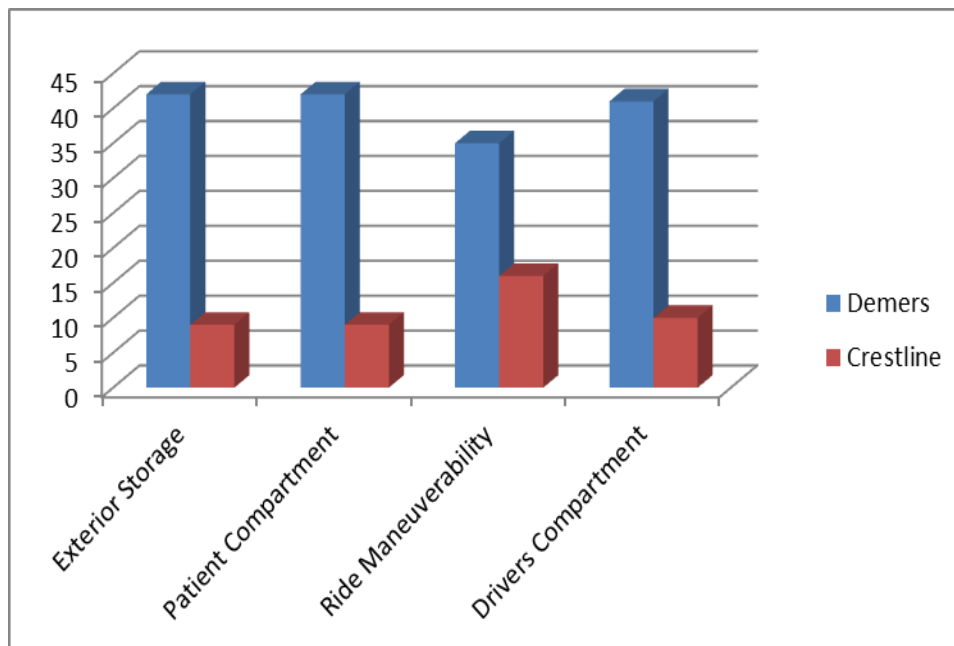




Hamilton Paramedic Service

Ambulance Comparative Survey Results

An ambulance comparison between the Crestline and Demers took place between Aug 9, 2016-Oct 5, 2016. Paramedics trialed the ambulances on a two-week rotating schedule. They were asked to complete a survey at the end of the trial. The questions were related to specific paramedic needs. There were 51 respondents and results are the following:



Exterior Storage included paramedic locker, M tank location, ease of access to equipment, and other outer storage lockers.

Patient compartment included interior layout, lighting, access to bins and cabinets, suction equipment, space and ergonomics.

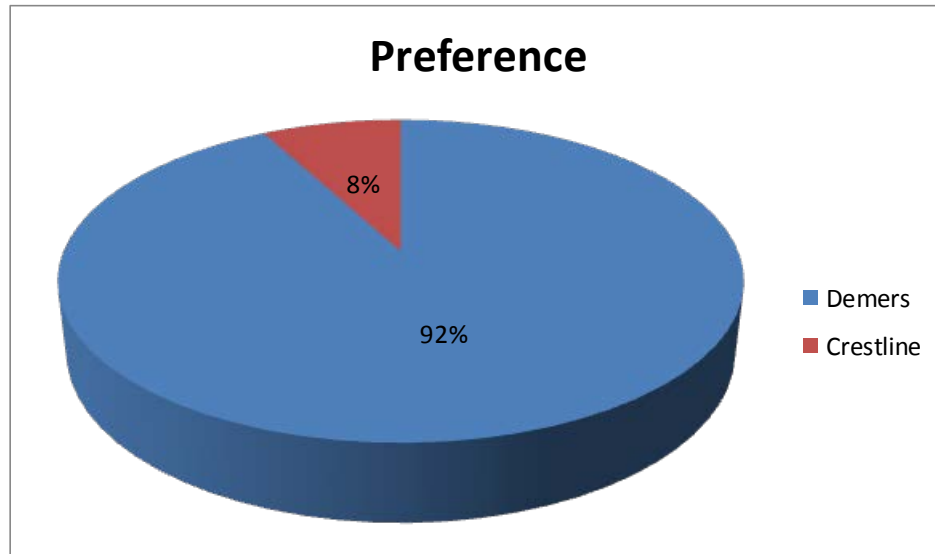
Ride maneuverability included vehicle handling and turning radius

Driver's compartment included layout, comfort, functionality of controls, visibility, interior space and ergonomics.



Hamilton Paramedic Service Ambulance Comparative Survey Results

Based on the results of the Vehicle Comparison survey, 92% of paramedics polled viewed the Demers as the preferred ambulance.



Frequent Comments about Crestline

- Poor "M" tank accessibility
- Exiting vehicle to access personal items
- Jump seat too close to Patient
- Difficult access to shelves & bins
- Backboard storage issues
- Poor location of Stair chair
- No anti-theft switch
- Siren/Air horn access issues
- Decreased patient compartment
- Side mirrors too large
- Ride is rough for patients
- Increased road noise



Hamilton Paramedic Service

Ambulance Comparative Survey Results

Additional Comments from paramedics:

"1. Front cab of the Demers was more comfortable, spacious, with better storage. The shelf between cab and back is imperative. Since we live up there, comfort is key. 2. The back cab of the Demers was not only bigger, but had more efficient placement of equipment, less wasted space, easier to reach the sharps containers, garbage is better placed, and bins easier to remove. 3. There were just too many little things about the Crestline that I didn't like, so Demers comes out on top."

"The Crestline lights up inside the patient compartment very well, but shuts off immediately when the vehicle is shut off arriving at hospital = potential health and safety hazard for the paramedic and/or pt. The pt compartment in the Crestline is much too tight, and leaves the paramedic too close to the stretcher in case of a patient becoming combative. The ride in the Crestline is ROUGH. The trays are unable to slide out of the cabinets without opening the doors which is more difficult and not always feasible. The Demers is far superior for ride and room to work."

"Crestline was more nimble in corners and smoother over broken terrain. Crestline was narrower and would decrease body damage."

"Crestline had a distracting red light in the driver's compartment and 2 side lights on the mirrors that is not useful and provides false headlight sensation upon mirror usage. The bumps on the road are felt 10x more in the patient compartment on the Crestline, patient complained more frequently in the Crestline than Demers There's not a comfortable working space between patient and paramedic, it creates a cluster environment, and can be a danger if patient not compliant or unstable. Decreased spacing can also cause an ill-effect on running an arrest with a few responders in the back."

"There is no air horn in the Crestline unless the siren is actively blaring. The Crestline siren is much louder in the cab, the controls are not easily visible during the day (as they don't have a bright enough light) and hard to do without looking at them. The Crestline eco-mode broadcasts a voice over the PA it is very loud and disruptive. The glove slot doesn't work properly and the glove boxes slide out the end. So the gloves are now in the centre and they are hard to reach because of the computer."

"There are multiple obstacles that make it difficult to perform routine patient care in the Crestline. As a progressive service, the Crestline does not allow for any added equipment, as it is already too full. The patient compartment area is so small and cramped, that I can't imagine how we will effectively manage a VSA without tripping over each other and having equipment on the floor."