

# Middlesex- London Paramedic Service

## 2020 PERFORMANCE REPORT

Middlesex-London Paramedic Service  
1035 Adelaide St. S  
London ON N6E 1R4  
519.679.5466 | [www.mlems.ca](http://www.mlems.ca)



# 2020 Statistics

# 64,896

Middlesex-London Paramedic Service paramedics responded to 64,896 potential patient carrying calls.



# 9 1 1

248  
average calls  
per day

179  
cardiac arrest  
saves

29  
babies  
delivered

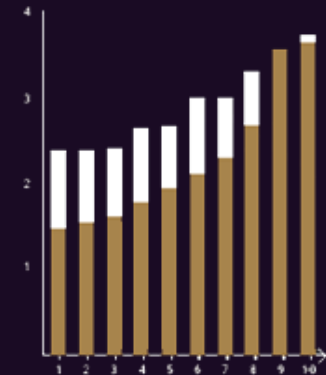
# 329 Paramedics

1.9 million km  
driven during the past year.



## Responded to 90,590 Calls for Service

Middlesex-London Paramedics responded to a total of 90,590 calls for service in 2020. A decrease of 3.9% in calls since last year and an increase of 51% in emergency calls in the past 10 years.



# Performance – Calls for Service

## PERFORMANCE — Calls for Service

### Notes

Calls for service have increased by 51% since 2010.

In 2020, the number of calls for patient carrying service (Code 1-4) was 64,896 – an decrease of 5.3% over 2019, and an increase of approximately 51% since 2010 when calls for service were at 43,583.



### The Stats

Total Calls for Service:  
90,590

Total Emergency Calls:  
64,896

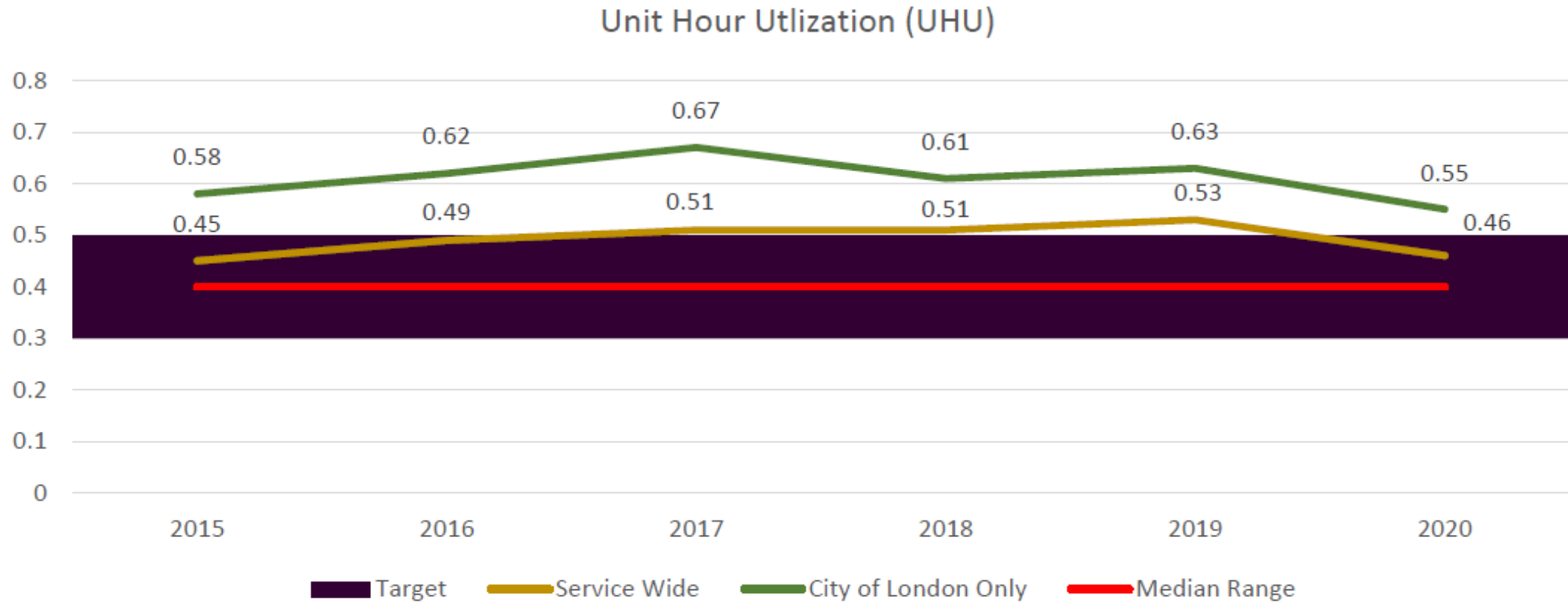
Number of Patients Transported:  
44,120

