# *Best Practices in High Performance Ambulance Fleet Management*


**Lawrence Billotto**

MEDIC
Charlotte, NC

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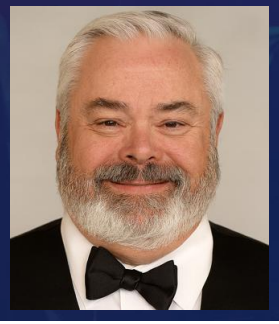

**Ken Ekenseair**

Metropolitan EMS
Little Rock, AR

**Drew Morrow**

ProEMS
Cambridge, MA

DATE

January 21, 2026

TIME

**11a – 12:00 noon ET**

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ACADEMY OF INTERNATIONAL MOBILE HEALTHCARE INTEGRATION

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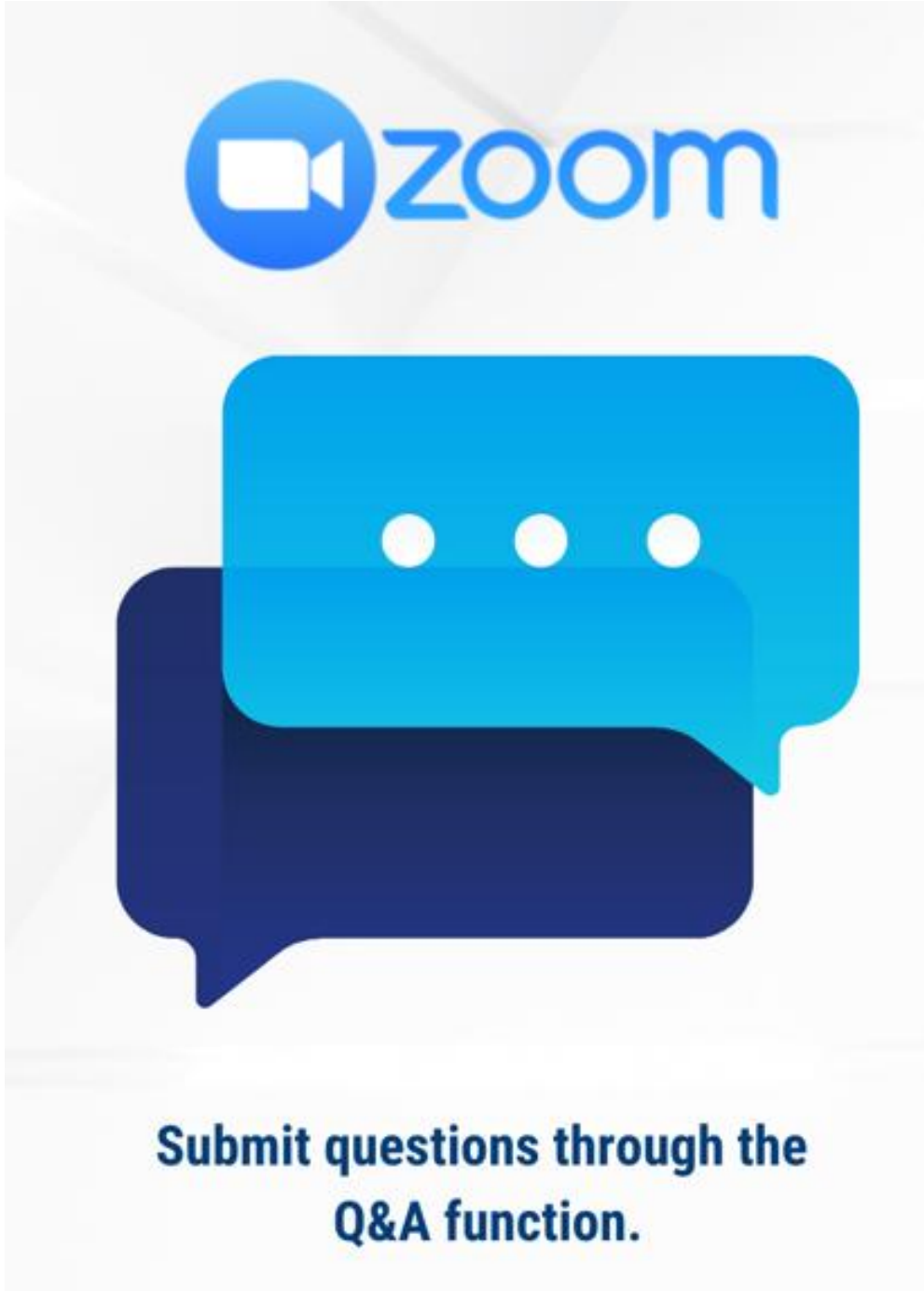


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# About AIMHI

AIMHI is the nation's leading advocate for ***high-performance***, ***high-value*** EMS delivery.

We champion ***innovative care models***, ***integrated mobile healthcare***, and ***alternative care pathways*** that ***improve outcomes*** and ***reduce system-wide costs***.

AIMHI member agencies represent the most nimble, innovative, transparent, and data-driven EMS systems in the world — setting the standard for what's next in mobile healthcare.

