

9-1-1 Protocol

Version 4
September 16th, 2014

**In Partnership with
the United Counties of Prescott and Russell**

Prescott
Russell



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INTRODUCTION

Recommendation from the Emergency Services Committee was adopted by Council on February 10, 2009 for the following:

To establish a standard procedure for the 9-1-1 data.

The following document is a guide pertaining to 9-1-1 protocols for the delivery of ROAD/STREET AND CIVIC ADDRESSING for the transfer of information from the Municipality to the County and the Emergency Agencies within Prescott and Russell.

This document is meant to evolve in times.

- ✦ The County will be the only point of contact for emergency agencies to verify civic addressing and road updates. They will act as a liaison between the emergency agencies and members from each municipality to resolve any issues.
- ✦ The County will maintain the digital street centerline road file used to update emergency agencies in the area.
- ✦ The County will work with the municipalities to ensure that protocols and procedures for the transfer of road and address information meet our operational requirements.

COUNTY RESPONSIBILITIES

1. The County will inform the emergency agencies that the County will be the only contact for information and correspondence. Regular updates from the Municipalities will be updated in the GIS Database and sent digitally to the emergency agencies on a monthly basis.
2. The County will maintain in the Geographical Information System, for the County of Prescott and Russell only, the following database for emergency purposes:
 - Road Centerline file

NOTE: The file will be updated regularly on the Municipal GIS Viewer available to all staff.

3. The County will establish an efficient process with each municipality to ensure that the steady flow of information for 9-1-1 services is provided to our emergency agencies.

WORKING STEPS

STREET

NEW NAME FOR A ROAD

- 1 – At municipal level, verify the existing street name list before submitting a new road name.

Road names that conflict with adjacent municipalities are not acceptable. When a road name is proposed, the County will check if there are any similarities with other existing road names within UCPR.

Example :

If the suggested name was **“George Zegouras”**

First Check George in the 9-1-1 database.

You would find: George St
 King George Cr
 South George St
 South George Dr
 St George St

Then check Zegouras in the 9-1-1 database.

You would find: No similar road names were identified

The suggested name **“George Zegouras”** would be deemed unacceptable for UCPR.

- 2 – Refer to the reminder list (see appendix A) to ensure your road does not present any other kinds of issues.

UCPR Emergency Services staff will also verify that the suggested plans meet all requirements found in the UCPR reminder list.

- 3 – Follow the necessary steps for your type of request.

NOTE:

STREETS AND ADDRESSES WILL BE REGISTERED IN ENGLISH ONLY IN ORDER TO ENSURE DATA STANDARDIZATION AND TO SIMPLIFY THE DATA PROCESS

DATA TRANSFER PROCESS FOR ROADS, CASE BY CASE:

NEW STREETS OR SUBDIVISIONS

1. Municipal staff has to inform the County of the proposed street names as soon as possible to ensure that any new names meet the 9-1-1 Protocol and the UCPR Road naming Policy. All new road names must be included when submitting a new subdivision plan to the UCPR Planning Department. Plans should show road names, road types and foreseen civic numbers.

UCPR will save a list of the pre-approved names. Names will be kept for a maximum period of five years.

NOTE: It is recommended that a municipality developing on their own land follow the same steps.

2. Emergency Services will provide their comments to the municipality.
3. The Municipality will follow the usual process for road naming (i.e. Public Notice, By-Law, etc.)
4. The Municipality will use the 9-1-1 electronic street form to add road names, direction and address ranges. For a new subdivision, the Municipality will provide a survey or a map showing the location of the new road names and number ranges. This information must be complete and submitted in digital format. Incomplete forms will be returned to the municipalities and will not be processed until file completion.

NOTE: English names will be prioritized during street name registration. Street names must be submitted with respect to the municipal By-law.

STREET RENAMING

1. Municipal staff has to inform the County of the proposed street name change as soon as possible to ensure that the new name meets 9-1-1 Protocol and the UCPR Road naming Policy. Emergency Services will ensure the suggested name meets 9-1-1 Protocol and UCPR Road naming policy.
2. Emergency Services will provide their comments to the municipality.
3. The Municipality will follow the usual process for road naming (i.e. Public Notice, By-Law, etc.)
4. The Municipality will use the 9-1-1 electronic street form to modify road names, direction and address ranges. The municipality will provide a keymap showing the location of the new road names and number ranges. This information must be complete and submitted in digital format. Incomplete forms will be returned to the municipalities and will not be processed until file completion.

