

Ambulance Standardization

BACKGROUND

The City of Greater Sudbury Paramedic Services completes over 64,296 vehicle responses annually, travelling over three million kilometers with a fleet of twenty-three (23) ambulances and eight (8) Paramedic Response Units (a Sport Utility Vehicle (SUV) style single Paramedic unit). Ambulance vehicle standardization has been a successful fleet strategy in Paramedic Services since first approved by Council in 2003 and continued to demonstrate its value for the past 15 years.

The City of Greater Sudbury Paramedic Services 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 Paramedic Services.

Ambulance Manufacturer	Cost
Demers Ambulances Inc., Beloeil, QC	\$109,376/*\$121,000
Crestline Coach Inc., Saskatoon, SK	\$108,403/*\$124,000

*These comparative prices are base models only and do not reflect chassis rebates (\$10,500 for 2017), optional upgrades which adds approximately \$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 \$153,521 (net). Additionally, Sudbury Paramedic Services has been part of a Preferred Vendor Program offered by Demers, whereby we realize a long-term customer discount of \$5,680 on each vehicle purchased. Demers Ambulance Incorporated is one of the largest ambulance manufacturers in North America and is a leader in Canadian ambulance design, manufacture and distribution. Demers Ambulances Incorporated has the majority of the Ontario market with Crestline Coach being second. There are currently no other ambulance manufacturers in Canada that can sell certified ambulances for use by Paramedic Services in Ontario.

Paramedic Service's experience with Demers Ambulances has been very positive, supported by years of Demers strong after sales service, timely commitment to problem resolution and dependable technical support. The City of Greater Sudbury Paramedic

Services Division continues to work with Demers Ambulances Incorporated in developing new technologies and interior designs that improve patient, paramedic and public safety as well as vehicle serviceability. Examples include custom designed center console for computer storage and charging and equipment mounts for specific hand sanitizing solutions designed for quick and easy access for Paramedics.

Current Sudbury built ambulances conform to the following:

- Demers Mystere MX164A Type III Modular Ambulance
- GM Gas chassis 3500 (diesel phased out as recommended by Fleet Services to save capital and operating costs)
- 159" wheel base
- Paramedic Mobility Safety Seating
- High performance LED warning system
- Bariatric carrying capability
- Cab console and computer technology/mounts
- Reversing sensors and camera, power seats, electric and heated mirrors

BENEFITS OF FLEET STANDARDIZATION

Fleet standardization is important to the Paramedic Services Division due to the large number of Paramedics working in these unique vehicles. Standardization allows the Service to more efficiently and effectively manage the fleet in the areas of vehicle maintenance, training, logistics and overall management when reducing fleet variation.

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

- Standard patient compartment cabinet layout allows equipment to be stored in a consistent, familiar manner across the entire fleet. This allows Paramedics to easily locate emergency supplies and equipment when treating a patient under demanding emergency patient care and resuscitation conditions.
- Greater control of fleet logistical operations in terms of managing standard practices for daily vehicle processing. This work includes locating equipment, restocking, cleaning and disinfecting processes.
- Solid familiarization of vehicle driving and control characteristics improves safety for Paramedics, patients and the community.

- Training required for Paramedics builds on existing competencies and behaviors, as they only need to learn about operating and working within one type of vehicle.
- City fleet and vendor may better manage warranties and technical support across the entire fleet with one stop shopping.
- A preventative maintenance program is reliable, predictable and simple to manage with a standardized fleet. Eliminates a need for different/unique vendor parts to maintain a variety of ambulances and saves on storage space for needed parts, reducing delays for mechanical repairs.
- Fleet Services' Mechanics require one set of special tools, manuals, schematics used for diagnostics, adjustments and repairs.
- Faster and more efficient repairs due to technician familiarization, training, and experience with a single ambulance type.
- Fleet Services may interchange parts between vehicles to maintain serviceability and reduce vehicle down time.

Mechanics have received certified training from Demers Ambulance engineers who come to Sudbury to provide training, which improves maintenance quality and technical proficiency while decreasing down time.

RECOMMENDATION

THAT the City of Greater Sudbury Paramedic Services Division maintains a standard ambulance fleet for the next five (5) years with Demers Ambulance Incorporated. With Council approval, it is permissive for non-competitive purchases under Part 22, Section 1(b)(i) of the Purchasing By-Law.