

**4. NEW PERFORMANCE BASED AMBULANCE SERVICE
CONSULTANT APPOINTMENT**

COMMITTEE RECOMMENDATION

That Council approve the appointment of Fitch & Associates of Platte City, Missouri, to provide expert advice and professional services for Phase III - Implementation of the new performance based ambulance service, for a total contract provision of \$249,260.00 including GST.

DOCUMENTATION

1. Medical Officer of Health's report dated 03 Oct 00 is immediately attached.
2. Extract of Draft Corporate Services and Economic Development Committee Minute, 17 Oct 00, immediately follows the report and includes a record of the vote.

REGION OF OTTAWA-CARLETON
RÉGION D'OTTAWA-CARLETON

REPORT
RAPPORT

Our File/N/Réf.
 Your File/V/Réf.

DATE 03 October 2000

TO/DEST. Co-ordinator
 Corporate Services and Economic Development Committee

FROM/EXP. Medical Officer of Health
 Health Department

SUBJECT/OBJET **NEW PERFORMANCE BASED AMBULANCE SERVICE,
 CONSULTANT APPOINTMENT**

DEPARTMENTAL RECOMMENDATION

That the Corporate Services and Economic Development Committee and Council approve the appointment of Fitch & Associates of Platte City, Missouri, to provide expert advice and professional services for Phase III - Implementation of the new performance based ambulance service, for a total contract provision of \$249,260.00 including GST.

INTRODUCTION

Over two years ago Regional Council made the decision to move from the existing “level of effort” Provincial ambulance system to build a “performance based” ambulance system. This will be a system where results, accountability and public reporting will form the foundation. All good ambulance systems throughout North America are performance based.

Regional staff has developed the new ambulance system based on best practices from cities across North America, and primarily from the cities of Calgary and Toronto.

Fitch & Associates are world renowned, and the leading industry experts. Fitch & Associates have designed and successfully implemented hundreds of performance based ambulance systems around the world for close to 20 years. Fitch & Associates created the City of Calgary’s service almost 10 years ago. Today, the City of Calgary is in the top 5% of all ambulance systems in North America.

BACKGROUND

Fitch & Associates were retained in May 2000 to complete Phase II - the detailed system design, and operating / capital budgets for the years 2001-2003 for the new ambulance system. All of the Fitch & Associates deliverables were on time and surpassed staff's expectations.

On 09 August 2000, Regional Council approved the system design and budgets for the new ambulance system as proposed by Fitch & Associates and as recommended by staff.

DISCUSSION

Given the magnitude of changes necessary and the time left to prepare for the new system, staff recommends that Fitch & Associates be retained for Phase III – the Implementation Phase. Senior consultant, Mr. Jack Morasch will continue to work with the small group of existing Regional ambulance staff to prepare for implementation and to go live effective 01 January 2001.

While it is impossible to implement all the required changes on 01 January 2001, a significant amount of work can be accomplished with the expert advise and hands on help of Fitch & Associates.

This report requests approval for the retention of Fitch & Associates for \$242,000 with a provision for GST (net of rebate) of \$7,260.00 for a total contract award of \$249,260.00. Phase III - Implementation is anticipated to run from mid October 2000 to the end of February 2001. Almost all of the work during this Phase is expected to be conducted on site, in Ottawa.

FINANCIAL STATEMENT AND APPROVAL

\$

Approved Budget to Date	8,698,771
Total Paid and Committed	<u>(5,117,864)</u>
Balance Available	3,580,907
THIS REQUEST	<u>(249,260)</u>
Balance Remaining	<u>3,331,647</u>

Funds are available in the 2000 Operating Budget, Land Ambulance Services, Cost Centre 151713.

CONCLUSION

Regional Council has approved the new ambulance system design and the budget. Staff now needs the resources and the expertise to implement the vision, that will vastly reduce response times and improve morbidity and mortality rates in our community.

Approved by
Dr. Robert Cushman, MD, FRCPC

JYW/hf

Extract of Draft Minute
Corporate Services and
Economic Development Committee
17 October 2000

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- Medical Officer of Health's report dated 03 Oct 00

Councillor van den Ham noted the consultant appointment represented phase three. He inquired if this was the final phase or if staff expected more.

J. Yelle-Weatherall, Director, Land Ambulance Services, confirmed this was the final implementation phase.

Councillor van den Ham referenced phase two and inquired if it was known if the Region would receive dispatch. Ms. Yelle-Weatherall stated dispatch was not yet finalized, however, they remain optimistic. She added the People Services General Manager was negotiating this aspect.

Councillor van den Ham wondered if it was premature to implement phase three. In response, Ms. Yelle-Weatherall stated not, pointing out they were already four to six months behind schedule and critical steps such as facilities, fleet and staff remain unresolved. Councillor van den Ham concurred with the need to move ahead, to attempt to be ready and to fulfill the Region's responsibility.

That the Corporate Services and Economic Development Committee and Council approve the appointment of Fitch & Associates of Platte City, Missouri, to provide expert advice and professional services for Phase III - Implementation of the new performance based ambulance service, for a total contract provision of \$249,260.00 including GST.

CARRIED