

Amendment to Purchase Order Number 6053584 to Crestline Coach Ltd. for the Provision of a Ministry of Health Certified Multi-Patient Ambulance for Toronto Paramedic Services

Date: September 5, 2025

To: General Government Committee

From: Chief, Toronto Paramedic Services and Chief Procurement Officer

Wards: All

SUMMARY

The purpose of this report is to seek authority to amend and extend the Non-Competitive Purchase Order Number 6053584, awarded to Crestline Coach Ltd. for the provision of Ministry of Health-certified Multi-Patient Ambulances.

The total value of the requested Purchase Order amendment is \$2,406,813 net of all taxes and charges (\$2,449,173 net of Harmonized Sales Tax Recoveries), revising the current Purchase Order value from \$685,105 net of all taxes and charges (\$697,163 net of Harmonized Sales Tax Recoveries) to \$3,091,918 net of all taxes and charges (\$3,146,336 net of Harmonized Sales Tax Recoveries). In addition, the expiration date of the Purchase Order will be extended from March 31, 2026 to December 31, 2027.

The amendment is requested to accommodate an increase in unit pricing due to a change in chassis requirements, as well as higher costs resulting from project delays, inflation, and prevailing market conditions. The amendment also reflects a change in quantity from one (1) unit to two (2) units, to support Toronto Paramedic Services' operational needs. The amended Purchase Order will authorize the procurement of two (2) Ministry of Health-certified Multi-Patient Ambulances to add to Toronto Paramedic Services' emergency response fleet and will enhance response to calls with multiple patients (e.g., planned and unplanned events, apartment building or nursing home fires, etc.).

Toronto Paramedic Services currently operates and maintains a fleet of two (2) ambulance buses (one from 2007 and the other from 2009). These aging buses are deployed to support incidents involving multiple patients, or the potential for multiple patients and prolonged scene times. The new Multi-Patient Ambulance design provides functionality similar to the buses and can accommodate up to 3 stretcher patients per vehicle ensuring operational efficiencies that better meet the needs of the community and staff, including improved safety and ergonomics, better maneuverability and reduced environmental impact. Additionally, these new vehicles support flexible deployment, and

enhance the Division's ability to provide care to the bariatric patient population. As a result of these operational efficiencies, the annual operating cost of the Multi-Patient Ambulance over four (4) years (2026-2030) is estimated to be approximately 80% less than the current buses.

Crestline Coach Ltd. is the only manufacturer currently certified to produce Multi-Patient Ambulances in accordance with Ontario Provincial Land Ambulance and Emergency Response Vehicle Standard requirements due to the highly specialized design requirements of these vehicles. Hence, the award of a non-competitive contract is required with Crestline Coach Ltd.

RECOMMENDATIONS

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

1. City Council, in accordance with the City of Toronto Municipal Code Chapter 195, Purchasing, Section 7.3(D) and Section 11.1(C) of Chapter 71, of the City of Toronto Municipal Code Chapter 71, Financial Control, grant authority to the Chief, Toronto Paramedic Services, to amend Purchase Order 6053584 with Crestline Coach Ltd. for the provision of two (2) Ministry of Health certified Multi-Patient Ambulances for Toronto Paramedic Services, increasing the value of the Purchase Order by a value of \$2,406,813 net of all taxes and charges (\$2,449,173 net of harmonized sales tax recoveries) from \$685,105 net of all taxes and charges to \$3,091,918 net of all taxes and charges (\$3,146,335 net of Harmonized sales tax recoveries). In addition, to recommend to extend the expiry date from March 31, 2026 to December 31, 2027.

FINANCIAL IMPACT

The total value of the Purchase Order Amendment identified in this report is \$2,406,813 net of all taxes and charges (\$2,449,173 net of Harmonized Sales Tax Recoveries).

Funding is included in the Toronto Paramedic Services vehicle reserve-funded Capital Fleet account #CFL013-22, as approved in Fleet Services' 2025 Capital Budget and 2026-2034 Capital Plan. Funding details with forecasted expenditures (net of Harmonized Sales Tax Recoveries) are summarized in Table 1.

