stentor Resource Centre in Ottawa, where several members of the Region/OCRPS were active participants. This has been the only end-to-end testing of the 9-1-1 system conducted within Ontario and the event was attended by over 20 emergency service operations and government agencies from across Ontario. OCRPS felt this was a worthwhile verification exercise that demonstrated that various Bell Canada components did not present any Year 2000 issues.

- The 9-1-1 documentary audit, led by the Region's Year 2000 Program Office, is now completed. This audit is the result of the comprehensive strategy, that was developed to test the Regional portion of the 9-1-1 Service to allow the Regional Police Service to assess the risks associated with new components of the Regional portion (i.e. Bell Canada, PBX, CAD/RMS, Radio System and Mobile Work Stations) and to determine what further Year 2000 testing may be required. (The Executive Summary of this report is available.)
- At the direction of the 9-1-1 Management Board, a review was conducted during the summer months by the Year 2000 Program Office to assess the Year 2000 readiness and related contingencies of local 9-1-1 partners. A report entitled "Review of 9-1-1 Local Partners" was distributed to 9-1-1 partners in early October 1999, and presented to the 9-1-1 Management Board on 08 October 1999.
- The OCRPS Year 2000 Steering Committee has approved the reduction of the leave suspension period, previously set at 28 December 1999 to 31 January 2000, to 29 December 1999 to 09 January 2000, inclusive. The rationale for this change is that the substantial progress made in dealing with Year 2000 issues and the development of Operational Contingency Plans has reduced the level of uncertainty and has permitted a shortened leave suspension period. The new dates also recognize the Statutory Holidays on 27/28 December, as well as the Operational Patrol Schedule that has a cycle end on 09 January 2000.
- All three (3) contingency plans have been approved by the OCRPS Year 2000 Steering Committee chaired by Deputy Chief V. Bevan, namely:
  - Communications (includes 9-1-1) Service;
  - Patrol Operations (includes Operations Support); and
  - Information Technology.
- Planning is well underway to deal with the extensive millennium celebrations planned in Ottawa-Carleton. This planning will address the requirement for enhanced patrol presence. The Operational Command Structure headed by the OCRPS Deputy Chief Operations has been augmented with Senior Officers to develop detailed plans for the millennium period.

- The Regional water treatment, delivery and storage system is “Year 2000 Ready” based on the remediation work done last November by Water Division staff on the existing central Supervisory Control and Data Acquisition (SCADA) System.
- Only one (1) Critical item remains open at the end of this quarter for the Water Supply Division. The “low lift pumping” challenge at the water plants is still in the installation and testing stage of the SCADA Upgrade Project. There are no Year 2000 issues with any of the existing equipment but since the process is undergoing changes it is considered untested as a new system.
- Given the importance of the water supply to the community, the Water Division considers it prudent to staff its facilities and processes on New Year’s Eve such that, in the unlikely event that a failure should occur, staff will be on-site and ready to move to a manual mode of operation, and begin any rectification process immediately.
- The Water Division’s contingency plan testing will include a “dry run” of fully manual operations within the two plants with all SCADA and computer controls turned off. Within the distribution system, “manned” operation of pump stations and wells will be in the “Year 2000 roll-over” mode of operation. The contingency “dry run” has been scheduled during October-November. It should be noted that the Region last operated on a remote manual mode in 1997.
- Water Environment Protection Division (WEPD) staff who have responsibility for sewage treatment have contacted all local area municipalities that operate municipal portions of the sewage collection system, feeding into the Regional system. They have assured us that their facilities have been remediated and that contingency measures are in place. This ensures the successful operation of the region-wide sewage treatment system over critical roll-over dates.
- WEPD has finalized its staffing requirements and additional personnel complement to support their contingency plan during the critical Year 2000 roll-over. Eighteen (18) staff from Engineering Division as well as ten (10) from Water Division have been assigned to meet the staffing needs.
- All traffic controllers used on the streets of Ottawa-Carleton have been tested and confirmed during the first quarter of 1999 to be compliant. There are no safety issues in street operations, due to the presence of the conflict resolution device that would force a “four-way red flash” mode should abnormal conditions arise.
- All three (3) Regional long-term care facilities have completed their contingency plans. The contingency plans are built around the recent ice storm experience and now focus on “hardening” the facilities (i.e. generators) in order for residents to remain at their Homes as long as possible. Previous contingency plans were focussed on evacuating residents.
- The Social Services’ Record Services and Verify Payments (RSVP) system will replace a number of non-compliant Year 2000 applications which currently run in the now obsolete