**6.8%**  
Decrease in Life  
Threatening Calls  
(Code 4)

Station Name	Priority 1	Priority 2	Priority 3	Priority 4	Priority 8	Total
Adelaide (HQ)	82	164	3,526	7,811	4,639	16,222
Waterloo	35	48	5,289	11,160	2,327	18,859
Trossacks	24	25	1,810	3,854	2,198	7,911
Glencoe	20	4	256	356	175	811
Parkhill	0	0	180	413	1,527	2,120
Lucan	0	2	244	502	1,343	2,091
Komoka	4	0	394	741	1,208	2,347
Byron	3	24	1,869	3,552	3,063	8,511
Hyde Park	7	14	1,305	2,210	2,719	6,255
Horizon	26	15	3,599	6,594	2,562	12,796
Strathroy	16	22	830	1,459	1,249	3,576
Dorchester	11	22	514	975	1,162	2,684
Trafalgar	18	35	1,611	3,221	1,522	6,407
<b>Total</b>	<b>246</b>	<b>375</b>	<b>21,427</b>	<b>42,848</b>	<b>25,694</b>	<b>90,590</b>

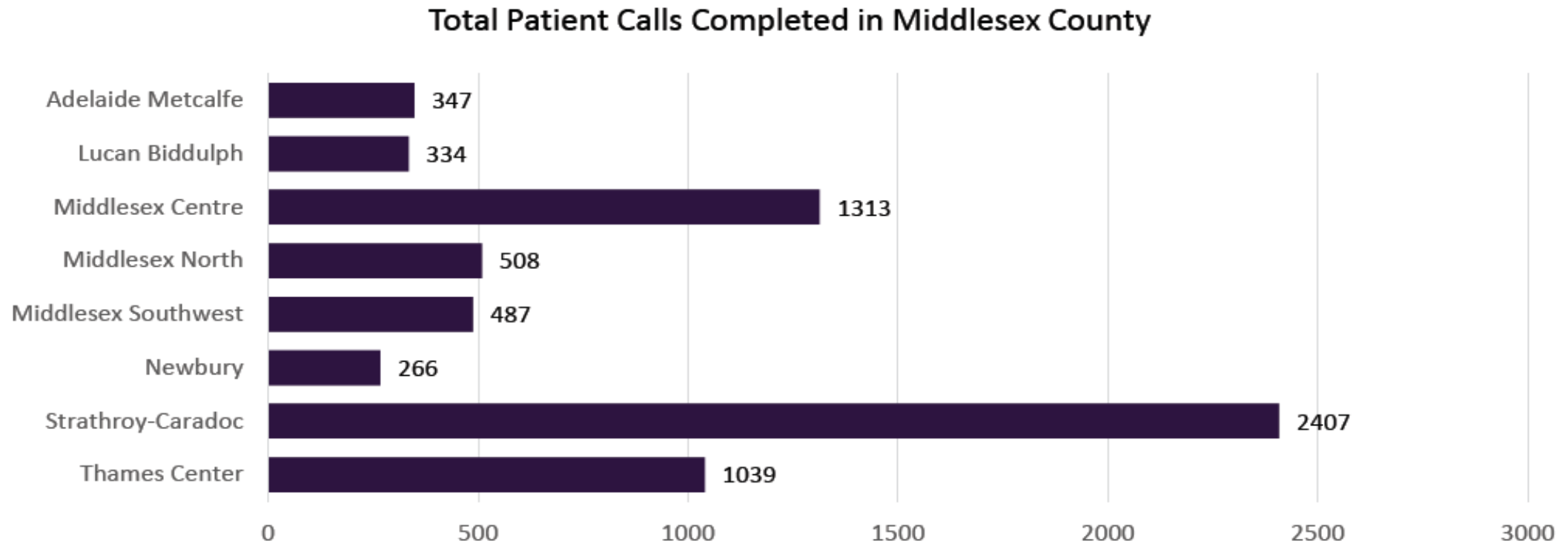
Data Source: ADRS

# Unit Hour Utilization



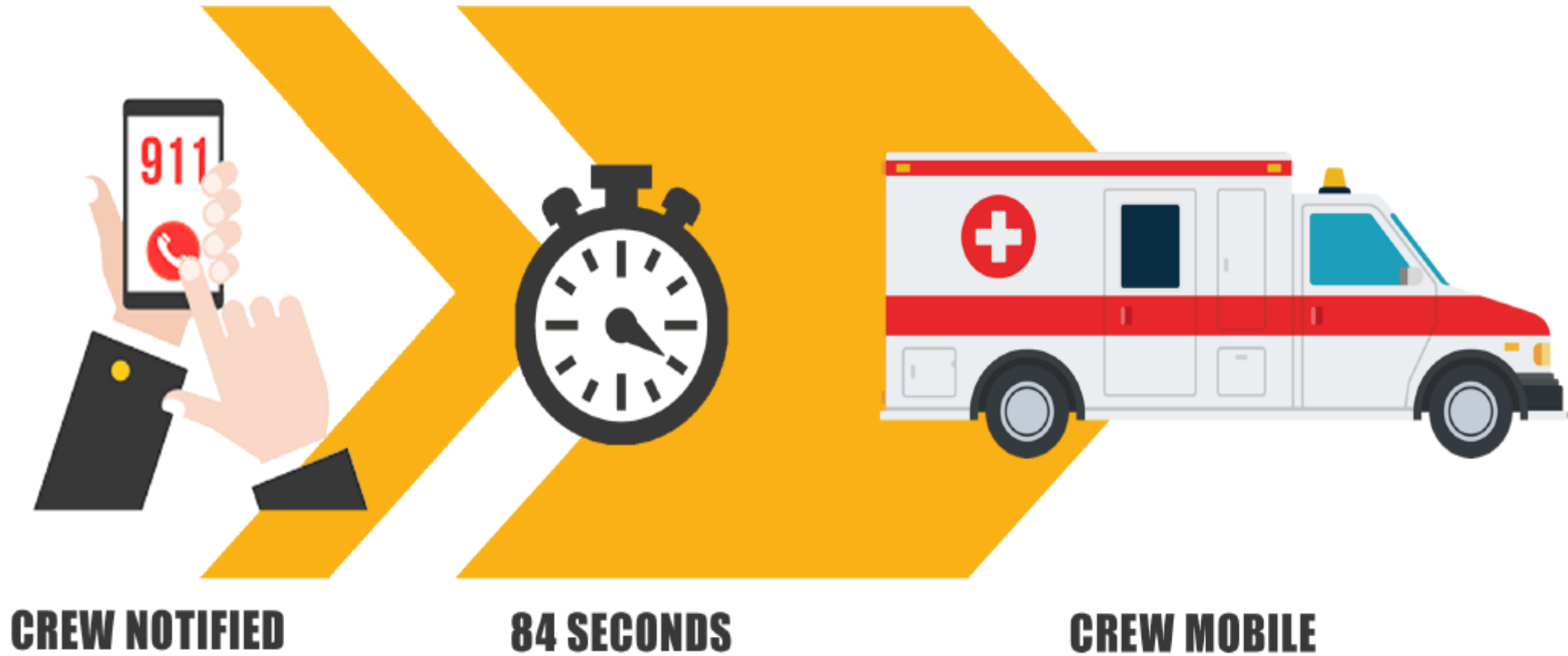
