

Amendment to Agreement with Crestline Coach Ltd., for the non-exclusive Supply and Delivery of New Ambulances for the Toronto Paramedic Services

Date: October 08, 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 the agreement with Crestline Coach Ltd. governing contract 47025652 for the supply and delivery of new ambulances for Toronto Paramedic Services Division by an additional \$29,020,000 net of all taxes and charges (\$29,530,752 net of HST recoveries). This amendment will revise the overall target value from \$27,242,618 to \$56,262,618 net of all taxes and charges (\$57,252,840 net of HST recoveries).

Toronto Paramedic Services acknowledges that the financial commitment required for this amendment is significant. Delays in procurement, along with COVID-19 related supply chain disruptions have led to increased costs. As a result, between 2022 and 2025, Toronto Paramedic Services did not receive new ambulances and slowed the decommissioning of existing ambulances to maintain an adequate fleet for daily operations and maintenance requirements. Toronto Paramedic Services is seeking approval to accelerate the ambulance replacement process to address the backlog of units that have surpassed their end of service life.

With many of the supply chain barriers now eased, Crestline is positioned to fulfill new ambulance orders at consistent production levels. This contract amendment will support the investment in new ambulances to help ensure fleet reliability, and paramedic and patient safety.

RECOMMENDATIONS

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

1. The General Government Committee, in accordance with Section 71-11.1C of the City of Toronto Municipal Code Chapter 71 (Financial Control Bylaw), grant authority to amend the agreement with Crestline Coach Ltd., for the non-exclusive supply and delivery of new ambulances for Toronto Paramedic Services. This amendment will revise the overall target value from \$27,242,518 to \$56,262,518 net of Harmonized Sales Tax (\$57,252,840 net of HST recoveries).

FINANCIAL IMPACT

The amendment identified in this report for Toronto Paramedic Services is \$29,020,000 net of all applicable taxes and charges (\$29,530,752 net of HST recoveries) revising the value from \$27,242,618 to \$56,262,618 net of all taxes and charges (\$57,252,840 net of HST recoveries).

Funding is included in the Toronto Paramedic Services vehicle reserve-funded Capital Fleet account #CFL013-26, 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 for contract 47025652

WBS Element: CFL013-26 Cost Element: 3130	Total Amendment Value (Net of Harmonized Sales Tax Recoveries)
November 1, 2025 to December 31, 2025	\$3,000,000
January 1, 2026 to December 31, 2026	\$26,530,752

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

DECISION HISTORY

At its meeting on March 15, 2017, the Bid Award Panel granted authority to Toronto Paramedic Services for the non-exclusive supply and delivery of new ambulances, which ended on August 31, 2021.

<https://secure.toronto.ca/council/agenda-item.do?item=2017.BA12.4>

At its meeting on December 6, 2023, the General Government Committee in accordance with Section 195-8.5 of Toronto Municipal Code Chapter 195 (Purchasing By-Law) authorized the Chief, Toronto Paramedic Services to award and enter into an agreement with Crestline Coach Ltd., being the lowest bidder meeting the specifications of Request for Quotations Ariba Document Number 3763162663, for the non-exclusive

supply and delivery of new ambulances, in the amount of \$73,430,567 net of all applicable taxes and charges, (\$74,722,945 net of Harmonized Sales Tax recoveries) and in accordance with the Request for Quotation requirements.

[Agenda Item History - 2023.GG8.10](#)

COMMENTS

Toronto Paramedic Services provides 24/7 emergency response and paramedic-based healthcare services within the City of Toronto. Core to the Division's service delivery is its fleet: a dependable fleet is essential for frontline operations to ensure reliable emergency response and timely patient care.

Toronto Paramedic Services acknowledges that the financial commitment required for this amendment is significant. The previous ambulance contract had expired in 2021, and the new ambulance contract was awarded in 2024. Between 2022 and 2025, Toronto Paramedic Services did not receive new ambulances and slowed the decommissioning of existing ambulances to maintain an adequate fleet for daily operations and maintenance requirements. Accordingly, Toronto Paramedic Services has sustained its operations through use of ambulances beyond their recommended service life through regular preventative maintenance while meeting Ministry of Health standards.

Toronto Paramedic Services faced procurement delays which coincided its focused response to the COVID-19 pandemic. This included continuously evolving public healthcare practices that needed to be implemented in real time. In addition, supply chain disruptions impacted the delivery of ambulances, along with the manufacturer's introduction of an upgraded configuration and specifications for its latest generation of ambulances during the same period. These delays in acquiring new ambulances have created a backlog of orders, compounded by costs escalations due to supply chain disruptions. Toronto Paramedic Services is seeking approval to accelerate the replacement of end of life ambulances.

With many of the supply chain barriers now eased, Crestline is positioned to fulfill new ambulance orders at consistent production levels. This contract amendment will support the investment in new ambulances to help ensure fleet reliability, and paramedic and patient safety.

CONTACT

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SIGNATURE

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