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CONTRACT AWARD – SUPPLY OF MULTI-PATIENT AMBULANCE

The Community and Health Services Committee recommends the adoption of the recommendations contained in the following report dated September 30, 2011, from the Commissioner of Community and Health Services.

1. RECOMMENDATIONS

It is recommended that:

1. Request for Proposal P-11-49 for the supply of a multi-patient ambulance be awarded to Crestline Coach Limited, in the amount of \$787,290 plus applicable taxes (total cost to the Region of \$801,146).
2. The Commissioner of Community and Health Services be authorized to execute any necessary contracts in relation to Proposal P-11-49.

2. PURPOSE

This report seeks authorization to award the contract for the supply of one multi-patient ambulance. The multi-patient ambulance will provide Emergency Medical Services (EMS) with efficient response capacity for medium and large scale events.

3. BACKGROUND

When multi-patient incidents occur, a large number of paramedic resources are needed, leaving fewer paramedics available in the Region

York Region is a growing municipality with a population of over one million residents, three 400 series highways accounting for over 200 kilometres of roadway, and several passenger and freight rail corridors. The potential for incidents involving multiple patients exists every day.

On average, medium-scale incidents, requiring the response of six to eight EMS vehicles occurs every two to three days, and large-scale incidents requiring over nine EMS vehicles occur every two to three weeks. From January 1 to August 31, 2011, 75 incidents have occurred in the Region that required three or more ambulances at the scene. When medium and large scale incidents occur, emergency paramedic coverage region-wide is reduced as a result of the number of paramedics required at the scene.

Only several hours after the resolution of the incident are paramedic resources recovered back to regular levels.

A multi-patient ambulance will reduce the number of paramedic vehicles deployed to medium and large scale incidents, keeping more paramedic resources available to service the Region

Due to the larger number of patients that can be cared for in a multi-patient ambulance, eight to ten stretcher patients and ten ambulatory patients, fewer ambulances are needed to respond to incidents. Since more patients may be cared for in the multi-patient ambulance, the typical patient-to-paramedic ratio of one-to-one in a conventional ambulance is increased to two to three patients to one paramedic.

As a result, more paramedic resources remain available to provide service in the Region, and the recovery time following the resolution of incidents is lessened as fewer resources are occupied at area hospitals.

The multi-patient ambulance will be stationed at Paramedic Response Station #26 in Markham, located on Riviera Drive and Woodbine Avenue (see *Attachment 1*), to permit quick access along the 407, 404 and 400 corridors. Driver's licence upgrades for the selected paramedics who will operate the multi-patient ambulance will be completed in-house by the EMS Driver Safety Officer.

Multi patient ambulances are already in use in some larger Ontario municipalities

Multi-patient ambulances have been in operation in large municipalities for several years. Currently, Toronto EMS operates two multi-patient ambulances and the Ottawa Paramedic Service operates a mobile patient rehabilitation vehicle.

4. ANALYSIS AND OPTIONS

In Ontario, vehicles designated as an 'ambulance' must conform to the certification requirements set out in the Ontario Provincial Land Ambulance & Emergency Response Vehicle Standard. The Standard describes the minimum acceptable requirements for land ambulances for use by an operator of a land ambulance service.

A multi-patient ambulance is built on a conventional low-floor passenger bus chassis that has been fitted with stretcher systems, oxygen and suction systems, shelving, storage areas and seating. The conversion of the bus chassis must be performed by a company that has completed the required engineering and testing requirements as prescribed by the Ontario Provincial Land Ambulance & Emergency Response Vehicle Standard.

A request for proposal was prepared by EMS for the procurement of an Ontario certified multi-patient ambulance and released by the Supplies and Services Branch to four potential bidders. One bidder, Crestline Coach Limited, was the only respondent to the proposal.

Table 1 summarizes the evaluation of the bid received.

Table 1
Evaluation of Submissions by Bidder

Company	Technical Score	Financial Score
Crestline Coach Limited	79%	100%

Crestline Coach Limited is the only vendor that has previously supplied Ontario certified multi-patient ambulances which were purchased by the City of Toronto. According to staff from Toronto EMS, the most recent multi-patient ambulance purchased by their department was in 2009 at a total cost of \$752,850. The Toronto vehicle was built to the similar specifications identified in the Region's request for proposal; however, the Region's proposal included new additional design requirements that would allow the vehicle to serve as a mobile immunization clinic in addition to core EMS functions.

5. FINANCIAL IMPLICATIONS

Currently, EMS replaces conventional ambulances on a 4.5 year life cycle. As a multi-patient ambulance is built on a bus chassis, the life cycle is expected to be similar to a conventional transit bus.

Table 2 outlines the vehicles costs and life cycles of EMS vehicles.

Table 2
Capital Out-lay to Life Cycle Comparison

Vehicle	Approximate Vehicle Cost	Life Cycle
Ambulance	\$165,000	4.5 Years
Multi-Patient Ambulance	\$790,000	20 Years

The 2010 approved EMS Capital Budget included total project approval of \$1 million for the purchase of a multi-patient ambulance and required equipment. The Capital Budget carried \$100,000 in 2010 and the remaining \$900,000 in 2011.

The 2011 approved EMS Capital Budget includes \$1 million for the purchase and equipping of a multi-patient ambulance, funded by the Debt Reduction Fund as approved

by Regional Council on May 5, 2011. The recommended award to Crestline Coach Limited in the amount of \$787, 290, plus applicable taxes, for a total cost to the Region of \$801,146, will leave sufficient funds available within the approved budget to purchase the required medical equipment to ensure that the vehicle meets the Ministry of Health and Long-Term Care Patient Equipment Standards.

Approximately \$175,000 in patient care equipment will be needed to outfit the multi-patient ambulance. Of this amount, \$150,000 is required to purchase five additional cardiac monitor/defibrillators, and \$25,000 is needed to purchase patient care equipment and stretchers.

6. LOCAL MUNICIPAL IMPACT

The region-wide availability of a multi-patient ambulance will ensure that all local municipalities have access to timely and efficient paramedic services.

7. CONCLUSION

The procurement of a multi-patient ambulance will ensure that multiple patient incidents are handled in a timely and efficient manner. It is recommended that the Region enter into a contract with Crestline Coach Limited for the supply of a multi-patient ambulance.

For more information on this report, please contact Norm Barrette, Chief and General Manager at Ext. 4709.

The Senior Management Group has reviewed this report.

(The attachment referred to in this clause was included in the agenda for the October 12, 2011 Committee meeting.)