Data Source: ADRS

# Total Patient Calls Completed in Middlesex County



*Data Source: ADRS*

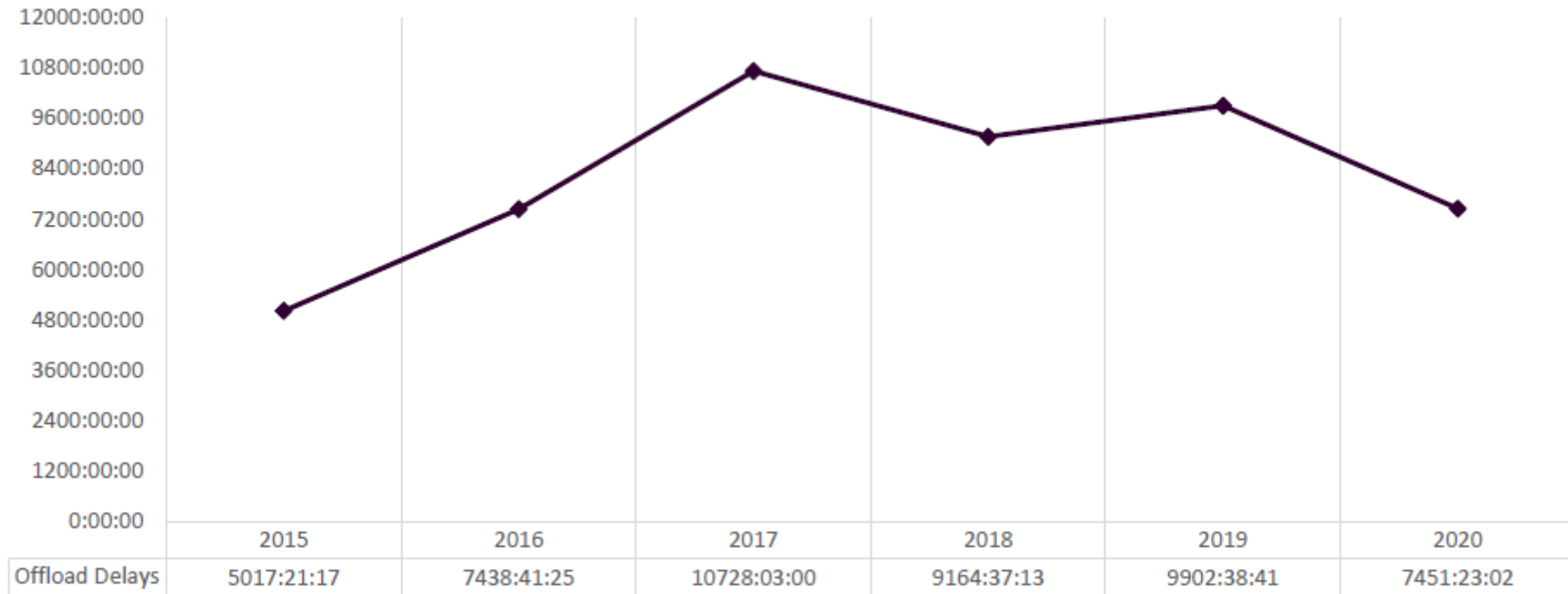
# REACTION TIME



# Off Load Delays

In 2020, a total of 310.5 24-hour days were lost to offload delays. This is a decrease of 32.9% from the previous year.

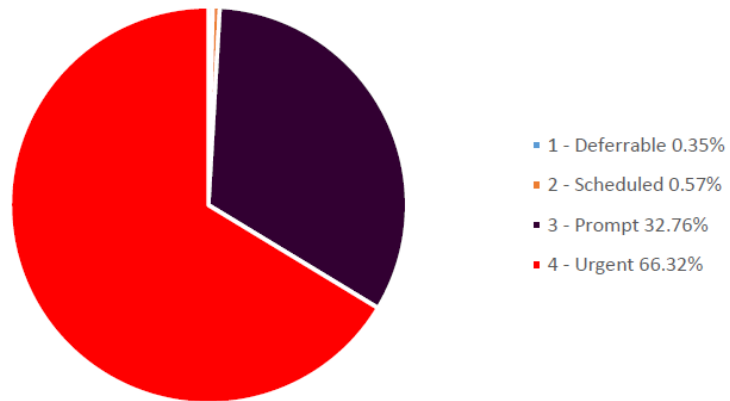
Offload Delays Year Over Year (By Total Time)



