

4. Ottawa Paramedic Service 2024 - 2026 Investment Plan
Rapport d'investissement 2024 – 2026 du Service paramédic d'Ottawa

Committee recommendations as amended

That Council:

- 1. Receive the report for information.**
- 2. Approve the following growth pressures be considered in the 2024 Draft Budget:**
 - a. the addition of 23.00 permanent full-time equivalents (FTEs) with an estimated operating budget requirement of \$2,010,000, and an annualization of \$820,000 in the 2025 Draft Budget, and the purchase of two (2) emergency response vehicles with an estimated capital budget requirement of \$680,000 and operating budget of \$250,000, to help mitigate frontline staff workload as a result of increased emergency call demand pressures; and**
 - b. the addition of 3.00 permanent FTEs with an estimated operating budget requirement of \$370,000 towards psychological supports to support employee wellness and reduce occupational stress injuries.**
- 3. Approve the following offload delay pressures be considered in the 2024 Draft Budget:**
 - a. the addition of 17.00 FTEs with an estimated operating budget requirement of \$2,080,000, and the purchase of one (1) emergency response vehicle with an estimated capital budget requirement of \$165,000 and operating budget of \$56,000, subject to the confirmation of provincial and/or local hospital funding, to help mitigate frontline staff hours lost in area hospitals beyond 30-minutes, which is reducing the availability of ambulances to respond to calls for service and impeding the Ottawa Paramedic Service's ability to meet response time standards.**

- 4. Approve the following growth pressures be considered into the 2025 Draft Budget:**
 - a. the addition of 23.00 permanent FTEs with an estimated operating budget requirement of \$2,050,000, and an annualization of \$840,00 in the 2026 Draft Budget, and the purchase of two (2) emergency response vehicles with an estimated capital budget requirement of \$700,000 and operating budget of \$260,000 to help mitigate frontline staff workload as a result of increased emergency call demand pressures.**

- 5. Approve the following offload delay pressures be considered into the 2025 Draft Budget:**
 - a. the addition of 17.00 FTEs with an estimated operating budget requirement of \$2,130,000, and the purchase of one (1) emergency response vehicle with an estimated capital budget requirement of \$168,000 and operating budget of \$57,000, subject to the confirmation of provincial and/or local hospital funding, to help mitigate frontline staff hours lost in area hospitals beyond 30-minutes, which is reducing the availability of ambulances to respond to calls for service and impeding the Ottawa Paramedic Service's ability to meet response time standards.**

- 6. Approve the following growth pressures be considered into the 2026 Draft Budget:**
 - a. the addition of 23.00 permanent FTEs with an estimated operating budget requirement of \$2,090,000, and an annualization of \$860,000 in the 2027 Draft Budget, and the purchase of two (2) emergency response vehicles with an estimated capital budget requirement of \$710,000 and operating budget of \$260,000 to help mitigate frontline staff workload as a result of increased emergency call demand pressures.**

- 7. Approve the following offload delay pressures be considered into the 2026 Draft Budget:**

