

# Stakeholder Survey Results

2019 | Ontario Central Ambulance Communications Centres



Central Ambulance  
Communications Centres (CACCs)  
**Survey Results**  
January 1 – December 31, 2019

## Overall Satisfaction

When surveyed about their overall satisfaction:

- 94%** of CACC respondents were favourable or neutral about the professionalism of the Operations Control Centre staff
- 94%** were favourable or neutral about the effectiveness of customer service provided by the Operations Control Centre staff
- 72%** of all CACC respondents have a favourable or neutral opinion of Ornge's service delivery

## Use of Service

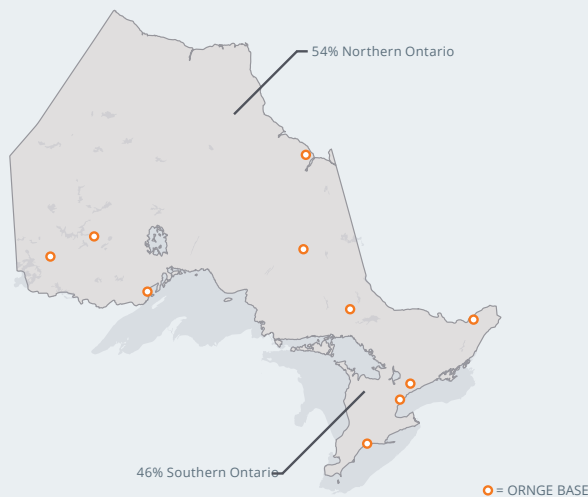
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + When surveyed about their opinion of service delivery, **94%** of CACC respondents noted Ornge was prompt in responding to their incoming request some of the time, most of the time or always.
- + Approximately **95%** of CACC respondents noted Ornge was able to promptly accept or decline their request for service some of the time, most of the time or always.
- + Approximately **94%** noted the Operations Control Centre provided a reason some of the time, most of the time or always on why Ornge declined a request for service.

## Audience Demographic

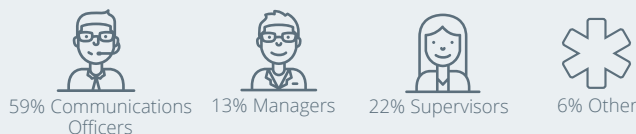
### Participant Location

Out of all of the CACC respondents, **54%** were located in Northern Ontario, and **46%** were located in Southern Ontario:



### Participant Roles

Out of the **46** CACC respondents across the province, their roles are as follows:



## Areas of Improvement

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



Integration with other CADs/  
Deployment Plan



Fine-tuning the telephone system

## Service Strength

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



Processing of calls



Professionalism



This is the eighth 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.