

Non-Competitive Contract with Crestline Coach Ltd. for the Provision of a Ministry of Health certified Multi- Patient Ambulance for Toronto Paramedic Services

Date: September 8, 2021

To: Economic and Community Development Committee

From: Chief, Toronto Paramedic Services and Chief Procurement Officer, Purchasing and Materials Management Division

Wards: All

SUMMARY

The purpose of this report is to request City Council approval for the Chief, Toronto Paramedic Services to negotiate and enter into a non-competitive agreement with Crestline Coach Ltd. for the design, build and delivery of a Ministry of Health certified multi-patient ambulance, including all required equipment and accessories, in the amount of \$681,805 excluding all taxes and charges (\$693,805 net of HST recoveries).

Due to the highly specialized design of the multi-patient ambulance, there is no other manufacturer currently certified to produce these vehicles in accordance with the Ontario Ministry of Health requirements except for Crestline Coach Ltd.

Toronto Paramedic Services currently operates two multi-patient ambulances which are used to respond to emergency calls and to planned City events. Both buses are nearing the end of their life-cycle, and are incurring significant operating and maintenance costs, which impacts their availability to respond to incidents and events. This request seeks approval to purchase a specialized, prototype multi-patient ambulance to begin the phase-in of newer and more efficient multi-patient ambulances over a four-year period to replace the existing buses.

Compared to the ambulance buses currently in use, the proposed prototype vehicle is anticipated to provide a number of advantages, including lower operating costs, improved safety and ergonomics, better maneuverability and reduced environmental impact. The proposed prototype will also benefit from an established Toronto Paramedic Services-Crestline vehicle remount program, which is more environmentally responsible and extends the life of the vehicle, saving as much as 20-50% over purchasing a new unit.

RECOMMENDATIONS

The Chief, Toronto Paramedic Services, and the Chief Procurement Officer recommend that:

1. City Council grant authority to the Chief, Toronto Paramedic Services, to negotiate and enter into a non-competitive agreement with Crestline Coach Ltd., for the design, build and delivery of a Ministry of Health certified multi-patient ambulance, including all required equipment and accessories, in the amount of \$681,805 excluding all taxes and charges (\$693,805 net of HST recoveries), on terms and conditions satisfactory to the Chief, Toronto Paramedic Services, and in a form satisfactory to the City Solicitor.

FINANCIAL IMPACT

The total potential cost of the proposed procurement contract is \$681,805 excluding all taxes and charges (\$693,805 net of HST recoveries) in accordance with the payment schedule below.

Payment Schedule	2021	2022	Total Cost (Net of HST Recovery)
First payment (Due at time of purchase)	\$346,902.38		\$346,902.38
Second payment (Due during production)		\$104,070.72	\$104,070.72
Final payment (Due upon delivery)		\$242,831.67	\$242,831.67
Total Cost	\$346,902.38	\$346,902.39	\$693,804.77

Funding is available in the Toronto Paramedic Services vehicle reserve-funded Capital Fleet account #CFL013-22, as approved by City Council through the 2021 Budget process. The additional funding in 2022 will be requested through the 2022 Budget process with delivery expected in 2022.

The Chief Financial Officer and Treasurer has been provided the financial impacts associated with this program for review as part of the 2022 budget process.

DECISION HISTORY

At its meeting of March 29, 2006, the City's Bid Committee adopted item 13.9 authorizing the award of a contract to Crestline Coach Ltd., in the amount of \$583,382, including all applicable taxes and charges, for the supply and delivery of one (1) latest model forty-foot bus suitable for Toronto Paramedic Services (then Toronto Emergency Medical Services).

