



A community that grows together

Report To: Warden Horner and Members of County Council

Meeting Date: May 8, 2025

Subject: Masterplan and Service Delivery Review Update

From: Gary Staples, Chief Paramedic

Recommendation

THAT the report from the Chief Paramedic, Report #Paramedic Services-2025-004, Masterplan and Service Delivery Review Update, dated May 8, 2025, be received;

AND THAT the additional cost for the Paramedic Masterplan and Service Delivery Review be funded from the Reserve for Paramedic Operations.

Executive Summary

- The Paramedic Services Masterplan and Service Delivery Review will be a comprehensive evaluation of current service demands which will help predict predicting future demands for service.
- An analysis will provide evidence-based recommendations to ensure the best possible service, while ensuring efficiency, sustainability, and fiscal responsibility. Council approved a budget of \$100,000 for the Masterplan and Service Delivery Review
- A Request for Proposal Process has been completed as follows:
 - Negotiated Request for Proposal was released in March
 - Four (4) submissions were received
 - Evaluation team determined that three (3) submissions did not meet the minimum specifications
 - The successful proponent submitted a cost of \$157,950

Background & Discussion

Paramedic Services has become an integral part of the health care system. It is important to build and sustain our capacity to meet the current and future needs of patients by improving access to care, collaborating with and linking patients to primary and community care partners.

The commitment and perseverance of our service members, the support of Council, and the collaboration with our community partners, have enabled us to continue providing the high level of service for which we are known.

The role of paramedics, which has historically been viewed as emergency response and transportation, has expanded to include a range of community-based health and social services that are improving access to care services by linking patients to primary and community care.

The Paramedic Services Masterplan will encompass recommendations for the years 2025 to 2035, and is being developed to ensure paramedic services can meet Dufferin County's growing demand and sustain current service levels up to 2035. The Masterplan will utilize forecasted population growth, demographic trends and the evolution of demand in the County.

The purpose of the comprehensive deployment review is to identify future staffing needs, fleet and station resources required to respond to 911 demand and the needs of the County's growing and aging population, equitably and consistently across all local municipalities. Realization of these resources depends on the County's budget process, availability of Provincial funding and actual population growth and forecasts. The review also identifies opportunities to mitigate costs.

The focus of the Masterplan is to review and make recommendations for an operating plan using research, best and leading practices, existing data and reports to achieve the following objectives:

- i. Estimated ambulance call volumes, as well as consider opportunities for alternate response options;
- ii. Recommended response time performance plans, including key performance indicators linked to measurable clinical outcome;
- iii. Recommended resources required to achieve item ii above, including frontline and support services;
- iv. Recommended base facility model including number of bays and continuation with shared spaces, as well as current and future locations within the County;

- v. Recommend optimal staffing levels, including level of care and deployment strategies;
- vi. Identify and recommend broader Emergency 911 and Community Paramedic Service considerations for overall service efficiencies;
- vii. Analyze and predict ambulance call volumes for Medical Priority Dispatch System (MPDS) based on previous DPCI II data;
- viii. Provide a predictive modeling tool;
- ix. Provide a high-level financial analysis of any recommended modifications to the current operations for staffing, facilities, vehicles or other possible financial impacts.

The Service Delivery Review will identify opportunities to improve service delivery by evaluating the various options to deliver paramedic services, either by direct delivery or through a contracted agreement. This will be completed through consultations with key stakeholders at the county, municipal, hospital and community. The proponent will provide a high-level overview of the advantages and disadvantages of delivering Paramedic Service either by direct delivery or contracted service. The proponent will also provide a high-level overview of any financial impacts should an alternative delivery option be recommended in the final report.

Financial, Staffing, Legal, or IT Considerations

Dufferin County issued a Negotiated Request for Proposal (NRFP) in March and received four (4) submissions. The evaluation team reviewed all submissions, and three (3) submissions were determined to not meet the minimum requirements as set out in the NRFP. The successful proponent exceeded minimum requirements; however, the cost to evaluate all deliverables for the Masterplan and Service Delivery Review exceed the budgeted amount.

The 2025 budget included a transfer of \$100,000 from the Reserve for Paramedic Operations to offset the estimated cost of this project. The actual pricing came in at just under \$160,000, staff recommend the additional cost be funded from the same reserve.

In Support of Strategic Plan Priorities and Objectives

Community – explore opportunities to improve access to healthcare services

Governance – Identify opportunities to improve governance and service delivery

Equity – align programs, services and infrastructure with changing community needs

Respectfully Submitted By:

Gary Staples
Chief Paramedic

Reviewed by: Sonya Pritchard, Chief Administrative Officer