- a. the addition of 17.00 FTEs with an estimated operating budget requirement of \$2,170,000, and the purchase of one (1) emergency response vehicle with an estimated capital budget requirement of \$172,000 and operating budget of \$58,000, subject to the confirmation of provincial and/or local hospital funding, to help mitigate frontline staff hours lost in area hospitals beyond 30-minutes, which is reducing the availability of ambulances to respond to calls for service and impeding the Ottawa Paramedic Service's ability to meet response time standards.
8. Subject to the approval of recommendations 3, 5 and 7, direct staff to report back to Council as part of the 2024 budget process on the confirmation of provincial and/or local area hospital funding.
 9. Direct the Mayor to engage with the Premier of Ontario and the Minister of Health, outlining the ongoing impacts associated with offload delays and advocate to the Province to implement solutions immediately to reduce offload delays and the number of occurrences and duration of when no ambulances are available in the City of Ottawa (level zero), to ensure public safety and help the Ottawa Paramedic Service meet response time performance standards.
- 10. Approve, on the understanding that the future needs of the Ottawa Paramedic Service will be considered by Council as part of the Ottawa Paramedic Service 2024-2026 Investment Plan report:**
- a) the addition of 14 paramedics from the 23 paramedics recommended by staff for 2024, be hired as soon as feasible, in 2023, with the part-year budget requirement of \$840,000 to be funded from Tax Stabilization Reserve Fund and the annualization be part of 2024 Draft Budget;
 - b) the purchase of one emergency response vehicle at an estimated cost of \$340,000 to be funded by the City-Wide Capital Reserve and an operating budget pressure of \$125,000 to be funded by the Tax Stabilization Reserve Fund;
- 11. Approve that Mayor Sutcliffe, on behalf of Council formally continue his efforts at advocacy by writing the Premier of Ontario and the**

Minister of Health, outlining the ongoing impacts associated with offload delay and advocate to the Province to implement solutions immediately to reduce patient offload delay and the number of occurrences and duration of when no ambulance is available in the City of Ottawa (level zero), to ensure public safety and help the Ottawa Paramedic Service meet response time performance standards;

12. Approve that Mayor Sutcliffe and Chair Brockington meet with the leadership of the local hospitals to engage in solution-oriented discussions towards reducing or eliminating offload delays in Ottawa; and

13. Approve that Ottawa request a meeting with the Minister of Health as soon as possible, including at the upcoming Association of Municipalities of Ontario Conference to present the most recent Annual Report and to make clear to the Minister that the situation in Ottawa is critical.

Recommandations du Comité telles que modifiées

Que le Conseil:

1. Prenne connaissance de ce rapport.
2. Accepte que les pressions exercées par la croissance suivantes soient envisagées dans le budget provisoire de 2024:
 - a. l'ajout de 23 équivalents temps plein permanents (ETP) avec une exigence liée au budget de fonctionnement estimée à 2 010 000 \$ et une annualisation de 820 000 \$ dans le budget provisoire de 2025, et l'acquisition de deux (2) véhicules d'intervention d'urgence avec une exigence liée au budget des immobilisations estimée à 680 000 \$ et un budget de fonctionnement de 250 000 \$, pour alléger la charge de travail du personnel de première ligne en raison des pressions exercées par l'augmentation de la demande relative aux appels d'urgence;

- b. l'ajout de 3 ETP avec une exigence liée au budget de fonctionnement estimée à 370 000 \$ pour la mise en place de mesures de soutien psychologique pour favoriser le mieux-être des employés et réduire les traumatismes liés au stress opérationnel.**
- 3. Accepte que les pressions exercées par le délai de déchargement suivantes soient envisagées dans le budget provisoire de 2024 :**
 - a. l'ajout de 17 ETP avec une exigence liée au budget de fonctionnement estimée à 2 080 000 \$, et l'acquisition d'un (1) véhicule d'intervention d'urgence avec une exigence liée au budget des immobilisations estimée à 165 000 \$ et un budget de fonctionnement de 56 000 \$, sous réserve de confirmation de financement de la part du gouvernement provincial ou des hôpitaux locaux, pour réduire le nombre d'heures perdues par le personnel dans les hôpitaux de la région pendant plus de 30 minutes, ce qui réduit le nombre d'ambulances disponibles pour répondre aux appels de service et entrave la capacité du Service paramédic d'Ottawa à respecter les normes quant aux délais d'intervention.**
- 4. Accepte que les pressions exercées par la croissance suivantes soient envisagées dans le budget provisoire de 2025 :**
 - a. l'ajout de 23 ETP avec une exigence liée au budget de fonctionnement estimée à 2 050 000 \$ et une annualisation de 840 000 \$ dans le budget provisoire de 2026, et l'acquisition de deux (2) véhicules d'intervention d'urgence avec une exigence liée au budget des immobilisations estimée à 700 000 \$ et un budget de fonctionnement de 260 000 \$, pour alléger la charge de travail du personnel de première ligne en raison des pressions exercées par l'augmentation de la demande relative aux appels d'urgence.**
- 5. Accepte que les pressions exercées par le délai de déchargement suivantes soient envisagées dans le budget provisoire de 2025 :**
 - a. l'ajout de 17 ETP avec une exigence liée au budget de fonctionnement estimée à 2 130 000 \$, et l'acquisition d'un (1) véhicule d'intervention d'urgence avec une exigence liée au budget des immobilisations estimée à 168 000 \$ et un budget de**

