

# City Council

## Revised Information Items



January 3, 2020

Items for information is a weekly publication for the public and members of City Council. Members of City Council may request that any item appearing on this publication be placed onto the next available Committee of the Whole meeting for discussion.

---

	<b>Pages</b>
<b>1. Information Reports</b>	
None	
<b>2. Intergovernmental Consultations</b>	
*2.1 Brownfields Regulatory Amendment Consultation Alert	2
*2.2 Paramedic Services Consultation RE: Discussion Paper - Emergency Health Services Modernization	3
*2.3 Public Health Modernization	4
*2.4 2020 Ontario Pre-Budget Consultation Process	5
<b>3. Correspondence</b>	
3.1 Town of Tecumseh RE: Resolution - 911 Misdials	6
<b>4. Boards and Committees</b>	
None	

# Provincial and Federal Consultation Alert

---



## Amendment to the Record of Site Condition (Brownfields) Regulation related to the Requirement to Sample Ground Water

### Ministry

Ontario Ministry of Environment, Conservation and Parks

### Consultation Deadline

13 January 2020

### Summary

Ontario is proposing to amend brownfields-related regulations under the *Environmental Protection Act* to allow qualified persons to determine the need or lack thereof for ground water testing under certain circumstances during the Record of Site Condition process.

### Proposed Form of Input

Written submission on the Environmental Registry of Ontario.

### Rationale

City staff are analysing the regulatory proposal to determine impacts and to advance City of Guelph interests.

### Lead

Engineering and Transportation Services with support from Environmental Services.

### Link to Ministry Website

<https://ero.ontario.ca/notice/019-0987>

---

### Contact Information

#### Intergovernmental Services

Chief Administrative Office

City Hall, 1 Carden Street, Guelph ON N1H 3A1

519-37-5602

TTY: 519-826-9771

# Provincial and Federal Consultation Alert



---

## Discussion Paper: Emergency Health Services Modernization

### Ministry

Ontario's Ministry of Health

### Consultation Deadline

10 February 2020

### Summary

The Ministry of Health is holding consultations on modernizing municipal land ambulance services. A discussion paper has been posted online alongside a survey that is open for public input.

### Proposed Form of Input

That the City of Guelph respond to the Ministry's discussion paper survey, write a letter to Municipal Advisor Jim Pine and prepare to participate in in-person consultations should a session be held in the region.

### Rationale

Any provincial reforms arising from the consultation will have a direct impact on the finances and operations of Guelph-Wellington Paramedic Services.

### Lead

Public Services - Guelph Wellington Paramedic Services

### Link to Ministry Website

[http://health.gov.on.ca/en/pro/programs/phehs\\_consultations/docs/dp\\_emergency\\_health\\_services\\_modernization.pdf](http://health.gov.on.ca/en/pro/programs/phehs_consultations/docs/dp_emergency_health_services_modernization.pdf)

---

## Contact Information

### Intergovernmental Services:

Chief Administrative Office

City Hall, 1 Carden Street, Guelph ON N1H 3A1

519-37-5602

TTY: 519-826-9771

# Provincial and Federal Consultation Alert



---

## Discussion Paper: Public Health Modernization

### Ministry

Ontario's Ministry of Health

### Consultation Deadline

10 February 2020

### Summary

The Ministry of Health is holding consultations on transforming Public Health Services across Ontario to inform provincial decision-making on public health service delivery and restructuring. A discussion paper has been posted online alongside a survey that is open for public input.

### Proposed Form of Input

That the City of Guelph respond to the Ministry's discussion paper survey, write a letter with interested partners to Municipal Advisor Jim Pine and prepare to participate in in-person consultations should a session be held in the region.

### Rationale

The City of Guelph is a co-funder of the Wellington-Dufferin-Guelph Public Health Unit and has representation on the Board of Health.

### Lead

Finance/Intergovernmental Services

### Link to Ministry Website

[http://health.gov.on.ca/en/pro/programs/phehs\\_consultations/docs/dp\\_public\\_health\\_modernization.pdf](http://health.gov.on.ca/en/pro/programs/phehs_consultations/docs/dp_public_health_modernization.pdf)

---

## Contact Information

### Intergovernmental Services:

Chief Administrative Office

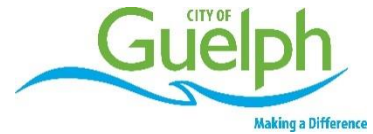
City Hall, 1 Carden Street, Guelph ON N1H 3A1

519-37-5602

TTY: 519-826-9771

# Provincial and Federal Consultation Alert

---



## Ontario 2020 Budget Consultations

### Ministry

Ministry of Finance

### Consultation Deadline

11 February 2020

### Summary

The Ministry of Finance is holding public pre-budget consultations in advance of the 2020 Ontario Budget.

