

**LOCAL SERVICES BOARD OF LORING, PORT LORING AND DISTRICT**  
**PO Box 148, Port Loring, Ontario P0H 1Y0**

**Bylaw 2021-01:**

The Members of the Local Services Board of Loring, Port Loring and District enact as follows:

A bylaw to:

1. To approve the 911 Standard Operating Procedure, copy attached.
2. This bylaw shall become effective upon date of enactment.

Passed at a meeting of the Local Services Board of Loring, Port Loring and District on the 18<sup>th</sup> day of March 2021.

SIGNING AUTHORITY:

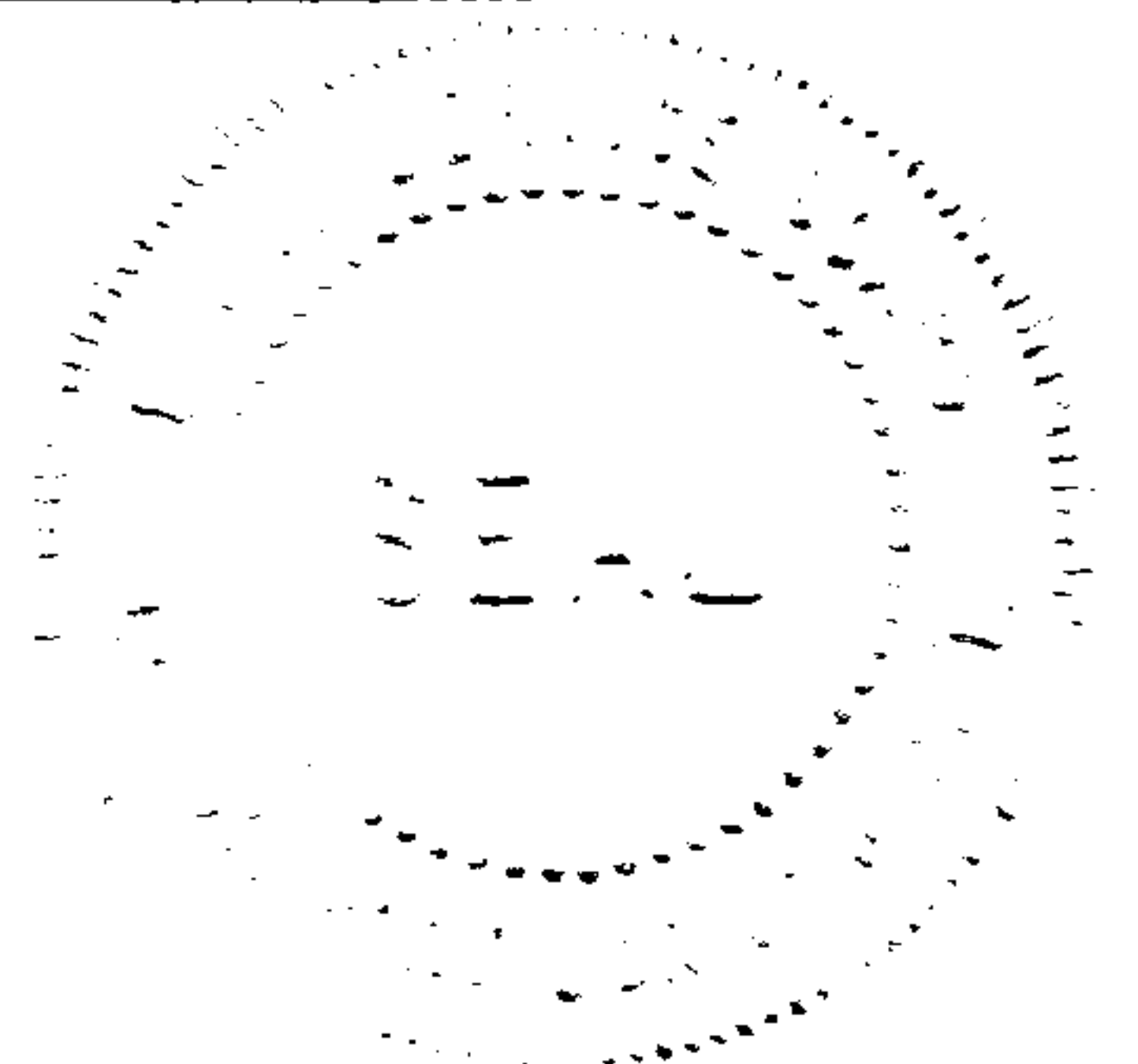
*Pam deKoter*

BOARD MEMBER NAME:

PAM deKOTER

SECRETARY:

*Peggy Whitford*



**Loring and District Local Services board  
Standard Operating Guideline - 911.2020.02  
9-1-1 Committee**

**Revised:**

This Operating Guideline is implemented under the direction of By-Law(s):

- 2004-15      Passed **September 16<sup>th</sup>, 2004**. Which states a formal request to obtain the power of Emergency Telecommunications.
- 2019-08      Passed **May 16, 2019**. To accept the 9-1-1 P-PSAP Services Agreement for June 26, 2019 to June 25, 2024 between the Ontario Provincial Police and the LSB, and the Chair and secretary to sign the agreement.

**Purpose**

The purpose of this SOP is to guide the operation and implementation of civic address signage throughout the Local Services Board (LSB) district to ensure uniformity and accuracy. This will act as a living document that will be reviewed and updated on an annual basis to reflect any changes within the LSB Board's structure or procedural guidelines.

The stakeholders in this procedure are:

- (1) Property owners;
- (2) 911 Committee Chair and LSB Board Members
- (3) Secretary of the LSB; and
- (4) Contractor (Annual Tender), who will be responsible for metering and installation of 911 signs.

This SOP shall not conflict with the duties, responsibilities and obligations of the Local Services Board, any Contractor Service Agreements, or the Acts that govern the Board and other Agencies that the Board may use as Contractors.

