



Council-In-Committee Meeting – November 13, 2025

Subject: Sole Source Remote Access Vehicle (RAV)
Report Number: ESS-25-010
Division: Emergency and Social Services
Department: Paramedic Services
Ward: All Wards
Purpose: For Decision

Recommendation(s):

That report ESS-25-010, Sole Source of Remote Access Vehicle (RAV), be received as information; and

That Council permit a sole source supply as outlined in Norfolk County Purchasing Policy GP-028, section 5.9.5 with ASAP 911 Inc. for the acquisition of a Remote Access Vehicle (RAV); and

That the Chief, Paramedic Services, be authorized to negotiate and execute an agreement with ASAP 911 Inc. for the purchase of a new Remote Access Vehicle.

Executive Summary:

Purpose of the Report:

To seek Council approval for staff to proceed with a sole source purchase of a new Remote Access Vehicle (RAV) ambulance from ASAP 911 Inc., replacing the aged and inadequate current unit as scheduled in the 2025 approved Capital Budget.

Key Findings and Analysis:

- Staff from Paramedic Services and Fleet have reviewed specifications for a replacement unit and have been unable to find other units in the market that fit with Norfolk County Paramedic Services needs (enclosed, climate-controlled, compact, trailer-able, and capable of transporting patients on a stretcher)
- Consultation with other Ontario Paramedic Service (Toronto and Ottawa) currently operating ASAP 911 MedStat units confirmed the unit's reliability and suitability
- The MedStat unit offers significant improvements in patient care, safety, and operational capability

- The MedStat unit is fully assembled by ASAP 911, previous units have been purchased and assembled by multiple parties
- Having one source eliminates the warranty repair challenges
- ASAP 911, MedStat will come spec'd with the correct wiring required for the Ambulance regulations
- The MedStat unit is compatible with a track system, giving paramedics advanced traction and ability to maneuver in adverse conditions

Financial Implications:

Funding for the replacement of the Remote Access Vehicle (RAV) Ambulance was approved through the 2025 Capital Budget. Based on available market information and the known pricing of similar units, staff anticipate the purchase will remain within the approved budget allocation. No additional financial impact is expected at this time.

Discussions:

Norfolk County averages approximately 12 calls per year requiring the use of the RAV, with potential for increased deployment during special events. Many of these calls occur during adverse environmental conditions such as rain, wind, cold, or heat. In such situations, basic patient care often begins with removing the individual from the elements.

Norfolk County Paramedic Services utilizes a RAV to respond to medical emergencies in areas inaccessible to standard ambulances, including:

- Walking and cycling trails
- Agricultural fields
- ATV and snowmobile trails
- and other remote locations

The current RAV, a 2013 John Deere Gator, has limited functionality and is past its useful life:

- The patient compartment is exposed to the elements
- No climate control for patients or paramedics
- Minimal privacy and security during transport
- Employs an outdated stretcher system that is incompatible with ambulance mounts, necessitating patient transfers between stretchers

ASAP 911 Inc. manufactures purpose-built RAV ambulances used by emergency services across North America. The MedStat unit features:

- Specialized Design: The only known RAV ambulance that offers a fully enclosed, hard body, climate-controlled patient compartment mounted on a UTV chassis, with space for a full-size stretcher and seating for two attendants
- Customization and Flexibility: Offers over 70 optional features, allowing Norfolk County to tailor the unit to specific operational needs.
- Enclosed operator cab with doors and windshield

- Enhanced safety, privacy, and operational efficiency
- Operational Efficiency: Compact design allows access to tight spaces, remote trails, and crowded event venues
- Operational Continuity: Maintains consistency by utilizing the same stretcher and mounting system as standard ambulances.

Conclusions:

The ASAP 911 MedStat unit meets the operational requirements of Norfolk County Paramedic Services and presents a valuable opportunity to enhance patient care in remote access scenarios. ASAP 911 Inc. manufactures purpose-built RAV ambulances that are widely used by emergency services across North America. The MedStat stands out as a uniquely designed RAV ambulance, featuring a fully enclosed, hard-body, climate-controlled patient compartment mounted on a UTV chassis. It accommodates a full-size stretcher and seating for two attendants, enabling paramedics to deliver the same level of care in remote environments as they would in a standard ambulance.

Its compact and agile design allows access to tight spaces, remote trails, and crowded event venues, significantly expanding the reach of paramedic services. The enclosed operator cab, complete with doors and a windshield, enhances safety, privacy, and operational efficiency. The MedStat also maintains equipment consistency by utilizing the same stretcher and mounting system as standard ambulances, ensuring seamless integration into existing protocols. With over 70 optional features available, Norfolk County can customize the unit to meet specific operational needs, making it a reliable and adaptable resource for emergency medical response.

Recommendations:

Through collaboration with Fleet Services and Paramedic Services, staff recommend proceeding with a sole source agreement with ASAP 911 Inc. for the purchase of a new RAV Ambulance, as the MedStat unit meets the operational, safety, and patient care requirements of Norfolk County Paramedic Services.

Finance Comments:

The Approved 2025 Capital Budget includes \$190,000 for the replacement of the RAV Ambulance and a trailer in Paramedic Services, funded by the Fleet Reserve.

Staff anticipate the approved budget remains sufficient to support the purchase.

The current RAV has an estimated useful life of 12 years. It is anticipated that the replacement vehicle will have a similar useful life. Maintenance costs for the current vehicle have totaled between \$1,000 and \$5,000 per year, over the last four years.

Interdepartmental Implications:

Purchasing staff have reviewed the report and advises that Norfolk County Policy GP-028, section 5.9.5, requires all sole source procurements to be authorized prior to the purchase through resolution of Council. Sole source supply is defined where there is only one available Supplier for the required goods or services.

Consultation(s):

Collaboration has occurred with Norfolk County Fleet Services and Paramedic Services, as well as staff from other municipalities.

Strategic Plan Linkage:

Serving Norfolk - ensuring a fiscally responsible organization with engaged employees who value excellent service

Attachment(s):

Attachment 1: Photo of ASAP MedStat Ambulance

Approval:

Approved By:
Al Meneses, Chief Administrative Officer

Reviewed By:
Bill Nolan, Acting General Manager, Emergency and Social Services
Jordan Gallant, Manager, Fleet Services

Prepared By:
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