



CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Hamilton Paramedic Service

| | |
|---------------------------|---|
| TO: | Chair and Members Emergency and Community Services Committee |
| COMMITTEE DATE: | September 21, 2023 |
| SUBJECT/REPORT NO: | Standardization of Ruggedized Computer Devices for Hamilton Paramedic Service (HSC23044) (City Wide) |
| WARD(S) AFFECTED: | City Wide |
| PREPARED BY: | Cliff Eggleton (905) 546-2424 Ext. 7743 |
| SUBMITTED BY: | Michael Sanderson Chief, Hamilton Paramedic Service Healthy and Safe Communities Department |
| SIGNATURE: | |

RECOMMENDATION

- (a) That the Panasonic Toughbook Computer/Tablet devices be designated a “Standard” device pursuant to Procurement Policy 14 – Standardization, such designation to be reviewed again no later than December 31, 2030; and
- (b) That the Gamber-Johnson Computer/Tablet mounts for vehicle installations be designated a “Standard” device pursuant to Procurement Policy 14 – Standardization, such designation to be reviewed again no later than December 31, 2030; and
- (c) That staff be authorized to negotiate with HGlobal Technologies Inc. as a single source for the supply, parts, installation of ESO software and repairs required associated with the standardized Panasonic Toughbook Computer/Tablet devices chosen by the City, pursuant to City Procurement Policy 11 through to December 31, 2030; and
- (d) That the Chief of the Hamilton Paramedic Service or their designate, be authorized and directed to enter into and sign, on behalf of the City of Hamilton, any agreements and or necessary associated documents for the purchase of the Panasonic Toughbook Computer/Tablet and Gamber- Johnson Mounts with

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: Standardization of Ruggedized Computer Devices for Hamilton Paramedic Service (HSC23044) (City Wide) - Page 2 of 4

- content acceptable to the City subject to Procurement Policy, Section 4.2, Policy 2 Approval Authority; and
- (e) That the Chief of the Hamilton Paramedic Service or their designate, be authorized to amend any Contracts executed and any ancillary documents as required if a supplier(s) identified in this Report (HSC23044) undergoes a name change.

EXECUTIVE SUMMARY

The Hamilton Paramedic Service currently utilize Panasonic Toughbook Computer devices under the Corporate Procurement Policy 14 – Standardization, that was last approved by Council (FCS18085/HSC18048) on September 24, 2018.

On September 30, 2020 (by-law 20-205) Corporate Procurement Policy was updated and changes occurred to Policy 14 – Standardization, Section 4.14 (4) which now includes “Where a standardized Good or Service is approved by Council or the Manager of Procurement and the expiry of the standardization is not stated in the approval report or motion, the expiry of the standardization shall be no more than three years from the date of the approval” That policy change initiated a three year time limit on all current standardization agreements that didn’t include an original end date to expire on September 30, 2023, hence the need for this report.

Hamilton Paramedic Service is scheduled to acquire and replace the current devices that were purchased in 2018 next year in 2024 which will be included in the Capital Budget submission.

Council’s continued approval is recommended for the Hamilton Paramedic Service to continue the Standardization of the Panasonic Toughbook Devices and the Gamber-Johnson mounts.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Acquisition and replacement of the Panasonic Toughbook and Mounting systems have been estimated at \$800,000.00. These funds will be included in the 2024 Capital Budget under Project #7642251101 – 2024 Annual Equipment Replacement Project for Hamilton Paramedic Service.

Staffing: N/A

Legal: N/A

HISTORICAL BACKGROUND

Panasonic Toughbook Computers were previously approved on December 9, 2009 (Report FCS09119) and again on (FCS18085/HSC18048) on September 24, 2018, as the Corporate Standard for ruggedized computing devices for paramedic services.

The ruggedized devices used by the Hamilton Paramedic Service are Panasonic Toughbook models which are a military grade device. These devices are due for life-cycle replacement in 2024.

These devices are used by paramedics to complete their medical charting by utilizing ESO software that is installed on the devices, these devices are also used for sending diagnostic test results, accessing corporate and departmental communications. There is only one vendor in the province that has the rights from ESO to install ESO software and provide diagnostic repair and updates to the computers, that vendor is HGlobal Technologies Located in Hamilton, ON.

Paramedics use these devices in the field in all types of weather conditions and active situations on an ambulance or emergency response vehicle. Paramedics also use the device for confirmation/acknowledgements/signoff release, for patients refusing transport, medical advice, or treatment as the device can be carried in a tablet format for onscreen signatures.

To assist in the recommendations for the life-cycle replacement of the current Panasonic Toughbook, the Hamilton Paramedic Service conducted a comparative inquiry of the most common ruggedized devices used by other Emergency Services in the province. The Panasonic Toughbook was the device many of the respondents used. Respondents who have the current model of Toughbook provided limited negative feedback with positive feedback regarding the updated operations and ability of the new devices. These Panasonic devices are also currently used by the Hamilton Police Service who provided no negative feedback regarding current usage.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

Pursuant to the *Ontario Ambulance Act*, Section 4, Part 1(d), the Minister of Health has authority “to establish standards for the management, operation and use of ambulance services and to ensure compliance with those standards”.

Pursuant to this authority the Ministry of Health has published the “Provincial Equipment Standards for Ontario Ambulance Services V3.7”. The Panasonic Toughbook Devices

and the Gamber-Johnson Computer/Tablet mounts are certified as following these standards, specifically General requirements for equipment and modifications.

RELEVANT CONSULTATION

Staff from Corporate Services – Procurement Section, Corporate Services – Financial Planning Administration and Policy, and Corporate Services – Information Technology have been consulted and their input has been included in this report.

Hamilton Police Service, Business & Strategic Initiatives was consulted to verify ongoing usage of devices and continued positive feedback.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The current standardization of the systems has been working well for the past 14 years with no identified problems, Paramedics are comfortable with the devices and completely understand how they function, and how they are secured and charged in the vehicles. Changing systems to a new device and mounting system may increase the stress for staff as they learn a new mounting system and the device.

Based on a comparative evaluation of alternatives, this Report recommends that Council continue to approve Panasonic Toughbook Computing Devices, along with Gamber-Johnson mounts for vehicle installations, as the Corporate Standard for ruggedized computing devices and mounts.

The anticipated operating costs of switching to a different device and mounting system would have to include (depending on the devices/system selected) the costs associated with procuring new devices and providing training to over approximately 400 paramedics in a new system/device.

APPENDICES AND SCHEDULES ATTACHED

None