


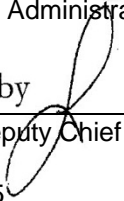
# HALIFAX

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**Item No. 11.1.1**  
**Halifax Regional Council**  
**November 10, 2015**

**TO:** Mayor Savage and Members of Halifax Regional Council

**SUBMITTED BY:** Original signed by   
Richard Butts, Chief Administrative Officer

Original Signed by   
Mike Labrecque, Deputy Chief Administrative Officer

**DATE:** September 22, 2015

**SUBJECT:** **Award - Sole source purchase of electronic Motor Vehicle (eMVA)  
Reporting module from Versaterm Inc.**

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## **ORIGIN**

The Motor Vehicle Act, section 98 (1) (a) requires drivers of vehicles to “forward a written report of the accident, or report the accident in person to the Registrar, or to the nearest detachment of the Royal Canadian Mounted Police, or to the chief of police or any regular member of the police force. Section 98 (3) states that copies of any such report made to the chief of police or to a regular member of the police force shall be transmitted to the Registrar within twenty-four hours of receiving the report. Section 98 (7) provides stipulations regarding the disclosure of reported data to involved insurance companies.

Part of the Pedestrian Action Plan involves having accurate and timely data related to pedestrian involved accidents. HRP advised Halifax Regional Council that one of the ways forward is through electronic collection and dissemination. The ability to collect the data electronically will increase efficiency and shorten the process timelines in support of meeting the legislated deadline of 24 hours. The availability of electronic data will also provide the foundation to retrieve the data to perform targeted enforcement, increase public awareness and provide other HRM business units with accurate data.

## **LEGISLATIVE AUTHORITY**

Administrative Order #35, the Procurement Policy, requires Halifax Regional Council to approve the award of contracts for sole sources exceeding \$50,000 or \$500,000 for tenders and RFP's. Under the HRM Charter, Section 79, Halifax Regional Council may expend money for municipal purposes. The following report conforms to the above Policy and Charter.

**RECOMMENDATION ON PAGE 2**

## **RECOMMENDATION**

It is recommended that Halifax Regional Council award the purchase of Electronic Motor Vehicle (eMVA) Reporting module to Versaterm Inc. at a cost of \$107,877.61 net HST included, in accordance with Administrative Order 35, Procurement Policy Sole Source / Single Source Purchases Section 8 (11) (A) (a) "To ensure compatibility with existing products, to recognize exclusive rights, such as exclusive licences, copyright and patent rights, or to maintain specialized products that must be maintained by the manufacturer or its representative." with funding from Project No. C1990023 - Electronic File Management HRP, as outlined in the Financial Implications section of this report.

## **BACKGROUND**

Until 2014, motor vehicle accident reports were processed manually. This process was labour intensive and time consuming. Reports delivered to the Registrar of Motor Vehicles were not meeting the legislated deadline of 24 hours. The Halifax Regional Police (HRP) signed a twelve month pilot project contract with Accident Support Services International Ltd. (ASSI), at no cost to HRM. ASSI had proposed a robust, "full service" product that included staff, training, software and proven processes. ASSI has a 20 year history of operating collision reporting centers in partnership with numerous police agencies in Ontario.

This was done to improve operational processes, introduce an analytical suite and provide a better service to the public. The goal was to have the "paper based" system replaced with an electronic system for enhanced efficiencies.

The purpose of the twelve month contract was to pilot the Collision Reporting Operations Management System (CROMS) in order to receive Motor Vehicle Accidents (MVA) reports electronically. The implementation of the CROMS solution covered three components:

1. Set up and staffing of a ASSI Collision Reporting Centre (CRC) at HRP Headquarters,
2. Implementation of the CROMS software at the CRC and four other HRP reporting sites, and
3. Implementation of the CROMS software to all police vehicles.

On September 10, 2014, the ASSI Collision Reporting Centre commenced operation. ASSI staff at this centre, as well as HRP staff at the four other reporting locations, started to use CROMS to collect the motor vehicle accident reports.

Ontario legislation requires, Ontario drivers to bring their vehicles to the Collision Reporting Centres when reporting an accident. Numerous Ontario agencies have contracted out the taking of motor vehicle reports to ASSI, who operate centers where additional actions are performed such as measurements and photographs are taken of the damage. Additionally, the reporting centres have direct access to both participating insurance companies and the Ministry of Transportation through electronic interfaces. Within Nova Scotia there are no legislative requirements to attend with your vehicles and therefore the reporting requirements and operational considerations are markedly different.

The initial HRP/ASSI reporting centre provided increased service to residents who chose to take advantage of their service, in that they took photographs and measurements of the damage and further connected directly with participating insurance companies, reducing the claim resolution times for those drivers whose insurance companies partnered with ASSI. Those drivers who visited one of the other locations did not receive the same level of service. Without the broader availability of ASSI staff, HRP would not have the resources in those locations to take measurements or photographs of the damage. While a Dartmouth Collision Reporting Centre was planned, this alone would not enable consistent service to the public given the number of police offices staffed by both HRP and RCMP officers.

Having a hybrid system posed operational challenges for HRP in that reports collected at the CRC were directly entered into a different database that electronically interfaced with both our own Records Management System and the Registry of Motor Vehicle's database. These files were held for a period to wait for the second driver to attend and report. Often times, when the accident involved different drivers, one driver would attend the CRC at Halifax Headquarters, filing electronically, while another would attend one of the other Police offices or detachments to complete the Motor Vehicle Accident Report. This created a situation whereby a part of the file resided in two different electronic systems until they were reconciled causing operational and communication issues.

