

## 999 CALLS RECEIVED BETWEEN 01/01/2015 - 31/12/2018 - BROKEN DOWN BY CALENDAR YEAR, MONTH AND GRADING

999 calls	APPOINTMENT	EARLY	IMMEDIATE	P1 IMMEDIATE	P2 PRIORITY RESP	P3 PRIORITY INV	P4 SCHEDULED INV	P5 INITIAL INV	P6 NEIGHBOURHOOD	P7 SUPPORT	P8 INTERNAL TASK	P9 CONTACT RESOLUTION	ROUTINE	ST	STAT	STATION RESOLUT	STATION RESOLUTION	(blank)	Grand Total
Jan-15	626	235	110										2944				9249	4693	17857
Feb-15	558	186	72										2742				9609	4788	17955
Mar-15	585	209	90										3062	1			10155	5645	19747
Apr-15	661	278	101										3256				10467	5015	19778
May-15	708	228	110										3301				10146	5459	19952
Jun-15	793	337	131										3249				11355	5378	21243
Jul-15	687	303	120										3597				11072	6056	21835
Aug-15	738	337	116										3832				11557	6017	22597
Sep-15	763	262	108										3518				10514	5901	21066
Oct-15	719	313	123										3456				10819	6084	21514
Nov-15	615	278	123										3553				10524	5941	21034
Dec-15	650	288	129										3502				9954	6292	20815
Jan-16	585	258	84										3009		1		9084	5757	18778
Feb-16	441	232	95										3129				8908	5144	17949
Mar-16	405	272	99										3741			1	9684	5975	20177
Apr-16	451	297	109										3852	1			8628	6077	19415
May-16	538	370	130										4112				10162	6865	22177
Jun-16	642	515	131										4257				9943	7544	23032
Jul-16	762	730	155										5028				11273	7336	25284
Aug-16	742	714	169										5021				11607	6356	24609
Sep-16	853	715	138									1	4952				10911	6519	24089
Oct-16	883	844	201					1				1	5504				11060	7071	25565
Nov-16	788	579	121	12	76	125	104	84	83	5	13	1326	4168				9802	5568	22854
Dec-16				197	835	1209	822	635	508	50	121	13489	12				1	6348	24227
<b>Grand Total</b>	<b>15193</b>	<b>8780</b>	<b>2765</b>	<b>209</b>	<b>911</b>	<b>1334</b>	<b>926</b>	<b>720</b>	<b>591</b>	<b>55</b>	<b>134</b>	<b>14817</b>	<b>86797</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>236484</b>	<b>143829</b>	<b>513549</b>

Please note that not every call will be graded.

999 calls	P1 IMMEDIATE	P2 PRIORITY RESP	P3 PRIORITY INV	P4 SCHEDULED INV	P5 INITIAL INV	P6 NEIGHBOURHOOD	P7 SUPPORT	P8 INTERNAL TASK	P9 CONTACT RESOLUTION	ROUTINE	(blank)	STATION RESOLUTION	Grand Total
Jan-17	187	669	1078	777	522	402	6	124	12501	5	5591		21862
Feb-17	167	728	1153	773	492	514	5	211	12783	4	5245		22075
Mar-17	221	944	1591	902	647	644	2	206	14352	9	6360	1	25879
Apr-17	245	1165	1681	495	1148	722	2	182	14218	7	6293		26158
May-17	298	1338	1764	2	2013	816	2	124	15599	7	6268		28231
Jun-17	414	2112	1834		1681	745	8	87	14653	6	7132		28672
Jul-17	424	2245	2158	3	1581	790	2	186	15374	5	6513		29281
Aug-17	379	1878	1978		1469	711	2	128	14981	5	6218		27749
Sep-17	396	1965	1970	6	1410	638	6	129	13794	8	5553		25875
Oct-17	498	2124	1936	4	1380	734	4	142	17776	4	3996		28598
Nov-17	433	1804	1496	49	1322	582	3	148	18727	5	2		24571
Dec-17	477	1812	1449	112	1348	535	3	124	18816	3			24679
Jan-18	404	1572	1394	131	1272	568	3	104	17370	2			22820
Feb-18	403	1536	919	780	841	467	5	104	15979	7			21041
Mar-18	473	1809	1074	1051	1018	596	3	132	19112	4			25272
Apr-18	439	1785	1031	1110	980	685	3	129	19183	8			25353
May-18	566	2377	1240	1636	859	894	2	125	21454	9			29162
Jun-18	761	2618	1171	2160	709	1161	4	135	22030	9			30758
Jul-18	942	3073	1200	2501	927	1346	10	87	24411	10			34507
Aug-18	764	2233	958	2207	755	1043	2	112	24039	15			32128
Sep-18	761	2301	946	2162	715	944	4	77	23593	7			31510
Oct-18	620	2123	940	1775	590	863	2	102	24689	6			31710
Nov-18	599	1652	789	1586	580	702		97	23657	9			29671
Dec-18	627	1553	824	1473	521	657		49	24820	12			30536
<b>Grand Total</b>	<b>11498</b>	<b>43416</b>	<b>32574</b>	<b>21695</b>	<b>24780</b>	<b>17759</b>	<b>83</b>	<b>3044</b>	<b>443911</b>	<b>166</b>	<b>59171</b>	<b>1</b>	<b>658098</b>