

**1) The number of 101 calls which went unanswered in the following periods:**

- a. 2016-17
- b. 2017-18
- c. 2018-19
- d. 2019-20
- e. 2020-21 to date

Nil

**2) The number of 101 calls abandoned in the following periods:**

- a. 2016-17
- b. 2017-18
- c. 2018-19
- d. 2019-20
- e. 2020-21 to date

Calls for Service (Non-Emergency\*) Abandoned Calls:

2016/17		2017/18		2018/19		2019/20		2020/21	
Month-Year	Number	Month-Year	Number	Month-Year	Number	Month-Year	Number	Month-Year	Number
Apr-16	7,561	Apr-17	35,865	Apr-18	11,572	Apr-19	12,084	Apr-20	14,913
May-16	13,168	May-17	41,448	May-18	31,464	May-19	15,715	May-20	12,999
Jun-16	18,992	Jun-17	44,843	Jun-18	44,045	Jun-19	17,282	Jun-20	15,419
Jul-16	31,880	Jul-17	34,626	Jul-18	52,158	Jul-19	19,811	Jul-20	16,572
Aug-16	34,084	Aug-17	23,204	Aug-18	38,720	Aug-19	17,984	Aug-20	22,812
Sep-16	37,858	Sep-17	20,981	Sep-18	43,383	Sep-19	20,499	Sep-20	19,896
Oct-16	33,134	Oct-17	22,737	Oct-18	33,719	Oct-19	22,436	Total	102,611
Nov-16	32,516	Nov-17	21,221	Nov-18	14,901	Nov-19	16,153		
Dec-16	29,070	Dec-17	14,353	Dec-18	10,574	Dec-19	8,296		
Jan-17	34,808	Jan-18	20,362	Jan-19	9,464	Jan-20	19,469		
Feb-17	39,697	Feb-18	21,233	Feb-19	10,677	Feb-20	23,832		
Mar-17	48,499	Mar-18	17,610	Mar-19	22,680	Mar-20	48,237		
Total	361,267	Total	318,483	Total	323,357	Total	241,798		

*\*Includes '101', '0345' and '0845'*

**3) The total number of 101 calls in the following periods:****a. 2016-17****b. 2017-18****c. 2018-19****d. 2019-20****e. 2020-21 to date**Calls for Service (Non-Emergency\*) Total Calls:

2016/17		2017/18		2018/19		2019/20		2020/21	
Month-Year	Number	Month-Year	Number	Month-Year	Number	Month-Year	Number	Month-Year	Number
Apr-16	111,364	Apr-17	117,151	Apr-18	97,226	Apr-19	75,660	Apr-20	61,621
May-16	122,630	May-17	131,378	May-18	115,525	May-19	79,043	May-20	66,395
Jun-16	129,529	Jun-17	137,076	Jun-18	118,873	Jun-19	79,359	Jun-20	69,560
Jul-16	135,401	Jul-17	130,338	Jul-18	124,858	Jul-19	83,081	Jul-20	74,370
Aug-16	130,790	Aug-17	113,318	Aug-18	106,575	Aug-19	77,740	Aug-20	76,343
Sep-16	134,408	Sep-17	107,139	Sep-18	101,296	Sep-19	76,216	Sep-20	73,554
Oct-16	129,459	Oct-17	113,111	Oct-18	98,902	Oct-19	75,603	Total	421,843
Nov-16	123,024	Nov-17	105,937	Nov-18	86,799	Nov-19	71,084		
Dec-16	110,614	Dec-17	90,072	Dec-18	77,919	Dec-19	64,898		
Jan-17	121,802	Jan-18	103,754	Jan-19	85,393	Jan-20	74,786		
Feb-17	116,426	Feb-18	94,894	Feb-19	73,020	Feb-20	72,208		
Mar-17	134,818	Mar-18	99,693	Mar-19	88,876	Mar-20	77,755		
Total	1,500,265	Total	1,343,861	Total	1,175,262	Total	907,433		

*\*Includes '101', '0345' and '0845'*