fonctionnement de 57 000 \$, sous réserve de confirmation de financement de la part du gouvernement provincial ou des hôpitaux locaux, pour réduire le nombre d'heures perdues par le personnel dans les hôpitaux de la région pendant plus de 30 minutes, ce qui réduit le nombre d'ambulances disponibles pour répondre aux appels de service et entrave la capacité du Service paramédic d'Ottawa à respecter les normes quant aux délais d'intervention.

- 6. Accepte que les pressions exercées par la croissance suivantes soient envisagées dans le budget provisoire de 2026 :**
 - a. l'ajout de 23 ETP avec une exigence liée au budget de fonctionnement estimée à 2 090 000 \$ et une annualisation de 860 000 \$ dans le budget provisoire de 2027 et l'acquisition de deux (2) véhicules d'intervention d'urgence avec une exigence liée au budget des immobilisations estimée à 710 000 \$ et un budget de fonctionnement de 260 000 \$, pour alléger la charge de travail du personnel de première ligne en raison des pressions exercées par l'augmentation de la demande relative aux appels d'urgence.**

- 7. Accepte que les pressions exercées par le délai de déchargement suivantes soient envisagées dans le budget provisoire de 2026 :**
 - a. l'ajout de 17 ETP avec une exigence liée au budget de fonctionnement estimée à 2 170 000 \$, et l'acquisition d'un (1) véhicule d'intervention d'urgence avec une exigence liée au budget des immobilisations estimée à 172 000 \$ et un budget de fonctionnement de 58 000 \$, sous réserve de confirmation de financement de la part du gouvernement provincial ou des hôpitaux locaux, pour réduire le nombre d'heures perdues par le personnel dans les hôpitaux de la région pendant plus de 30 minutes, ce qui réduit le nombre d'ambulances disponibles pour répondre aux appels de service et entrave la capacité du Service paramédic d'Ottawa à respecter les normes quant aux délais d'intervention.**

- 8. Demande, sous réserve de l'approbation des recommandations 3, 5**

et 7, au personnel de faire un compte rendu au Conseil de la confirmation de financement de la part du gouvernement provincial et/ou des hôpitaux locaux dans le cadre du processus budgétaire de 2024.

9. Demande au maire de s'entretenir avec le premier ministre de l'Ontario et le ministre de la Santé, en vue de faire connaître les répercussions continues en lien avec les délais de déchargement, et de faire des démarches auprès du gouvernement provincial pour mettre en œuvre des solutions immédiates visant à réduire les délais de déchargement et le nombre de cas pendant lesquels aucune ambulance n'est disponible dans la Ville d'Ottawa (niveau zéro) et la durée de ces moments, afin de garantir la sécurité publique et de permettre au Service paramédic d'Ottawa de respecter les normes prévues quant aux délais d'intervention.
10. Approuve que, dans la mesure où les besoins futurs du Service paramédic d'Ottawa seront pris en compte par le Conseil dans le rapport sur le plan d'investissement 2024-2026 pour le Service paramédic d'Ottawa :
 - a) l'embauche de 14 paramédics parmi les 23 recommandés par le personnel pour 2024, aussitôt que possible en 2023, embauches dont les coûts de 840 000 \$ pour le reste de l'année seront payés par le fonds de réserve pour la stabilisation des taxes et dont l'annualisation sera inscrite au budget préliminaire 2024; et
 - b) l'achat d'un véhicule d'intervention d'urgence, dont le coût estimé de 340 000 \$ sera payé par le fonds de réserve pour immobilisations de la Ville et dont les frais opérationnels de 125 000 \$ seront financés par le fonds de réserve pour la stabilisation des taxes;
11. Approuve que le maire Mark Sutcliffe, au nom du Conseil, continue officiellement de défendre les intérêts d'Ottawa en écrivant au premier ministre de l'Ontario et à la ministre de la Santé pour présenter les effets continus des délais de débarquement et demander à la province de mettre immédiatement en œuvre des solutions pour réduire ces délais ainsi que le nombre et la durée des

