

# MLPS INNOVATION AGENDA



21-1170

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**MIDDLESEX  
LONDON  
PARAMEDIC  
SERVICE**

**AMBULANCE**

**middlesex  
county**

London  
CANADA

9-1-1

Middlesex  
middlesex  
Paramedic  
AMBULANCE

# 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	🕒
Collective Agreements	Labour Relations	»»»
Core Programs	Programs & Training	🕒
Corporate Branding	Operational - Communications	»»»
CP Office	Facilities & Infrastructure	»»»
CPLTC+	Programs & Training	☑️
Drone Program	Technology & Innovation	🕒
ePCR (Electronic Patient Care Record)	Technology & Innovation	»»»
External Media Relations	Communications	»»»
Facilities Maintenance & Cleaning	Facilities & Infrastructure	🕒

🕒 Planning Phase

»»» Implementation Phase

☑️ Maintenance Phase



# MLPS Innovation Agenda

Initiative	Category	Status
Fleet Modernization	Facilities & Infrastructure	🕒
Hardware & Software Mapping System Upgrades	Technology & Innovation	🕒
HART Program	Specialized Units	☑️
Increased DONP Funding for SMGH Business Case	Financial Management	☑️
Internal Corporate Communications	Communications	🕒
MCAD (Mobile Computer Aided) & Bi-Directional Data	Technology & Innovation	🕒
Mentoring	Programs & Training	➤➤➤
MLPS Dashboards	Technology & Innovation	☑️
Mobile Logistics	Operational	☑️
Patient Transfer Business Unit	Operational	🕒
Queens University Education Program for Frontline Supervisors	Programs & Training	🕒



# MLPS Innovation Agenda

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



# Questions

