

County/City Liaison Committee Report

1st Meeting of the County/City Liaison Committee
December 16, 2021

PRESENT: Warden A. Warwick (Chair), Mayor E. Holder (Vice-Chair),
Councillors J. Morgan, C. Burghardt-Jesson, and
J. Vanderheyden.

ALSO PRESENT: Remote attendance: A. L. Barbon, C. Howard, M. Ivanic,
L. Livingstone, B. Rayburn, N. Roberts, M. Schulthess and
C. Traini.

The meeting is called to order at 1:03 PM; it being noted that all
Members were in remote attendance.

1. Call to Order

1.1 That it BE NOTED that no pecuniary interests were disclosed.

2. Consent

None.

3. Scheduled Items

None.

4. Items for Direction

4.1 Paramedic Services/Land Ambulance Dispatch

That the following actions be taken with respect to Land Ambulance Dispatch:

- a) the Council of the County of Middlesex and the Council of the City of London
BE REQUESTED to send letters to Minister Christine Elliott in support of the
following Land Ambulance Dispatch Project Pilot program as proposed by
Middlesex County, substantially in the following form:

“The Council of the [County of Middlesex / City of London] supports
Middlesex County’s proposal from 2019 to the Ministry, to assume
responsibility for dispatching and managing deployment of ambulance
resources within the County of Middlesex, City of London, County of
Huron and surrounding area.

We support the notion that Middlesex County would provide the services
better, faster and more safely than the status quo. Further benefits from
adopting Middlesex’s proposal include:

- upgrade of technology to allow for better communications and tracking
of ambulances;
- demonstration of innovation and providing the Province with an
opportunity to assess new dispatch models; and
- addressing numerous local concerns regarding the quality of
ambulance dispatch.

The [County of Middlesex / City of London] stands to benefit from the
innovation and leadership demonstrated through this proposal.”

- b) the verbal update provided by B. Rayburn and attached presentation from N. Roberts with respect to the Middlesex London Paramedic Services dispatch business case, Middlesex London Paramedic Service Communication Centre Pilot, BE RECEIVED.

Motion moved by: J. Venderheyden
Seconded by: E. Holder

Motion Carried

4.2 Housing

None.

4.3 Children's Services

None.

4.4 Regional and Community Transportation

That the verbal update provided by Mayor Holder with respect to Regional and Community Transportation and a proposed communication in this regard, BE RECEIVED.

Motion moved by: C. Burghardt-Jesson
Seconded by: J. Vanderheyden

Motion Carried

5. Deferred Matters/Additional Business

None.

6. Adjournment

That the meeting BE ADJOURNED.

Motion moved by: J. Vanderheyden
Seconded by: C. Burghardt-Jesson

Motion Carried

The Meeting adjourned at 1:48 PM.



Middlesex-London Medical Emergency Services

Land Ambulance Dispatch

Background

- Ontario's Land Ambulance System is directed through 22 Ambulance Dispatch Centres throughout the province.
- The Ministry of Health owns all 22 Centres (through the Minister), but only directly operates 11 centres (including London).
- The Ministry system has lagged on technology and processes for in excess of 20+ years.
- Middlesex London Paramedic Service has and continues to experience operational issues with the current system in London.
- Since 2011, Middlesex County has requested that the Province transfer responsibility over to the County (while the Province maintains ownership)

Background

- Middlesex County submitted a Business Case to the Honourable Christine Elliott, Deputy Premier and Minister of Health (January 2019).
- Since that time, support has been sought from:
 - London Health Sciences Centre
 - Huron County
 - Oneida Nation of the Thames

3

Benefits Identified In Business Case

- The dispatch system will be tied to the Middlesex London Paramedic system (as a unified system), allowing them to work in concert and with the same priorities.
- Patients will receive the quickest/closest, most appropriate paramedic response.
- Technology will be upgraded to allow for better communications and tracking of ambulances, creating a more efficient, effective emergency response system with a goal of creating savings within the system.
- Local partnerships will be explored that will help to quantify savings and benefits of shared services/integration.

4

Benefits Identified In Business Case

- Higher standards will be introduced, including defined dispatch process times and total incident response times.
- Will demonstrate innovation and provide the Province with an opportunity to assess a different type of dispatch operation and consider outcomes from this pilot to address changes on a provincial level.
- Will address numerous local concerns regarding the quality of ambulance dispatch.

5

OVERVIEW OF PROPOSAL

- This proposal commits to examining opportunities to improve areas of service including:
 - Reducing call processing and overall incident response times,
 - Enhancing the roles of communications personnel,
 - Utilizing experienced managers,
 - Developing integrated continuous quality improvement mechanisms,
 - Improving accountability.
- The County's proposed dispatch centre will work towards becoming accredited by the National Academies of Emergency Dispatch during the term of the project.
- Rapidly upgrading and integrating technology to encourage operational efficiencies are also key features of the proposal. This includes using and augmenting the technology framework established by the

6

Benefits of the Middlesex London Paramedic Service Communication Centre Pilot:

- Introduces higher standards and levels of accountability while increasing system performance and response times at the dispatch and paramedic service level.

Benefits of the Middlesex London Paramedic Service Communication Centre Pilot:

- Implementation of industry best practices not currently used in the current London Ambulance Communication Centre.
- Upgraded technology to increase efficiency of operations and enhance emergency responses.
- Provides disaster and critical overload redundancy, which are currently not available at the London Ambulance Communication Centre. Given the numerous past incidents, this would be an asset.
- Performance based, arms-length agreement based on MOHLTC specifications with defined time frames and financial incentives/disincentives. This ensures greater accountability.

Benefits of the Middlesex London Paramedic Service Communication Centre Pilot:

- Explores local partnerships to identify savings and benefits of shared services/integration.
- Will demonstrate innovation to pursue and develop new processes and technology to address long outstanding issues that have long plagued Ministry Ambulance Communication Centres.
- Develops a rapidly implementable, results oriented solution to an important and longstanding issue.