occurrences où aucune ambulance n'est disponible à Ottawa (niveau zéro), pour garantir la sécurité publique et aider le Service paramédic d'Ottawa à respecter les normes en matière de délai d'intervention;

- 12. Approuve que le maire Sutcliffe et le président Brockington rencontrent la direction des hôpitaux locaux afin de trouver des solutions pour réduire ou éliminer les délais de débarquement à Ottawa;**
- 13. Approuve qu'Ottawa demande à rencontrer la ministre de la Santé aussitôt que possible, possiblement à la prochaine rencontre de l'association des municipalités de l'Ontario, pour présenter le plus récent rapport annuel et pour bien lui faire comprendre que la situation à Ottawa est urgente.**

Documentation/Documentation

1. Chief's report, Ottawa Paramedic Services, dated 6 June 2023 (ACS2023-EPS-OPS-0002).

Rapport du Chef, Service paramédic d'Ottawa, daté le 6 juin 2023 (ACS2023-EPS-OPS-0002).
2. Extract of Draft Minute, Emergency Preparedness and Protective Services Committee, 15 June 2023.

Extrait de l'ébauche du procès-verbal, Comité des services de protection et de préparation aux situations d'urgence, le 15 juin 2023.

**Emergency Preparedness and
Protective Services Committee
Report 5
28 June 2023**

**4 Comité des services de protection et
de préparation aux situations
d'urgence - Rapport 5
Le 28 juin 2023**

**Extract of Draft Minutes 5
Emergency Preparedness and
Protective Services Committee
15 June 2023**

**Extrait de l'ébauche du procès-verbal 5
Comité des services de protection
et de préparation aux situations
d'urgence - le 15 juin 2023**

Ottawa Paramedic Service 2024 - 2026 Investment Plan

File No. ACS2023-EPS-OPS-0002– City-Wide

Report recommendations:

**That the Emergency Preparedness and Protective Services Committee
recommend that Council:**

- 1. Receive the report for information.**
- 2. Approve the following growth pressures be considered in the 2024 Draft Budget:**
 - a. the addition of 23.00 permanent full-time equivalents (FTEs) with an estimated operating budget requirement of \$2,010,000, and an annualization of \$820,000 in the 2025 Draft Budget, and the purchase of two (2) emergency response vehicles with an estimated capital budget requirement of \$680,000 and operating budget of \$250,000, to help mitigate frontline staff workload as a result of increased emergency call demand pressures; and**
 - b. the addition of 3.00 permanent FTEs with an estimated operating budget requirement of \$370,000 towards psychological supports to support employee wellness and reduce occupational stress injuries.**
- 3. Approve the following offload delay pressures be considered in the 2024 Draft Budget:**
 - a. the addition of 17.00 FTEs with an estimated operating budget requirement of \$2,080,000, and the purchase of one (1) emergency response vehicle with an estimated capital budget requirement of \$165,000 and operating budget of \$56,000, subject to the confirmation of provincial and/or local hospital funding, to help mitigate frontline staff hours lost in area hospitals beyond 30-**

minutes, which is reducing the availability of ambulances to respond to calls for service and impeding the Ottawa Paramedic Service's ability to meet response time standards.