STREET RENUMBERING/NUMBERING

1. The Municipality will use the 9-1-1 electronic form in order to provide the name of the road and to propose revised ranges. The Municipality will provide the 9-1-1 update form including a location keymap. This information must be complete and submitted in digital format. Incomplete forms will be returned to the municipalities and will not be processed until file completion.

STREET EXTENSION

1. The Municipality will use the 9-1-1 electronic form in order to provide the name of the road, the existing address ranges that are being extended and the revised address ranges. The Municipality will provide the 9-1-1 update form and a map or survey showing the new road extension. This information must be complete and submitted in digital format. Incomplete forms will be returned to the municipalities and will not be processed until file completion.

STEPS PERFORMED WHEN FORMS ARE SUBMITTED

After the County receives a completed road request, new or revised, the following procedures will take place.

NOTE: **If the request is deemed incomplete, it will be re-sent to the municipality.**

1. County staff will update the digital centerline road file within a reasonable delay of receiving a completed data form.
2. The updated 9-1-1 digital road file will then be sent monthly to all agencies on the circulation list.
3. The Municipality has to ensure the road name used in all documentation and road signs is the same as in the municipal By-law.
4. County Emergency Services staff will work as the liaison between the municipalities and the emergency agencies to help resolve any issues arising or any anomalies.

ADDRESS

DATA TRANSFER PROCESS FOR CIVIC ADDRESSING AND STEPS PERFORMED WHEN FORMS ARE SUBMITTED

1. Using the 9-1-1 electronic Civic Addressing form, the Municipality will provide to the County:
 - All new civic address properties as well as addressing information updates and changes
 - Either a map or sketch of the location for the address and entrance or roll number
2. The above information will be forwarded to the County staff in digital format.
3. County staff will send the 9-1-1 changes to MPAC and Bell Canada. The Municipality is still responsible for providing address details to other pertinent agencies.

If the County receives a notice indicating a problem, the County Staff will inform the municipality for them to solve the issue considering the recommendations and to inform the County of the said solution within reasonable delay (ideally 10 business days) by following the appropriate procedure.

FLOW OF INFORMATION

9-1-1 CONTACT AGENCIES CIRCULATION LIST

Digital updates of the Prescott and Russell Road Centreline file or/and the forms will be sent to the following agencies:

Prescott and Russell Fire Dispatch

c/o Town of Hawkesbury Fire Department
780 Spence Avenue
Hawkesbury, ON K6A 3H9
Attention: Mr. Ghislain Pigeon
Tel: (613) 632-1105
firefeu@hawk.igs.net

Ottawa Fire Dispatch (to confirm)

Attention: Colleen Woolsey
Colleen.Woolsey@ottawa.ca
Tel: (613) 232-1551

Ministry of Health, Information Technology & Systems

Emergency Health Services Branch
5700 Yonge Street, 6th floor
North York ON M2M 4K5
Attention: Mr. Bill Boertjes, Coordinator of GIS
Tel: (416) 327-7597
Bill.boertjes@sdsx@moh.gov.on.ca

Ontario Provincial Police

777 Memorial Avenue
Orillia ON L3V 7V3
Attention: Mr. Derek Henderson
Tel: (705) 329-6232
Derek.henderson@ontario.ca

Ottawa Police

Attention: Mr. Robert Conlin
conlinr@ottawapolice.ca

Bell Canada 9-1-1

930, rue d'Aiguillon
Bureau 320
Québec QC G1R 5M9
modifications.911@bell.ca

Videotron

Attention : Lyne Peltier
911data@videotron.com

Municipal Property Assessment Corporation (MPAC)

Attention: Mrs. Julie Brisebois

JULIE.BRISEBOIS@mpac.ca

Conseil scolaire de district catholique de l'Est ontarien (CSDCEO)

Attention: Mr. Geoff Séguin

seguge@csdceo.on.ca

Catholic District School Board of Eastern Ontario (CDSBEO)

Attention: Mrs. Ann McMillan

Ann.mcmillan@cdsbeo.on.ca

Consortium de transport scolaire d'Ottawa

Attention: Patrick Pharand

ppharand@ctso.ca

Delaney Bus Lines (once or twice a year)

