

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

REPORT  
RAPPORT

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Our File/N/Réf.            03 02-98-0009  
Your File/V/Réf.

DATE                        20 May 1998

TO/DEST.                 9-1-1 Management Board

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

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

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**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 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 15, 1997

TO: Central Division Staff  
CommCentre

FROM: Ralph Erfle  
Inspector, Communications Centre

SUBJECT: **911 QUARTERLY REPORT**

At the 911 Management Board meeting on May 9<sup>th</sup>, the 911 Quarterly Report was presented to the Board. As indicated on the attached report our 911 Bureau handled a total of 40,253 during the first three months of 1997. This averages to 447 calls per month or 19 calls per hour.

An average efficiency of 98% was achieved, which means that 985 of the calls were answered within the first 3 rings. The acceptable level is 97%.

The 911 Management Board and I wish to extend to you our appreciation for achieving this standard. This level of demonstrated efficiency reflects positively on the image of our section and the organization in general.

A handwritten signature in cursive script that reads "Ralph Erfle".

Ralph Erfle  
Inspector

cc: D/Chief R. Renaud  
Supt. P. Cuthbert  
S/Sgt. G. Nelson

## 9-1-1 BUREAU QUARTERLY REPORT

JANUARY-FEBRUARY-MARCH /98

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

Copies Chief Brian J.Ford  
Deputy Chief Vince Bevan  
9-1-1 Management Board

Submitted by : Inspector R. Erfle  
S/Sgt Gary Nelson  
Manager 9-1-1 Bureau

1998

	Jan/98	Feb/98	Mar/98	Average	1997 Comparison
Total Number of calls	17821	12603	14515	14979	13928
Average per day	574	434	468	471	454
Average per hour	24	18	20	21	19
Percentage efficiency ratio	97	97	97	97	98
Total # of abandoned calls	205	181	205	197	283

### 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.