

**Minutes of the Operational Review Committee
Meeting Held
Tuesday, April 24, 2018**

Present:

Councillor Maroosis, Committee Chair
Mayor McDonald, Committee Member
Councillor King, Committee Member
Councillor Bain, Committee Member
Councillor Anthony, Committee Member
Councillor Serran, Committee Member
Councillor Forgette
Councillor Mayne
Keith Robicheau, Chief Administrative Officer
Margaret Karpenko, Chief Financial Officer
Jason Whitely, Fire Chief
David Euler, Managing Director Engineering, Environmental and Works

Regrets:

Gord Mulcahey, Executive Member North Bay Professional Firefighters' Association
Marti Gerbasi, President CUPE Local 122

Special Review Committee Chair, George Maroosis, called the meeting to order at 5:15 p.m.

1. Adoption of Minutes:
The Minutes of February 27, 2018 were approved and will be presented to Council on May 8, 2018.
2. Business Arising from Minutes:
 - 1) The Chief Administrative Officer will meet with the Senior Management Team and provide a status report of the action items to the committee.
 - 2) The Chief Administrative Officer will bring forward information regarding Economic Development and Invest North Bay.
 - 3) Transient Accommodation Tax: The Chief Administrative Officer will bring more information regarding the proposed tax from Tourism North Bay.

The Chief Administrative Officer advised the Committee that all documents have been received from Senior Management.

3. 911 Sub-Committee:

Councillor Bain provided a presentation regarding the 911 Sub-Committee.

 - The 911 Sub Committee was comprised of 12 members representing the following organizations: the City of North Bay, North Bay Police Services, North Bay Fire Services, and District of Nipissing Social services Administration Board, the North Bay Community Care Access Centre, Ambulance Services, and the Regional Health Centre.
 - The Committee held three meetings in the months of May and June of 2016. Each Agency provided the Sub-committee members with how and why they are governed, also how and when they work together.
 - Sub-Committee Chair, Councillor Bain toured the Timmins Emergency Call Centre while attending the city for another meeting and provided an overview of his observations.
 - Was the Ontario Provincial Police involved in the Timmins Emergency Call Centre?
 - No the Ontario Provincial Police is not involved in the Call Centre. The City of Timmins has a local city police department.
 - There is a need to develop and design a back-up Command Centre in case of something happening to the physical building at the North Bay

Police Station. A Command Centre recommendation came from the committee; the next above ground Capital build could include an Emergency Call Centre Bunker. This would be a room used as a board room otherwise but in the event of an emergency it would be available as a Command Centre.

- Casselholme is looking at the possibility of designing a "Command Centre" as a backup.
 - Is there a reason why the agreements between the agencies were never signed?
 - There appeared to be challenges for people to work cooperatively. This has since changed and people from various organizations work very well together.
 - Have there been discussions regarding managing the challenges similar to those in the 2003 East Coast outage?
 - There is new technology that will be able to support communication and this concern has been discussed. The North Bay Hospital and Canadore College installed repeaters to assist in times of emergencies.
 - How did the sub-committee feel about the absence of the OPP?
 - The OPP will only respond in areas where they are responsible.
 - If the OPP are policing the highways, would they not handle the 911 calls?
 - It depends on which tower you are connecting to that determines the responding service. Transfers are automatically occurring between services.
 - Is there a sense of cooperation between the services?
 - There seems to be cooperation between services.
 - Is there an opportunity for savings?
 - The 911 service is operating as efficiently as they possibly can. If there is a new build I would hope we could realize savings.
 - Who responds to what request for assistance? It seems that multiple emergency services respond at all times.
 - Tiered response is the issue. This is to ensure the quickest response to the scene. Each service has their specific responsibility. Ambulance Act – response to transport to hospital. Fire Department – Scene protection and rescue. Police – secure scene and rescue in hostage situations.
 - Whether Fire Fighters are sitting at the station or at the scene you are paying the same cost. (Unless there is an extreme response need). The average additional cost is \$6.00 in diesel fuel.
 - Do you have anything to add about the challenges of tiered response?
 - The need may not be there. A preferred model would be putting the time, energy and resources to better use rather than tying up the service.
 - Ambulance dispatch is a state-of-the-art system. It is plug and play and able to move more simply.
 - Why isn't this service a Provincial service?
 - In a community policed by OPP, a portion of the contract is allocated to fund dispatch. There are some 911 calls received by an answering service. This may be something that the Province may not want to run.
 - What chance would there be to merge Ambulance dispatch with Police dispatch in the new building?
 - It is hoped that all parties would discuss this.
 - Do our 911 dispatchers know where the police and fire vehicles are located within the municipality?
 - I am not aware of a tracking board to notify of where the vehicles are located. The vehicles are assigned to zones. Staff would generally know their locations.

- Is the equipment state-of-the-art?
 - All systems are within a 4 year cycle and operating at optimum for the cycle.
 - Does the Police department have GPS on their vehicles?
 - That information is not known and will be confirmed at the next meeting.
 - A few recommendations:
 1. If there is a new Police station build, have all parties discuss the possibility of co-locating.
 2. Agencies involved in the sub-committee work with North Bay Hydro, Engineering and Works and Community Services to discuss potential efficiencies in communication systems.
 3. Pursue the option of developing an Emergency Operations Centre similar to the Timmins dispatch. The City of Timmins has one dispatch center that handles all calls including calls for road work and 911.
 - Would there be a capacity issue with a co-located 911 Centre?
 - All 3 parties in one location increases capacity.
 - What are the wait times for 911
 - That is unknown at this time. This information will be provided.
 - Cooperation and openness throughout all entities is needed.
 - The slide deck and formal report will be sent to all members of Council.
4. Action Items: None listed.

Next Meeting: Tuesday, May 8, 2018 @ 5:15 p.m.

Agenda Item:

1. Report from the Chief Administrative Officer.

Meeting adjourned at 6:10 p.m.

Councillor George Maroosis
Chair Operational Review Committee

Judy Bechard
Deputy City Clerk