- 4. Approve the following growth pressures be considered into the 2025 Draft Budget:**
 - a. the addition of 23.00 permanent FTEs with an estimated operating budget requirement of \$2,050,000, and an annualization of \$840,00 in the 2026 Draft Budget, and the purchase of two (2) emergency response vehicles with an estimated capital budget requirement of \$700,000 and operating budget of \$260,000 to help mitigate frontline staff workload as a result of increased emergency call demand pressures.**

- 5. Approve the following offload delay pressures be considered into the 2025 Draft Budget:**
 - a. the addition of 17.00 FTEs with an estimated operating budget requirement of \$2,130,000, and the purchase of one (1) emergency response vehicle with an estimated capital budget requirement of \$168,000 and operating budget of \$57,000, subject to the confirmation of provincial and/or local hospital funding, to help mitigate frontline staff hours lost in area hospitals beyond 30-minutes, which is reducing the availability of ambulances to respond to calls for service and impeding the Ottawa Paramedic Service's ability to meet response time standards.**

- 6. Approve the following growth pressures be considered into the 2026 Draft Budget:**
 - a. the addition of 23.00 permanent FTEs with an estimated operating budget requirement of \$2,090,000, and an annualization of \$860,000 in the 2027 Draft Budget, and the purchase of two (2) emergency response vehicles with an estimated capital budget requirement of \$710,000 and operating budget of \$260,000 to help mitigate frontline staff workload as a result of increased emergency call demand pressures.**

7. Approve the following offload delay pressures be considered into the 2026 Draft Budget:
 - a. the addition of 17.00 FTEs with an estimated operating budget requirement of \$2,170,000, and the purchase of one (1) emergency response vehicle with an estimated capital budget requirement of \$172,000 and operating budget of \$58,000, subject to the confirmation of provincial and/or local hospital funding, to help mitigate frontline staff hours lost in area hospitals beyond 30-minutes, which is reducing the availability of ambulances to respond to calls for service and impeding the Ottawa Paramedic Service's ability to meet response time standards.
8. Subject to the approval of recommendations 3, 5 and 7, direct staff to report back to Council as part of the 2024 budget process on the confirmation of provincial and/or local area hospital funding.
9. Direct the Mayor to engage with the Premier of Ontario and the Minister of Health, outlining the ongoing impacts associated with offload delays and advocate to the Province to implement solutions immediately to reduce offload delays and the number of occurrences and duration of when no ambulances are available in the City of Ottawa (level zero), to ensure public safety and help the Ottawa Paramedic Service meet response time performance standards.

Please note – this item was considered concurrently with the previous report, *2023-2026 Corporate By-law Review Workplan* (ACS2023-EPS-OPS-0001).

At the conclusion of Committee discussions for both items, the report recommendation for the *previous* item (ACS2023-EPS-OPS-0001) was 'CARRIED', as presented.

Mr. Kim Ayotte, General Manager, Emergency and Protective Services (EPS) Department, introduced Mr. Pierre Poirier, Chief, Ottawa Paramedic Service, EPS, who spoke to a detailed slide presentation which served as an overview of both this item, and the previously-listed report, *2023-2026 Corporate By-Law Review Workplan* (ACS2023-EPS-OPS-0001). As noted above, both reports were considered concurrently.

A copy of Mr. Poirier's presentation is held on file with the Office of the City Clerk.