MAPPER environment on the Region's mainframe system. A beta release of RSVP will be available on 27 September 1999 for Year 2000 system testing. User acceptance testing and development of training material is in progress.

- An options analysis on the month-end printing and distribution of welfare cheques and direct deposit notifications was completed in Q3-1999. Production of cheques and direct deposit notifications will be done by a new service provider starting in November. This change will not have an impact on Social Services clients.
- In this quarter, Health Department staff have completed all work associated with Critical and High priority business systems.
- Work on all Critical and High priority systems at OC Transpo is now complete. In addition, OC Transpo staff also completed their contingency plan during the quarter.
- Vendor Compliance Project research on facilities products has concluded that over 98% of the Region's building related equipment, which is included in the various facilities inventories, should not be susceptible to any Year 2000 failures.
- All non-compliant facilities systems that were highlighted as not being Year 2000 compliant in Q2-1999 have been upgraded or replaced during the third quarter at the Sewage Treatment Plant-ROPEC, Lemieux Island Filtration Plant, Regional Police-West Division and Island Lodge. The Heating, Ventilation and Air Conditioning (HVAC) control system at Maple Grove has been upgraded.
- Most facilities management systems (including elevators, fire alarms and heating, ventilation and air conditioning systems) within Critical Regional facilities have undergone testing to confirm Year 2000 compliance claims by the manufacturers. One critical facility remains to be assessed (Regional Police Headquarters) due to the ongoing OCRPS amalgamation project. Testing is scheduled to be completed by 15 October 1999.
- Testing in regard to the RTA (Ron Turley and Associates) fleet management system, was successfully completed in September. A replacement for Gasboy has been acquired and will be implemented early in October. This will provide sufficient time to adequately address any problems that may arise with the new system and to carry out necessary testing.
- Based on information obtained from sixteen of seventeen (16/17) vehicle manufacturers, no Year 2000 related problems should be encountered with Regional vehicles or equipment. Given that one manufacturer has not yet responded, Corporate Fleet will be assessing what additional steps need to be taken in order to address this matter.
- Testing on the Region's payroll system (Peoplesoft) was completed during Q3-1999. Implementation of the new SAP financial system is now complete, and final Year 2000 testing (to confirm the vendor's claims of compliance) will be performed during Q4-1999.



## **SIGNIFICANT CHALLENGES**

- There is the potential for the public to create an artificial emergency situation if abnormal behaviour is adopted as we move close to the New Year. For example, there is a great safety concern related to residents deciding to store fuel.
- Staff who have been working on Year 2000 related issues for over two years now, may lose their momentum as the work runs out, as a result of the sense of comfort. However, this does not reduce the criticality of the work that remains to be accomplished.

## **YEAR 2000 BUDGET**

- The Year 2000 Program continues to be within budget. In July 1999, the Year 2000 Task Force sought and received pre-approval of the \$3,280,000 authority for the first quarter of 2000 as part of the Year 2000 capital budget. This was necessary to ensure that the Program would not be impacted by any shortage of funds due to the timing of the normal budget cycle.
- As of 15 September 1999, commitments totaling \$13,531,000 have been made against the three-year capital budget of \$19,280,000 that was approved by Council in February 1998. The Year 2000 Program Office continues to track the breakdown of expenditures to show two separate types of costs:
  - Expenses that are strictly related to Year 2000, and
  - Expenses that are being incurred because of radically compressed time frames in projects that would normally occur over a much longer period in time, but must be completed to address Year 2000 issues with the existing product(s).
- To date, \$7,122,000 of total commitments is strictly related to Year 2000 issues.

