

REGIONAL MUNICIPALITY OF OTTAWA-CARLETON
MUNICIPALITÉ RÉGIONALE D'OTTAWA-CARLETON

REPORT
RAPPORT

Our File/N/Réf. 03 02-97-0009
Your File/V/Réf.

DATE 22 September 1997

TO/DEST. 9-1-1 Management Board

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

SUBJECT/OBJET **9-1-1 BUREAU QUARTERLY REPORT**

REPORT RECOMMENDATION

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

BACKGROUND

Attached is the 9-1-1 Quarterly Report for April to June 1997. The 9-1-1 Bureau Manager will present the statistics between July and September 1997 at the meeting on 3 October.

*Approved by
Rosemary Nelson*

9-1-1 Quarterly Report April - June 1997

To: Chair, 9-1-1 Management Board
R.M.O.C. E-9-1-1 System

	April 1997	May 1997	June 1997	Total/ Average	1996 Comparison
Total Calls	13813	15904	17460	15722	Unavailable
Average per day	460	513	580	517	Unavailable
Average per hour	19	21	24	21	Unavailable
Average efficiency ratio	98	98	97	97.6	Unavailable
Total # of abandoned calls	139	197	201	179	Unavailable

Submitted by Inspector Ralph Erfle
S/Sgt. Gary Nelson
Manager, 9-1-1 Bureau

Copies: Chief Brian J. Ford
Deputy Chief Ray Renaud
Supt. P. Cuthbert