



**STAFF REPORT
ACTION REQUIRED**

Toronto Paramedic Services – Open Data

Date:	June 3, 2016
To:	Community Development and Recreation Committee
From:	Chief, Toronto Paramedic Services
Wards:	All
Reference Number:	23283

SUMMARY

This report responds to a request from the Community Development and Recreation Committee that the Chief, Toronto Paramedic Services (TPS), in consultation with the City Solicitor, investigate an open data format for the daily incident responses and associated data on the City of Toronto website and report to the June 23, 2016, Community Development and Recreation Committee meeting.

As requested, TPS has examined five Open Data options that specifically pertain to: publishing incident response data, adopting and enforcing an "Open by Default" standard, including Open Data deliverables in RFPs for software and services, making Open Data part of 911 standards, and annual publication of new TPS datasets as Open Data. In consultation with the City Solicitor's office, the City Clerk's Office, the office of the Chief Information Officer (CIO), Toronto Fire Services and with Toronto Police Service, TPS has examined these options and provided its responses in this report.

In keeping with the City's Information Management Framework, TPS is committed to accountable management of the information it collects and generates. By making information more accessible, TPS also supports the City's Open Government strategy to build public trust and confidence in government, and to improve the delivery of City services. Presently, the City's Open Data portal posts TPS datasets showing the locations of ambulance stations and automatic external defibrillators (AEDs) within the city.

By Q4 2016, TPS expects it would also be able to provide incident data for publication on the Open Data web portal while, at the same time, protecting personal and health information to ensure compliance with applicable privacy legislation and with the City's Open Data Policy. This would also align with TPS' role as a Health Information Custodian under the *Personal Health Information Protection Act (PHIPA)* of Ontario.

RECOMMENDATIONS

The Chief, Toronto Paramedic Services recommends that:

1. The Community Development and Recreation Committee receive this report for information.

Financial Impact

There are no financial implications resulting from the implementation of recommendations in this report.

The Deputy City Manager and Chief Financial Officer has reviewed this report and concurs with the financial impact statement.

DECISION HISTORY

At its meeting on March 7, 2016, the Community Development and Recreation Committee requested the Chief, Toronto Paramedic Services, in consultation with the City Solicitor, to investigate an open data format for the daily incident responses and associated data on the City of Toronto website and report to the June 23, 2016, Community Development and Recreation Committee meeting.

The Community Development and Recreation Committee requested that the report examine options to implement the following: a) release of Toronto Paramedics LiveCAD History (*Equivalent) as OpenData; b) adoption and enforcement of the OPEN BY DEFAULT standard; c) making Open Data deliverables part of all RFPs for Software and Services; d) making OpenData part of 911 standards; and e) annual reports to the Community Development and Recreation Committee in the first quarter of each year outlining the data sets released for the previous year. The full report can be found at <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.CD10.9>

The Executive Committee at its meeting on May 24, 2016, requested the City Manager, in consultation with the Chief Information Officer, the City Clerk and the City Solicitor to develop an Open Data Strategic Plan to address, among other things, the Open Data challenges and opportunities identified by TPS in its report to the Community Development and Recreation Committee. The full report can be found at <http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2016.EX15.25>

ISSUE BACKGROUND

TPS is responsible for all aspects of land ambulance service for the City of Toronto. It also operates a Central Ambulance Communications Centre (CACC) for the City through a formal Performance Agreement with the Ministry of Health and Long-Term Care (MOHLTC), including performance expectations and guidelines.

COMMENTS

In keeping with the City's Information Management Framework, TPS is committed to accountable and responsible management of the information it collects and generates through its business operation. Under the *Ambulance Act* of Ontario, TPS is accountable to the MOHLTC for the health information it collects from its land ambulance and CACC operations. As a Health Information Custodian (HIC) under the *Personal Health Information Protection Act (PHIPA)*, TPS must also comply with its legislative obligation. As such, the Division must ensure that the personal and health information it collects is maintained securely within its custody, so as not to lead to inappropriate identification of patients, either directly or indirectly. Such information can include incident location and the nature of an emergency incident.