# DISPATCH VS RETURN PRIORITY

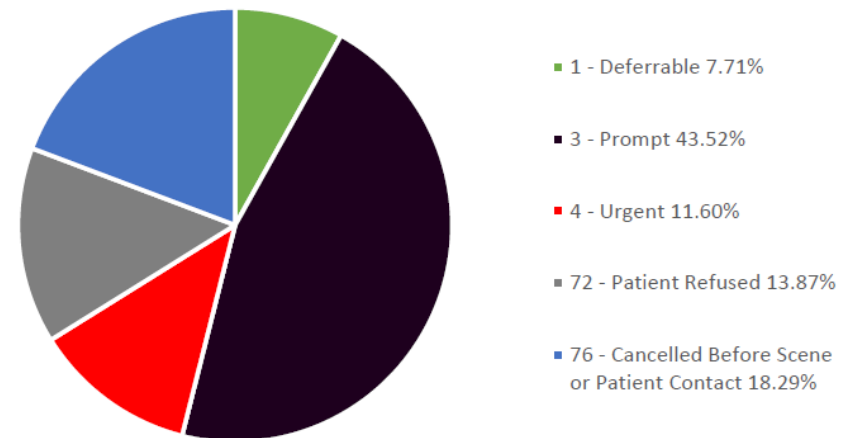
**66.32% of all calls were dispatched as Priority (Code) 4 but only 11.60% were returned Priority (Code) 4.**

Dispatch Priority



Data Source: Interdev

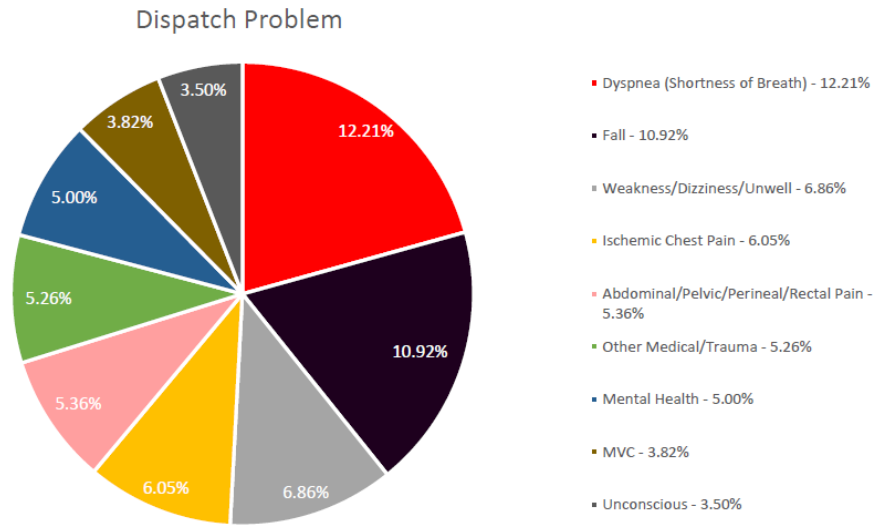
Return Priority



Data Source: Interdev



# Dyspnea



**Dyspnea** (Shortness of Breath) remains the most prevalent reason for paramedics being dispatched.

Data Source: Interdev

**Emergency Support Unit Bus in 2020.** This unit was deployed for mobile COVID-19 swabbing in the County of Middlesex as well as to major incidents including the structure collapse on Teeple Terrace