Table 1: Financial Impact Summary of Purchase Order Number 6053584

WBS Element: CFL013-22 Cost Element: 3130	Total Amendment Value (Net of Harmonized Sales Tax Recoveries)
September 1, 2025 to December 31, 2025	\$489,835
January 1, 2026 to December 31, 2026	\$979,669

WBS Element: CFL013-22 Cost Element: 3130	Total Amendment Value (Net of Harmonized Sales Tax Recoveries)
January 1, 2027 to December 31, 2027	\$979,669
Total (Net of HST Recoveries)	\$2,449,173

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

On October 1, 2021, City Council authorized the Chief and General Manager, 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 Harmonized Sales Tax recoveries), on terms and conditions satisfactory to the Chief and General Manager, Toronto Paramedic Services and in a form satisfactory to the City Solicitor.

The City Council decision can be found at:

<https://secure.toronto.ca/council/agenda-item.do?item=2021.EC24.17>

On February 5, 2024, on request of Toronto Paramedic Services the delivery date was extended from December 31, 2023 to March 31, 2026, due to design issues and delays in the manufacturing production capacity of Crestline caused by the pandemic production backlogs. All other terms and conditions remain unchanged.

On May 24, 2024, Toronto Paramedic Services requested a purchase order amendment to increase the target value of the contract by \$3,300 from \$681,805 to \$685,105 net of all taxes and charges, to cover the costs related to design issues which required the return of the Toronto Paramedic Services supplied chassis. All other terms and conditions remain unchanged.

COMMENTS

Background

Since 2009, Toronto Paramedic Services has operated two (2) 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.), and support incidents involving multiple patients or the potential for multiple patients and prolonged scene times. The buses have a life expectancy of 10-15 years.

The aging ambulance buses are incurring increasingly high operating costs due to escalating maintenance requirements and the limited availability of specialized parts. These growing maintenance demands also result in prolonged out-of-service periods, which negatively impact the buses' availability to respond to emergency calls.

Additionally, the current buses are not compatible with the standard power stretcher and loading system used across all Toronto Paramedic Services ambulances. This system, now considered an industry standard, has played a key role in significantly reducing musculoskeletal disorder injuries among paramedic staff.

The annual cost of operating and maintaining the two (2) ambulance buses (one from 2007 and the other from 2009) is projected to increase by approximately 15%, excluding any major repair expenses.

This request seeks approval to purchase two (2) specialized, Multi-Patient Ambulances, which will be phased into operations over a four (4) year period and will replace the existing buses that are nearing end-of-life.

The annual operating cost of the proposed Multi-Patient Ambulances over four (4) years (2026-2030) is estimated to be approximately 80% less than that of the the current buses.

The Multi-Patient Ambulance design provides functionality similar to the existing buses and can accommodate up to 3 stretcher patients per vehicle. Compared to the current buses, the Multi-Patient Ambulances are anticipated to provide the following advantages:

- Easier maneuverability and garaging (shorter length of 28 feet vs. 40 feet);
- Lower overall operating costs;
- Enhanced staff health and safety from improved ergonomics;
- Reduced 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);
- Enhanced infection prevention and control measures (e.g., HEPA filter, antimicrobial construction materials);
- Reduced environmental impact due to smaller carbon footprint.
- Expanded response capability to incidents involving multiple patients and/or prolonged scene times such as large scale incidents both planned and unplanned;
- Enhanced ability to service the bariatric patient population, both by increasing vehicle weight carrying capacity and in city-wide deployment advantages.

Crestline Coach Ltd. is the only manufacturer currently certified to produce Multi-Patient Ambulances in accordance with Ontario Provincial Land Ambulance and Emergency Response Vehicle Standard requirements due to the highly specialized design

requirements of these vehicles. 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.

CONTACT

Claudio Molinaro, Fleet Commander, Toronto Paramedic Services, 416-392-2182, Claudio.Molinaro@toronto.ca

Clarman Yang, Manager, Purchasing Client Services, Purchasing and Materials Management, 416-392-1302, Clarman.Yang@toronto.ca

SIGNATURE

Bikram Chawla
Chief, Toronto Paramedic Services

Genevieve Sharkey
Chief Procurement Officer