Nine months into the pilot process, it was determined that a single accident reporting centre was not feasible given both our desire to provide accident reporting service at all police locations. Additionally, a legislative requirement, similar to Ontario, to attend with your vehicle - in many cases on a tow truck - does not exist within Nova Scotia. The ASSI business model centers on providing enhanced service to the drivers, through their electronic interface with insurers. This business model required files to be sent to insurers within 24 hours, which often was before the second driver information was received through hardcopy report from an Office or Detachment.

The third component, CROMS software in the police vehicles, was not realized in the pilot.

ASSI provided excellent service to both HRP and the citizens of HRM, but unfortunately, for the reasons as noted above the model was difficult to operationalize locally. As a result the CROMS pilot was discontinued and the ASSI Collision Reporting Centre was closed on May 22, 2015 requiring HRP to revert back to the manual reporting process in the short term and investigate a more integrated solution going forward.

## **DISCUSSION**

An alternate solution was sought in order to improve the data collection, the interface with the RMS and provide an enhanced service to HRM. The alternative option that was found is implementing the electronic Motor Vehicle (eMVA) reporting module from Versaterm. This eMVA module is an integrated module of the existing Records Management System (RMS) solution. The RMS is currently provided by Versaterm and has been in use by HRP and RCMP since 2003. No other vendor can provide this seamless integrated solution. As the RCMP (Halifax District) currently uses the Versaterm RMS, the previous obstacles in participation are not anticipated and their full participation will result in a better overall service to HRM.

The eMVA module will provide HRP and the RCMP the capability to record motor vehicle accident reports at the reporting sites as well as in the police vehicles (MDT/MRE). It will also deliver basic reporting capabilities. The eMVA will eliminate many of the process complexities that surrounded the CROMS solution, and create the expected benefits to allow HRP to meet the legislative requirements. It will also provide the electronic collection method required to support the provision of analytic capabilities which will be developed in the Accident Reporting BI (Business Intelligence) project outlined in the 2016/2017 fiscal year budget process documentation.

## **FINANCIAL IMPLICATIONS**

Based on the quoted price of \$103,444.00 plus net HST of \$4,433.61 for a net total of \$107,877.61, funding is available in the approved Project No. CI990023 - Electronic File Management HRP budget. The budget availability has been confirmed by Finance.

Budget Summary:	<u>Project Account No. CI990023 - Electronic File Management HRP</u>	
	Cumulative Unspent Budget	\$555,000.00
	<b>Less: sole source award</b>	<b><u>\$107,877.61</u></b>
	Balance	\$447,122.39

\* This project was estimated in the Approved 2015/16 Project Budget at \$146,000

The balance of funds will be used to complete this year's HRP electronic file management projects.

If awarded, HRM will be required to pay ongoing costs for years 2 through 5 of \$55,476.00 (net HST included). These costs will be included in the proposed operating budgets for the applicable fiscal year.

### ENVIRONMENTAL IMPLICATIONS

None indicated.

### ALTERNATIVES

The Halifax Regional Council could choose not to approve the recommendations in this report and direct HRP to continue with the current situation. This will result in continuing the manual and "paper based" reporting process. This is a time consuming and inefficient process which has shown to be laborious when providing statistics and information to support public safety initiatives. This decision would also mean that HRP will not be able to shorten the process timelines in support of transmitting the reports to the Registrar within the legislated twenty-four hours of receipt of the accident report.

### ATTACHMENTS

Appendix A - HRM Administrative Order #35, Procurement Policy Section 8(11)(A)

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A copy of this report can be obtained online at <http://www.halifax.ca/council/agendasc/cagenda.php> then choose the appropriate meeting date, or by contacting the Office of the Municipal Clerk at 902.490.4210, or Fax 902.490.4208.

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**Attachment A**  
**Administrative Order 35**  
**Procurement Policy Section 8 (11) (A)**  
**Sole Source/Single Source Purchases**

(11) **Alternative Procurement Practices** may be used as follows:

A. Sole Source/Single Source Purchases. These occur:

(a) To ensure compatibility with existing products, to recognize exclusive rights, such as exclusive licences, copyright and patent rights, or to maintain specialized products that must be maintained by the manufacturer or its representative.

(b) Where there is an absence of competition for technical reasons and the goods or services can be supplied only by a particular supplier and no alternative or substitute exists.

(c) For the procurement of goods or services the supply of which is controlled by a supplier that is a statutory monopoly.

(d) For the purchase of goods on a commodity market.

(e) For work to be performed on or about a leased building or portions thereof that may be performed only by the lessor.

(f) For work to be performed on property by a contractor according to provisions of a warranty or guarantee held in respect of the property or the original work.

(g) For the procurement of a prototype of a first good or service to be developed in the course of and for a particular contract for research, experiment, study or original development, but not for any subsequent purchases.

(h) For the purchase of goods under exceptionally advantageous circumstances such as bankruptcy or receivership

(i) For the procurement of original works of art.

(j) For the procurement of goods intended for resale to the public.

(k) For the procurement from a public body or a not-for-profit corporation.

(l) For the procurement of goods or services for the purpose of evaluating or piloting new or innovative technology with demonstrated environmental, economic or social benefits when compared to conventional technology, but not for any subsequent purchases.

The terms and conditions of a sole source/single source purchase shall be negotiated. Sole source/single source purchases over \$25,000 and not exceeding \$50,000 shall be approved by the CAO.