

REGION OF OTTAWA-CARLETON
RÉGION D'OTTAWA-CARLETON

REPORT
RAPPORT

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

DATE 19 January 2000

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

The 9-1-1 Bureau Manager has submitted the attached memorandum dated 4 January 2000, detailing the final quarter statistics for October, November and December 1999.

Approved by
Rosemary Nelson



Ottawa-Carleton
Regional Police Service

Service de police régional
d'Ottawa-Carleton

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MEMORANDUM

DATE: January 4, 2000
TO: Chair, 9-1-1 Management Board
FROM: Charles Bordeleau
Inspector, Communications / Information Centres
SUBJECT: **9-1-1 BUREAU QUARTERLY REPORT (OCT-NOV-DEC) 1999**

I am pleased to report 1999's final quarter statistics for calls for service received by the 9-1-1 system.

	Oct	Nov	Dec	Average 1999	Comparison 1998
Total Number of calls	17,696	17,162	18,537	17,798	15,134
Average per day	571	572	598	580	483
Average per hour	24	24	30	21	20
Percentage efficiency ratio	97	97	98	97	96
Total # of abandoned calls	351	358	474	399	175

Definitions:

Efficiency ratio: Refers to percentage of calls that were answered within the first 3 rings.

Abandoned calls: Is the number of calls that were abandoned by callers before they could be answered by an agent.

If you have any questions, please contact my office at 236-1222 extension 5577.

Submitted,

*Approved by
Charles Bordeleau
Inspector*

cc: Chief Brian Ford
Deputy Chief Vince Bevan
Superintendent Peter Cuthbert