## ***Our Mission***

Leading the transformation of EMS to mobile integrated healthcare through the development of high-performance systems, and setting the standard for clinical excellence, accountability, public education, research and economic efficiency.

## ***Our Vision***

To improve patient health and experience of care by promoting excellence in mobile healthcare integration through evidence-based out of hospital healthcare system effectiveness and efficiency.

Learn More About Membership: www.aimhi.mobi

# About AIMHI

***Membership Eligibility***

- Externally reports performance measures; and
- Are authorized by local government; and
- Bills for services provided; and
- Should include, but not be limited to, the following system/agency attributes:
  - Tiered Deployment (BLS/ALS)
  - Flexible production strategy
  - Exhibits evidence-based clinical sophistication
  - Aligns with the mission and vision of AIMHI


- Any agency that operates an EMS-Based Mobile Integrated Healthcare program designed to improve patient outcomes, enhance the patient's experience of care, and reduce healthcare expenditures, defined as:
  - Uses specially trained personnel; and
  - Works as part of an organized delivery model, integrated with the local healthcare community; and
  - Are credentialed by a physician medical director; and
  - Augments the community's existing healthcare resources

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# About AIMHI

***Current Members***

- Alberta Health Emergency Health Services (Alberta, Canada)
- Emergency Medical Services Authority (Tulsa and Oklahoma City, OK)
- Mecklenburg EMS Agency (MEDIC) (Charlotte, NC)
- Medic Ambulance of Scott County (Davenport, IA)
- Medic Ambulance of Solano (Solano, CA)
- Metropolitan EMS Authority (Little Rock, AR)
- Northwell Health Center for EMS (Syosset, NY)
- Novant Health Mobile Health (Wilmington, NC)
- Pinellas County EMS Authority (Sunstar) (Largo, FL)
- ProEMS (Cambridge, MA)
- Regional EMS Authority (Reno, NV)
- Richmond Ambulance Authority (Richmond, VA)
- Three Rivers Ambulance Authority (Ft. Wayne, IN)




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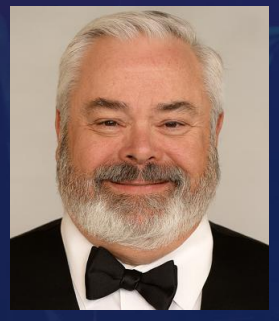

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OUR PATIENTS

OUR PEOPLE

OUR STEWARDSHIP

# POWER OF FLEET & DATA ANALYTICS

## Best Practices in High Performance Ambulance Fleet Management

# What can Data & Analytics do for your fleet

- Maximize Fleet Uptime
- Controlling Fleet Costs
- Predictive Maintenance
- Vehicle Life Cycles

# How to acquire vehicle data

- Vehicles are equipped with numerous computer and communication devices built into them. Using Telemetric devices, AI and Fleet software can be an excellent way to receive this information.

- By unifying, standardizing and validating this data, you can show stakeholders important information regarding the fleet.

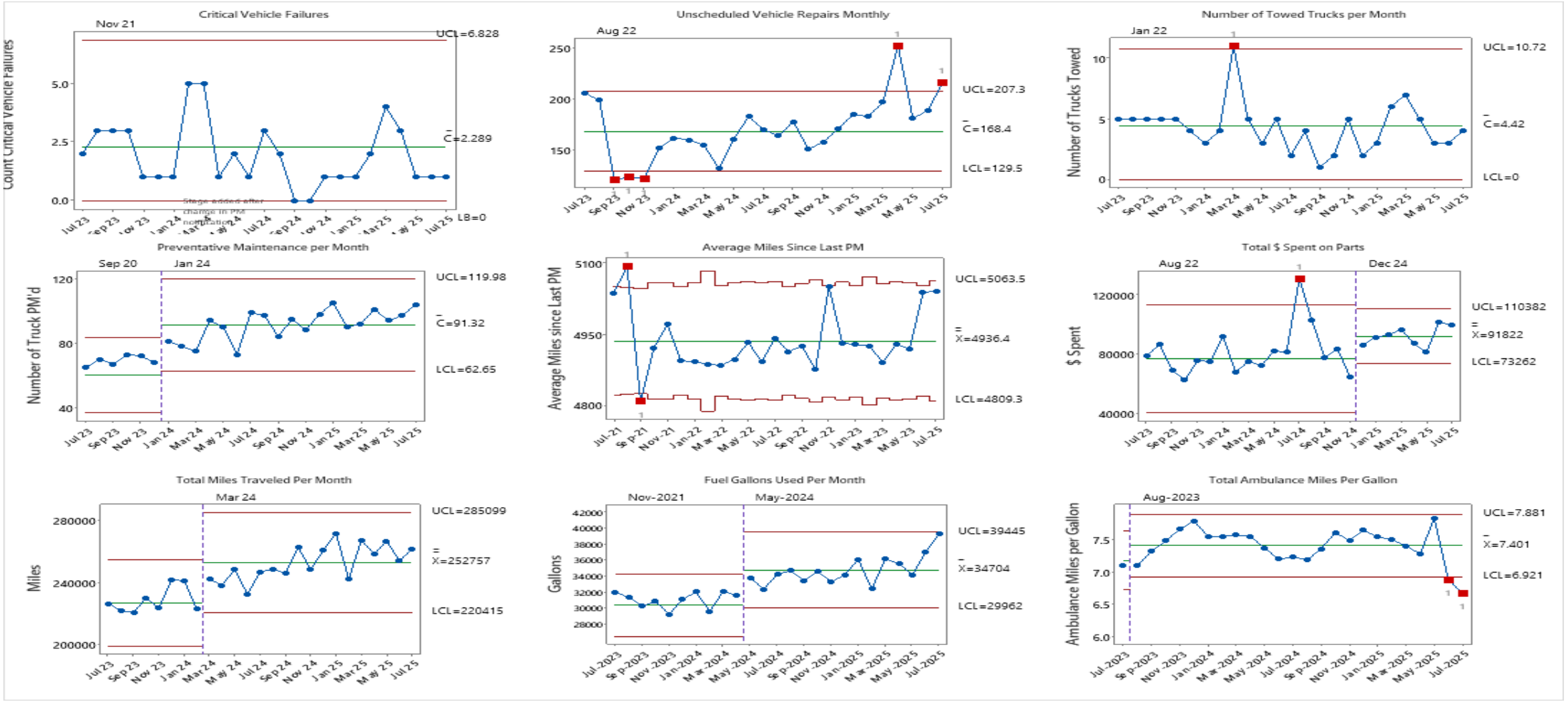
# How to deliver this information to Stakeholders

