

*“The 24-hour service that
Ryder provide makes life
much easier for
us by keeping our
vehicles on the road for
longer periods with less downtime.”*

Derbyshire Fire Service

emergency
service

There can be very few fleets more dependent upon the highest possible levels of management and maintenance than those which belong to our emergency services.

That's why Ryder is proud to have been selected by Derbyshire Fire Authority to repair and maintain a fleet of more than 135 front line fire fighting and support vehicles, plus a wide range of associated operational equipment which includes portable pumps and ladders.

Under the new contract the work is carried out either on site at Derbyshire's 31 full-time and retained operational fire stations or at dedicated Ryder workshops in Sheffield or Derby, the task supported by 2 mobile maintenance vans.

Ryder is responsible for 24-hours a day, 365 days a year cover – cover which includes collection and delivery of vehicles plus equipment as well as breakdown recovery. Reserve emergency appliances are held at Ryder locations to make sure that the fire service is never short of essential equipment.

Brigade Engineer for Derbyshire Fire Authority John Millett explained why the contract was awarded to Ryder. *“As part of a value for money exercise, we put the contract to repair and maintain our vehicles out to tender, but obviously there could be no compromise on the levels of service provided. Ryder is providing us with a very comprehensive and high quality service – turnaround times on repairs are excellent, reducing the risk that any equipment item will be out of action just when we need it.”*



DERBYSHIRE
FIRE AUTHORITY
Protecting and Caring



Ryder[®]

PROBLEM:

- Need to make cost savings.
- Greater efficiency required to optimise vehicle availability.
- 24-hour, 365-day emergency breakdown and repair provision vitally important.
- Need for collection/delivery service to free valuable staff from task.

SOLUTION:

- Ryder experience and scope offers improved cost-efficiencies.
- Rapid repairs turnaround results in less vehicle downtime.
- Round the clock service provision from experienced Ryder repair and maintenance staff.
- Collection/delivery provision releases experienced fire service staff for core activities.

This is the first contract of its kind to be awarded by a combined fire authority, and Ryder is delivering a cost effective solution carefully tailored to needs which go beyond the purely material and are in fact vital to the provision of a safely operating, effective emergency service – a service any supplier would be proud to be a part of.