**Suppliers**

The following external agencies will be utilized for this SOP (contact is by the LSB Secretary):

- (1) **Trillium Municipal Supply - Signs**  
321 Lakeshore RD. W.,  
P.O. Box 59548  
Mississauga, ON, L5H 1G8  
Contact Jane-Ann Newson 905-891-0635  
ja@trilliummunicipal.com  
Pricing does not include shipping/handling fees or applicable taxes

## Contacts – Updates

### (1) Bell Canada - **911 Service Support Centre**

- Bell Canada 911 Team has created a new 911 Service Support Centre to facilitate general requests.

- The types of requests handled by the Centre include:

- (a) Adding new address
- (b) Changing of existing address
- (c) Database update
- (d) General queries

- Changes and modifications addressed to email: [modifications.911@bell.ca](mailto:modifications.911@bell.ca)

- Address Correction and Update forms are shown in Appendix B & C

### (2) Hydro One

[Zone6scheduling@hydroone.com](mailto:Zone6scheduling@hydroone.com)

### (3) MPAC

[CPF@mpac.ca](mailto:CPF@mpac.ca)

## Process

The requirement for civic address signs will be generated by one of two methods:

(1) Upon request by a property owner;

(2) When recommended by the Local Service Board.

In the above situations, the property owner is responsible for the cost of the sign (\$200) and must submit payment to the LSB Secretary. Upon receipt of payment, the LSB Secretary issue a work order to the contractor to measure and calculate a sign #. The LSB Secretary will notify the property owner, in writing, of the assigned 911 civic number as soon as the number is determined.

The LSB Secretary will contact the Contractor to advise that a sign metering and installation is required, and that payment has been received.

The Contractor will obtain the necessary metering/installation equipment and sign materials from the LSB and proceed with the installation.