- Simplify and define the information you are trying to showcase
  - KPI
  - Monthly Dashboards
  - Specific performance measures can be shared:
    - ❑Critical Vehicle Failures
    - ❑Midshaft Fleet returns
    - ❑Preventive Maintenance
    - ❑Fuel Usage
    - ❑Specific vehicle system concerns

# Benefits of using this information

- Analytics can help predict component failures. This will allow you to shift from a reactive fleet to proactive fleet.
- This also improves compliance, controls costs and supports stakeholder buy in.
- Sharing this information with Fleet Technicians, Employees, Management and other Stakeholders will show:
    - Fleet reliability
    - Builds confidence in your customers and community
    - Strategic planning
    - Helps with funding and future needs

# Fleet Dashboards

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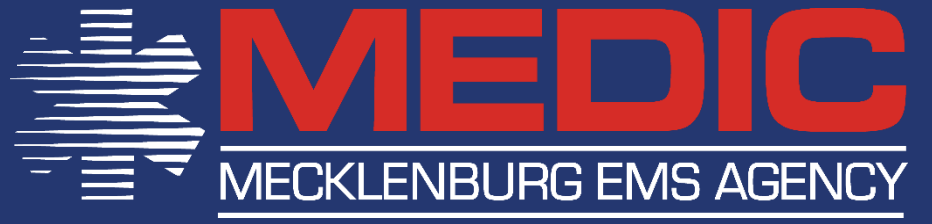
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# Built to Respond Maintained to Perform


Predictive Preventive Maintenance in High-Utilization EMS Fleets

Drew Morrow | Pro EMS Cambridge, MA

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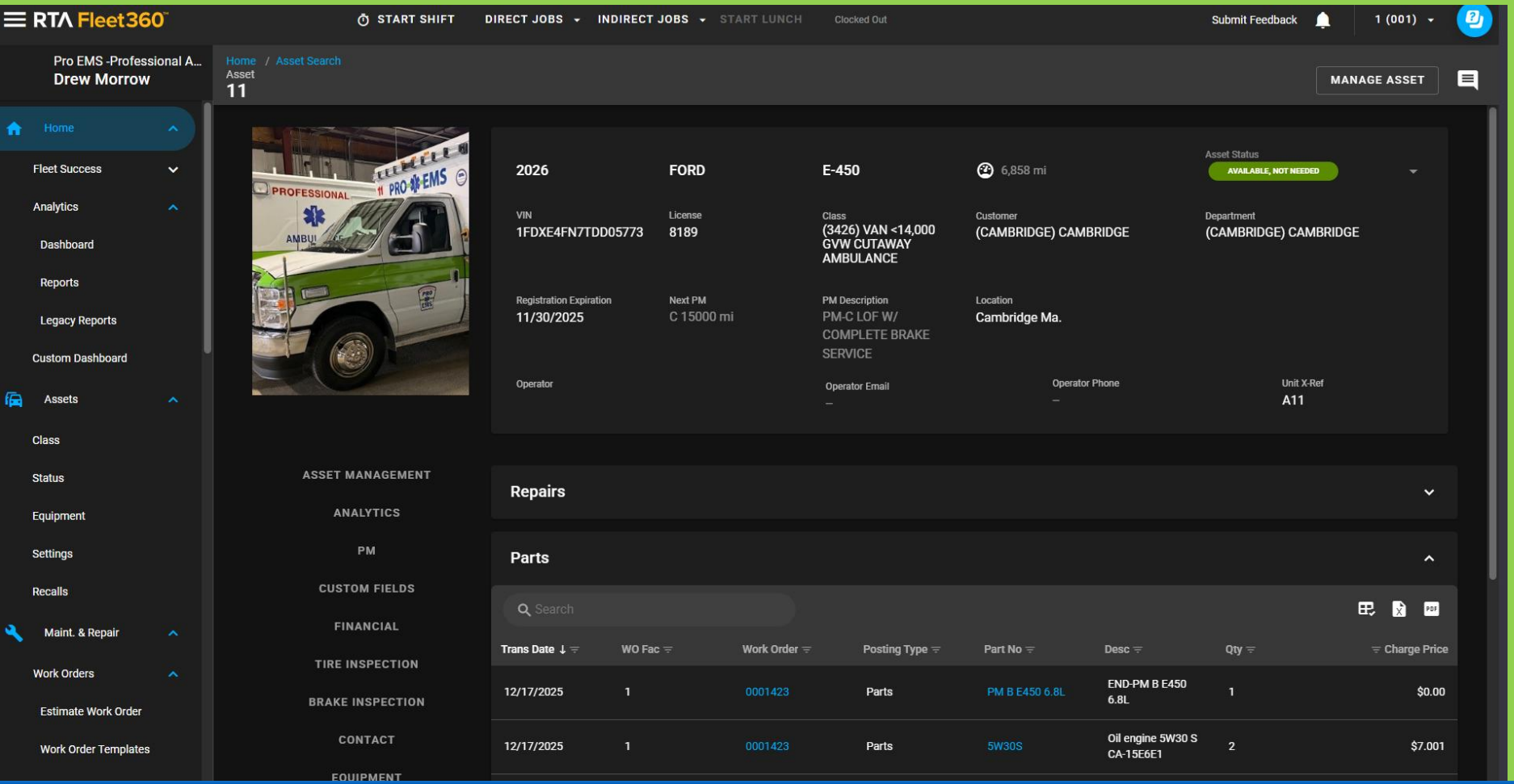
# From Fleet Data to Fleet Decisions




