

MM/YY	Total Calls						Average Wait Time	
	999			Non-Emergency (101)			999	Non-Emergency (101)
	Received	Answered	Abandoned	Received	Answered	Abandoned		
Jan-05								
Feb-05								
Mar-05								
Apr-05								
May-05								
Jun-05								
Jul-05								
Aug-05								
Sep-05								
Oct-05								
Nov-05								
Dec-05								
Jan-06	20,302	20,291	11	34,270	34,093	177		
Feb-06	18,704	18,681	23	33,729	32,692	1,037		
Mar-06	21,158	21,120	38	38,502	36,953	1,549		
Apr-06	22,605	22,528	77	37,639	34,806	2,833		
May-06	19,807	19,747	60	31,631	29,243	2,388		
Jun-06	18,010	17,959	51	23,066	20,982	2,084		
Jul-06	24,908	24,780	128	38,365	33,192	5,173		
Aug-06	20,436	20,413	23	31,286	30,662	624		
Sep-06	24,234	24,160	74	38,224	36,020	2,204		
Oct-06	23,986	23,907	79	37,386	35,147	2,239		
Nov-06	21,844	21,821	23	36,874	35,209	1,665		
Dec-06	23,563	23,503	60	31,838	30,960	878		
Jan-07	19,750	19,611	139	31,665	31,379	286		
Feb-07	19,548	19,381	167	30,163	29,883	280		
Mar-07	23,343	23,072	271	37,591	37,236	355		
Apr-07	24,372	23,783	589	36,660	35,899	761		
May-07	22,882	22,673	209	35,709	35,414	295		
Jun-07	22,653	22,342	311	38,618	38,058	560		
Jul-07	24,761	24,402	359	36,233	35,886	347		
Aug-07	24,900	24,622	278	34,325	34,018	307		
Sep-07	21,960	21,529	431	30,587	30,103	484		
Oct-07	22,336	21,689	647	32,334	31,809	525		
Nov-07	20,897	20,641	256	28,695	28,490	205	00:00:05	00:00:09
Dec-07	21,653	21,416	237	26,377	26,214	163	00:00:05	00:00:08
Jan-08	20,044	19,898	146	27,762	27,682	80	00:00:04	00:00:06
Feb-08	21,128	20,927	201	28,919	28,828	91	00:00:04	00:00:05
Mar-08	22,486	22,291	195	30,991	30,907	84	00:00:04	00:00:05
Apr-08	21,842	21,659	183	31,621	31,506	115	00:00:04	00:00:07
May-08	25,395	25,170	225	34,883	34,684	199	00:00:05	00:00:07
Jun-08	22,556	22,327	229	31,570	31,355	215	00:00:06	00:00:08
Jul-08	24,135	24,038	97	33,963	33,821	142	00:00:05	00:00:07
Aug-08	25,630	25,455	175	31,696	31,451	245	00:00:05	00:00:08
Sep-08	22,557	22,472	85	32,493	32,212	281	00:00:05	00:00:08
Oct-08	22,630	22,540	90	31,914	31,806	108	00:00:05	00:00:07
Nov-08	20,501	20,421	80	31,131	30,702	429	00:00:05	00:00:10
Dec-08	22,073	21,942	131	27,749	27,575	174	00:00:05	00:00:07
Jan-09	18,722	18,713	9	27,207	27,194	13	00:00:03	00:00:03
Feb-09	19,263	19,244	19	27,933	27,894	39	00:00:03	00:00:04
Mar-09	21,671	21,613	58	32,559	32,467	92	00:00:03	00:00:04
Apr-09	22,310	22,152	158	31,262	31,136	126	00:00:03	00:00:06
May-09	23,108	23,052	56	31,945	31,861	84	00:00:02	00:00:04
Jun-09	20,384	20,273	111	30,516	30,423	93	00:00:03	00:00:05
Jul-09	22,426	22,313	113	32,126	31,970	156	00:00:03	00:00:06
Aug-09	22,715	22,601	114	31,972	31,821	151	00:00:03	00:00:06
Sep-09	20,063	19,964	99	29,570	29,416	154	00:00:03	00:00:06
Oct-09	20,524	20,470	54	30,171	30,074	97	00:00:03	00:00:04
Nov-09	19,169	19,140	29	29,393	29,314	79	00:00:02	00:00:04
