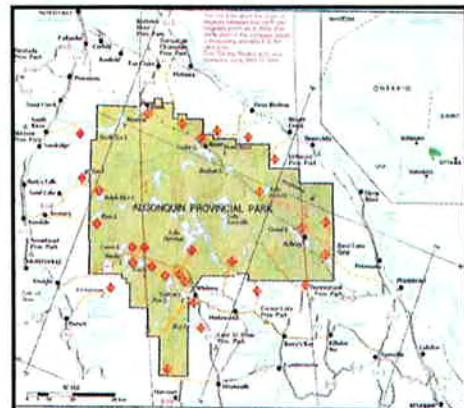


REPORT FOR
CENTRAL AMBULANCE COMMUNICATIONS
SERVICING
ALGONQUIN PARK



May 2008
Prepared by
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Muskoka Ambulance Service

ALGONQUIN PARK SUMMARY

Purpose

1. To inform all Central Ambulance Communication Centers that provide Algonquin Park and its surrounding boundaries, of information collected and possible proposals to make EMS response to Algonquin Park easier for CACC and other Allied Agencies.
2. To create a summary of the available landlines, payphones and cellular phones available in Algonquin Park and surrounding areas.
3. This overview was created as a follow-up from a letter received from the Algonquin Park Summer Camp Association, to determine the best and most efficient way for the staff and campers to access the EMS systems that respond to Algonquin Park.
4. To look into 911 boundaries surrounding Algonquin Park.
5. To determine whether landlines and Bell Payphones have 911 access within the boundaries of Algonquin Park.
6. To check and record findings of payphones and landlines along the Hwy 60 corridor.
7. Determine the location of summer camps.



Findings:

1. The Algonquin Park Corridor has more phone lines than originally thought.

2. All payphones and most land lines along the Hwy 60 corridor running through Algonquin Park from the West Gate to the East Gate have been checked.

3. There are currently 30 payphones along the Hwy 60 Corridor and approximately 15 others at local resorts, summer camps and restaurants within the same boundaries.

4. Many phones are not being properly maintained.

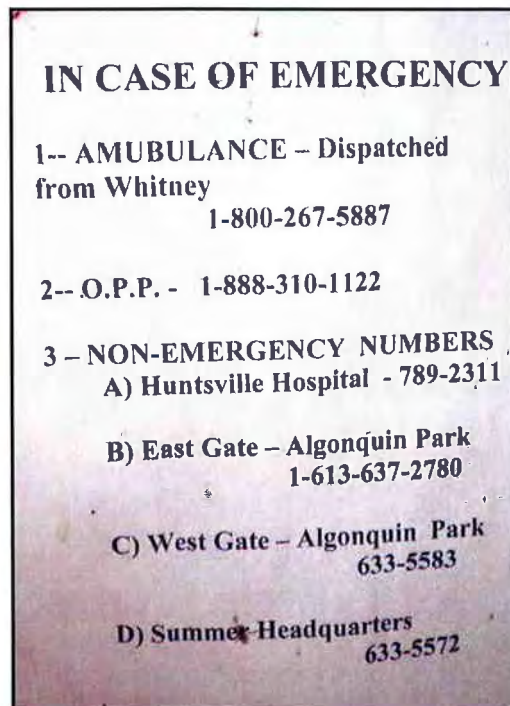
5. Emergency Contact Information Cards posted at many phones were showing out-of-date information. (note spelling “AMUBLANCE”)