- Predictive maintenance requires structured, repeatable data
- FMIS systems capture the full maintenance lifecycle
- Consistency turns records into decision-ready intelligence

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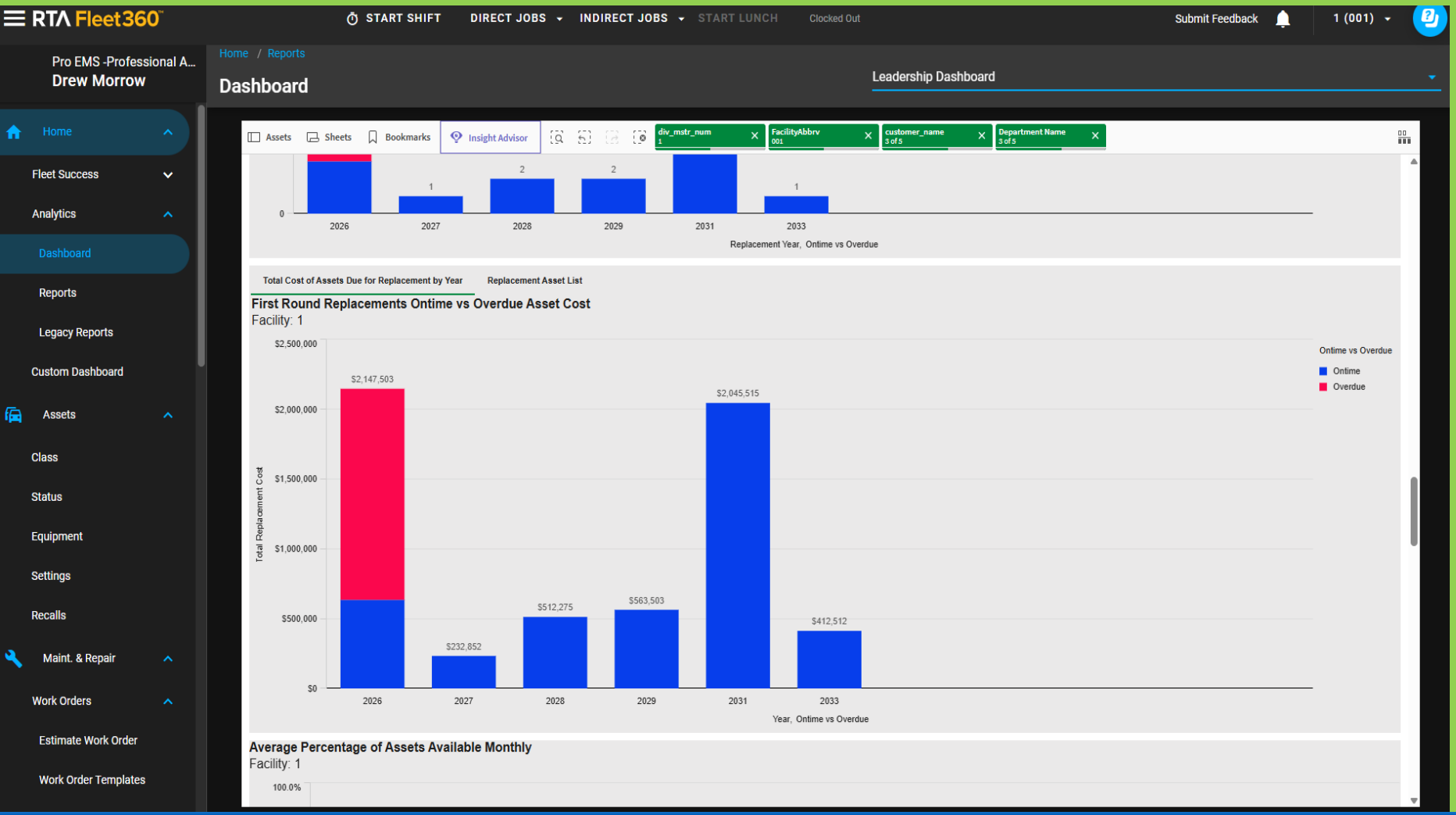
# From Work Orders to Predictive Insight