Attention : Pierre Seguin

Courriel: pierre@delaney.ca

Ontario Road Network

Carol-Anne Albertson

Project Manager, LIO

Ministry of Natural Resources

Peterborough ON K9J 8M5

carolanne.albertson@ontario.ca

Canada Post

André Rochon

Agent Planification

andre.rochon@canadapost.postescanada.ca

PRESCOTT AND RUSSELL MUNICIPAL CONTACTS FOR 9-1-1 INFORMATION

As of May 30 2014, the following people are responsible for the datasets in their municipal offices:

ALFRED-PLANTAGENET

Johanne Cyr

Tel.: (613) 679-2292

Email : jcyr@alfred-plantagenet.com

Sylvie Cardinal

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CHAMPLAIN

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EAST HAWKESBURY

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Manon Belle-Isle

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Monique Brunet

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Email: mbrunet@hawkesbury.ca

THE NATION

Guylain Laflèche

Tel.: (613) 764-5444 x 229

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Email: glafleche@nationmun.ca

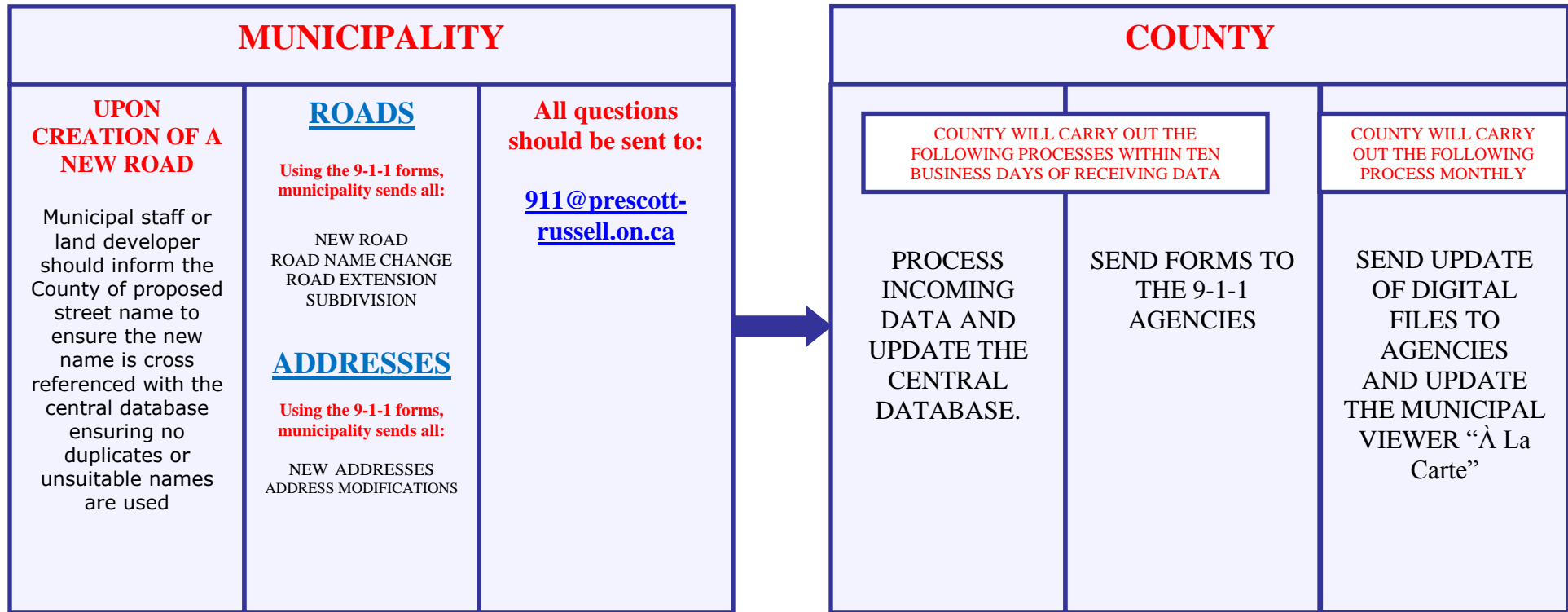
RUSSELL

Claire Roy

Tel.: (613) 443-3066 x 2301

Email: claireroy@russell.ca

9-1-1 DATA TRANSFER PROCESS



UCPR will act as the main point of contact for the emergency agencies in the event of discrepancies for civic addressing or road names. UCPR will contact the assigned representatives at the municipalities.