At the conclusion of the presentation, Councillor D. Hill introduced the following Motion to amend the report recommendations:

MOTION N^o EPPSC 2023 05-02

Moved by Councillor D. Hill:

WHEREAS the provision of quality paramedic services within established response times is a priority of Council and expected by the community; and

WHEREAS there have been 184,113 emergency responses in 2022, an increase of 23.3% over 2021; and

WHEREAS response times are impacted by increased response volumes due to population growth and aging patient demographics, increasing ambulance offload delays, staffing pressures and the city's geography, hospital locations and traffic patterns; and

WHEREAS Paramedic offload delay continues to be the single largest issue impacting paramedic services in Ottawa and across Ontario; and

WHEREAS in 2022, Ottawa paramedics were in the hospital for approximately 500 hours per day in offload delay and the total hours lost in area hospitals is the equivalent to hiring 124 additional paramedics; and

WHEREAS paramedics waiting in the hospital are not able to respond to calls for service in the community; and

WHEREAS paramedics in 2022 were spending 157 minutes, or 2 hours and 37 minutes, per call, which is significantly higher than the goal of 90 minutes per call needed to meet service standards; and

WHEREAS paramedics, are reporting a significant decrease in response time performance standards for the most urgent calls for service, including CTAS 1 (life threatening), CTAS 2 (urgent) and sudden cardiac arrest (meeting the standard for CTAS 3, CTAS 4 and CTAS 5); and

WHEREAS the Ottawa Paramedic Service remains committed to continuous improvement and has implemented over 15 mitigation strategies to reduce offload delays and increase ambulance availability; and

WHEREAS the Ottawa Paramedic Service is experiencing the cumulative effects of increased work demands and chronic overtime on their workforce; and

WHEREAS there is a requirement for an immediate need of 14 new paramedics to respond to the current situation as a result of offload delays and response volume growth; and

WHEREAS there is a requirement for an additional emergency response vehicle to support the additional 14 paramedics; and

WHEREAS staff has advised that there are sufficient funds in Tax Stabilization Reserve Fund and the City Wide Capital Reserve to meet this urgent need.

THEREFORE BE IT RESOLVED that, on the understanding that the future needs of the Ottawa Paramedic Service will be considered by Council as part of the Ottawa Paramedic Service 2024-2026 Investment Plan report, the Emergency Preparedness and Protective Services Committee recommend that City Council approve:

- a) the addition of 14 paramedics from the 23 paramedics recommended by staff for 2024, be hired as soon as feasible, in 2023, with the part-year budget requirement of \$840,000 to be funded from Tax Stabilization Reserve Fund and the annualization be part of 2024 Draft Budget; and**
- b) the purchase of one emergency response vehicle at an estimated cost of \$340,000 to be funded by the City-Wide Capital Reserve and an operating budget pressure of \$125,000 to be funded by the Tax Stabilization Reserve Fund; and**

BE IT FURTHER RESOLVED that Mayor Sutcliffe, on behalf of Council formally continue his efforts at advocacy by writing the Premier of Ontario and the Minister of Health, outlining the ongoing impacts associated with offload delay and advocate to the Province to implement solutions

immediately to reduce patient offload delay and the number of occurrences and duration of when no ambulance is available in the City of Ottawa (level zero), to ensure public safety and help the Ottawa Paramedic Service meet response time performance standards; and

BE IT FURTHER RESOLVED Mayor Sutcliffe and Chair Brockington meet with the leadership of the local hospitals to engage in solution-oriented discussions towards reducing or eliminating offload delays in Ottawa; and

BE IT FURTHER RESOLVED that Ottawa request a meeting with the Minister of Health as soon as possible, including at the upcoming Association of Municipalities of Ontario to present the most recent Annual Report and to make clear to the Minister that the situation in Ottawa is critical.

Chair Brockington suggested a minor correction to the last clause of the above Motion to read, "...including at the upcoming Association of Municipalities of Ontario **Conference** to...". Councillor Hill accepted this amendment.

Following questions to staff and with Committee discussions having concluded, Motion N^o EPPSC 2023 05-03 was put before the Committee and was 'CARRIED'. The report recommendations were then put before Committee and were 'CARRIED', as amended by Motion N^o EPSC 2023 05-02.