- Standardized work orders create trend visibility
- Parts usage reveals repeat failures
- Lifecycle data informs replacement and PM strategy

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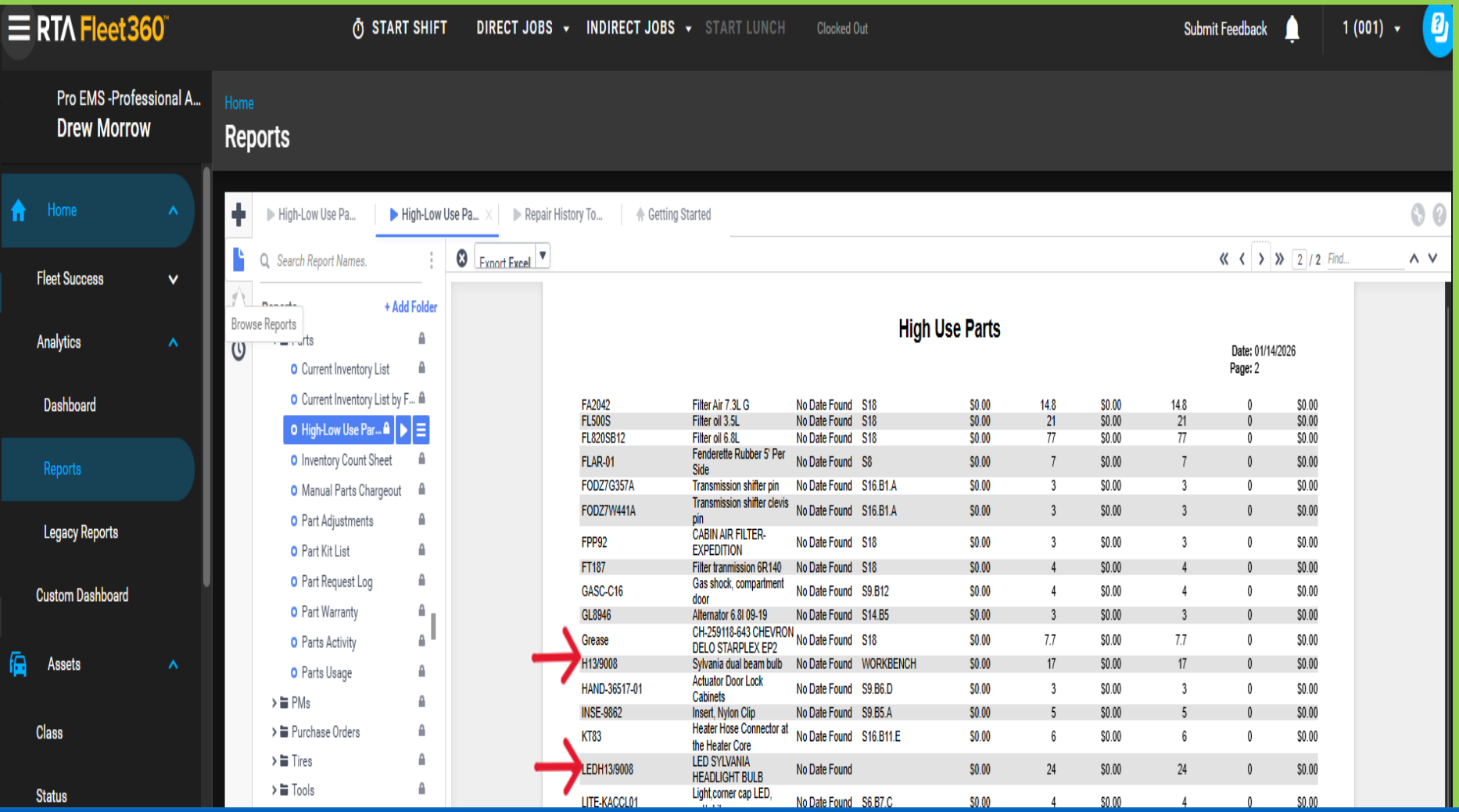
# Predictive Maintenance Starts with Patterns




- Repeat repairs are the earliest indicator of failure
- Technician insight validates and challenges OEM PM schedules
- Trends allow intervention before downtime occurs

