



Report To:	Program Planning Committee
From:	Robert Smith Chief of Paramedic Services
Date:	February 21, 2018
Re:	Road Safety and Electronic Patient Call Reporting - Issue Report

Background

The Board has been made aware of ongoing challenges with effective operation of the Zoll Road Safety system, challenges that had been ongoing since the initial installations in late 2014. The rationale for ongoing briefings to the Board surrounded ongoing risks and lack of evolving confidence in the product. Staff did inform that Board that there was a need to explore alternative vendors to address ongoing issues with product suitability. In November 2017, staff entered a trial program with Ferno-AceTech, a product in significant use across Ontario. The trial has proven problem free since late November's installation.

In addition, the staff implemented a trial of the Interdev I-Medic solution, to determine improved efficiency of the electronic call reporting solution. In January of 2018, the trial was expanded to a second station. The findings of this trial have been positive, considering both front end users and quality assurance needs.

History

Manitoulin Sudbury DSB Paramedic Service assumed responsibility for direct delivery of land ambulance services in 2004. Advancements in technology since that time have allowed for mitigation of significant geographic challenges experienced by the service. The introduction of GPS/AVL and remote fleet monitoring is one such technology that has been adopted throughout the industry.

Manitoulin-Sudbury DSB first introduced such a solution in the mid 2000 through Grey Island/Interfleet. The product was new but was being incorporated throughout the Ontario Paramedic Services. The devices at that time were rudimentary, but there were many promises for design and technological advancements. These advances did not take place and subsequently since 2010, many municipalities have moved away from the original

product to other solutions. At the June 22, 2011 Board meeting, Paramedic Services brought forward the first report to explore migration to Zoll Road Safety [Road Safety Presentation](#), a product that was widely used outside of Ontario.

Originally, Manitoulin-Sudbury DSB Paramedic Service submitted a [ZOLL Road Safety and Tach West AVL System - Issue Report](#) for the implementation of the Zoll Road Safety solution on October 27, 2011. Then on March 22, 2012 the Board was provided with a [Road Safety Update Report](#). The Board was presented with a costing of \$79,033.40 to implement the product.

Manitoulin-Sudbury DSB Paramedic Service originally contracted with Zoll Canada to supply and install their Road Safety system in October 2011 but delays in system development resulted in an install in late 2014. Many system design challenges with the product resulted in delays with “go live” dates, ongoing meetings with the vendor to address design changes to meet service needs, and technical challenges related to solution capacity.

With respect to the historical use of electronic call reporting systems, Manitoulin-Sudbury DSB contracted with Zoll Canada in fall of 2009, to operate the Zoll e-PCR solution. Since that time, and until 2017, the service had not explored alternative options for electronic call reporting in the Paramedic industry.

Current Issues, Benefits and Risks

In 2011, Manitoulin-Sudbury DSB entered into a contract with Zoll, Canada to supply an operational GPS/AVL and operator monitoring system for the Paramedic fleet, a solution that would allow remote tracking of vehicle positioning, both for the service and for the Central Ambulance Communication Centre (CACC), and a solution that would allow real time monitoring of driver behavior. The product has never achieved success in the manner envisioned by the DSB.

In Ontario the Zoll Road Safety is in use by two Paramedic Services. Conversely, the Ferno-AceTech, the solution being recommended, is currently in place in 70% of Ontario’s Paramedic Services. This includes the City of Greater Sudbury, Thunder Bay, Kenora, and Timiskaming.

The DSB has been challenged with successful implementation of the current GPS/AVL, driver monitoring solution. Despite this fact, Manitoulin-Sudbury DSB has a responsibility to ensure purchased services allow for effective vehicle tracking, including data sharing with the CACC, to facilitate an effective response model. Each of these reasons support the need to move to a product that can offer success. Combined, the organizational risk of remaining with the Zoll Road Safety product is not supportable.

Early in the evolution of municipal Paramedic Services, electronic call report solutions in Ontario were in their infancy. Many services utilized paper reports. Electronic solutions

have since evolved and currently 45 Paramedic Services in Ontario are utilizing the Interdev product.

Financial Aspects

During Paramedic Service's assessment for an alternative vendor, a quote comparison was obtained from Ferno-AceTech. The cost for transition to this product was \$168,230 including the DSB share of HST. This total includes \$24,033 that would be attributed to the Wikwemikong First Nations budget so the DSB net one-time cost will be \$144,200.

The ongoing cost for Interdev's I-Medic product is higher than Zoll e-PCR. The current annualized cost for Zoll e-PCR is \$25,633 of which \$5,660 is attributed to the Wikwemikong First Nation Budget and the Interdev's I-Medic annualized cost is \$51,962 in 2022, of which \$7,423 is attributed to the Wikwemikong First Nations budget. The additional cost, in part, is due to the fact that the Interdev's I-Medic solution provides for all 28 laptops that carry the product to be updated and reformatted as required by Interdev and not DSB IT staff.

The annualized cost increase of \$26,329 has been staged by the vendor to increase incrementally by \$5,265 per year over the next five-year period. Additionally, the vendor has waived \$90,000 in implementation costs normally attached to new contracts. Costs associated with migration to Interdev I-Medic will be managed within existing operational budget.

Conclusion

The evolution of technology intended to support driver behaviours and allow for real time monitoring of vehicle location and performance, has resulted in the introduction of system into Paramedic Service fleets across North America. A decision made in 2011 by the Manitoulin-Sudbury DSB Board, based upon advice from Paramedic Services, and based upon expected vendor capacity, led to the installation of a product that has not evolved in a manner to achieve the expectations of this organization.

The Board was aware of ongoing challenges with the Zoll Road Safety product. Despite a significant investment of time and effort by DSB staff, as the Chief of Paramedic Services, I must recommend that the Manitoulin-Sudbury DSB abandon Zoll Road safety and purchase the Ferno-AceTech, a product successfully in use across the Province.

The trial program of Interdev I-Medic has been a significant success. Costs associated with movement to this product have been examined and such a move will benefit the service. As such administration recommends changing the electronic call reporting system to Interdev I-Medic and the 2018 costs will be managed within the 2018 budget.

Staff are recommending that the Program Planning Committee recommend to the Board that they approve a transfer of \$144,200 from the DSB Working Funds Reserve to pay for the Ferno-AceTech product. The remaining \$24,033 will be attributed to the Wikwemikong First Nations budget which will be reimbursed by the MOHLTC at 100%.