The assigning of new civic addresses or new roads and the regular transfer of data to the County GIS for 9-1-1 purposes is the sole responsibility of the municipality

**NOTE: For more information or inquiries regarding the process, please contact:
Sylvie Bois at (613) 673-5139 extension 222 or Diane Lalonde at extension 223**

FORMS

HOW TO SEND A REQUEST

Authorized 9-1-1 users are requested to send all updates using the 9-1-1 app. To access this app the user must be a member of the 9-1-1 security group. If you cannot see the Go to 9-1-1 button on the top right corner of your À la Carte web page you must contact the GIS Coordinator to be included in the 9-1-1 group.

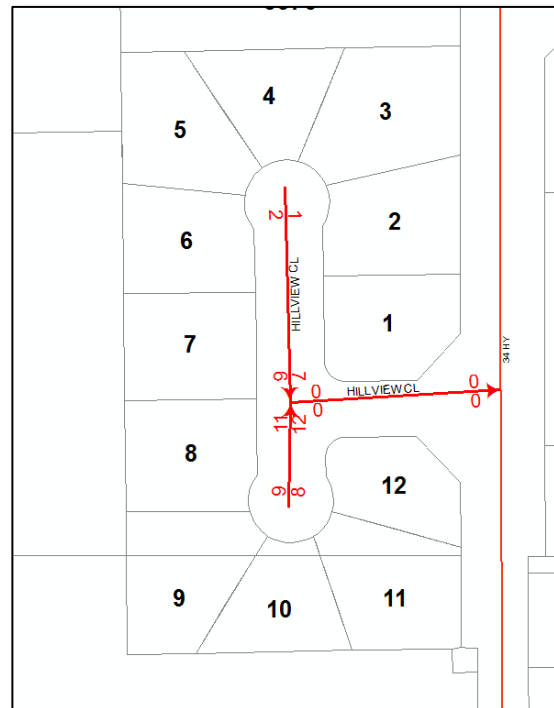


A complete training document on how to use the 9-1-1 app is available and can be requested at gis@prescott-russell.on.ca.

Some requests cannot be submitted using the 9-1-1 app. The 9-1-1 user is required to send an e-mail with all the pertaining information to gis@prescott-russell.on.ca for the following cases:

List of exceptions:

1. If an existing address point needs to be removed.
2. Creation or modification of a street segment (same name and municipality) where even or odd parity is not continuous when going from one end to the other. See image on right.
3. Add or modify addresses on a street segment that is described in the above example (2).



APPENDIX A

REMINDER LIST OF POINTS TO CONSIDER BEFORE NAMING A ROAD

PLEASE NOTE THAT THE SYSTEM PRIORITIZES ENGLISH

Standards :

It is recommended that street names and suffixes adhere to the standards below:

- a. Street names identical, or sounding similar to other UCPR street names shall not be selected. (e.g. Beech Avenue and Beach Avenue, Smith Road and Smythe Road, Maine Street and Main Street).
- b. Street names shall be deemed duplicated regardless of a different suffix such as boulevard, lane, avenue, street etc.. (e.g. Pine Boulevard, Pine Road, Pine Lane)
- c. Street names shall be short (under 12 letters, if possible), concise and preferably in one word.
- d. A named street should be essentially continuous, without gaps.
- e. Street names should have a simple spelling and easy pronunciation in both English and French.
- f. Special characters, such as hyphens, apostrophes, periods or commas should be avoided in the Street name. (e.g. St-Christopher Street)
- g. Prefixes such as north, south, east, west, upper and lower, St, de la, de l', du etc... should be avoided.

AIDE-MÉMOIRE DES POINTS À CONSIDÉRER AVANT DE NOMMER UNE RUE

VEUILLEZ NOTER QUE LE SYSTÈME PRIORISE L'ANGLAIS

Standards:

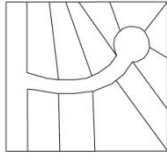
Il est recommandable que les noms de rues et leurs types suivent les standards suivants :

- a. Les noms de rues identiques, ou à consonance similaire à d'autres rues des CUPR ne devraient pas être sélectionnées. (i.e. Beech Avenue, Beach Avenue, Smith Road, Smythe Road, Maine Street et Main Street).
- b. Un nom de rue devrait être considéré comme un doublon même s'il possède un type de rue différent. (i.e. Pine Boulevard, Pine Road, Pine Lane)
- c. Un nom devrait être court (moins de douze lettres, si possible), concis et de préférence en un seul mot.
- d. Une rue qui porte déjà un nom devrait être essentiellement continue et sans écart.
- e. Un nom devrait être simple à épeler et facile à prononcer en français et en anglais.
- f. Les caractères spéciaux, tels que : le tiret, l'apostrophe, le point ou la virgule devraient être évités dans le nom de la rue (i.e. St-Christopher Street)
- g. Les préfixes devraient être évités. (nord, sud, est, ouest, haut, bas, st, de, du, la, le, etc.)

