

Stakeholder Survey Results

Ambulance Communications Centres and Central Ambulance Communications Centres



Ambulance Communications Centres and Central Ambulance Communications Centres (CACCs)
Survey Results

Overall Satisfaction

Approximately **82%** of respondents were satisfied and had favourable opinions of Ornge's service delivery:

86% | satisfaction with the professionalism of the Operations Control Centre staff

80% | satisfaction with the length of time to process a transfer request

76% | satisfaction with number of calls and length of time it takes to process a life or limb request

Use of Service

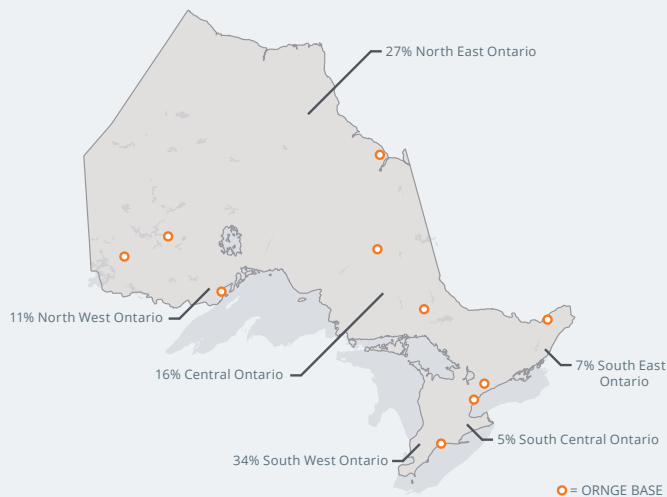
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + When surveyed about their overall opinion of service deliver in the last six months, **71%** of respondents noted Ornge was able to respond to scenecalls in a timely fashion **60%** of the time..
- + Approximately **84%** of all Ambulance Communications Centres and Central Ambulance Communications Centres' participants trust Ornge.

Audience Demographic

Participant Location

Out of all of the Ambulance Communications Centres and CACCs participants, **38%** were located in Northern Ontario, and **62%** were located in Southern Ontario:



Participant Roles

Out of the **44** Ambulance Communications Centres and CACCs survey participants across the province, their roles are segmented into the following:



39% Communications Officers



7% Managers



9% Supervisors



4% Other

Areas of Improvement

Feedback identified areas where Ornge can improve their service, including:



Integration with other CADs/
Deployment Plan



Communication

Service Strength

When asked about the strengths of Ornge, participants noted the following:



Expected Time of Arrival/
Updates



Patient Care



Professional, courteous,
and helpful

This is the fifth annual Stakeholder Survey completed by Ornge. All survey data is collected in a confidential manner. No identifiable information about the survey respondents will be gathered and/or shared at any time. Results exclude survey answers stating: "Not sure," "Not enough personal experience" and "Don't know."