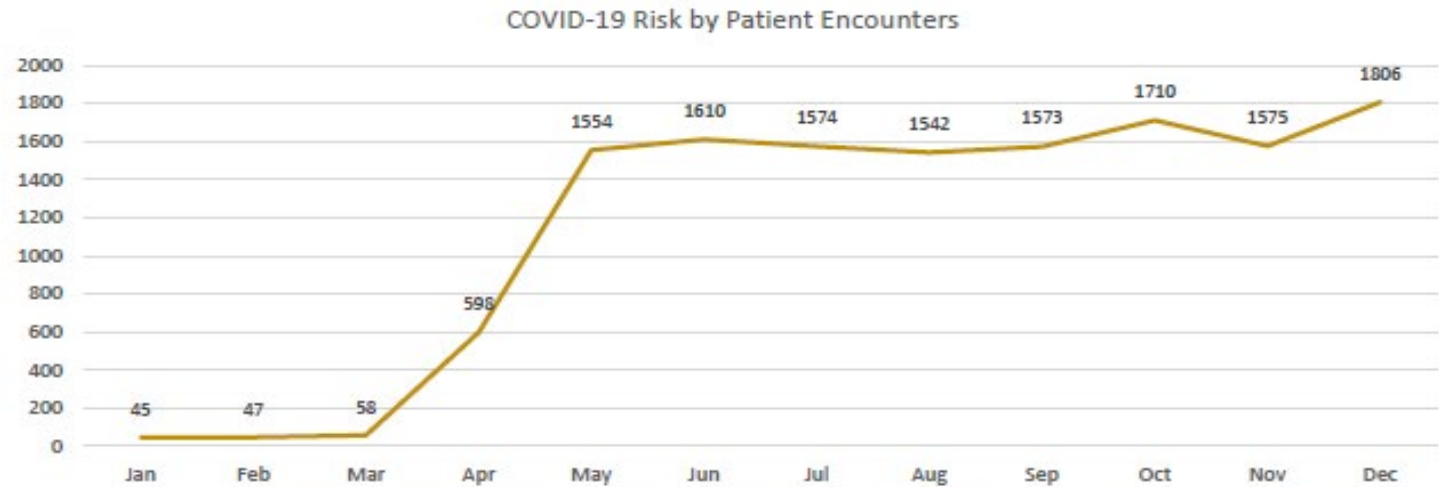
# COVID-19 13,692

Potentially COVID-19 positive patients transported.

## Notes

The impact of the global COVID-19 pandemic on Middlesex-London Paramedic Service

Over the course of 2020 Middlesex-London Paramedic Service responded to and transported 13,692 patients that were potentially positive for COVID-19, that comprised 21.10% of all patient encounters. COVID-19 encounters increased dramatically in the second quarter of 2020 and remained high for the rest of the year with 29.92% of all patient encounters being potentially positive for COVID-19.





# Community Engagement

## COMMUNITY ENGAGEMENT

### Notes

During 2020 the Middlesex-London Paramedic Service Public Access Defibrillator program focused on community CPR/ AED awareness and preparedness.

Offering certification training and public awareness programs, 446 people were trained in CPR and Standard First Aid certification through the Canadian Red Cross despite the challenges faced with the COVID-19 pandemic.

With public engagements and in-person training not possible for much of the year, Middlesex-London Paramedic Service focused on ways to support the community and provide important information including keeping the community informed and engaged with the MLPS mobile COVID testing program.

The 9-1-1 AED registry continues to grow as we added even more crowd sourced public access defibrillators, placing AEDs throughout Middlesex County and the City of London. There are currently 425 AEDs registered. Over the course of 2020, 7 public AED's were used, delivering a total of 5 shocks.

During the month of May, Middlesex-London Paramedic Service staff wanted to find a way to give back to our very generous community who has shown us tremendous support. Our "Food Drive Challenge" was able to raise \$ 3,250.00 for the London Food Bank.



## Public Awareness

Increasing cardiac arrest survival outcomes.

Middlesex-London Paramedic Service is dedicated to helping improve survivability of out of hospital cardiac arrests.

Through public education and awareness programs such as the Public Access Defibrillator (PAD) program and CPR training Middlesex-London Paramedic Service is making London-Middlesex a better place to live and work.

We trained 446 citizens in CPR, first aid and how to use an AED in 2020 alone and placed an additional 9 AEDs in the community.

- Public AEDs**  
9 AEDs placed in the community.
- AED Registry**  
425 AEDs in the registry to improve patient outcomes.
- CPR/AED Awareness**  
446 Citizens participated in training and awareness.



## COVID-19 Community Mobile Swabbing Site



## Social Media Presence

### Notes

MLPS engaged with the public more than seven million times through social media in 2020 alone.

Middlesex-London Paramedic Service is active on social media and engages with the public to communicate our message, build trust and confidence with the public and share the amazing stories of our paramedics and interact with the citizens of London and Middlesex.



7:10 AM - Mar 13, 2020 - @hoobakinc



9:03 AM - Apr 30, 2020 - @hoobakinc

# Social Media Statistics

## Social Media Statistics

5,685

**Twitter Followers**

Follow us on Twitter @MLPS911

2.9M

**Twitter Engagements**

Follow us on Twitter @MLPS911

3,201

**Facebook Followers**

Join our Facebook Page

4.5M

**Facebook Engagements**

Join our Facebook Page

# Questions