### Proposed Form of Input

Written submission.

### Rationale

These consultations provide an opportunity for the City of Guelph to provide input into the development of the Budget that will guide Ontario's finances and fiscal decision-making in the 2020/2021 provincial fiscal year. The City has an interest in advocating for a fiscal approach from the province conducive to the City's financial wellbeing and continued growth.

### Lead

Intergovernmental Services

### Link to Ministry Website

<https://www.ontario.ca/page/2020-budget-consultations>

---

### Contact Information

#### Intergovernmental Services

Chief Administrative Office

City Hall, 1 Carden Street, Guelph ON N1H 3A1

519-37-5602

**TTY:** 519-826-9771



## The Corporation of the Town of Tecumseh

---

December 20, 2019

Hon. Sylvia Jones  
Solicitor General  
George Drew Bldg, 18<sup>th</sup> Flr  
25 Grosvenor Street  
Toronto, Ontario  
M7A 1Y6

**Re: Town of Tecumseh Resolution on 911 Misdials**

On behalf of Mayor Gary McNamara and Town Council, I am writing to advise that at its meeting on November 12, 2019, Tecumseh Town Council passed the following resolution:

**Whereas** the calls for service for 911 Misdials have risen dramatically in recent years, correlated with the rise in cell phone use; and

**Whereas** 911 Misdials must be responded to as if they were legitimate emergency calls; and

**Whereas** each 911 call is responded to with two OPP officers at an average time per call of 1.2 hours; and

**Whereas** each 911 call is a billable call to the municipality; and

**Whereas** in 2019 alone to date, 911 Misdials in Tecumseh number 1,082 calls, which is 28.8% of all billable calls for service to date; and

**Whereas** 911 Misdials are not unique to Tecumseh and in fact are common across the Province at an estimated cost of millions of dollars;

**Now Therefore Be It Resolved That** the Municipal, Federal and Provincial governments and relevant associations, including but not limited to, the Ontario Association of Police Services Boards (OAPSB), the Ontario Association of Chiefs of Police (OACP), the Federation of Canadian Municipalities (FCM) and the Association of Municipalities of Ontario (AMO), be requested to lobby the telecommunications industry and smart phone manufacturers to develop a solution to 911 Misdials.

A copy of the report to Town Council (CAO-2019-09) on 911 Misdials is attached for your information. Should you require anything further, please contact the undersigned at [lmoy@tecumseh.ca](mailto:lmoy@tecumseh.ca) or extension 116.

Yours very truly,



Laura Moy, Dipl.M.M., CMMIII HR Professional  
Director Corporate Services & Clerk

LM/ep

Attachments

1. Report CAO-2019-09 911 Misdials

cc: Hon. Bill Blair, Minister of Public Safety and Emergency Preparedness  
Irek Kusmierczyk, MP  
Percy Hatfield, MPP  
Federation of Canadian Municipalities  
Association of Municipalities of Ontario  
Ontario Association of Police Services Boards  
Ontario Association of Chiefs of Police  
Ontario Municipalities  
Telus  
Bell  
Rogers



## The Corporation of the Town of Tecumseh

Chief Administrative Officer

**To:** Mayor and Members of Council  
**From:** Margaret Misek-Evans, Chief Administrative Officer  
**Date to Council:** November 12, 2019  
**Report Number:** CAO-2019-09  
**Subject:** 911 Misdials

---

### Recommendations

It is recommended:

**Whereas** the calls for service for 911 Misdials have risen dramatically in recent years, correlated with the rise in cell phone use; and

**Whereas** 911 Misdials must be responded to as if they were legitimate emergency calls; and

**Whereas** each 911 call is responded to with two OPP officers at an average time per call of 1.2 hours; and

**Whereas** each 911 call is a billable call to the municipality; and

**Whereas** in 2019 alone to date, 911 Misdials in Tecumseh number 1,082 calls, which is 28.8% of all billable calls for service to date; and

**Whereas** 911 Misdials are not unique to Tecumseh and in fact are common across the Province at an estimated cost of millions of dollars;

