

Request Reference: 734A/20

Subject: Police 999 and 101 services

Time Period: Current Financial Year so far

a) Average call waiting time.

Emergency calls: 12seconds

Non-Emergency calls: 3minutes 50seconds

b) Abandoned call rate.

Emergency calls: 6,624

Non-Emergency calls: 94,917

c) Number of average calls per day.

Emergency calls: 1,950

Non-Emergency calls: 2,294

Above data are for the period 01 April 2020 to 17 September 2020