



Report To	Program Planning Committee
From:	Robert Smith Chief of Paramedic Services
Date:	March 21, 2018
Re:	Paramedic Fleet Maintenance – Issue Report

## **Purpose**

Manitoulin Sudbury DSB Paramedic Service, has a Regulatory responsibility for development of, and adherence to a fulsome fleet maintenance program. The Ministry of Health and Long-Term Care (MOHLTC) certification process, known as the “Service Review”, pays particular attention to compliance with fleet maintenance programs.

Manitoulin Sudbury DSB Paramedic Services has historically contracted fleet maintenance to a number of private garages across the geography, focusing on proximity to Station locations, while utilizing Original Equipment Manufacturer (OEM) dealerships.

## **Background**

In recent years, Paramedic Services has examined a number of strategies to manage ever increasing fleet maintenance costs and diminishing service delivery.

Given the above challenges, in late 2016, Paramedic Services initiated discussion with the City of Greater Sudbury’s (CGS) Fleet Services surrounding a potential arrangement to allow for both Preventative Maintenance (PM) and repair of Manitoulin-Sudbury DSB Paramedic Services fleet by CGS. CGS administration will take the plan forward to council in March of 2018, with the desire to operationalize an agreement in second quarter of 2018.

The general benefits of a contracted services agreement with CGS Fleet Services pertains to timely service delivery and fleet expertise. CGS mechanics are both OEM and conversion vendor certified. Both agencies believe that the model for a strong preventative maintenance program will have a net positive impact on vehicle breakdown incidents and associated repair costs.

There are also significant value-added benefits.

1. The ad hoc process for fleet maintenance currently in place has proven to be problematic due to lengthy delays for appointment times. Vendor availability has resulted in significant delays with servicing, and subsequent loss of emergency fleet capacity. The CGS facility operates from 7AM to midnight and has committed to necessary capacity to meet our needs.
2. CGS Fleet Services has on site staffing 24/7 to ensure DSB vehicles will be stored inside. This single action mitigates our history of equipment loss during cold weather seasons.
3. Of the 12 municipalities within the DSB with Paramedic Service stations, only Mindemoya and Espanola have an ambulance repair vendor. In all other instances, the fleet is ferried out of the DSB for servicing. While the CGS facility is outside of the DSB, it is centrally located and would reduce challenges given daily movements into the area. The plan being proposed would continue to utilize the vendor in Mindemoya for those vehicles deployed on Manitoulin Island.
4. Parts Delivery- CGS Fleet Services has a Parts Department that carries OEM and conversion parts. Historically, delayed repairs averaging 4 days have been caused waiting for parts to be shipped. This delay will be mitigated.
5. Warranty Work- CGS Fleet Services is a warrantee agent for Demers and will manage the warrantee process for Manitoulin-Sudbury DSB.
6. CGS has a number of contracted services that would be made available to Manitoulin-Sudbury DSB. From reduced towing costs to same day windshield repair, we expect to see improved turn around times. CGS also has a body shop that would allow for immediate repairs that currently have taken months.
7. The commissioning of a new ambulance is currently a process that takes weeks. This is due to specific limitations of vendors required to complete specific consecutive tasks. For example, Electrical Safety Authority (ESA) only comes to Espanola on Tuesdays. Spectrum includes additional hours of travel to radio replacements. The vehicles have to have the MTO inspection done, then the vehicle has to go to CGS Fleet for Stryker stretcher installation. CGS Fleet has offered as part of this program to have new ambulances drop shipped to them. They will arrange next day ESA, complete the MTO inspection, obtain plates on our behalf, arrange radio installation, and finally complete the stretcher install. All

this would be done on site, inside, and would reduce commissioning time to a few days, not weeks.

8. A quality service agreement will be established as part of the contract, effectively ensuring a response capacity that meets the needs and expectations of the DSB.

The proposed project will involve one-time costs, annual fixed costs and hourly costs (shop rate), as well as parts costs.

The one-time costing is for an additional hoist in the CGS garage. They have estimated this at \$35,000. As part of the contract negotiation, staff will work to ensure that any contract termination by the City of Greater Sudbury would include a prorated cost recovery on any capital costs will be ensured.

The annual fixed costing captures the wages and benefits for one FTE mechanic. The 1,500 hours would be considered as designated for DSB work on 15 ambulances and 4 PRUs. The DSB work would be spread out across the CGS staff.

The hourly costs, or shop rate of \$27.50 is to cover CGS building overhead and support costs.

The parts costs would be invoiced at a wholesale plus 10% estimation, reduced from the current retail rate the DSB pays.

An analysis of the costs, excluding parts, and based on an efficiency of 1,500 annual hour, results in a total budget impact of \$132,000, or \$88.00 per hour. This model will require staff diligence to ensure maximum utilization.

The benefits from contracting with the City of Greater Sudbury for fleet maintenance of 15 of the 23 ambulances, and 4 of the 5 PRUs will result in improvement service delivery, a more responsive maintenance program, and a reduction in lost deployment caused by breakdowns.

## **Recommendation**

Staff are recommending that the Program Planning Committee accept this report and recommend to the Board that staff enter into a legal agreement with the City of Greater Sudbury for Paramedic vehicle fleet maintenance as set out in this report.