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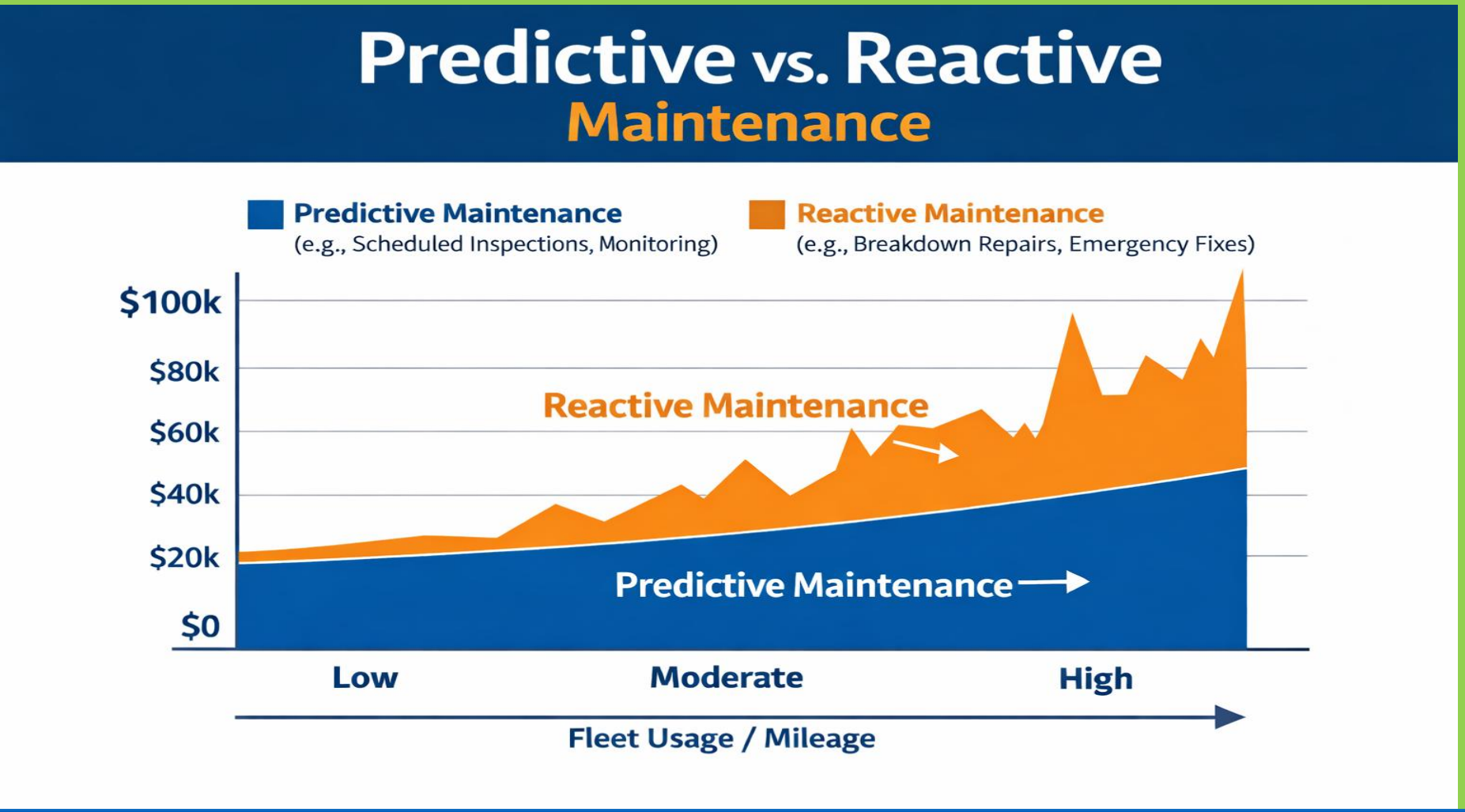
# Predictable Maintenance




- Predictable Cost
- Creates Predictable Readiness
- Fleet maintenance becomes a strategic financial asset

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# ADVANTAGES OF BEING A FORD FLEET IN-HOUSE WARRANTY DEALER

- • Control your warranty timeline
- • Reduced vehicle downtime
- • Faster repairs with in-house parts
- • Direct access to Ford systems
- • Full parts & labor recovery
- • Dedicated Ford support

# YOU CONTROL THE TIMELINE

- • Warranty claims handled on your schedule
- • No dealership backlog delays
- • Priority stays with fleet operations

# REDUCED DOWNTIME

- • Ford & Motorcraft parts stocked in-house
- • No shipping or dealer wait times
- • Vehicles return to service faster

# AUTHORIZED WARRANTY REPAIRS

- Perform warranty repairs on Ford & Motorcraft parts:
- • Brakes
- • Engines
- • Compressors
- • Alternators
- • Power steering pumps
- • Water pumps

# FULL COST RECOVERY

- • Reimbursement for parts
- • Reimbursement for labor
- • Warranty work becomes revenue, not expense

# DIRECT ACCESS TO FORD SYSTEMS

- • Ford PTS
- • Ford STARS
- • Ford programming software & computers

# TRAINING & LOYALTY BENEFITS

- • Online Ford technician training
- • Ford Parts Loyalty Program
- • Earn points on parts purchases
- • Redeem points for tools, parts & employee programs