**YEAR 2000 BUDGET – Q3-1999 – CORPORATE SUMMARY**

Description	Original Total 3-Year Authority (\$000)	Restated Total 3-Year Authority (\$000)	1998 Expenditures/ Commitments (\$000)	1999 Expenditures/ Commitments To Date (\$000)	Forecast to 31 March 2000 (\$000)	Projected Final Balance (\$000)	Comments
Embedded Systems Total	8,800	5,255	1,176	1,547	2,519	13	Compliance research, hardware and software upgrades, consultants, embedded systems components
Facilities Management Total	1,000	1,810	249	765	801	-5	Compliance research, hardware, consulting services
Business Systems Total	7,100	8,510	3,888	3,186	1,438	-2	Compliance research, software, consultants
Hardware and Networking Total	1,800	1,535	672	393	464	6	Compliance research, hardware, consultants
OC Transpo	0	0	0	0	0	0	Not in original budget. Funding to come from existing operating and capital
O-C Regional Police Service	0	940	630	164	147	-1	Not in original budget. Compliance research, hardware, software, consultants
Program Office	580	980	158	703	122	-3	Staff time, office costs, consultants
Unforeseen		250	0	0	250	0	Provision for the unforeseen
<b>1998/1999/ 2000 PROGRAM TOTAL</b>	<b>19,280</b>	<b>19,280</b>	<b>6,773</b>	<b>6,758</b>	<b>5,741</b>	<b>8</b>	

**STATUS OF ALL BUSINESS SYSTEMS – Q3-1999  
“OPEN” as at 15 September 1999**

Department	CLOSED	Critical	High	Medium	Low
Audit	1/1	0	0	0	0
Clerks	10/10	0	0	0	0
Common	30/37	1	7	0	0
Corporate Fleet	1/2	0	1	0	0
Elected Officials	1/1	0	0	0	0

<b>Department</b>	<b>CLOSED</b>	<b>Critical</b>	<b>High</b>	<b>Medium</b>	<b>Low</b>
Environment and Transportation	209/256	2	12	10	22
Finance	35/42	0	6	1	0
Health	29/38	0	0	2	7
Homes for the Aged	16/17	0	1	0	0
Human Resources	14/14	0	0	0	0
Information & Public Affairs	9/10	0	1	0	0
Legal Department	7/8	0	0	1	0
OC Transpo	299/306	0	0	0	7
Regional Police Service	8/17	3	2	0	4
Planning and Development Approvals	47/57	0	0	5	5
Social Services	21/38	2	4	3	8
<b>Corporate Total</b>	<b>736/853</b>	<b>8</b>	<b>34</b>	<b>22</b>	<b>53</b>

**STATUS OF ALL BUSINESS SYSTEMS — Q3-1999**  
**Completion Targets for “Critical” and “High” Priority Items ONLY**

<b>Department</b>	<b>CLOSED</b>	<b>To Complete</b>	<b>Comments</b>
Audit	0/0	0	• Complete
Clerks	3/3	0	• Complete
Elected Officials	0/0	0	• Complete
Health	6/6	0	• Complete
Human Resources	14/14	0	• Complete
Legal Department	5/5	0	• Complete
OC Transpo	130/130	0	• Complete
Planning and Development Approvals	0/0	0	• Complete

