Healthcare Partner Survey:
Central Ambulance Communications Centres (CACCs)

# 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.
* 95% of CACC respondents noted Ornge was able to promptly accept of decline their request for service some of the time, most of the time or always.
* 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.

# 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.
* Approximately 72% of all CACC respondents have a favourable or neutral opinion of Ornge’s service delivery.

# Audience Demographic

## Participant roles

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

* 59% Communications Officers
* 22% Supervisors
* 13% Managers
* 6% Other

## Participant location

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

# Improvement

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

* Fine-tuning the telephone system
* Integration with other CADs/ Deployment Plan

# 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.