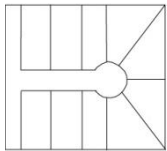
- | | |
|---|---|
| <p>h. Only one name should exist for a street.</p> <p>i. Numbers or letters used as street names shall be avoided.</p> <p>j. Incongruous, offensive names or names with a double-meaning shall not be selected.</p> <p>k. Street names which would be geographically misleading shall be avoided.</p> <p>l. Selection of street names of similar nature or according to categories (e.g. trees, etc.) is encouraged within a subdivision or neighborhood. It is recommended that themes are not repeated.</p> <p>m. A street having a continuous alignment shall bear the same name. Street names should only change when there is a substantial intersection.</p> <p>n. Streets or portions of streets to be connected in the future to a continuous alignment shall bear the same name.</p> <p>o. Streets intersecting each other or forming an angle of less than 110 degrees shall generally have different names.</p> <p>p. Street extensions shall bear the same name as the existing streets.</p> <p>q. Personal names of living individuals shall be avoided unless they have historical significance.</p> <p>r. Pluralized road names should be avoided. (example : Emersons</p> | <p>h. Un seul nom devrait représenter une même rue. (exemple chemin de comté en ville)</p> <p>i. On doit éviter d'utiliser les nombres et les lettres comme un nom de rue.</p> <p>j. Un nom à consonance offensante, à double-sens, ou incongru ne devrait pas être sélectionné.</p> <p>k. Les noms de rue qui apportent une confusion géographique devraient être évités.</p> <p>l. Il est recommandable de nommer les rues d'un même secteur selon un thème (les arbres, les planètes, etc.) Il est important de ne pas répéter les thèmes.</p> <p>m. Une rue continue devrait conserver le même nom. Il est possible de le changer quand l'intersection est une artère majeure.</p> <p>n. Les rues ou les portions de rue qui se rattacheront à une rue existante dans le futur devraient avoir le même nom.</p> <p>o. Les rues se croisant ou formant un angle de moins de 110 degrés devraient généralement avoir des noms différents.</p> <p>p. La continuité d'une rue existante devrait porter le même nom.</p> <p>q. Les noms propres de personnes toujours vivantes devraient être évités sauf s'ils ont une signification historique.</p> <p>r. Les noms pluriels ne devraient pas être acceptés. (Exemple :</p> |
|---|---|

Road)

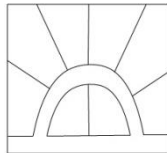
- s. Suffixes shall be related to the type and importance of the street, (e.g. the suffix 'boulevard' should not be attached to the name of a minor residential street).
- t. When naming new roads, consider the following suggestions:
- **Avenue:** a thoroughfare running principally in a north-south direction. (however east-west will be accepted)
 - **Boulevard:** a broad thoroughfare, normally with a median.
 - **Circle:** short road that returns to itself, circular or semi-circular roads.



- **Court:** permanently closed road such as a cul-de-sac; dead-end road, usually under 1000 ft in length.



- **Crescent:** a curved road that links back to the same street it originated. (half-moon)

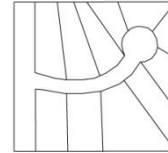


- **Drive:** usually a scenic road, sometimes a private road or a road that abuts a park.

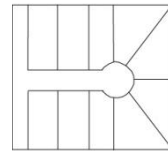
Emersons Road)

- s. Le suffixe de la rue devrait refléter l'importance et le type de la rue. (i.e. le suffixe boulevard ne devrait pas être associé à une rue résidentielle.)
- t. Lorsque vous nommez de nouvelles rues, considérez les définitions suggérées suivantes :

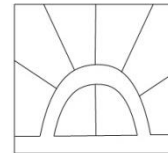
- **Avenue:** une artère circulant principalement dans un axe nord-sud. (cependant est-ouest est acceptable)
- **Boulevard:** une artère large, normalement avec un terre-plein.
- **Cercle:** une rue courte qui retourne à elle même, circulaire ou semi-circulaire.



- **Cour:** rue fermée de façon permanente tel un cul-de-sac ou une impasse, normalement d'une longueur de moins de 1000 pieds.



