Stakeholder Survey Results

Ambulance Communications Centres and
Central Ambulance Communications Centres

ornge

Overall Satisfaction

Approximately **90%** of respondents were satisfied overall with Ornge:

88% | satisfaction with the professionalism of the Operations Control Centre staff

83% | satisfaction with the length of time to process a transfer request

78% | satisfaction with number of calls and length of time it takes to process a life or limb request

Audience Demographic

Participant Location

Out of all of the Ambulance Communications Centres and CACCs participants, **26%** were located in Northern Ontario, and **74%** were located in Southern Ontario:

- 24% North East Ontario
- 2% North West Ontario
- 14% Central Ontario
- 0% South East Ontario
- 50% South West Ontario
- 10% South Central Ontario
- = ORNGE BASE

Participant Roles

Out of the **42** Ambulance Communications Centres and CACCs survey participants across the province, their roles are segmented into the following:

50% Communications Officers

24% Managers
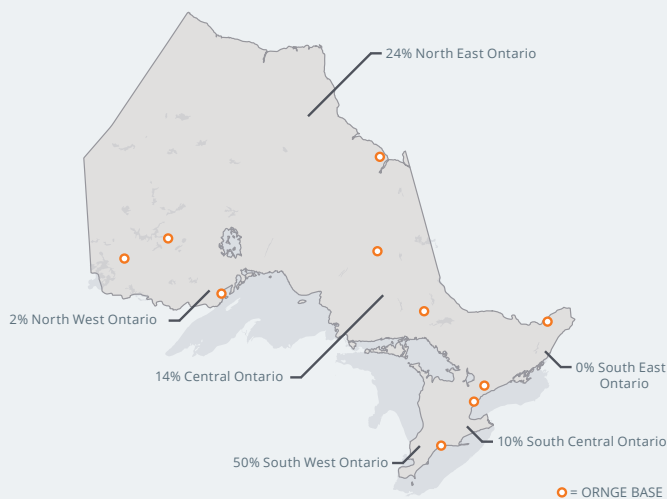
21% Supervisors

5% Other

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 delivery in the last six months, **92%** of respondents noted Ornge was able to respond to scenecalls in a timely fashion **60%** of the time.

+ Approximately **83%** of all Ambulance Communications Centres and Central Ambulance Communications Centres' participants have a favourable opinion of Ornge.

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:

Reasons shared as to why Ornge declines a call

Processing of calls

Professionalism