# DEDICATED FORD SUPPORT

- • Assigned Ford representative
- • Advocacy on claims
- • Issue resolution support
- • Fleet operational backing

# REAL-WORLD COST SAVINGS EXAMPLE

- Scenario: Alternator Failure – Ford Transit Fleet Vehicle

# WITHOUT IN-HOUSE WARRANTY DEALER

- • Vehicle sent to dealership
- • 5–10 business day wait
- • 1–2 weeks downtime
- • $150–$250 per day lost productivity
- • No reimbursement

# COST IMPACT WITHOUT IN-HOUSE REPAIR

- • 7 days downtime × $200/day
- • $1,400 indirect cost
- • $0 labor or parts recovery

# WITH IN-HOUSE WARRANTY DEALER

- • Immediate diagnosis
- • Alternator in stock
- • Claim submitted on your timeline
- • Repair completed same or next day

# WARRANTY RECOVERY

- • Parts reimbursement: $450
- • Labor reimbursement: $350
- • Total recovered: $800

# DOWNTIME REDUCTION

- • 1 day downtime × $200/day
- • $200 indirect cost

# BOTTOM LINE – SINGLE REPAIR

- • Downtime savings: $1,200
- • Warranty reimbursement: $800
- • Total advantage: $2,000+

# ANNUAL FLEET IMPACT

- • 25 vehicles
- • 2 warranty repairs per vehicle
- • 50 repairs annually
- • $2,000 savings per repair
- • $100,000+ annual advantage

# KEY TAKEAWAY

- Being a Ford Fleet in-house warranty dealer:
- • Saves money
- • Reduces downtime
- • Keeps control inside your shop


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# Emergency Vehicle Life Cycle

- The cost of replacing emergency vehicles increases every year
- Over the last 2 decades the cost of new ambulances has doubled
- Rechassis cost has increased with the introduction of mandatory build specifications and equipment, reducing cost effectiveness
- Replacement cycles of 5 or 7 years (250,000-300,000 miles) are putting a strain on budgets to keep up with the capital cost

What to do!

- Learn and follow what you have heard in order to properly maintain the vehicles
- Now listen as to why this information is so important going forward

# Why Ambulances do not last as long as Fire Trucks

- Fire Trucks are made on purpose built chassis from the axles and frame up with the intention of providing 15 to 20 years of service for the price
- In general, emergency vehicles are built on the same cookie cutter chassis used for every other industry to include personal vehicles
- Yet we as an industry have a belief these vehicles should be able to take on the additional daily wear, tear, idling and miles
- Add to the mix the average weight of an ambulance module or box is the same as a 20 -27 foot loaded travel trailer sitting on the chassis being towed around all day, every day




# What can we do to control the life cycle

- Of course, proper preventative maintenance, the ounce of prevention is always better than the pound of cure
- Extend the replacement life from 5-7 to 8-10 years, this poses some of its own risks such as parts availability
- Rechassis with a additional year or two added, this will extend the cycle to help offset cost
- Buy “off the shelf” non custom, this can be very difficult depending on what state and what specification requirement must be met, i.e KKK-1822, GVS or NFPA
- In addition, increased training for technicians for those who have in house maintenance will give them the upper hand in finding issues when they are small before they become major expenses

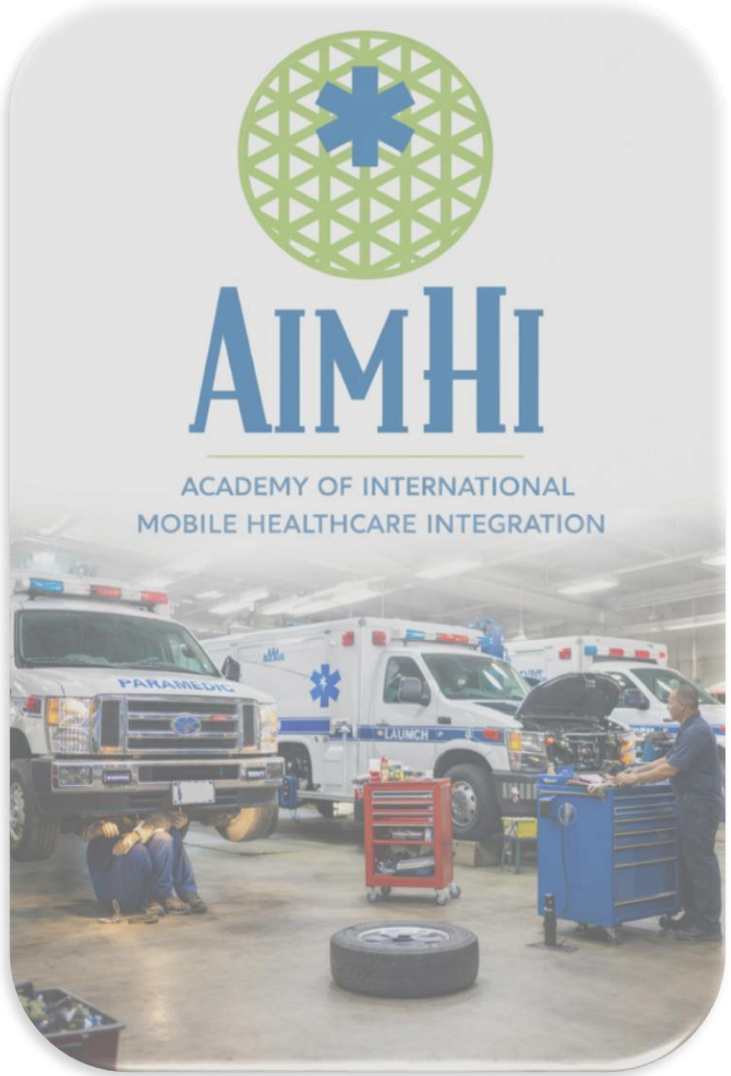
# Let's continue the collaboration!

