




CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Hamilton Paramedic Service

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	January 19, 2023
SUBJECT/REPORT NO:	Standardization of Paramedic Emergency Service Vehicles (HSC23002) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Cliff Eggleton (905) 546-2424 Ext. 7743
SUBMITTED BY:	Michael Sanderson Chief, Hamilton Paramedic Service Healthy and Safe Communities Department
SIGNATURE:	

RECOMMENDATION(S)

- (a) That Demers Braun Crestline Ambulance Manufacturer Inc. (Demers) ambulance vehicles certified for use in the Province of Ontario be designated a standardized Good for Hamilton Paramedic Service pursuant to City Procurement Policy, Section 4.14, Policy # 14 Standardization, with this designation to be reviewed no later than December 31, 2030;
- (b) That ambulance vehicle original equipment ambulance parts be obtained on a single source basis from Demers Braun Crestline Ambulance Manufacturer Inc or its authorized agents pursuant to City Procurement Policy 11 through to December 31, 2030;
- (c) That the Chief, Hamilton Paramedic Service, or designate, be authorized and directed to enter into and sign, on behalf of the City of Hamilton, any negotiated agreements and necessary associated documents with the Demers Braun Crestline Ambulance Manufacturer Inc., or its authorized agents with content acceptable to the City Solicitor for the purchase of ambulance vehicles and related original equipment and ambulance parts, subject to Procurement Policy, Section 4.2, Policy # 2 Approval Authority;

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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- (d) That the Chevrolet Tahoe Special Service Vehicle (SSV) and Ford Interceptor Special Service Vehicle (SSV) be designated a Standardized Good for Hamilton Paramedic Service pursuant to City Procurement Policy, Section 4.14, Policy # 14 Standardization, with this designation to be reviewed in 2030;
- (e) That all Hamilton Paramedic Service Emergency Vehicles Specializations, upfitting, associated specialized vehicle equipment repairs and parts be obtained on a single source basis from Rowland Emergency and Specialty Vehicles Inc. pursuant to City Procurement Policy # 11 through to December 31, 2030;
- (f) That the Hamilton Paramedic Service be authorized to utilize the Province of Ontario's enterprise-wide Vendor of Record (VOR) arrangements and volume licensing agreements available for vehicle purchasing along with accessing the Ontario Police Cooperative Purchasing Group negotiated pricing for Special Service Vehicles pursuant to City Procurement Policy # 12;
- (g) That the Chief, Hamilton Paramedic Service, or designate, be authorized and directed to enter into and sign, on behalf of the City of Hamilton, any negotiated agreements and necessary associated documents with Rowlands Emergency and Specialized Vehicles with content acceptable to the City Solicitor for the purchase of ambulance service emergency vehicle specializations, upfitting, associated specialized vehicle equipment repairs and parts, subject to Procurement Policy, Section 4.2, Policy # 2 Approval Authority;
- (h) That the Chief, Hamilton Paramedic Service, or designate, be authorized to amend any Contracts executed and any ancillary documents identified in (a) through (g) above as required if a supplier(s) identified in Report HSC23002 undergoes a name change.

EXECUTIVE SUMMARY

In accordance with provincial legislation, the City of Hamilton may only utilize ambulance vehicles provided from vendors certified by the Ministry of Health and Long-Term Care (MOHLTC). Currently there is only one certified vendor to provide the Type III ambulances utilized in Hamilton, this being Demers Braun Crestline Ambulance Manufacturer Inc. Since there are no other Ontario certified ambulance manufacturers available for the Type III ambulance it is recommended that designation as a standardized good, pursuant to City Procurement Policy #14, Section 4.14 be continued.

As the ambulances and their original equipment and parts are only available from Demers Braun Crestline Ambulance Manufacturer Inc. through its authorized agents, standardization will result in a single source purchase from the manufacturer and

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agents. A single source purchase authority is accordingly recommended as pursuant to City Procurement Policy 11.

Currently, Hamilton Paramedic Service has been using the Special Service Vehicle (SSV) versions of the Chevrolet Tahoe and the Ford Explorer for its Emergency Response Vehicles (ERV). ERV's are single paramedic vehicles that are not transport capable, which ensures a paramedic presence in the community, decreasing overall response times. These vehicles can assist in increasing the number of available transport capable ambulances by treating and releasing patients on scene, cancelling resources, or downgrading the responding ambulances, enabling them to remain available for higher acuity emergencies. ERV's are also utilized by supervisory and senior management staff for response to major incidents to support staff and to perform command and control functions as required.

The request for ERV Standardization assists Hamilton Paramedic Service in reducing training demands for both mechanics working on the vehicles and paramedics using the vehicles, reducing the inherent risk of the operator having to know various vehicles operating nuances, and being intimately familiar with a vehicle that they have to operate during emergency driving conditions. Standardization also reduces the amount and type of replacement mechanical equipment required to be kept on hand to facilitate timely servicing of these vehicles.

Regardless of the vehicle type acquired for ERV's, the conversion of the vehicle to be used as an ERV must meet strict MOHLTC emergency vehicle standards. Converting (upfitting) a Chevrolet Tahoe or a Ford Explorer to a MOHLTC certified ERV involves, but is not limited to, constructing a storage cabinet in the rear of the vehicle for equipment and supplies, installing emergency lighting, specialized wiring, operating controls, specialized console, computer mount and radio. This work has been satisfactorily performed by Rowland Emergency and Specialty Vehicles Inc. since 2005.

