

Month	Average Response Time Incidents received via '9' method			Total Incidents received via '9' method			Incidents Within Target received via '9' method			% Attendance Within Target			Emergency Calls		Non Emergency Calls	
	Immediates	Earlies	Routines <sup>1</sup>	Immediates	Earlies	Routines <sup>1</sup>	Mins	Earlies in 60 Mins	Routines <sup>1</sup> in	Immediates	Earlies	Routines <sup>1</sup>	Calls Demand	Calls Abandoned	Calls Demand	Calls Abandoned
Jan-13	00:10:22	00:40:04	05:59:37	7281	6804	9670	6289	5728	2431	86%	84%	25%	49007	225	111191	2670
Feb-13	00:10:11	00:34:41	08:41:59	6596	5914	8413	5803	5047	1993	88%	85%	24%	43919	242	105847	4955
Mar-13	00:10:20	00:38:43	06:49:34	7162	6428	9320	6306	5422	2274	88%	84%	24%	49200	397	112699	5564
Apr-13	00:10:03	00:39:42	06:32:08	7440	6287	9252	6574	5258	2143	88%	84%	23%	49022	431	113703	4118
May-13	00:10:07	00:30:55	07:41:02	7938	6460	9707	6925	5304	2314	87%	82%	24%	51929	365	117884	3306
Jun-13	00:10:52	00:45:31	08:05:02	7991	6559	9741	6967	5295	2354	87%	81%	24%	53337	482	117301	2042
Jul-13	00:10:33	00:56:33	07:34:24	9254	7620	9401	7886	5898	2398	85%	77%	26%	60735	826	133772	3801
Aug-13	00:10:21	00:50:03	08:26:05	8737	7283	8874	7533	5784	2365	86%	79%	27%	59023	773	121049	3339
Sep-13	00:10:30	00:46:15	09:55:49	7826	6338	7473	6850	5191	1901	88%	82%	25%	51675	395	118781	4586
Oct-13	00:10:30	00:47:31	09:46:05	8025	6743	7772	6957	5591	2090	87%	83%	27%	53610	545	118350	5382
Nov-13	00:09:36	00:47:11	06:59:42	7544	6681	6396	6695	5476	1600	89%	82%	25%	49419	786	108333	8838
Dec-13	00:09:57	00:51:52	05:33:48	8170	6752	5738	7146	5562	1238	87%	82%	22%	49229	663	94182	8003
Jan-14	00:11:21	00:46:16	05:16:55	7716	6584	4924	6668	5454	1190	86%	83%	24%	45966	436	104341	5446
Feb-14	00:10:18	00:50:18	06:49:07	7150	6157	4664	6248	5102	1123	87%	83%	24%	44376	770	99794	7051
Mar-14	00:10:11	00:50:12	06:46:49	8155	7115	5475	7147	5835	1229	88%	82%	22%	50905	1183	110541	7113
Apr-14	00:09:47	00:50:43	05:51:05	8098	6641	5024	7182	5561	1279	89%	84%	25%	48909	869	107098	4463
May-14	00:09:57	00:47:50	07:22:50	8714	6795	5459	7788	5697	1343	89%	84%	25%	51487	692	112362	5102
Jun-14	00:10:22	00:43:51	06:44:42	8619	7004	5052	7623	5883	1392	88%	84%	28%	51557	791	119096	4852
Jul-14	00:10:26	01:00:13	09:15:53	9654	7362	5883	8332	5726	1412	86%	78%	24%	57147	1156	130651	11106
Aug-14	00:11:05	00:51:25	06:33:09	9030	7082	5193	7987	5703	1380	88%	81%	27%	52016	702	114393	8388
Sep-14	00:10:08	00:59:33	06:04:22	8710	6758	5219	7569	5323	1333	87%	79%	26%				
Oct-14	00:10:38	00:46:02	05:17:52	8628	6881	5010	7572	5650	1344	88%	82%	27%	51513	662	122032	7885
Nov-14	00:10:40	00:47:35	05:57:42	7974	6780	4675	6915	5569	1225	87%	82%	26%	49203	683	113436	7675
Dec-14	00:10:13	00:46:38	05:18:12	7926	6214	4204	6886	5118	1118	87%	82%	27%	46305	643	101567	4298

<sup>1</sup> With regard to routine responses, this grade is a catch all for a variety of incidents that require a resource and also a number of incidents that are created for purely administrative reasons only and will never require a resource, so the % of the total within target is not realistic in that a majority % of the incidents will automatically fail as a resource is never allocated.