

EXHIBIT C.1: BENCHMARKING TO OTHER EMERGENCY SERVICES DISPATCH SYSTEMS

| Location | Type | Pop'n | Sq. Km. | Juris. | Call Volume | Calls Per Budg. FTE | Calls Per Budg. Hr | Disp. Hrly Wage | Turnover (2 yrs) |
|-------------------------------|------------|--------|---------|--------|-------------|---------------------|--------------------|-----------------|------------------|
| MOHLTC CACC: | | | | | | | | | |
| Hamilton | EMS | 1.10 M | 7,000 | 5 | 185,000 | 6,400 | 3.0 | \$18.66 | 23 |
| Barrie | EMS | 0.45 M | 5,500 | 2 | 84,000 | 6,200 | 3.0 | \$18.66 | 20 |
| London | EMS | 0.75 M | 40,000 | 7 | 121,000 | 5,900 | 2.8 | \$18.66 | 17 |
| TRANSFER PAYMENT CACC: | | | | | | | | | |
| Kingston (Hosp'l) | EMS | 0.31 M | 30,000 | 6 | 65,000 | 4,800 | 2.2 | \$18.66 | 2 |
| Toronto (Mun'l) | EMS | 2.20 M | 640 | 1 | 280,000 | 4,200 | 2.0 | \$25.17 | 7 |
| MUNICIPALLY OPERATED: | | | | | | | | | |
| Calgary | EMS | 0.86 M | 550 | 1 | 63,000 | 4,500 | 2.1 | \$29.00 | 3 |
| Edmonton | Fire & EMS | 0.65 M | 700 | 1 | 102,000 | 3,900 | 1.8 | \$25.00 | 3 |
| Hamilton | Fire | 0.63 M | 1,358 | 1 | 25,000 | 2,500 | 1.1 | \$27.21 | 3 |
| Niagara Falls | Fire | 0.10 M | 200 | 2 | 4,500 | 1,100 | 0.5 | \$21.50 | 0 |
| St. Catharines | Fire | 0.35 M | 1,700 | 10 | 10,000 | 1,000 | 0.6 | \$25.00 | 0 |
| Niagara Region | Police | 0.45 M | 1,896 | 1 | 128,000 | 2,500 | 1.3 | \$22.35 | 8 |