## **Responsibilities**

### LSB Members(s):

- (1) Re-direct ALL requests for 911 signs, inquiries for numbers (replacement numbers, additions or deletions) to the LSB Secretary
- (2) will be responsible to review, amend (as appropriate), and finalize the SOP on an annual basis.
- (3) to maintain and establish Contracts, Tenders and current supplier pricing;

LSB Members will be responsible to review, amend (as appropriate), and finalize the SOP on an annual basis.

### 911 Committee Chairperson:

The 911 Committee Chairperson will be responsible:

- (1) to establish and maintain the Standard Operating Procedure for the 911 Committee;
- (2) to resolve any disputes that may occur regarding the assignment, metering and installation of 911 signs within the LSB district of responsibility;
- (3) to coordinate with the LSB Secretary to ensure changes or updates to the 911 database are recorded and information is forwarded to the 911 Service Support Centre, Hydro, & MPAC
- (4) to coordinate with the Contractor to conduct a physical review of the LSB district to ensure properties have 911 numbers. Due to the wide area of responsibility, this will require a multi-year approach, and will be subject to budgetary constraints. Therefore, the LSB Board, 911 Committee Chair, and the Contractor, shall identify areas that will be reviewed and agree on a set fee prior to starting the verification process.
- (5) ensure the following equipment is available for the Contractor use:
  - a. GPS camera or GPS coordinate device.
  - b. sign posts,
  - c. hammer drill,
  - d. hydraulic cement, PL2000 adhesive or equivalent,
  - e. signs and lettering,
  - f. one tool box with required small tools to assemble signs, and
  - g. EU 2000 Honda inverter generator

The above listed equipment will be stored in the pump room within the

## Argyle Community Centre.

### LSB Secretary:

The LSB Secretary will be responsible:

- (1) to respond to general queries concerning 911 signage (cost, general process);
- (2) on behalf of the LSB, to accept and process payment for 911 signs (\$200);
- (3) once payment is received, initiate work order / spreadsheet (Appendix H) and send to the Contractor to perform metering and installation of a requested sign;
- (4) order the sign number upon the direction from the contractor as to the number;
- (5) to notify MPAC of address changes or additions prior to August 31st of each year. This will ensure changes are reflected on the OPTA tax roll;
- (6) to notify Bell Canada of address changes or additions to their CIVIC 911 address database to increase emergency response accuracy;
- (7) to advise the 911 Committee Chair of any problems or difficulties in the performance of the above listed responsibilities;
- (8) Manage and update work order spreadsheet. (Appendix H)

### Contractor:

Upon notification by the LSB Secretary, the Contractor is responsible:

- (1) to draw the necessary equipment from LSB storage to create the 911 civic sign;
- (2) meter the specific property to ensure accuracy of sign placement; (Appendix D)
- (3) Ensure road name is a MTO assumed road not a private road.
- (4) notify the LSB Secretary of the sign # required for the property
- (5) install 911 sign.

- (6) submit an invoice for all completed sign installations (frequency of submissions to be discussed between the contractors and the secretary. However, the LSB must receive invoice no later than the 15<sup>th</sup> of October.)
- (7) Ensure that work order is completed and LSB Secretary is notified.

## Appendix

- A) CERB Agreement signed May 16, 2019**
- B) 911 Address Correction Form**
- C) 911 Address Update Form**
- D) Metering Formula/ Installation Specs**
- E) 911 Sign Specifications Drawing**
- F) Contractor(s) Agreement(s)**
- G) Spreadsheet of 911 Request and Status**

## **Appendix 'A'**

**See Attached Document  
CERB Agreement**



# Appendix 'B'



Emergency Services District

## 9-1-1 Address Correction Report Group 1-800-309-0911

For Bell Canada Address Corrections: E-Mail to [corrections.911@bell.ca](mailto:corrections.911@bell.ca) or Fax to :1-800-910-0911  
**Report all other address corrections to the Local Service Provider (LSP) or Private Switch Operator (PSO) as identified on the display/printer.** Note: Please forward in a timely manner, preferably on a daily basis.