- **Croissant:** une rue courbe qui reconnecte à sa rue de départ. (demi-lune)



- **Promenade:** habituellement un chemin scénique, quelques fois privé ou un chemin longeant un

- **Gardens:** a road bordering a park or with lots of greenery.
 - **Lane:** Private road or driveway. A back alley or a very narrow road
 - **Place:** A short street lined with houses or containing one predominate house
 - **Road:** most common designation for a secondary thoroughfare; generally indicates a heavily traveled route.
 - **Street:** Most common designation for a thoroughfare found in urban or denser areas.
 - **Terrace:** Traditionally, a road which has houses on either side raised above the road. Often a road in an urban area.
 - **Side Road:** a road with low traffic that runs between two concessions.
 - **Way:** Generally characterized by curvilinear collector or through highway.
- parc.
 - **Jardins:** un chemin en bordure d'un parc ou avec beaucoup de verdure.
 - **Allée:** chemin privé ou entrée de résidence. Une ruelle ou un chemin étroit.
 - **Place:** une rue courte bordée de maisons ou en contenant une prédominante.
 - **Chemin:** désignation la plus répandue pour une artère secondaire, indique généralement une route passante.
 - **Rue:** désignation la plus répandue pour une artère en milieu urbain ou dans une zone plus résidentielle.
 - **Terrace:** traditionnellement, un chemin où les maisons sur l'un ou l'autre des côtés de la rues son surélevées. Souvent, en milieu urbain.
 - **Montée:** un chemin habituellement avec peu de circulation, qui joint deux chemins de concession.
 - **Voie:** généralement caractérisée en tant qu'artère collectrice curviligne ou route de transit.

ENGLISH NAME	FRENCH NAME	ENGLISH ABBREVIATION	FRENCH ABBREVIATION
ROAD	CHEMIN	RD	CH
STREET	RUE	ST	RU
SIDE ROAD	MONTÉE	SR	MO
DRIVE	PROMENADE	DR	n/a
BOULEVARD	BOULEVARD	BV	BV
LANE	ALLÉE	LN	n/a
COURT	COUR	CT	n/a
CRESCENT	CROISSANT	CR	n/a
CIRCLE	CERCLE	CL	n/a
GARDENS	JARDINS	GS	n/a
HIGHWAY	None	HY	n/a
PLACE	PLACE	PL	PL
TERRACE	TERRACE	TR	TR
WAY	VOIE	WY	n/a
COUNTY ROAD	CHEMIN DE COMTÉ	INCLUDED IN NAME INCLUS DANS LE NOM	
CONCESSION ROAD	CHEMIN DE CONCESSION		
ROUTE	ROUTE		

<u>Numbering Standards :</u>	<u>Standard de numérotation :</u>
<p>It is recommended that street numbering and suffixes adhere to the standards below:</p> <ul style="list-style-type: none"> a. Matching even and odd civic numbers must face each other. b. Civic numbers must be given in a way to maintain the street numbering logic, and without unnecessary gaps. Vacant land must be considered when a street is numbered. c. In cases where multiple addresses are on the same property: the final address consists first of an address given at the entrance of the project and/or the bloc number and the unit number. The civic number at the entrance should correspond to the next logical, in sequence, number on the road where the entrance crosses at a 90 degree angle. It is recommended to install a sketch of the numbering system on a well visible sign at the project entrance. Other solutions are also plausible on a case by case basis. d. The numbering grid provided on the next page should be followed when creating civic addresses on roads crossing multiple townships (municipalities). 	<p>Il est recommandable que la numérotation des rues suive les standards suivants :</p> <ul style="list-style-type: none"> a. Les numéros civiques pairs et impairs doivent se faire face. b. Les numéros civiques doivent être émis selon une suite logique et sans écarts inutiles. Il faut considérer les possibilités de terrains vacants entre les résidences. c. Dans les cas d'adresses multiples sur un même terrain : l'adresse finale se compose tout d'abord d'une adresse donnée à l'entrée du projet et/ou du numéro du bloc et du numéro de l'unité. Le numéro civique de l'entrée correspond au prochain numéro logique de la rue que l'entrée croise à quatre-vingt-dix degrés. Il est recommandable d'installer un croquis du système de numérotation sur une pancarte bien visible à l'entrée du projet. D'autres solutions, selon le cas sont cependant envisageables dans ce genre de projet immobilier. d. Il serait souhaitable de suivre la grille de la page suivante lors de la numérotation de longs chemins croisant plus d'une municipalité.

