

Calls for Service 2013 – 2018 Including Median Times. Median Times for Routines unavailable.
Please note: The 2018 data is the total figures for the whole year

Updated Data (In Red)		2013	2014	2015	2016	2017	2018
P1/Immediate Responding within 15 mins	Total Calls/Logs	129009	140568	135565	147670	173626	193567
	Within Target %	89.22	89.41	88.03	84.22	69.68	58.01
	Median	07m54s	08m09s	08m28s	09m05s	11m13s	13m14s
	Longest Time	678665s	1033922s	1155679s	1900363s	1448480s	3394825s
P2/Early Responding within 60 mins	Total Calls/Logs	138916	166675	165888	154374	138887	124697
	Within Target %	87.22	85.36	82.16	75.23	49.88	39.68
	Median	24m50s	27m09s	29m11s	33m08s	01h00m17s	01h31m46s
	Longest Time	1411254s	1546685s	1955748s	3716438s	3715852s	5494763s
P3 within 8 hours	Total Calls/Logs				7340	95233	48996
	Within Target %				78.43	66.67	66.53
	Median				01h26m09s	02h14m09s	01h57m07s
	Longest Time				2890225s	10274898s	8893579s
P4 within 3 days	Total Calls/Logs				4506	15515	65351
	Within Target %				80.48	73.54	76.61
	Median				15h00m45s	20h28m26s	1d00h08m12s
	Longest Time				3096224s	13534622s	17397368s
P5 within 3 days	Total Calls/Logs				3206	65369	31404
	Within Target %				95	93.66	95.65
	Median				59m17s	01h28m09s	01h29m45s
	Longest Time				1386091s	8371549s	13028334s
P6 within 5 days	Total Calls/Logs				2618	38465	39238
	Within Target %				96.24	95.72	93.35
	Median				01h37m56s	07h07m36s	09h52m39s
	Longest Time				1046764s	5422771s	6809717s
Routine	Total Calls/Logs	341333	231478	218997	221104	276	345
	Within Target %	96.48	98.25	98.39	97.87	100	100
	Mean	24746s	16425s	15857s	19078s	8174s	8092s
	Longest Time	13396169s	18145385s	36708922s	13305816s	96665s	164046s