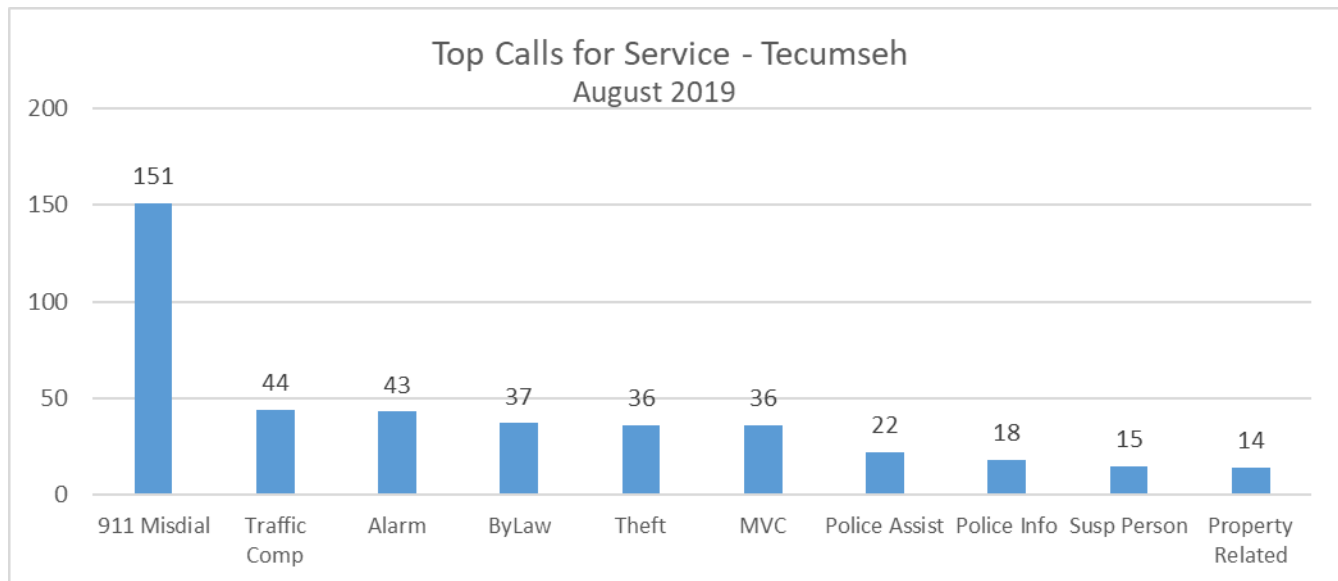
**Now Therefore Be It Resolved That** the Municipal, Federal and Provincial governments and relevant associations, including but not limited to, the Ontario Association of Police Services Boards (OAPSB), the Ontario Association of Chiefs of Police (OACP), the Federation of Canadian Municipalities (FCM) and the Association of Municipalities of Ontario (AMO), be requested to lobby the telecommunications industry and smart phone manufacturers to develop a solution to 911 Misdials.



## Background

The Tecumseh Police Services Board (Board) receives regular reports from the Essex County OPP (OPP) on statistics related to calls for service. Over the past months, the Board has expressed concern on a number of occasions regarding the trend of increasing calls for service related to 911 Misdials, and the high proportion of total calls these represent.

At their October 10, 2019 meeting, the Board reviewed data contained in the 'Police Services Board Monthly Overview August 2019' produced by the OPP. The chart below shows the OPP's top calls for service in Tecumseh for the month of August 2019:



The report includes comparative information with other Essex County OPP Detachment municipalities and notes the following trends in the detachment area:

- A 65.7% increase in 911 Misdials in August 2019 (898 calls) compared to August 2018 (542 calls)
- An average of 29.9 Misdial calls per day
- 911 Misdials are trending 63.2% higher YTD 2019 (5,867 calls) compared to YTD 2018 (3,596)

Concern about escalating 911 Misdials and the effect of this trend on policing and police budgets was also raised at the recent Joint Essex County Police Services Board meeting held in Leamington on August 29, 2019. This meeting was attended by the boards from all Essex County OPP-policed municipalities, namely the Towns of Essex, Kingsville, Lakeshore, Tecumseh and Municipality of Leamington.

Following discussion of this data, and as a result of concerns expressed by members of the Board on multiple occasions, the Board passed Motion PSB 43/19 at the October 10, 2019 PSB meeting:

**Whereas** the calls for service for 911 Misdials have risen dramatically in recent years, correlated with the rise in cell phone use; and

**Whereas** 911 Misdials must be responded to as if they were legitimate emergency calls; and

**Whereas** each 911 call is responded to with two OPP officers at an average time per call of 1.2 hours; and

**Whereas** each 911 call is a billable call to the municipality; and

**Whereas** in 2019 alone to date, 911 Misdials in Tecumseh number 1,082 calls, which is 28.8% of all billable calls for service to date; and

**Whereas** 911 Misdials are not unique to Tecumseh and in fact are common across the Province at an estimated cost of millions of dollars;

**Now Therefore Be It Resolved That** the Tecumseh Police Services Board request Town Council to approach the Federal and Provincial governments and associations, including but not limited to, the Ontario Association of Police Services Boards (OAPSB), the Ontario Association of Chiefs of Police (OACP), the Federation of Canadian Municipalities (FCM) and the Association of Municipalities of Ontario (AMO), to lobby the telecommunications industry to develop a solution to 911 Misdials.

