

REGION OF OTTAWA-CARLETON
RÉGION D'OTTAWA-CARLETON

REPORT
RAPPORT

Our File/N/Réf. 03 02-99-0009
Your File/V/Réf.

DATE 19 January 1999

TO/DEST. 9-1-1 Management Board

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

SUBJECT/OBJET **9-1-1 BUREAU ANNUAL 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 1998 Annual Report for the information of the Board.

Approved by
Rosemary Nelson

**9-1-1 BUREAU ANNUAL REPORT
- 1998 -**

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 Ralph Erfle
A/Inspector Gary Nelson
Manager 9-1-1 Bureau

1998	Average per day	Total # of abandoned calls	Percentage of efficiency ratio	Total Number of calls	1997 Comparison Total number of calls
January	574	205	97	17821	14083
February	434	181	97	12603	12762
March	468	205	97	14515	13408
April	491	136	97	14736	13813
May	550	180	96	17061	15904
June	576	136	95	17300	17460
July	532	178	95	16494	15807
August	534	177	95	16561	17334
September	515	156	95	15465	14550
October	509	181	96	15796	15392
November	479	190	96	14382	15024
December	491	154	96	15225	13176
Total	513	2079	96%	187959	178713

Definitions:

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

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

Comparison: An increase of 9246 (5%) calls over 1997.