That the Emergency Preparedness and Protective Services Committee recommend that Council:

1. **Receive the report for information.**
2. **Approve the following growth pressures be considered in the 2024 Draft Budget:**
 - a. **the addition of 23.00 permanent full-time equivalents (FTEs) with an estimated operating budget requirement of \$2,010,000, and an annualization of \$820,000 in the 2025 Draft Budget, and the purchase of two (2) emergency response vehicles with an estimated capital budget requirement of \$680,000 and operating budget of \$250,000, to help mitigate frontline staff workload as a result of increased emergency call demand pressures; and**

- b. the addition of 3.00 permanent FTEs with an estimated operating budget requirement of \$370,000 towards psychological supports to support employee wellness and reduce occupational stress injuries.**
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- 4. Approve the following growth pressures be considered into the 2025 Draft Budget:**
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- 5. Approve the following offload delay pressures be considered into the 2025 Draft Budget:**
 - a. the addition of 17.00 FTEs with an estimated operating budget requirement of \$2,130,000, and the purchase of one (1) emergency response vehicle with an estimated capital budget requirement of \$168,000 and operating budget of \$57,000, subject to the confirmation of provincial and/or local hospital funding, to help mitigate frontline staff hours lost in area hospitals beyond 30-minutes, which is reducing the availability of ambulances to**

respond to calls for service and impeding the Ottawa Paramedic Service's ability to meet response time standards.

- 6. Approve the following growth pressures be considered into the 2026 Draft Budget:**
 - a. the addition of 23.00 permanent FTEs with an estimated operating budget requirement of \$2,090,000, and an annualization of \$860,000 in the 2027 Draft Budget, and the purchase of two (2) emergency response vehicles with an estimated capital budget requirement of \$710,000 and operating budget of \$260,000 to help mitigate frontline staff workload as a result of increased emergency call demand pressures.**
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- 8. Subject to the approval of recommendations 3, 5 and 7, direct staff to report back to Council as part of the 2024 budget process on the confirmation of provincial and/or local area hospital funding.**
- 9. Direct the Mayor to engage with the Premier of Ontario and the Minister of Health, outlining the ongoing impacts associated with offload delays and advocate to the Province to implement solutions immediately to reduce offload delays and the number of occurrences and duration of when no ambulances are available in the City of Ottawa (level zero), to ensure public safety and help the Ottawa Paramedic Service meet response time performance standards.**

10. Approve, on the understanding that the future needs of the Ottawa Paramedic Service will be considered by Council as part of the Ottawa Paramedic Service 2024-2026 Investment Plan report:

- a) the addition of 14 paramedics from the 23 paramedics recommended by staff for 2024, be hired as soon as feasible, in 2023, with the part-year budget requirement of \$840,000 to be funded from Tax Stabilization Reserve Fund and the annualization be part of 2024 Draft Budget;**
- b) the purchase of one emergency response vehicle at an estimated cost of \$340,000 to be funded by the City-Wide Capital Reserve and an operating budget pressure of \$125,000 to be funded by the Tax Stabilization Reserve Fund;**

11. Approve that Mayor Sutcliffe, on behalf of Council formally continue his efforts at advocacy by writing the Premier of Ontario and the Minister of Health, outlining the ongoing impacts associated with offload delay and advocate to the Province to implement solutions immediately to reduce patient offload delay and the number of occurrences and duration of when no ambulance is available in the City of Ottawa (level zero), to ensure public safety and help the Ottawa Paramedic Service meet response time performance standards;

12. Approve that Mayor Sutcliffe and Chair Brockington meet with the leadership of the local hospitals to engage in solution-oriented discussions towards reducing or eliminating offload delays in Ottawa; and

13. Approve that Ottawa request a meeting with the Minister of Health as soon as possible, including at the upcoming Association of Municipalities of Ontario Conference to present the most recent Annual Report and to make clear to the Minister that the situation in Ottawa is critical.

Carried, as amended

(The report recommendation for the previous item (ACS2023-EPS-OPS-0001) was 'CARRIED', as presented.)