AGENCY / PSAP NAME:		Port Loring & District Local Services Board – 911 Committee Chair	
FAX #:			
CALL BACK #:		705-757-3947	
CALL TAKER:			
DATE of CALL: yy:mm:dd		TIME of CALL:	
	<b>ANI/ALI DISPLAYED:</b>		<b>CORRECT ANI/ALI IS:</b>
TELEPHONE #			
NAME			
ADDRESS			
OTHER COMMENTS:			
<b>BELL CANADA USE ONLY</b>			
<b>CONFIRMATION BY BELL CANADA DIU:</b>			
<b>9-1-1 ADDRESS REPORT CANNOT BE CORRECTED BY BELL CANADA FOR THE FOLLOWING REASON:</b>			
4FR	<input type="checkbox"/>	SUBSCRIBER DISPLAY IS NOT POSSIBLE FOR 4-PARTY TELEPHONE SERVICE	
PBX	<input type="checkbox"/>	THE CUSTOMER BILLING NUMBER IS DISPLAYED – INDIVIDUAL EXTENTIONS OR LOCATIONS CANNOT BE DISPLAYED	
OPX	<input type="checkbox"/>		
MEGA	<input type="checkbox"/>		
PS ALI	<input type="checkbox"/>	THE PRIVATE SWITCH OPERATOR (PSO) HAS IMPLEMENTED PRIVATE SWITCH ALI. PLEASE DIRECT THE ADDRESS REPORT TO THE DESIGNATED PSO	
FX	<input type="checkbox"/>	CALLERS ADDRESS IS LOCATED IN A COMMUNITY REMOTE TO THE EXCHANGE (FOREIGN EXCHANGE LINE)	
OTHER SUPPLIER	<input type="checkbox"/>	PLEASE CONTACT:  FOR CORRECTION OF THEIR SUBSCRIBER RECORD	
NO RECORD	<input type="checkbox"/>	NO RECORD IN THE BELL CANADA DATABASE	



Appendix 'C'



9-1-1 Address Update

Emergency Services District

County

Municipality

Addition ☐ Deletion ☐ Change ☐

Contact Phone

Effective Date

Please Type Clearly

Existing Street

Name Suffix Dir

New or Revised Street Name

Name Suffix Dir

Address Ranges

Existing Even Odd  
From To From To Delete  
1) Yes No  
2) Yes No

New or Revised Ranges

Even Odd  
From To From To  
1)  
2)

Remarks:

Support Documents Attached	
	Bell Use Only
Mapping <input type="checkbox"/>	Date Recvd
Other <input type="checkbox"/>	Date Entered
	By

**NOTES:**

[illegible]

## **Appendix 'D'**

### **Metering Formula/ Installation Specs**

**Meter Formula;** Measurement will be taken from the beginning of the road access. Every 5 meters is a new number. Odd/Even numbering for access road must be maintained. A measuring wheel shall be used for accuracy.

At road start (0) zero meters, even numbers will be on the right, odd numbers on the left.

**Example:** Measuring from the beginning of Lovers Lane at Highway 522 to the new proposed laneway. Measuring Wheel shows a distance traveled of 1550 meters (1.55 kilometers) ( $1550 \div 5 = 310$ ). The new number would be either 310 or 311 depending on placement.

Island Numbering – will commence on the most northerly point of island and numbered in clockwise rotation. Where numbering is already existing, numbering should continue from closest property

Lake Numbering – numbering will commence from the closest water access point that will allow for Emergency Services to respond to emergencies. Numbering will be predetermined by the use of the online "Make a Topographic Map – Ontario.ca" ( [ontario.ca/page/topographic-maps](http://ontario.ca/page/topographic-maps) ) site where the shoreline can be measured for number determination. Where numbering is existing, new numbering will be calculated from closest property to keep continuity to avoid any confusion with emergency services.

