

Request for Decision

Standardization of Ambulance Fleet

Presented To:	Community Services Committee
Presented:	Monday, Jun 17, 2013
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Recommendation

THAT the City of Greater Sudbury authorize the City's Emergency Medical Services (EMS) Division to maintain a standardized ambulance fleet through purchases with Demers Ambulance of Beloeil, Quebec for the next five (5) years. In the event there is a special requirement for a non-standard ambulance or where provincial certification standards change or emerging technological advancements present themselves, a public tender may be issued by the City.

EXECUTIVE SUMMARY

The City of Greater Sudbury EMS seeks Council authorization to maintain a standardized ambulance fleet with Demers Ambulance Incorporated.

In July 2004, Council approved (Resolution 2004-414) the EMS Division to move to a standardized ambulance fleet. The benefits of a standardized fleet are important to the EMS operation and include: standard vehicle configurations and medical equipment location in the vehicles; solid familiarization of the vehicle by Paramedics reducing training requirements associated with multiple models; experienced fleet staff who have training from Demers Ambulances coupled with years of experience in carrying out preventative maintenance and repairs on a single ambulance manufacturer; and use of a standard inventory of parts to minimize vehicle downtime.

BACKGROUND

The City of Greater Sudbury EMS responds to over 36,000 calls annually, travelling over one million kilometers with a fleet of twenty-one (21) ambulances, and twelve (12) Paramedic Response Units which are SUV style, single paramedic units.

The City of Greater Sudbury EMS Division, as part of our annual vehicle replacement program, requires three (3) new ambulances each year. These new vehicles replace those vehicles that have reached or exceeded their service life.

The Ontario Ministry of Health and Long-Term Care (MOHLTC) Emergency Health Services Branch (EHSB) continues to ensure as part of their mandate, only those ambulances certified for the Ontario market are used in the delivery of ambulance services. The MOHLTC indicates the following: Canadian vendors have vehicles certified under the Ontario Provincial Land Ambulance and Emergency Response Vehicle Standard – Version 5 and are able to provide certified ambulances for use by Ontario Emergency Medical Services.

Signed By

Division Review

Joseph Nicholls
Deputy Chief of Emergency Services
Digitally Signed Jun 4, 13

Recommended by the Department

Tim Beadman
Chief of Emergency Services
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Recommended by the C.A.O.

Doug Nadorozny
Chief Administrative Officer
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Ambulance Manufacturer	Cost
Demers Ambulances Inc., Beloeil, Quebec	\$109,376*
Crestline Coach Inc., Saskatoon, Sask.	\$108,403*
Malley Industries, New Brunswick	No GM Gas chassis model certified for Ontario No model available with mobility safety seating

*These comparative prices are base models only and do not reflect chassis rebates (\$11,500 for 2013), optional and custom upgrades that add approx. \$30,000 to the base price. Selected options are added to the base units to improve ergonomics, and enhance paramedic and patient safety. A Sudbury build ambulance costs approximately \$133,099 (net).

Demers Ambulances is one of the largest ambulance manufacturers in North America and is a leader in Canadian ambulance design, manufacture and distribution. Demers Ambulances shares almost the entire Ontario market with Crestline Coach; Malley Industries have only a few units across the province. There are currently no other ambulance manufacturers in Canada that can sell certified ambulances for use by Emergency Medical Services in Ontario.

The EMS Division's experience with Demers Ambulances has been very positive, with few concerns related to the vehicles. Demers has consistently demonstrated strong after sales service through timely commitment to problem resolution and solid technical support. In addition, Demers Ambulance will be undertaking a Preferred Vendor Program in 2013 that will maintain their conversion (excludes chassis) pricing with no increase for 3 years.

Current Sudbury build ambulances conform to the following:

- Demers Mystere MX160XTA Type III Modular Ambulance
- GM Gas chassis (diesel phase out as recommended by Fleet services to save capital and operating costs)
- 159" wheel base with air-ride suspension
- Eco-Smart (anti-idling technology to save fuel)
- Paramedic Mobility Safety Seat
- High performance LED warning system
- Bariatric carrying capability
- Cab console and computer technology/mounts
- Reversing sensors and camera, power seats, electric and heated mirrors

City of Greater Sudbury EMS Division continues to work with Demers Ambulances in developing new technologies that improve patient, paramedic and public safety as well as vehicle serviceability.

BENEFITS OF FLEET STANDARDIZATION

Fleet standardization is important to the EMS Division due to the large number of paramedics working in these vehicles. Standardization allows the Service to optimize the fleet in the areas of vehicle management, training, logistics and maintenance by reducing fleet variation.

The following are the key advantages and benefits of fleet standardization:

- Greater control of fleet logistical operations in terms of managing standard practices for locating equipment, restocking, cleaning and disinfecting practices.
- Standard patient compartment cabinet layout allows equipment to be located in a standardized manner across the entire fleet. This allows paramedics to easily locate emergency supplies and equipment when treating a patient.
- Simplified training required for paramedics as they only need to learn about operating one type of vehicle.
- Allows the city fleet and vendor to better manage warranties and technical support across the entire fleet, one stop shopping.
- Standardized fleet preventative maintenance program.
- Eliminates a need for different vendor parts to maintain ambulances and saves on storage space for fleet services.
- Fleet Services' Mechanics require one set of special tools, manuals, schematics used for diagnostics as well as adjustments and repairs.

- Faster and more efficient repairs due to technician familiarization, training, and experience with a single ambulance type.
- Fleet Services can interchange parts between vehicles to maintain serviceability.
- Mechanics have received specific training on Demers Ambulances; this improves maintenance quality while decreasing down time.

FLEET SERVICES

Standardization is supported by Eric Bertrand, Manager of Fleet Services, who states standardization provides efficiencies in inventory required in maintaining the ambulances as they carry only one line of product reducing inventory levels on hand. There are efficiencies in Technician skills as it is easier to train staff on one product line as opposed to two or three. Finally, standardization results in reduced downtime through proper inventory levels and reduced diagnostic time as Technicians become more proficient on the units.

RECOMMENDATION

The EMS Division recommends the continuation of a standard ambulance fleet for the next five (5) years. In the event there is a special requirement for a non-standard ambulance or where provincial certification standards change or emerging technological advancements present themselves, a public tender may be issued by the City.