

NUMBER AND PROPORTION OF EMERGENCY CALLS NOT RESPONDED TO WITHIN THE TARGET TIME

Date	P1 Response					P2 Response				
	Total Incidents	Within 15 Minutes	Missed Response Time	Did Not Attend	Percentage SLA Met	Total Incidents	Within 1 Hour	Missed Response Times	Did Not Attend	Percentage SLA Met
April 2019	~	~	~	~		~	~	~	~	
May 2019	~	~	~	~		~	~	~	~	
June 2019	~	~	~	~		~	~	~	~	
July 2019	~	~	~	~		~	~	~	~	
August 2019	~	~	~	~		~	~	~	~	
September 2019	~	~	~	~		~	~	~	~	
October 2019	~	~	~	~		~	~	~	~	
November 2019	~	~	~	~		~	~	~	~	
December 2019	~	~	~	~		~	~	~	~	
January 2020	~	~	~	~		~	~	~	~	
February 2020	~	~	~	~		~	~	~	~	
March 2020	14949	5959	6335	2655	39.86%	7797	1900	2884	3013	24.37%
April 2020	14640	7128	5099	2413	48.69%	13435	4539	3808	5088	33.78%
May /2020	16821	7897	6019	2905	46.95%	11979	3686	3603	4690	30.77%
June 2020	15728	7275	6052	2401	46.26%	8928	2743	3366	2819	30.72%
July 2020	17057	7575	7131	2351	44.41%	8383	2453	3446	2484	29.26%
August 2020	16476	7054	7725	1697	42.81%	8272	2381	3750	2141	28.78%
September 2020	14715	6538	6747	1430	44.43%	8141	2430	3523	2188	29.85%
October 2020	14555	6435	6789	1331	44.21%	8738	2793	3609	2336	31.96%
November 2020	13361	6233	5985	1143	46.65%	9114	3237	3704	2173	35.52%
December 2020	13701	6345	6389	967	46.31%	8258	3965	3219	1074	48.01%
January 2021	12441	5736	5895	810	46.11%	7911	3495	3160	1256	44.18%
February 2021	11597	5526	5362	709	47.65%	7022	3222	2821	979	45.88%
March 2021	13345	6537	5981	827	48.98%	7874	3448	3371	1055	43.79%
April 2021	13892	6532	6339	1021	47.02%	7446	3005	3435	1006	40.36%
May 2021	15020	6701	7187	1132	44.61%	7813	3003	3727	1083	38.44%
June 2021	15589	6374	7949	1266	40.89%	7887	2312	3927	1648	29.31%
July 2021	16753	6484	8679	1590	38.70%	7801	2173	3717	1911	27.86%

August 2021	15746	6330	8074	1342	40.20%	7463	2302	3610	1551	30.85%
September 2021	15276	5934	8058	1284	38.85%	7087	1951	3402	1734	27.53%
October 2021	15738	6265	8088	1385	39.81%	7705	2420	3731	1554	31.41%
November 2021	14827	6063	7508	1256	40.89%	7952	2242	3891	1819	28.19%
December 2021	15203	6123	7770	1310	40.27%	7896	2045	3979	1872	25.90%
January 2022	14259	5860	7253	1146	41.10%	7876	2120	3946	1810	26.92%
February 2022	13295	5344	6787	1164	40.20%	7388	1899	3573	1916	25.70%
March 2022	14870	6001	7446	1423	40.36%	8350	2045	3957	2348	24.49%
April 2022	15021	5986	7670	1365	39.85%	7811	1933	3771	2107	24.75%
May 2022	15770	6138	8144	1488	38.92%	8284	1855	3891	2538	22.39%
June 2022	15403	6034	7885	1484	39.17%	8085	1868	3778	2439	23.10%
July 2022	16476	6219	8588	1669	37.75%	8420	1879	3891	2650	22.32%
August 2022	17177	6719	8647	1811	39.12%	8559	2097	4218	2244	24.50%
September 2022	15446	6117	7778	1551	39.60%	7888	1847	3698	2343	23.42%
October 2022	16370	6456	8164	1750	39.44%	8075	1996	3915	2164	24.72%
November 2022	14755	5764	7322	1669	39.06%	7831	1914	3835	2082	24.44%
December 2022	14988	6174	7127	1687	41.19%	7271	1909	3645	1717	26.25%

Date	P3 Response				
	Total Incidents	Within 24 Hours	Missed Response Times	Did not Attend	Percentage SLA Met
April 2019	~	~	~	~	
May 2019	~	~	~	~	
June 2019	~	~	~	~	
July 2019	~	~	~	~	
August 2019	~	~	~	~	
September 2019	~	~	~	~	
October 2019	~	~	~	~	
November 2019	~	~	~	~	
December 2019	~	~	~	~	
January 2020	~	~	~	~	
February 2020	~	~	~	~	
March 2020	2507	693	174	1640	27.64%

April 2020	5232	1907	155	3170	36.45%
May /2020	6184	1987	181	4016	32.13%
June 2020	4120	1504	288	2328	36.50%
July 2020	3407	1187	266	1954	34.84%
August 2020	2916	1018	272	1626	34.91%
September 2020	3058	1159	230	1669	37.90%
October 2020	2801	1130	158	1513	40.34%
November 2020	3142	1398	173	1571	44.49%
December 2020	3350	1947	234	1169	58.12%
January 2021	7911	3495	3160	1256	44.18%
February 2021	7022	3222	2821	979	45.88%
March 2021	7874	3448	3371	1055	43.79%
April 2021	7446	3005	3435	1006	40.36%
May 2021	7813	3003	3727	1083	38.44%
June 2021	7887	2312	3927	1648	29.31%
July 2021	7801	2173	3717	1911	27.86%
August 2021	7463	2302	3610	1551	30.85%
September 2021	7087	1951	3402	1734	27.53%
October 2021	7705	2420	3731	1554	31.41%
November 2021	7952	2242	3891	1819	28.19%
December 2021	7896	2045	3979	1872	25.90%
January 2022	2679	631	262	1786	23.55%
February 2022	2760	584	247	1929	21.16%
March 2022	2758	545	231	1982	19.76%
April 2022	2656	579	187	1890	21.80%
May 2022	2880	516	203	2161	17.92%
June 2022	2763	599	180	1984	21.68%
July 2022	2678	619	236	1823	23.11%
August 2022	2565	724	270	1571	28.23%
September 2022	2663	613	180	1870	23.02%
October 2022	2800	642	178	1980	22.93%
November 2022	2561	637	167	1757	24.87%
December 2022	3033	960	199	1874	31.65%