<b>Department</b>	<b>CLOSED</b>	<b>To Complete</b>	<b>Comments</b>
Common	29/37	8	<ul style="list-style-type: none"> <li>• SAP Year 2000 Testing to be completed by November (1 Critical item)</li> <li>• Final Year 2000 Patches to the MS Windows/95 and MS-Office Suite (i.e. Word, Excel, etc.) to take place in October (6 High priority items)</li> <li>• MAP development tracking implementation (1 High priority item)</li> </ul>
Corporate Fleet	1/2	1	<ul style="list-style-type: none"> <li>• New fuel dispensing system capital upgrade to take place in early October (1 High priority item)</li> </ul>
Environment and Transportation	109/123	14	<ul style="list-style-type: none"> <li>• 9-1-1 system - implementation of 4 recommendations from the review (1 Critical item)</li> <li>• Instrument interfaces Lab changes in WEPD (1 Critical item)</li> <li>• Final work on several high priority business applications (12 High priority items)</li> </ul>
Finance	21/27	6	<ul style="list-style-type: none"> <li>• Operating budget, 4 SSD related applications (see below) plus 2 others (6 High priority items)</li> </ul>
Homes for the Aged	13/14	1	<ul style="list-style-type: none"> <li>• New scheduling package to be implemented in October (1 High priority item)</li> </ul>
Information & Public Affairs	5/6	1	<ul style="list-style-type: none"> <li>• Implementation of MAP – 24 Hour Call Centre to be completed in October (1 High priority item)</li> </ul>
Regional Police Service	5/10	5	<ul style="list-style-type: none"> <li>• Upgrade to the radio system in October, plus completion of Court Preparation and Time and Attendance systems (3 Critical items)</li> <li>• Complete mobile workstations implementation and replacement for Cell Block Management System (2 High priority items)</li> </ul>
Social Services	12/18	6	<ul style="list-style-type: none"> <li>• Completion of Ontario Work Technology and Welfare, plus RSVP implementation by mid-November (represents 2 Critical and 4 High priority items)</li> </ul>

Department	CLOSED	To Complete	Comments
Corporate Total	353/395	42	(8 Critical and 34 High priority items)

### STATUS OF EMBEDDED PROCESS CONTROL SYSTEMS – Q3-1999

		"OPEN" as at 15 September 1999						
ETD	CLOSED	Critical	High	Medium	Low			
Water	52/59	1	0	3	3			
WEPD-Sewage	33/40	5	0	0	2			
		Completion Targets for "Critical" and "High" Priority Items ONLY						
		1998		1999		UNKNOWN		
ETD	CLOSED	Q3	Q4	Q1	Q2		Q3	Q4
Water	47/48						1	0
WEPD-Sewage	30/35						5	0

### STATUS OF FACILITIES MANAGEMENT SYSTEMS – Q3-1999

	<i>Total Number of Systems Identified as of Q2-1999</i>	<i>Total Number of Systems Assessed as of Q2-1999</i>	<b>Total Number of Systems Identified to Date as of Q3-1999</b>	<b>Total Number of Systems Assessed to Date as of Q3-1999</b>	<b>Total Number of Systems Remaining to Research</b>
Facilities Systems	315	315	315	315	0

**REMEDATION AND TESTING OF FACILITIES SYSTEMS – Q3-1999**

Classification Of Facility	<i>Total Number of Systems that need testing</i>	<b>Number of Systems Remaining to Test as of Q3-1999</b>	<i>Number of Systems with known compliance issues *</i>	<b>Number of compliance issues to resolve as of Q3-1999</b>
Critical	70	<b>6</b>	4	<b>0</b>
High Priority	22	<b>12</b>	1	<b>0</b>
<b>Total</b>	<b>92</b>	<b>27</b>	<b>5</b>	<b>0</b>

\* Actual number of unique products is less due to multiple occurrences of the same product.

Information that is more comprehensive is contained in the body of this report. The Year 2000 Program Office is scheduled to present the next quarterly report (Interim) to Corporate Services and Economic Development Committee in early December 1999. Additional information on the Region of Ottawa-Carleton, Year 2000 Program is available by calling the Program Office at (613) 560-6065, ext. 5198, or by electronic mail at 2000@rmoc.on.ca