Hamilton Paramedic Service would also benefit from utilizing the Ontario Government's enterprise-wide Vendor of Record (VOR) arrangements and Volume Licensing Agreements (VLA's) which are available to Ontario Public Service (OPS) clients and Non-OPS clients. Benefits of using these arrangements include: advantageous pricing, enabling potential savings, streamlined administrative effort required to procure goods and services independently, and access to a pre-qualified list of vendors. Hamilton Paramedic Service can access the Ontario Police Cooperative Purchasing Group (OPCPG) negotiated pricing for special service vehicles that would reduce the need for competitive procurement processes when a new vehicle is needed as a competitive pricing has already been negotiated. Hamilton Police Service utilizes the VOR OPCPG procurement tools extensively and it has been previously used effectively by Hamilton Paramedic Service for SSV purchases.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: Funding for procurement of replacement ambulances and vehicles is budgeted annually through the Capital Budget process and included in the 10- and 25-Year Replacement Reserve forecasts. The reserve is funded by annual transfers from the Operating Budget. The direct costs for ambulances and vehicles are anticipated to be similar if standardization is approved. Indirect costs are anticipated to be minimal as training for staff will not have to be increased, and there will be fewer parts to hold in stock.

Staffing: The standardization and single source process is expected to:

1. Reduce staff time for the Hamilton Paramedic Service and the Procurement Section in purchasing Emergency Response Vehicles.
2. Reduce or, at minimum, contain potential health and safety vehicle concerns with consistent vehicle designs.
3. Reduce Mechanical Division's staff training requirements of multiple vehicle types.
4. Reduce required paramedic staff training requirements on multiple vehicle types.

Legal: The City of Hamilton may only purchase ambulance vehicles certified by the MOHLTC as suitable for the purpose. All agreements will be in a form satisfactory to the City Solicitor.

HISTORICAL BACKGROUND

Standardization of Ambulance Fleet Purchases (Report CES16058) previously approved by Council on November 23, 2016 designated Demers ambulances as a standardized good. This was to be reviewed at end of 2022.

Standardization of Emergency Response Vehicles (HES12021) previously approved by Council on December 12, 2012 designated the Chevrolet Tahoe Special Duty Vehicle (SSV) as a Standardized Good along with authorization to single source all Emergency Response Vehicles (ERV) conversions to Rowland Emergency and Specialty Vehicles Inc. Both approved designations will expire in 2023.

For the last 17 years the Hamilton Paramedic Service has been using Rowland Emergency and Specialty Vehicles Inc. for ERV conversions, associated specialized vehicle equipment repairs and specialized parts. Upon completion of a vehicle being converted for use under the MOHLTC emergency vehicle standards, Rowland provides

a certificate indicating the vehicle adheres to the strict standards set out by the MOHLTC.

Rowland Emergency and Specialty Vehicles Inc. is one of three vendors who are currently providing Emergency Vehicle Conversion services to the Ontario market. These three vendors compare in conversion costs but supply different brands of equipment which makes it difficult for paramedic staff to maintain familiarity with the layouts and the different ways of operating the emergency response controls. Rowland Emergency and Specialty Vehicles Inc. is also the closest vendor to Hamilton situated in Mississauga. This location has enabled a quick turnaround for vehicle repairs, equipment repairs, specialized parts and additions when required. Continuation is recommended for designation as a Standardized Good pursuant to City Procurement Policy #14, section 4.14. A continuation of single source purchase authority is accordingly recommended as pursuant to City Procurement Policy 11.

Having used Rowland Emergency and Specialty Vehicles Inc. Emergency Vehicle Products Inc. exclusively over the last 17 years there have been no issues with workmanship or MOHLTC certification when the vehicles have been inspected by the MOHLTC during the mandatory Ambulance Service Reviews. Successful completion of Ambulance Service Review is required every three years to maintain certification to operate a land ambulance service pursuant to the Ambulance Act.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

- O.Reg.257/00: General under *Ambulance Act*, R.S.O. 1990, c A.19 Ontario Provincial Land Ambulance and Emergency Response Vehicle Standard, Version 6.0, November 1, 2023.
- Procurement Policy for the City of Hamilton, Policy #14 – Standardization
- Procurement Policy for the City of Hamilton, Policy #11 – Non-competitive Procurements
- Procurement Policy for the City of Hamilton, Policy #12 – Cooperative Procurements

RELEVANT CONSULTATION

Corporate Services, Procurement Section – Consultation with Procurement staff regarding the interpretation and application of Procurement policy.

Corporate Services, Finance – Consultation with Finance to verify financial information.
Joint Health and Safety Committee – Ongoing consultation with respect to the configuration of the vehicles, safety specifications, and equipment storage.

All recommendations from each area have been incorporated in this report.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

- Purchasing and maintaining these make and models of vehicles in this capacity will provide professional commercial quality and reliable equipment to front-line staff.
- This allows for continuity and consistency of training and interoperability.
- Standardization allows for the reduced stock levels of spare parts.
- Location of the vendor is an extremely important operational requirement for quick turnaround when transporting vehicles for repairs, required changes to the vehicle and or its specialized equipment.

The Hamilton Paramedic Service is recommending that Rowland Emergency and Specialty Vehicles Inc. complete such conversions and provide MOHLTC certification, with staff reassessing the market conditions every three years.

ALTERNATIVES FOR CONSIDERATION

None

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Healthy and Safe Communities

Hamilton is a safe and supportive City where people are active, healthy, and have a high quality of life.

APPENDICES AND SCHEDULES ATTACHED

None