6. Contrary to information previously obtained, there are landline phones connecting Algonquin Park.

7. Most summer camps, restaurants and Algonquin Park Permit Stations and other Park Buildings have land line phones

8. All landlines working well, with Call back numbers confirmed.

9. We have also tested cell phone coverage within the Park with Bell and Rogers.



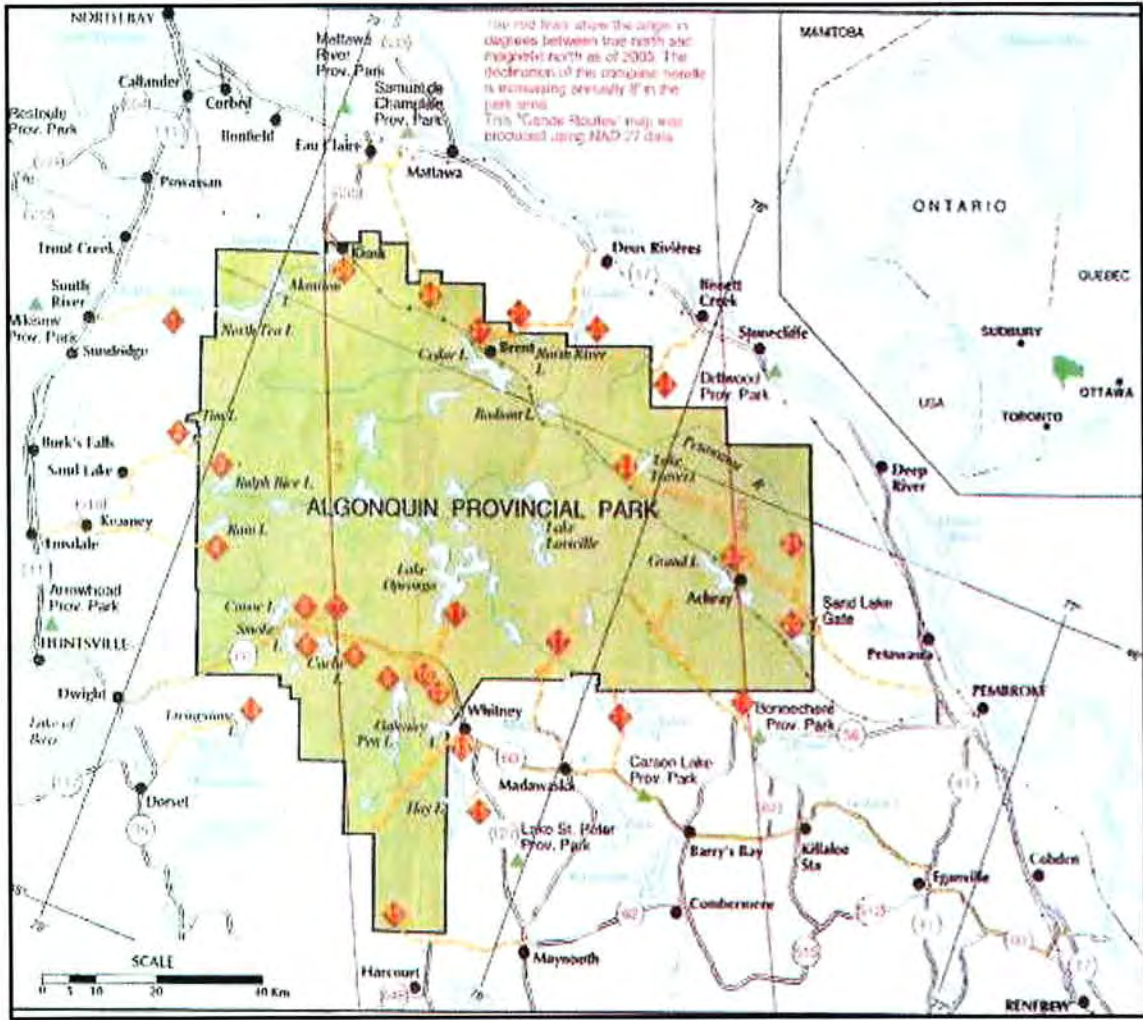
Actions Taken

1. Recorded all payphone numbers and locations of payphones through Hwy 60 Corridor from the West Gate to the East Gate.
2. Notified Bell of phone numbers and locations of phones to be repaired and asked to have 911 and other information removed from phone front that does not apply. This appeared to have been done on most (613) phones.
3. Tested Cellular coverage for Bell and Rogers.
4. Attended all summer camps and confirmed GPS coordinates with possible landing sites for an on-scene helicopter response if necessary.
5. Recorded locations, and confirmed GPS information for existing landing sites for on-scene helicopter response.

Recommendations

1. Recommend all CACC(s) that respond resources into the Park have a copy obtained by contacting the Algonquin Forestry Authority. (See attached map of Algonquin Park received from the Algonquin Forestry Authority)
2. Confirm your CACC boundaries on the map. The Forestry Authority has used large yellowish lines to determine which call center to be used in case of emergency.
3. Check all Bell Payphones in your coverage area for proper information posted on the front of the phone.
4. Confirm if 911 works from payphones within the Park boundaries in your coverage/response area.
5. Test and confirm callback numbers for each payphone for 911 or Operator availability
6. Confirm that all local emergency numbers are up-to-date and posted on Park Payphones.
7. Test cellular coverage to see if cell towers are present in your response area and that calls are routed to the appropriate CACC.
8. Contact the Business, Camps, etc within your CACC Specific boundaries to ensure the correct emergency numbers are accurately recorded.

Map of Algonquin Park



Summary

1. The Algonquin Park corridor running from the West Gate at Oxtongue Lake through to the East Gate at Whitney does have landline phone coverage to most buildings within the corridor that services Algonquin Park campgrounds and local offices.
2. There are also many Bell Payphones that service the Hwy 60 corridor to assist all that use the Park.
3. The callback numbers and 911 testing results have been recorded and deficiencies forwarded on to Bell Canada for their attention and follow-up.
4. 911 does work from one (1) Bell Payphone at the West Gate, forwarded to Lindsay CACC. The rest of the payphones within the 705 area code along the corridor will not forward to a 911 direct call center or an Operator.
5. Dialing 911 inside the 613 area code (Algonquin Visitor Center KM 43 – the East Gate KM 56) 911 does not go directly to a call center, but to a Bell Operator who will make the appropriate connection.
6. 911 coverage does stop just before entering Algonquin Park on Hwy 60 at Troutspawn Lake Rd. 911 coverage does start again at Ayleen Lake Rd, running between Madawaska and Barry's Bay along Hwy 60.
7. This information will be forwarded to all CACC(s) surrounding Algonquin Park including, but not limited to; Muskoka, Parry Sound, North Bay, Renfrew, Kinston, and Lindsay.
8. Bell Canada and the MOHLTC will also receive a copy of this report..

Completed _____

Signed _____

Dated _____