

# CITY OF HAMILTON

## MOTION

Council Date: May 24, 2017

**MOVED BY COUNCILLOR WHITEHEAD.....**

**SECONDED BY COUNCILLOR .....**

### **Ambulance Dispatch Services**

WHEREAS, pursuant to the Ambulance Act the City of Hamilton is responsible for ensuring the proper provision of land ambulance services within the municipality in accordance with the needs of persons in the municipality and, subject to any grants, all costs associated with the provision of land ambulance service;

WHEREAS, ambulance dispatch services are a fundamental element of, and integral to the control of the performance and the cost of, the operation of a land ambulance service;

WHEREAS, various reports, including the Greater Toronto Area Ambulance Communication and Dispatch Services Review have identified systemic deficiencies in the delivery of ambulance communication services including:

- Governance of the operation of ambulance dispatch centres;
- Management and staffing of ambulance dispatch centres;
- Utilization of technology to improve performance of ambulance dispatch centres; and
- Utilization of appropriate call screening tools to reduce call handling time and improve the accuracy of call assignment

WHEREAS, ambulance dispatch services are currently provided by a Central Ambulance Communications Centre located in the City of Hamilton and operated directly by the Ministry of Health and Long Term Care;

WHEREAS, the City of Hamilton received Information Report CES17022 (Ambulance Communications and Dispatch Services) which provided a current review of the ambulance dispatch system impacting the delivery of land ambulance services in the City of Hamilton;

WHEREAS, Report CES17022 outlined that the current model of ambulance dispatch delivery is not well aligned with the goals and objectives of the City of Hamilton Paramedic Service thereby affecting the operational and cost efficiency of land ambulance service delivery in the City of Hamilton;

WHEREAS, the Ambulance Act, R.S.O. 1990, c. A. 19 assigns Minister of Health and Long Term Care the duty and the power to establish, maintain and operate ambulance communication services, alone or in co-operation with others, and to fund such services; and

WHEREAS, these duties and powers have been utilized to fund ambulance dispatch services in areas such as Toronto, Niagara, and Ottawa which are more integrated with the land ambulance services being delivered in those municipalities;

THEREFORE BE IT RESOLVED:

- (a) That staff be directed and authorized to meet with representatives of the Ministry of Health and Long Term Care to discuss alternatives for collaboration in the operation of the Hamilton ambulance dispatch centre including:
  - (i) Pursuing the establishment in the short term of a performance contract or alternative governance models for land ambulance dispatch outlining roles, responsibilities and performance expectations;
  - (ii) Pursuing the provision of current, real time, data from the computerized ambulance dispatch system to support contemporaneous decision making, land ambulance service delivery, and the needs of our partners including hospitals and other emergency services; and
  - (iii) Determining the feasibility, terms and costs for the City of Hamilton to assume operation of ambulance dispatch function for the City of Hamilton in the same manner as has been developed for the City of Toronto, the Region of Niagara, or the City of Ottawa.
- (b) That staff be directed to report back to the Emergency & Community Services Committee within 6 months with respect to the items outlined herein.