TPS also supports the City's commitment to making information more accessible in order to build public trust and confidence in government and to improve the delivery of City services, which aligns with the City's Strategic Actions 2013-2018 (#13, "Open Government by Design"). Currently, TPS provides machine-readable datasets, as posted on the City's Open Data web portal, showing the locations of ambulance stations and automatic external defibrillators (AEDs) within the city of Toronto. In addition, under the *Ambulance Act*, TPS provides annual response time performance plans and outcome data for its land ambulance operations as well as for its CACC to the MOHLTC. These plans and data are published and available online. In addition to the *Ambulance Act* and the *PHIPA*, TPS is also bound by various provincial and federal legislation, including the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)*, *Health Care Consent Act*, *1996 Coroners Act*, *Controlled Drugs and Substances Act*, and *Child and Family Services Act*.

*Release of Toronto Paramedics LiveCAD History (*Equivalent) as OpenData.*

By Q4 2016, TPS expects it would be able to provide incident response data for publication on the City's online Open Data portal. Initially, five years of TPS historical incident data (2010 to 2015) would be published, followed by annual updates of the data in January of each year. In accordance with the City's Open Data Policy, the data would be provided in machine-readable format, and would be in compliance with the *MFIPPA* and *PHIPA*, so that personal information would not be disclosed. TPS would continue to consult with the City Solicitor's office, the City Clerk's Office and the CIO to ensure its provision of data is in compliance with relevant legislation and City policies.

Adoption and enforcement of the OPEN BY DEFAULT standard.

The "Open by Default" approach has been adopted by the Province of Ontario as part of its *Open Data Directive*, which aims to maximize public access to government data, unless it is exempt for legal, privacy, security, confidentiality or commercially-sensitive reasons. TPS will collaborate with the City Manager, Chief Information Officer, City Clerk, and City Solicitor as requested in the development of an Open Data Strategic Plan and the adoption of the Open by Default standard.

In addition, the City's existing Open Data Policy establishes the rules, standards, and roles and responsibilities that enable all City Divisions to make data available to the public. TPS would provide the incident data above in compliance with this policy, while also adhering to the City's relevant policies and to applicable legislation that protects the privacy of personal health information.

Making Open Data deliverables part of all RFPs for Software and Services.

TPS will collaborate with the City Manager, and other internal stakeholders as requested addressing this matter in the development of an Open Data Strategic Plan for the City.

Making OpenData part of 911 standards.

Calls for emergency service initiated through 911 within Toronto are routed to Toronto Police Service's communications centre, which then routes the calls to Toronto Paramedic Services and/or Toronto Fire Services for an appropriate response(s). As a result, changes to the requirements, standards and/or data protocols governing the 911 telephone system in Toronto would need to be managed directly by the Toronto Police Service. In response to an April 20, 2016, request from the Toronto Police Services Board (Item# P77), the Toronto Police Service will be addressing its publication of data at the July 2016 meeting of the Board.

An annual report to the Community Development and Recreation Committee in the first quarter of each year outlining the data sets released for the previous year.

TPS would provide this information each year in its regular divisional Annual Report which is provided to all Members of Council. In addition, the City Clerk's Office Annual Report also publishes the number of datasets that have been added to the Open Data portal in the calendar year, as well as the total number of datasets that are available on the portal.

Conclusion

In keeping with the City's Information Management Framework, TPS is committed to accountable management of the information it collects and generates. By making information more accessible, TPS also supports the City's Open Government strategy to build public trust and confidence in government, and to improve the delivery of City services. By Q4 2016, TPS expects it would also be able to provide incident data for publication on the Open Data web portal while, at the same time, protecting personal and health information to ensure compliance with applicable privacy legislation and with the City's Open Data Policy. TPS continues to work with the appropriate City Divisions in the development of an Open Data Strategic Plan for the City.

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