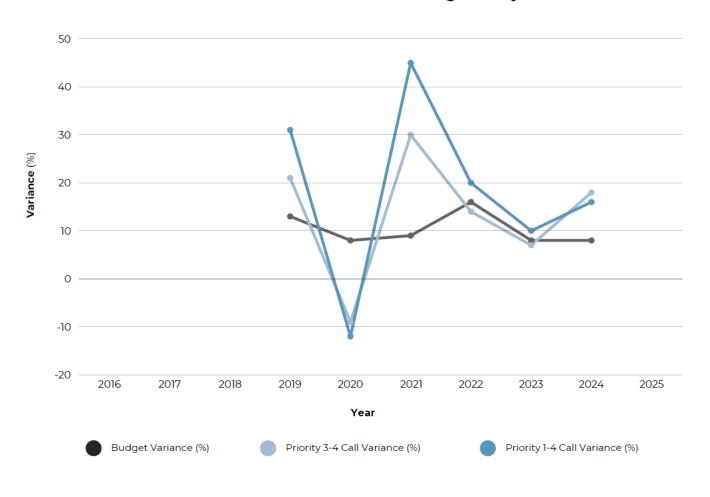


Why we Innovate...

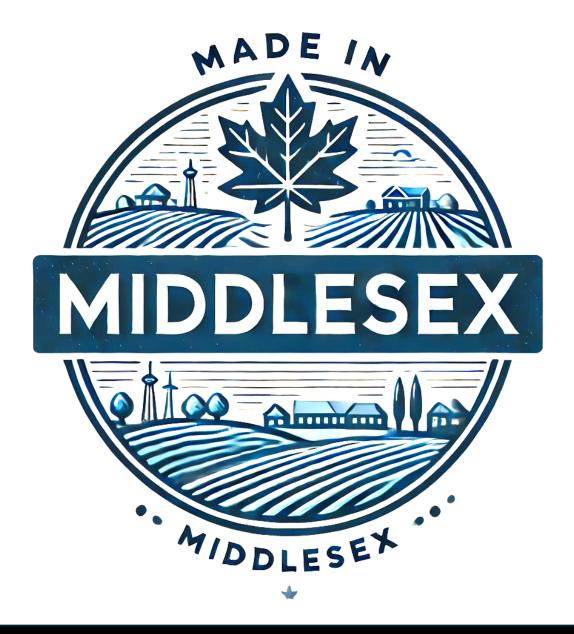
MLPS Call Volume Growth vs Budget Analysis





Patient Experience Employee Opportunities
Health Care System Realities Culture Service Enhancements
For the Service Cost Reductions Risk Management Sustainability







MLPS Innovation Agenda

Initiative	Category	Status
Acting Superintendent Program (Succession Planning)	Human Resources	>>>
Budget Enhancements	Governance & Transparency	>>>
City of London Training Centre	Programs & Training	Ō
Collective Agreements	Labour Relations	>>>
Core Programs	Programs & Training	Ō
Corporate Branding	Operational - Communications	>>>
CP Office	Facilities & Infrastructure	>>>
CPLTC+	Programs & Training	$\overline{\checkmark}$
Drone Program	Technology & Innovation	Ō
ePCR (Electronic Patient Care Record)	Technology & Innovation	>>>
External Media Relations	Communications	>>>
Facilities Maintenance & Cleaning	Facilities & Infrastructure	Ō
Planning Phase	>>> Implementation Phase	✓ Maintenance Phase



MLPS Innovation Agenda

Initiative	Category	Status
Fleet Modernization	Facilities & Infrastructure	Ō
Hardware & Software Mapping System Upgrades	Technology & Innovation	Ō
HART Program	Specialized Units	$\overline{\checkmark}$
Increased DONP Funding for SMGH Business Case	Financial Management	
Internal Corporate Communications	Communications	Ō
MCAD (Mobile Computer Aided) & Bi- Directional Data	Technology & Innovation	lacktriangle
Mentoring	Programs & Training	>>>
MLPS Dashboards	Technology & Innovation	ightharpoons
Mobile Logistics	Operational	$\overline{\mathbf{v}}$
Patient Transfer Business Unit	Operational	Ō
Queens University Education Program for Frontline Supervisors	Programs & Training	Ō



MLPS Innovation Agenda

Initiative	Category	Status
Rapid Response Units	Specialized Units	lacksquare
Recruitment & Retention Program	Human Resources	Ō
Renovations & Updates to Headquarters Parking	Facilities & Infrastructure	Ō
Renovations & Updates to Trossacks Station		Ō
Renovations & Updates to Waterloo Station	Facilities & Infrastructure	>>>
Resiliency Training	Programs & Training	ightharpoons
Updated Tiered Response Agreement with London Fire	Collaboration & Partnerships	
WSIB Costs	Financial Management	Ō
Rapid Response Units	Specialized Units	ightharpoons
Recruitment & Retention Program	Human Resources	Ō



Questions