**AIMHI Fleet Management Committee Formation**

- Share **best** practices
- Share **worst** practices & lessons learned
- Discuss issues of mutual interest

AIMHI Fleet Management Committee Interest Form

https://forms.office.com/r/pM7wYJDhSz

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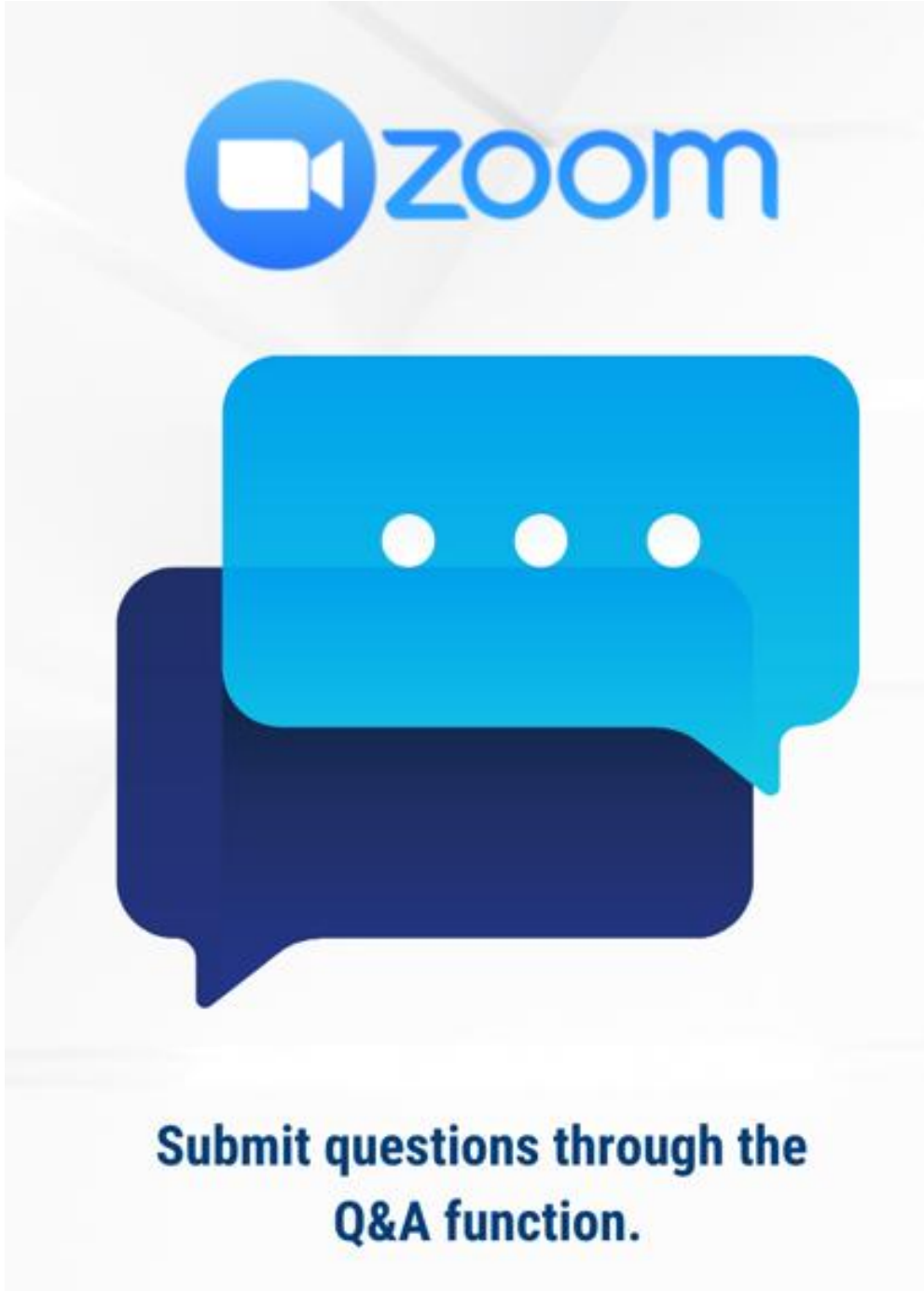


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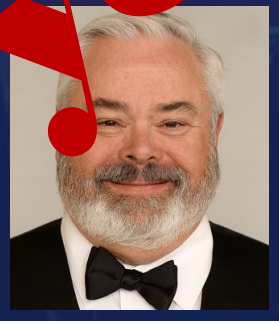

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