Dec-09	21,154	21,109	45	26,851	26,791	60	00:00:02	00:00:03
Jan-10	17,840	17,777	63	26,783	26,711	72	00:00:02	00:00:03
Feb-10	16,510	16,498	12	25,090	25,069	21	00:00:02	00:00:03
Mar-10	18,704	18,687	17	29,302	29,256	46	00:00:03	00:00:04
Apr-10	20,447	20,419	28	29,659	29,571	88	00:00:03	00:00:04
May-10	20,607	20,587	20	29,459	29,413	46	00:00:03	00:00:04
Jun-10	20,754	20,735	19	29,841	29,814	27	00:00:03	00:00:04
Jul-10	21,842	21,726	116	33,598	33,438	160	00:00:04	00:00:06
Aug-10	20,703	20,681	22	29,707	29,667	40	00:00:03	00:00:04
Sep-10	19,073	19,048	25	27,652	27,619	33	00:00:03	00:00:04
Oct-10	20,910	20,858	52	29,176	29,054	122	00:00:04	00:00:06
Nov-10	19,918	19,872	46	28,277	28,116	161	00:00:04	00:00:07
Dec-10	19,750	19,667	83	25,071	24,949	122	00:00:04	00:00:07
Jan-11	17,603	17,584	19	25,463	25,394	69	00:00:03	00:00:05

Feb-11	17,103	17,039	64	24,389	24,330	59	00:00:04	00:00:06
Mar-11	18,067	18,035	32	28,132	28,078	54	00:00:04	00:00:05
Apr-11	20,857	20,823	34	27,969	27,910	59	00:00:04	00:00:05
May-11	19,764	19,744	20	28,644	28,526	118	00:00:05	00:00:05
Jun-11	19,901	19,856	45	28,743	28,647	96	00:00:04	00:00:07
Jul-11	21,801	21,720	81	30,515	30,370	145	00:00:04	00:00:07
Aug-11	20,811	20,774	37	28,790	28,734	56	00:00:04	00:00:05
Sep-11	19,642	19,518	124	27,615	27,390	225	00:00:05	00:00:10
Oct-11	20,301	20,169	132	28,156	27,978	178	00:00:04	00:00:08
Nov-11	18,567	18,464	103	26,955	26,764	191	00:00:05	00:00:09
Dec-11	18,435	18,378	57	25,816	25,641	175	00:00:04	00:00:06
Jan-12	15,479	15,469	10	26,801	26,753	48	00:00:03	00:00:05
Feb-12	15,939	15,916	23	26,937	26,886	51	00:00:04	00:00:05
Mar-12	17,986	17,930	56	31,147	31,027	120	00:00:03	00:00:04
Apr-12	15,965	15,863	102	26,643	26,526	117	00:00:01	00:00:02
May-12	17,557	17,464	93	29,844	29,686	158	00:00:02	00:00:03
Jun-12	18,708	18,456	252	30,083	29,561	522	00:00:05	00:00:11
Jul-12	18,344	18,301	43	31,873	31,756	117	00:00:04	00:00:07
Aug-12	18,798	18,726	72	31,780	31,598	182	00:00:04	00:00:08
Sep-12	17,512	17,447	65	31,492	31,049	443	00:00:05	00:00:16
Oct-12	17,649	17,597	52	30,747	30,417	330	00:00:05	00:00:13
Nov-12	16,126	16,070	56	28,461	28,374	87	00:00:04	00:00:07
Dec-12	17,692	17,646	46	27,538	27,357	181	00:00:04	00:00:07
Jan-13	15,330	15,327	3	27,576	27,553	23	00:00:03	00:00:05
Feb-13	14,435	14,427	8	25,562	25,530	32	00:00:03	00:00:04
Mar-13	16,079	16,077	2	28,804	28,756	48	00:00:03	00:00:05
Apr-13	15,544	15,540	4	29,459	29,397	62	00:00:03	00:00:05
May-13	17,095	17,077	18	29,970	29,874	96	00:00:04	00:00:07
Jun-13	16,866	16,841	25	30,254	30,095	159	00:00:04	00:00:09
Jul-13	19,188	19,065	123	34,255	33,961	294	00:00:05	00:00:12
Aug-13	18,553	18,504	49	31,948	31,802	146	00:00:04	00:00:08
Sep-13	15,523	15,500	23	28,513	28,407	106	00:00:04	00:00:09
Oct-13	16,607	16,591	16	28,629	28,584	45	00:00:03	00:00:06
Nov-13	15,322	15,316	6	27,555	27,499	56	00:00:04	00:00:06