## Comments

Administration obtained the most recent data available for 911 Misdials from the OPP. As of October 12, 2019, the OPP have responded to 1,082 911-related billable calls in Tecumseh, broken down as follows. This represents 28.8% of all calls for service in 2019 YTD. (Note: the categories correspond to those used in the OPP billing statement.)

<b>Billable Category</b>	<b>Description</b>	<b>Number</b>
911 Call / 911 Hang Up	General 911 misdial / hang up	482
911 Hang Up – Pocket Dial	(subcategory) Accidental 911 call using a cell phone	183
911 Call – Dropped Cell	(subcategory) 911 call using a cell phone, then signal was lost. Contact may have been made, then deemed non-emergency or accidental	417
<b>Total</b>	<b>All Categories</b>	<b>1,082</b>

The table below compares the 2019 statistics to previous years. While some ‘zero data’ is included, the total figures are most relevant. The OPP notes that the Pocket Dial category was introduced in 2013 and the Dropped Cell category was introduced in 2014. As the years went on, officers have become more diligent in classifying 911 misdials into these subcategories as opposed to the more general 911 Hang Up category.

<b>Category</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019 YTD</b>	<b>2019 Est. *</b>
911 Call / 911 Hang Up	640	698	479	449	411	530	482	578
911 Hang Up – Pocket Dial	1	6	21	20	69	70	183	219
911 Call – Dropped Cell	0	1	12	15	70	87	417	500
<b>Total</b>	<b>641</b>	<b>705</b>	<b>512</b>	<b>484</b>	<b>550</b>	<b>687</b>	<b>1,082</b>	<b>1,297</b>

\* This is an estimated year-end total based on the YTD amount.

While some fluctuations are apparent, the estimated total number of misdials for 2019 is more than double the total recorded in 2013 and represents an 89% increase over 2018.

As noted earlier, the Board has expressed concerns about this trend both in relation to policing and the police budget. Each 911 call is handled the same way, with at least two officers dispatched to locate the source and respond. It can reasonably be concluded that time and resources spent responding to 911 Misdials divert resources from other community policing activities and initiatives. Efforts have been made by the Town and the OPP to educate the public on 911 misdials to curb frequency of such calls.

The Board’s resolution recognizes that Tecumseh is not alone in dealing with this widespread issue. It also suggests that the solution does not necessarily lie in increased public education and awareness, but rather in the redesign of cell phone technology and the way it interfaces with the 911 system. New, easier-to-use features on smart phone releases are something the public takes comfort in, knowing that in an emergency they can reach 911 dispatch easily and send their coordinates to the dispatcher. However, the issue of 911 Misdials should also be raised with smart phone manufacturers to resolve inadvertent 911 calls, which appear to be on the rise.

## Consultations

Information and Communications Services  
 Police Services Board  
 Ontario Provincial Police

## Financial Implications

With respect to the police budget, the impact of one year’s increase in call volume is not proportionately reflected in the billing statement, as the municipality’s “Calls for Service” costs (a weighted portion of the provincial total) are calculated based on a four-year average. The escalating volume of calls will, however, contribute to a higher four-year average over time.

## Link to Strategic Priorities

Applicable	2019-22 Strategic Priorities
------------	------------------------------

- Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers.
- Ensure that Tecumseh's current and future growth is built upon the principles of sustainability and strategic decision-making.
- Integrate the principles of health and wellness into all of Tecumseh's plans and priorities.
- Steward the Town's "continuous improvement" approach to municipal service delivery to residents and businesses.
- Demonstrate the Town's leadership role in the community by promoting good governance and community engagement, by bringing together organizations serving the Town and the region to pursue common goals.

## Communications

Not applicable

Website

Social Media

News Release

Local Newspaper

This report has been reviewed by Senior Administration as indicated below and recommended for submission by the Chief Administrative Officer.

Prepared by:

Ellen Preuschat  
Executive Assistant to CAO

Recommended by:

Margaret Misek-Evans, MCIP, RPP  
Chief Administrative Officer

<b>Attachment Number</b>	<b>Attachment Name</b>
None	None