

To:	Warden Halliday and Members of Grey County Council
Committee Date:	October 25, 2018
Subject / Report No:	PSR-CW-08-2018
Title:	Road Closure and Common Operating Picture (Municipal511 and Responder511)
Prepared by:	Pat Hoy, Jody MacEachern, Kevin McNab
Reviewed by:	Mike Alguire, Mary Lou Spicer
Lower Tier(s) Affected:	All
Status:	Adopted by the Committee as presented as per Resolution CW251-18; Endorsed by County Council on November 8, 2018 as per Resolution CC105-18.

Recommendation

1. That report PSR-CW-08-2018 regarding Road Closure and Common Operating Picture (Municipal511 and Responder511) be received; and
2. That Grey County staff continue to invest in the best solutions to improve information sharing among emergency response organizations and the public; and
3. That as per Grey County's Purchasing Policy - Disposal of Surplus Goods 11.2 (c) the decommissioned Getac computers be distributed at no cost to lower tier fire departments to support the use of Municipal511 and Responder511.

Executive Summary

Bruce Power has recently announced that it will fund licensing for Municipal511 and Responder511 for Bruce, Grey, and Huron counties as part of a Regional Interoperability Optimization project for the remainder of 2018.

Municipal511 is a road closure and event management application. Responder511 is a common operating picture for emergency services, built around the data entered into Municipal511.

Grey County staff has assessed these two products as a replacement for the custom solution currently used for road closures, which is out of date and requires upgrading. These products have the advantage of being integrated with other applications, such as the computer aided dispatch (CADLink) program used by Grey County Paramedics Services. Importantly, it offers

the potential for a regional picture for both residents and emergency responders, as there is the potential for Grey County's member municipalities and neighbouring communities to use the service as well.

Background and Discussion

History of Grey County's Road Closure Application

Grey County first released an online map-based road closure application in 2014 to improve communication of road closures to the public. The map showed a simple representation of emergency road closures (weather or accident), and construction events. It has been one of the County's more popular online applications. It received 105,000 visits this winter (November 1, 2017 – March 31, 2018), with 65% of those visitors using mobile devices to access the webpage.

The potential to improve this application for public use was immediately apparent. Although it has been an excellent resource to communicate Grey County road closures, users were still visiting other sites to get a complete picture of current road conditions – sites such as the province's My511 page, websites for neighbouring municipalities, weather sites, etc.

In 2018, Grey County staff improved the road closure application by rebuilding the public mapping interface (currently available to the public as a beta release). New datasets were added to the map, including a spatial representation of Grey County road conditions, submitted by foremen during their winter patrols through their compliance application. Staff also added open data from the Ministry of Transportation Ontario (MTO) to show highway closures and conditions. Grey County road closures created in this web application were submitted to Waze, a crowd-sourcing traffic information app owned by Google, and information submitted directly through the Waze interface was made available on Grey County's map.

Staff began the process of scoping a rebuild for the administrative tools for this application in 2017. The original technology is out of date and no longer supported by Grey County, and further enhancements were requested. One of the key challenges for communicating winter road closures has been acquiring and presenting data from neighbouring counties and lower tier municipalities. Having regional data would improve the service not just for our residents, but also, critical for emergency responders who rely on road-related data for their normal operations. Until recently, there was no clear commercial solution for managing spatial data associated with road closures, and few of Grey County's neighbours were showing road closures on a publicly available map.

Road Closures and Regional Interoperability

Transnomis, a traffic management company based in Ottawa, recently released two complementary commercial products for municipalities: Municipal511 and Responder511. Municipal511 allows municipalities to create road-related information (closures, accidents, events, flooding, etc.), through an intuitive web-mapping application. Events can include planned start and stop dates, detours, and further information about the event such as whether the road is closed, or just one lane with alternating traffic.

Data entered in Municipal 511 is already integrated with Waze, major GPS companies like

TomTom and HERE as well as Interdev's CADLink program, used by Grey County Paramedic Services.