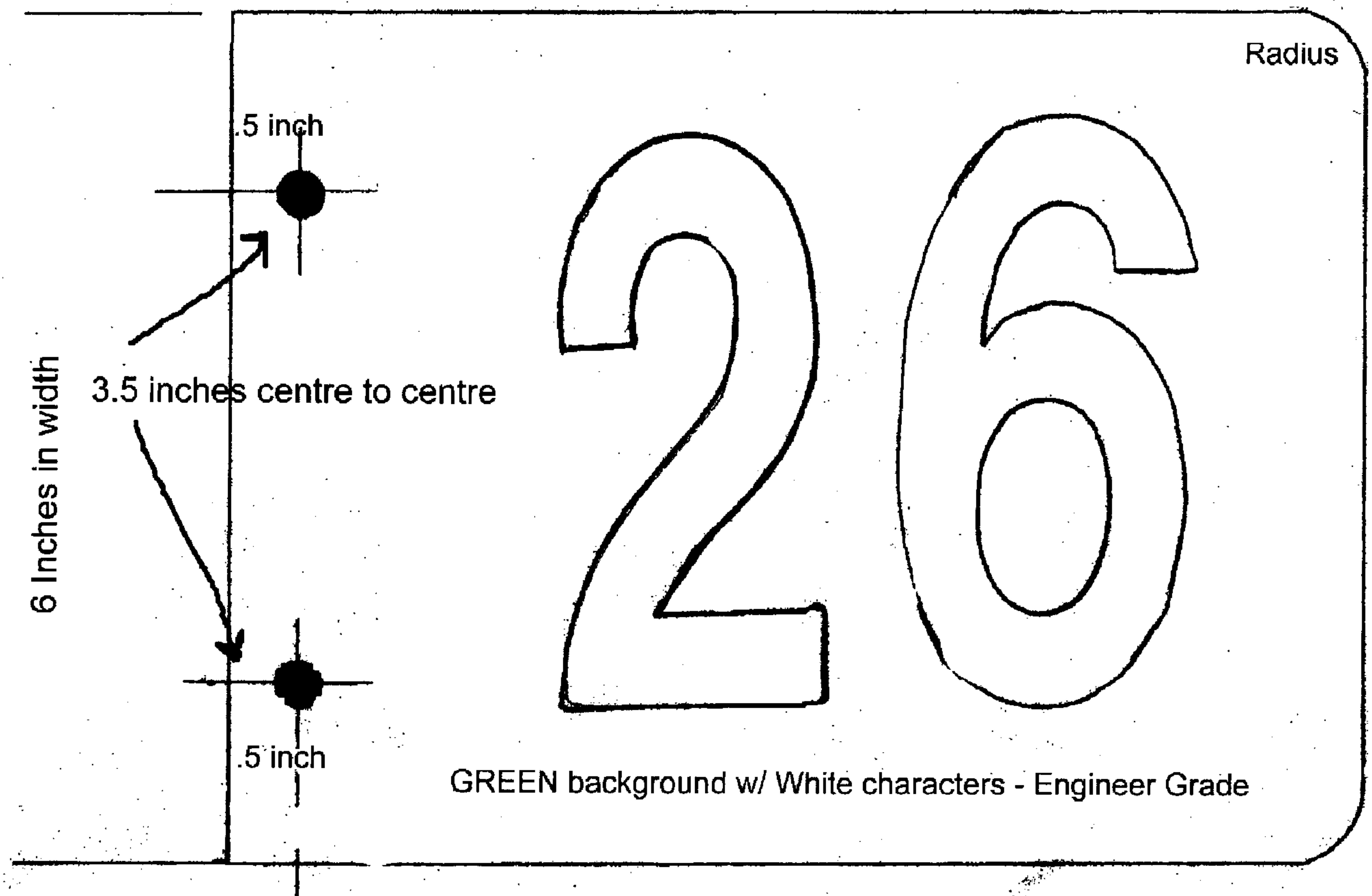
### **Sign Installation Specifications**