Dec-13	15,669	15,650	19	26,210	26,149	61	00:00:03	00:00:06
Jan-14	13,810	13,801	9	24,173	24,157	16	00:00:03	00:00:04
Feb-14	13,607	13,601	6	24,433	24,406	27	00:00:04	00:00:06
Mar-14	15,029	15,023	6	26,522	26,454	68	00:00:04	00:00:06
Apr-14	15,326	15,318	8	26,515	26,453	62		
May-14	16,278	16,259	19	28,402	28,269	133		
Jun-14	15,884	15,850	34	29,471	29,247	224		
Jul-14	17,836	17,772	64	32,065	31,749	316		
Aug-14	16,599	16,560	39	29,484	29,244	240		
Sep-14	16,100	16,073	27	29,871	29,652	219		
Oct-14	16,666	16,623	43	30,438	30,147	291	Data not held	
Nov-14	15,784	15,723	61	27,135	26,853	282		
Dec-14	15,842	15,590	252	24,270	23,706	564		
Jan-15	14,009	13,885	124	22,084	21,543	541		
Feb-15	13,692	13,547	145	21,944	21,357	587		
Mar-15	15,047	14,924	123	25,281	24,630	651		
Apr-15	16,474	16,187	287	26,240	24,638	1,602	00:00:10	00:00:35
May-15	16,610	16,336	274	24,381	22,823	1,558	00:00:11	00:00:37
Jun-15	17,024	16,681	343	26,966	24,585	2,381	00:00:13	00:00:51
Jul-15	18,192	17,894	298	27,261	25,502	1,759	00:00:11	00:00:37
Aug-15	19,014	18,582	432	27,005	25,218	1,787	00:00:12	00:00:39
Sep-15	17,749	17,093	656	26,921	23,935	2,986	00:00:15	00:00:59
Oct-15	17,820	17,474	346	27,062	25,553	1,509	00:00:13	00:00:35
Nov-15	16,344	15,969	375	25,005	23,551	1,454	00:00:12	00:00:35
Dec-15	18,603	18,012	591	22,132	21,273	859	00:00:09	00:00:23
Jan-16	14,515	14,402	113	20,260	19,876	384	00:00:07	00:00:15
Feb-16	14,456	14,387	69	19,971	19,760	211	00:00:06	00:00:10
Mar-16	15,275	15,205	70	21,480	21,261	219	00:00:05	00:00:10
Apr-16	15,094	15,036	58	20,541	20,353	188	00:00:06	00:00:11
May-16	17,591	17,344	247	22,993	22,207	786	00:00:11	00:00:27
Jun-16	16,880	16,591	289	23,482	22,442	1,040	00:00:11	00:00:34
Jul-16	20,045	19,345	700	26,368	24,663	1,705	00:00:14	00:00:43
Aug-16	19,269	18,834	435	27,235	25,402	1,833	00:00:12	00:00:48
Sep-16	19,241	18,770	471	28,022	25,105	2,917	00:00:13	00:01:14
Oct-16	18,663	18,365	298	26,326	25,032	1,294	00:00:11	00:00:39
Nov-16	15,495	15,358	137	22,956	22,226	730	00:00:08	00:00:27
Dec-16	18,905	18,478	427	22,005	20,781	1,224	00:00:11	00:00:41
Jan-17	16,080	15,865	215	21,195	20,470	725	00:00:10	00:00:26
Feb-17	15,826	15,449	377	22,088	20,942	1,146	00:00:13	00:00:47
Mar-17	18,360	17,792	568	27,597	25,033	2,564	00:00:14	00:01:04
Apr-17	20,222	18,292	1,930	26,590	21,874	4,716	00:00:23	00:01:48
May-17	20,350	18,935	1,415	29,898	25,334	4,564	00:00:20	00:01:33
Jun-17	20,466	19,396	1,070	29,584	24,163	5,421	00:00:20	00:01:58
Jul-17	23,067	21,311	1,756	32,721	25,087	7,634	00:00:25	00:02:32

Aug-17	22,679	21,402	1,277	38,083	29,719	8,364	00:00:22	00:02:23
Sep-17	20,418	19,406	1,012	34,521	27,863	6,658	00:00:20	00:02:10
Oct-17	22,754	21,315	1,439	37,256	29,579	7,677	00:00:25	00:02:13
Nov-17	19,200	18,337	863	31,291	27,151	4,140	00:00:19	00:01:36
Dec-17	20,490	19,620	870	23,303	20,593	2,710	00:00:16	00:01:30