

# Stakeholder Survey Results

2018 | Ontario Central Ambulance Communications Centres



Central Ambulance  
Communications Centres (CACCs)  
Survey Results

## Overall Satisfaction

Approximately **88%** of CACC respondents were satisfied overall with Ornge:

**90%** | satisfaction with the professionalism of the Operations Control Centre staff

**92%** | satisfaction with the length of time to process a routine transfer request

**82%** | satisfaction with the length of time it takes to process a life or limb request

## Use of Service

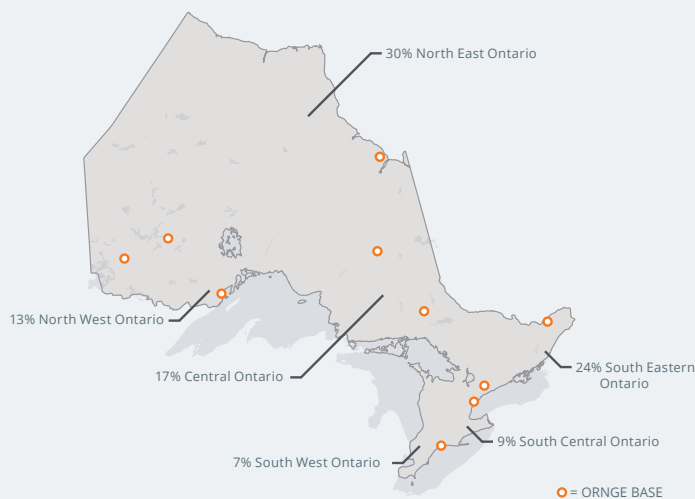
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + When surveyed about their overall opinion of service delivery in the last six months, **91%** of CACC respondents noted Ornge was able to provide a timely dispatch some of the time, most of the time or always.
- + Approximately **77%** of all CACC respondents have a favourable opinion of Ornge.

## Audience Demographic

### Participant Location

Out of all of the CACC respondents, **43%** were located in Northern Ontario, and **57%** were located in Southern Ontario:



### Participant Roles

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



46% Communications Officers



13% Managers



39% Supervisors



2% 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:



Reasons shared as to  
why Ornge declines a call



Processing of calls



Professionalism