- All sign posts are to mounted at a perpendicular height of no lower than 110cm to the center of the road (or Level approach) and no higher than 150cm to the center of the road (or Level approach). This is to ensure maximum visibility at night or day.
- Posts should be mounted within 5 meters from shoulder of road up the laneway where they cannot be damaged or knocked over by snow removal operations.
- Posts are to be driven into the ground no less than 30 cm in loose soil or where possible.
- When mounting post in rock, a hammer drill will provide a hole no less than 12cm in depth into the rock and the sign post secured in the hole with hydraulic cement, PL2000 adhesive or proven equivalent.
- Signs and posts should be leveled to ensure the esthetic appearance throughout the territory.
- Signs must be affixed to the metal posts provided and not bolted to any other structure natural or man-made.
- Island signs are to be mounted so that signs can be clearly visible at night or day and no further on shore than 5 meters from high water mark.

## Appendix 'E'

### 911 Sign Specifications drawing

NOTE: This drawing is not to scale



#### Sign Specifications

- Characters per sign. Number of characters determines sign length size
- Character Height 4 inch
- Character Width 2 inch
- Green Background
- White on engineer grade reflective
- .081 alum
- 3/8 holes punched 3 1/2" center to center
- Numbered/lettered on both sides



## **Appendix 'F'**

### **Contractor Agreement**

In order to address a multitude of issues concerning 911 civic signs, it was decided that the following tasks would be Contracted out:

- (1) Preparation, metering and installation of 911 civic address signs within the LSB district; and
- (2) Physical review of properties within the LSB area of responsibility.

#### **Initial 911 Sign Installations**

Upon notification by the LSB Secretary, the Contractor will be responsible to have the required sign(s) prepared and complete the required metering and installation within a reasonable period (subject to seasonal conditions). The Contractor shall follow the installation guidelines and fastening hardware specified in Appendix D of this Standard Operating Procedure.

Upon receipt of the invoice from the Contractor, the LSB will pay \$100 per installation for new and/or re-installed signs. The Contractor will be responsible for transportation (including mileage) and any other cost for all sign installations. The LSB will provide the necessary tools to prepare signs and complete the metering and installation.

#### **Physical Review of Properties**

At the start of each new LSB mandate, the 911 Committee Chair and the Contractor representatives will discuss and identify areas for review within the LSB mandate. The intent of the physical review of properties is to identify any issues with 911 civic numbering (inconsistent or incorrect number assignment) and identify properties that have been severed/developed that should have 911 civic signage. The cost to complete the physical review of properties is considered separate from the cost to install a 911 sign and is subject to funding availability within the LSB annual budget but all reasonable efforts will be made to conduct a review of all properties within a five year cycle. Due to the different issues the specific duties will be outlined in a separate appendix.

If an error in 911 civic numbering is found, the Contractor will make note of the error (what kind of error, location, etc) and this information will be provided to the LSB Secretary. Resolution of the error (contacting the owner of new number) will be made by the LSB formally in writing.

It is possible that the Contractor will identify properties that do not have a 911 civic sign but should have one installed. This would include properties that have driveways installed, properties that have structures installed (sheds and similar), and properties that have residences (either occupied or seasonal). When such properties are identified during the physical property review, the Contractor will make note of the property location, and a brief description of the property (e.g., driveway in place, cottage on site, multiple buildings, etc). This information will be given to the LSB Secretary. Where possible, the Contractor will provide a letter (from the LSB) that outlines the reason(s) why a 911 civic sign is required.

The Contractor will maintain a spreadsheet of areas reviewed and will provide updates to the 911 Committee Chair on the progress of the properties review upon request. (Appendix to create above)

**Appendix 'G'**  
**911 Request and Status Spradsheet**

Name	New Number Generated	Access Name	Advise owner if this is a change of sign	Advise LRB of new entrances	Plan, Lot, Parcel number, Old Number	GPS Longitude & Latitude, Driveway entrance	Contact Phone Number	Payment Received ✓	Sign Ordered mm/dd/yy	Sign Installed mm/dd/y
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