



STAFF REPORT ACTION REQUIRED

Toronto Central Ambulance Communications Centre (CACC) Performance Agreement with the Province

Date:	November 9, 2007
To:	Community Development & Recreation Committee
From:	Chief and General Manager, Toronto EMS
Wards:	All
Reference Number:	

SUMMARY

Since 1999, Toronto Emergency Medical Services (EMS) has managed and operated the Central Ambulance Communications Centre (CACC) for the purposes of call receiving and dispatching of ambulances as outlined in the Ontario Ambulance Act (O. Reg. 257/00). All CACC operators in Ontario are required to have Performance Agreements with the Ministry of Health and Long-Term Care (MOHLTC). EMS has worked with Ministry staff to draft a Performance Agreement for the operation of the CACC for the City of Toronto. Legal Services provided input and guidance throughout the process.

Based on staff review and consultation, EMS on behalf of the City of Toronto is seeking authority to sign the Performance Agreement with the MOHLTC for the operation of the CACC.

RECOMMENDATIONS

The Chief and General Manager, Toronto Emergency Medical Services recommends that:

1. City Council grant authority for the City of Toronto Emergency Medical Services to enter into a Performance Agreement with the Ministry of Health and Long-Term Care for the operation of Central Ambulance Communications Centre, and
2. The appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

Financial Impact

There is no financial impact to the City. The CACC is fully funded by the MOHLTC.

The Deputy City Manager and Chief Financial Officer reviewed this report and agreed with the financial impact information.

DECISION HISTORY

There is no previous history for a formal Performance Agreement between the City of Toronto and the MOHLTC for the operation of a CACC. This staff report marks the first time a formal, written agreement has been undertaken and reported to standing committee. All municipalities that manage and operate a CACC are required to have such an agreement in place.

ISSUE BACKGROUND

Since 1999, EMS has managed and operated the CACC for the purposes of call receiving and dispatching of ambulances as outlined in the Ontario Ambulance Act (O. Reg. 257/00). All CACC operators in Ontario are required to have Performance Agreements with the MOHLTC.

Toronto EMS has worked with Ministry staff to draft a Performance Agreement for the operation of the CACC for the City of Toronto. Legal Services provided input and guidance throughout the process. The CACC is fully funded by the Ministry in the form of annual grants. In 2007, Toronto EMS received \$16.2 million for the operation of the CACC.

COMMENTS

The Performance Agreement for the operation of a CACC is a comprehensive document that covers major areas such as staffing, training, reporting, operating procedures, quality assurance, etc. The agreement goes into effect once it is signed by the parties and is renegotiable upon 30 days written notice by either party.

Included in the agreement are additional service specifications such as participation in the planning, development and implementation of regional and municipal contingency plans.

The process to develop a Performance Agreement involved lengthy discussions between Toronto EMS and Ministry of Health staff. These discussions have resulted in a document that provides a clear account of the expectations and responsibilities of each of the parties involved while ensuring that the Toronto CACC is providing full, efficient and cost-effective ambulance communications services to the citizens of Toronto.

CONTACT

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SIGNATURE

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