

REGION OF OTTAWA-CARLETON
RÉGION D'OTTAWA-CARLETON

REPORT
RAPPORT

Our File/N/Réf. 03 02-00-0009
Your File/V/Réf.

DATE 23 May 2000

TO/DEST. 9-1-1 Management Board

FROM/EXP. Co-ordinator, 9-1-1 Management Board

SUBJECT/OBJET **1999 STATISTICAL ANNUAL/2000 YEAR TO DATE REPORTS**

REPORT RECOMMENDATION

That the 9-1-1 Management Board receive this report for information.

BACKGROUND

The 9-1-1 Bureau Manager has submitted the attached reports for the information of the Board.

Approved by
Rosemary Nelson

att.



**Ottawa-Carleton
Regional Police Service**

**Service de police régional
d'Ottawa-Carleton**

MEMORANDUM

DATE: May 18, 2000

TO: Rosemary Nelson
Coordinator, 9-1-1 Management Board

FROM: Charles Bordeleau
Inspector, 9-1-1 Bureau Manager

SUBJECT: **1999 STATISTICAL ANNUAL / 2000 YEAR TO DATE REPORTS**

Please find attached the 9-1-1 Statistical Annual Report for 1999 and the 2000 Year-to-Date Report for submission to the 9-1-1 Management Board.

You will notice that the report's format has changed. This was done with the intention of making the report easier to read. A presentation to the Board will be done at the June 2, 2000 meeting.

Submitted,

Charles Bordeleau
Inspector
9-1-1 Bureau Manager

cb

Attach. (1)

cc: Supertindent Herb Durand
S/Sgt Paul Gallant

9-1-1 Year End Report (1999)

	Calls Answered			Yearly Comparison	
	1997	1998	1999	97/98	98/99
JANUARY	14083	17821	15052	26.54%	-15.54%
FEBRUARY	12762	12603	12796	-1.25%	1.53%
MARCH	13408	14515	14773	8.26%	1.78%
APRIL	13813	14736	15098	6.68%	2.46%
MAY	15904	17061	17695	7.27%	3.72%
JUNE	17460	17116	18164	-1.97%	6.12%
JULY	15807	16494	18764	4.35%	13.76%
AUGUST	17334	16561	17685	-4.46%	6.79%
SEPTEMBER	14550	15465	17010	6.29%	9.99%
OCTOBER	15392	15796	17696	2.62%	12.03%
NOVEMBER	15024	14382	17162	-4.27%	19.33%
DECEMBER	13176	15225	18537	15.55%	21.75%
TOTALS	178713	187775	200432	5.07%	6.74%

	Average Calls per Day			Yearly Comparison	
	1997	1998	1999	97/98	98/99
JANUARY	454	575	486	26.62%	-15.54%
FEBRUARY	456	435	457	-4.70%	5.16%
MARCH	438	468	477	6.90%	1.78%
APRIL	460	491	503	6.78%	2.46%
MAY	518	550	571	6.25%	3.72%
JUNE	582	571	605	-1.97%	6.12%
JULY	510	532	605	4.33%	13.76%
AUGUST	559	534	570	-4.43%	6.79%
SEPTEMBER	485	516	567	6.29%	9.99%
OCTOBER	497	510	571	2.52%	12.03%
NOVEMBER	501	479	572	-4.31%	19.33%
DECEMBER	425	491	598	15.56%	21.75%
TOTALS	490	514	549	5.07%	6.74%

	Abandoned Calls			Yearly Comparison	
	1997	1998	1999	97/98	98/99
JANUARY	136	205	160	50.74%	-21.95%
FEBRUARY	110	181	118	64.55%	-34.81%
MARCH	147	205	155	39.46%	-24.39%
APRIL	139	136	189	-2.16%	38.97%
MAY	197	180	218	-8.63%	21.11%
JUNE	201	136	271	-32.34%	99.26%
JULY	156	178	277	14.10%	55.62%
AUGUST	215	177	341	-17.67%	92.66%
SEPTEMBER	207	156	381	-24.64%	144.23%
OCTOBER	190	181	351	-4.74%	93.92%
NOVEMBER	228	190	358	-16.67%	88.42%
DECEMBER	174	154	474	-11.49%	207.79%
TOTALS	2100	2079	3293	-1.00%	58.39%

	Efficiency Ratio (%)		
	1997	1998	1999
JANUARY	98	97	98
FEBRUARY	98	97	98
MARCH	98	97	98
APRIL	98	97	97
MAY	98	96	96
JUNE	97	95	96
JULY	96	95	96
AUGUST	96	95	96
SEPTEMBER	97	95	97
OCTOBER	97	96	97
NOVEMBER	97	96	97
DECEMBER	97	96	98
Average	97	96	97

9-1-1 Year to Date Report (2000)

	Calls Answered			Monthly Comparison		YTD Comparison	
	1998	1999	2000	98/99	99/00	98/99	99/00
JANUARY	17821	15052	17171	-15.54%	14.08%	-15.54%	14.08%
FEBRUARY	12603	12796	16437	1.53%	28.45%	-8.47%	20.68%
MARCH	14515	14773	17564	1.78%	18.89%	-5.16%	20.06%
APRIL	14736	15098	18228	2.46%	20.73%	-3.28%	20.24%
MAY	17061	17695					
JUNE	17116	18164					
JULY	16494	18764					
AUGUST	16561	17685					
SEPTEMBER	15465	17010					
OCTOBER	15796	17696					
NOVEMBER	14382	17162					
DECEMBER	15225	18537					
TOTALS	187775	200432	69400				

	Average Calls per Day			Monthly Comparison		YTD Comparison	
	1998	1999	2000	98/99	99/00	98/99	99/00
JANUARY	575	486	554	-15.54%	14.08%	-15.54%	14.08%
FEBRUARY	435	457	567	5.16%	24.02%	-6.63%	18.90%
MARCH	468	477	567	1.78%	18.89%	-3.96%	18.90%
APRIL	491	503	608	2.46%	20.73%	-2.36%	19.38%
MAY	550	571	0				
JUNE	571	605	0				
JULY	532	605	0				
AUGUST	534	570	0				
SEPTEMBER	516	567	0				
OCTOBER	510	571	0				
NOVEMBER	479	572	0				
DECEMBER	491	598	0				
TOTALS	514	549	0				

	Abandoned Calls			Monthly Comparison		YTD Comparison	
	1998	1999	2000	98/99	99/00	98/99	99/00
JANUARY	205	160	454	-21.95%	183.75%	-21.95%	183.75%
FEBRUARY	181	118	449	-34.81%	280.51%	-27.98%	224.82%
MARCH	205	155	395	-24.39%	154.84%	-26.73%	199.77%
APRIL	136	189	441	38.97%	133.33%	-14.44%	179.58%
MAY	180	218					
JUNE	136	271					
JULY	178	277					
AUGUST	177	341					
SEPTEMBER	156	381					
OCTOBER	181	351					
NOVEMBER	190	358					
DECEMBER	154	474					
TOTALS	2079	3293	1739				

	Efficiency Ratio (%)		
	1998	1999	2000
JANUARY	97	98	98
FEBRUARY	97	98	98
MARCH	97	98	97
APRIL	97	97	97
MAY	96	96	
JUNE	95	96	
JULY	95	96	
AUGUST	95	96	
SEPTEMBER	95	97	
OCTOBER	96	97	
NOVEMBER	96	97	
DECEMBER	96	98	