<https://www.toronto.ca/legdocs/2006/minutes/committees/bc/bc060329.pdf>

At its meeting of July 15, 2009, the City's Bid Committee adopted item BD129.1 authorizing the award of a contract to Crestline Coach Ltd., in the amount of \$740,550, including all charges and taxes, for the design, build and delivery of an Emergency Support Bus to Toronto Paramedic Services (then Toronto Emergency Medical Services), certified to the latest version of the Ontario Provincial Land Ambulance and Emergency Response Vehicle Standard – Special Purpose Ambulance.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2009.BD129.1>

COMMENTS

Since 2009, Toronto Paramedic Services has operated two multi-patient ambulance buses capable of transporting up to five (5) stretcher patients each. The buses are deployed for both unplanned emergency incidents (e.g., Yonge Street van attack, apartment building or nursing home fires, etc.) and pre-planned events (e.g., Pride, Caribbean Carnival, Raptors victory parade, etc.). The buses have a life expectancy of 10-15 years.

Toronto Paramedic Services estimates that the cost of operating and maintaining its current fleet of two ambulance buses (one from 2007 and the other 2009) is set to increase by 15% per year, not including major repair costs.

This request seeks approval to purchase a specialized, prototype multi-patient ambulance to begin the phase-in of new multi-patient ambulances over a four-year period, and to replace the existing buses which are at the end of their life-cycle. The newer vehicle design provides functionality similar to the existing buses while providing operational efficiencies that better meet the needs of the community and staff, including improved safety and ergonomics, better maneuverability and reduced environmental impact. Furthermore, the annual operating cost of the proposed vehicle over four years (2022-2025) is estimated to be approximately 80% less than maintaining the current buses.

Due to the highly specialized design of the multi-patient ambulance, there is no other manufacturer currently certified to produce these vehicles in accordance with Ontario Provincial Land Ambulance & Emergency Response Vehicle Standard requirements. Hence, the award of a non-competitive contract is required with Crestline Coach Ltd. Crestline has built multi-patient ambulance buses for Toronto Paramedic Services, York Region Paramedic Services, Ottawa Paramedic Service, Winnipeg Fire Paramedic Service and Alberta Health Services. Toronto Paramedic Services' current buses are nearing the end of their life-cycle and are incurring significant operating costs due to growing maintenance requirements and scarcity of specialized parts.

In addition, lengthy out-of-service times as a result of these maintenance and repair requirements negatively impact their availability to respond to calls. The current buses are also not designed to accommodate the standard power stretchers and loading system, currently present on all Toronto Paramedic Services ambulances. This system is an industry standard and contributes significantly to a reduction in musculoskeletal disorder (MSD) injuries amongst staff.

Compared to the buses currently in use, the proposed prototype vehicle is anticipated to provide the following advantages:

- Easier maneuverability and garaging (shorter length of 28 feet vs. 40 feet);
- Future cost savings due to lower overall operating costs (see above);
- Enhanced staff health and safety from improved ergonomics;
- Less outsourcing to specialized repair facilities due to availability of in-house and currently contracted mechanical expertise, leading to a reduction in downtime;
- Less time and cost associated with driver training (specialized bus licence not required);
- Consideration of infection prevention and control measures (e.g., HEPA filter, antimicrobial construction materials);
- Improved staff satisfaction (cab-over chassis design is easier to drive and service); and
- Reduced environmental impact due to smaller carbon footprint.

The proposed prototype will also benefit from an established Toronto Paramedic Services-Crestline vehicle remount program where existing ambulance patient compartments are installed or remounted onto new vehicle chassis. Remounting is environmentally responsible and extends the life of the vehicle, saving as much as 20-50% over purchasing a new unit.¹ The remount program is not available for the current buses used by Toronto Paramedic Services.

The cost of the prototype vehicle is \$681,805 excluding all taxes and charges and includes the conversion cost of an existing Toronto Paramedic Services chassis, as well as a one-time charge for design, engineering and testing to meet certification requirements under the Ontario Provincial Land Ambulance & Emergency Response Vehicle Standard (\$98,000). The certification will remain valid for a period of five (5) years.

This prototype will be evaluated based on a variety of performance metrics in the first 12 months following delivery to inform Toronto Paramedic Services' future needs.

CONTACT

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¹ Crestline Coach Ltd. (crestlinecoach.com/vehicles/ambulances/remounts/)
Non-Competitive Contract with Crestline Coach Ltd.

SIGNATURE

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