Responder511 is a companion application to Municipal511 that provides a common operating picture (COP) to police, fire, paramedics, and emergency managers. Responder511 will improve situational awareness and allow for greater interoperability between emergency services by having live data readily available during an emergency event. Having access to this information will decrease the response time to access a patient and improve the safety for emergency responders. As the two products are meant to be used for every day road-related issues, there should be a high degree of comfort and familiarity with the products when they are required for use in an emergency situation.

With Responder511, users see any road-related information that is available in Municipal511, whether it was created by the County, entered by another organization, or available from an open data source (i.e. MTO road incidents). There are several additional layers that are available by default including weather (radar, wind) and Google Traffic. In addition, administrators can share private layers to facilitate emergency management. Some potential uses include:

- Indicating the location of Automated External Defibrillators (AED) on the map
- Adding a marker on addresses that responders should call dispatch for more information
- Critical infrastructure
- Disease outbreaks
- Maps of large facilities

During a large scale event Responder 511 will allow incident command to draw details of the scene on a map for all emergency services to utilize. This would include the impacted area, staging area, access and egress points. All units responding to the event will have this information live and updated as the event unfolds. Responder511 has the ability to integrate automatic vehicle data into the map so that resources on the scene can be tracked. There will also likely be integration with the app *Who's Responding*, a response tracker used by volunteer fire departments in the areas to track who is responding to a call.

Perhaps the strongest benefit to Municipal511 and Responder511 is the potential to have municipalities across the region using a common platform to create and manage road-related information, both as a service to the public, and as a common platform for emergency management. Responder511 is already integrated with Interdev's CADLink program, so content in Responder511 is available to responders through their dispatch software. Grey County Paramedic Services is in the process of making ambulances mobile hotspots, so responders will be able to have continuous access to this information.

Supporting Local Fire Departments with Getac Computers

In 2018, Grey County Paramedics services replaced 21 Getac computers that were utilized in ambulances.

Most of the fire departments operating in Grey County have expressed interest in using these computers to support field operations. In order to support local fire departments benefitting and contributing to the Common Operating Picture provided by Responder 511, Grey County staff

propose equally distributing these computers for use in lower tier fire departments. As described above, this would be most beneficial to support information sharing in large-scale incidents with multiple agencies responding.

The computers will be erased and provided without operating systems. Each fire department will be responsible for having operating systems licensed and installed. Support for Responder511 is provided through Transnomis. Grey County will continue to support the program for lower tier municipalities, including fire, and provide training when required.

Grey County's Purchasing Policy (Disposal of Surplus Goods 11.2 (c)) states that:

"Purchasing shall ascertain whether items falling into their respective authorities can be of use to another municipality or division rather than disposed of."

Legal and Legislated Requirements

None

Financial and Resource Implications

Bruce Power has agreed to purchase the license as a trial for Bruce, Grey and Huron Counties for the remainder of 2018 as part of an ongoing Regional Interoperability Optimization (RIO) project. The RIO project aims to improve sharing of information between emergency management and responders within the three counties.

Municipal511 and Responder511 offer population-based pricing. For Grey County, Municipal511 would cost \$6,568.11 per year. Responder511 would cost an additional \$2,814.90. These costs will be added to the Paramedics Services Operating budget in 2019.

The licensing includes two user accounts for each service, plus two user accounts for each service for each of Grey County's member municipalities.

If the computers were offered for sale on an on-line auction site, proceeds could be expected to range from \$250 to \$500 per computer for a total of \$5,250 to \$10,500. Proceeds from disposal are transferred to the Paramedic Services Reserve to fund future equipment purchases.

Relevant Consultation

- Internal: Kim Wingrove and Finance
- External: Regional Interoperability Optimization Working Group (RIO)

Appendices and Attachments

[Grey County Procedure A-FIN-001-001, Purchasing Procedures](#)