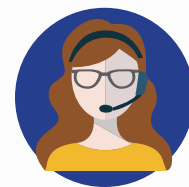


Stakeholder Survey Results

2023 | Ontario Central Ambulance Communications Centres



Central Ambulance
Communications Centres (CACCs)
Survey Results

Overall Satisfaction

When surveyed about their overall satisfaction:

80%

of CACC respondents indicated a very or somewhat favourable overall opinion of Ornge's service delivery.

92%

of CACC respondents were very or somewhat satisfied with the professionalism of the Operations Control Centre staff.

84%

of CACC respondents were very or somewhat satisfied with the length of time to process a transfer request.

Use of Service

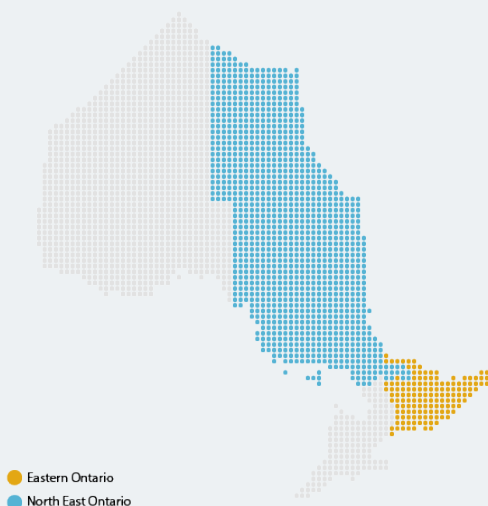
In a continuing effort to improve our services, we surveyed **various stakeholders**. These surveys are designed to obtain information that will help us **continually improve and respond** to identified needs.

- + **88%** of respondents indicated that Ornge's Operations Control Centre has been prompt in responding to incoming requests for transport always or most of the time.
- + When surveyed about the professionalism of the Operations Control Centre staff, **92%** of respondents indicated they are very or somewhat satisfied.
- + **60%** of respondents are very satisfied with the effectiveness of customer service provided by the Operations Control Centre.

Audience Demographic

Participant Location

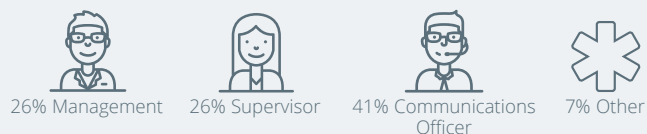
Out of all of the CACC respondents, **56%** were located in Eastern Ontario, and **19%** were located in North East Ontario:



Map of Ontario Health Regions courtesy of Ontario Health.

Participant Roles

Out of the **27** CACC respondents across the province, their roles are as follows:



Areas of Improvement

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



Timely Response



Resource Constraints

Service Strength

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



Professionalism



Reasons shared as to why Ornge Declines a Call



Processing of Calls



Ornge conducts annual stakeholder surveys as a component of its performance agreement with the Ministry of Health. 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.

UPDATED MAY 2025