REPLACEMENT OF THE COMPUTER DISPATCH SYSTEM AT ONTARIO CACCS (ARIS II PROJECT)

Summary Status
October, 2001

User training for staff of the first two sites (Kingston and Renfrew CACCs) began on September 24, 2001. Implementation of the new computer dispatch system is forecast to begin at these sites in early December, 2001.

The attached "ARIS II Overview" provides a brief description of the functions and features of the new system and its longer-term potential.

General Background:

- **As approved by Management Board of Cabinet on July 8, 1998, the province's computer-assisted dispatch (CAD) system in Central Ambulance Communications Centres (CACCs) will be replaced over an anticipated four-year period, beginning in 2001.**

- **Following an RFP process, TriTech Software Systems of San Diego, California was selected as the vendor to provide the new system (ARIS II) and associated project management and support services. TriTech is recognized as a leader in the development and delivery of computer dispatch systems for emergency medical services.**

- **CACCs across Ontario, including the provincial air ambulance program's Medical Air Transport Centre, will be provided the new computer dispatch system. Toronto Ambulance has been using a TriTech system since December, 1998.**

- **The project is being managed by a Project Management Committee of senior-level staff of EHS, the Project team and stakeholders. Formal advisory links have been established with the Human Services Cluster, Integrated Justice Project; Management Board (Office of the CIO) and Toronto Ambulance.**

- **Regular status reporting and significant issues will be brought to the AMO/MOHLTC Land Ambulance Implementation Steering Committee and appropriate sub-committee(s).**

Project Status:

- **First installations of the new system were originally scheduled for Kingston CACC and Ottawa CACC during early, 2001.**

- **This schedule assumed satisfactory stability and design modifications to the TriTech software, confirmed by rigorous acceptance testing by the Ministry's technical team, prior to starting user training on the system.**

- **However, a number of critical issues were identified during software testing by the Ministry's team, causing delay of the test process and user training until the issues are appropriately resolved by TriTech.**

- **The software testing has now been completed. Discussions regarding resolution of all issues identified is underway. Regular "issues review" conferences are being held between the Ministry and TriTech project teams and with EHS and TriTech senior management.**

- **TriTech has responded well to these issues and most have now been resolved. The Ministry's EHS project team has received TriTech's firm dates for delivery of final versions of the system software, which will have addressed the issues.**

- **In early February, 2001, management of the Ottawa CACC requested to be excluded from the first site training and installation sequence. Reasons given relate to delay in the staff training and availability of staff for training.**

- **As part of the project's contingency planning process, Renfrew CACC had been identified as the next site most suitable for implementation, should one of the prime sites not be ready**

- **Pre-requisite computer based training was completed at the end of March at Renfrew CACC. Other activities to prepare the Renfrew CACC to receive the new system are underway.**

- **Training for Kingston and Renfrew CACC staff commenced on September 24, 2001, with system implementation forecast at these sites, beginning early December/01. Firm dates for implementations are now being confirmed.**

- **The Ministry's EHS project team is confident that the work done for successful implementation of the initial two sites will provide a more stable system from which to proceed with staged implementation to the next three sites (Oshawa, Lindsay and, possibly Ottawa). Georgian CACC has been designated the alternate site for this next phase of the Project.**

- **An accelerated roll-out to the balance of CACCs in the later stages of the project may enable completion of the Project in 2004, as originally forecast.**

- **A new implementation forecast will be announced following resolution of the various issues**.

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ARIS II Overview

The purpose of the ARIS II Project is to replace the existing Computer Aided Dispatch (CAD) system - Ambulance Response Information System (ARIS) across the Province of Ontario with an updated system that will allow the Ministry to position itself to take advantage of new related technology. The new system, from TriTech Software Systems from their VisiCAD product line, will be distributed, in contrast to the existing centralized system, whereby each of the designated CACCs will have a fully functional system that feeds data into a central database on a daily basis.

Implementation of the new system across the Province will be over about 4 years, beginning in Renfrew and QTI (Kingston) CACCs. The implementation at these sites will take place in two stages. Some of the functionality that the system will offer in the first stage includes:

- Call taking for emergency calls
- Call taking and scheduling for scheduled patient transfers
- Vehicle Routing – map display and directions for quick response
- Configurable response plans – recommends closest appropriate unit
- EMS triage systems
- Operational reporting, event logging and checklists
- Management reporting and data extraction
- Integrated Mapping System – high-resolution on-screen map of service areas
- E911 integration
- Time synchronisation
- Interface to Criticall Ontario through VisiCAD Divert Module

The second stage of the implementation at Renfrew and Kingston will involve the implementation of a Seamless Dispatch module of the CAD, which will facilitate seamless integration of these two sites for the purpose of Call Sharing and Double Dispatch. In addition, this second stage will also introduce the use of Internet based interfaces to the CAD. These features include implementation of a secure Internet based interface to the CAD for the purpose of direct hospital bookings (through the Remote Transfer Request (RTR) module), as well as a web based tool, WebView, that provides secure administrative or operations access to critical CAD data on the local or wide area network.

Although not planned as part of the initial rollout, the new system has capabilities that assure the Ministry's eventual transition to the use of enhanced CAD features such as Global Positioning System (GPS) / Automatic Vehicle Location (AVL) and Personal Digital Assistant (PDA) technology. The VisiCAD Suite of products enables the use of data from Automatic Vehicle Location (AVL) systems and can be easily linked to AVL systems to provide for vehicle tracking through VisiCAD Explorer. It also effectively distributes information through alphanumeric pagers and mobile computers. The Vendor has several standard interface links to these systems and can develop custom functionality, based on Ministry requirements, for some types of interfaces.