

Police Service of Northern Ireland

Emergency and non-emergency telephone call statistics

PSNI receive incoming emergency telephone calls via the '999' system. This is a UK wide system which operates for all emergency services, police, fire and coastguard. Upon dialling '999' the caller will be connected to an emergency services operators from BT and asked which emergency service they require. Those callers who require the police and are located in Northern Ireland are transferred to PSNI Contact Management Staff on dedicated telephone lines which are prioritised. The target answer time for an emergency call is 10 seconds from connection to PSNI; this reflects a national target which is applicable across the UK. The '999' emergency system should only be used for incidents where:

- Someone's life is at risk;
- A crime is happening now;
- The offenders are still at the scene;
- A serious road traffic collision.

If a person uses the '999' system where it is not an emergency the operator will politely advise them to ring back on the non-emergency '101' number.

PSNI also receive incoming telephone calls via the non-emergency '101'. This is a UK wide system which provides a single, non-emergency contact number for the police service. Upon dialling '101' the caller is directed to the police service responsible for that location. In Northern Ireland all '101' calls are connected to the Police Service of Northern Ireland. Upon connection to the PSNI callers are offered a number of choices, which can change, depending on need. Currently those options are:

- Option 1 - To speak to an officer or Department
- Option 2 - For information advice or guidance in relation to Coronavirus;
- Option 3 - To use the Quick-Check service;
- Option 4 - To report a crime or incident.

Once a report of an incident or crime is received by the PSNI we assess the information and determine what grade of response the incident or crime requires. This is determined by a number of factors and there are currently four response grades.

- Emergency response
- Priority response
- Scheduled response
- Early resolution

The views of the reporting person will inform the decision on what grade is appropriate, however it will not determine it.

Emergency Response

An incident is reported to police which is taking place and in which there is or is likely to be:

- Danger to life;
- Use or immediate threat of violence;
- Serious Injury to a person;
- Serious damage to property.
- The report related to criminal conduct, where:
- The crime is or is likely to be serious and is in progress;
- An offender has been disturbed at the scene;
- An offender has been detained and poses or is likely to pose a risk to others.

The report relates to a traffic collision, where:

- It involves or is likely to involve serious personal injury.
- The road is blocked due to vehicles being immobilised or there is a dangerous build-up of traffic.

Where the above does not apply a contact can be graded as an emergency if the circumstances are such that the police contact handler has strong and objective reasons for believing that the incident should be classified as an emergency.

Priority Response

There is a degree of importance or urgency but an emergency response is not required, for example:

- Genuine concern for somebody's safety;
- A witness or other evidence is likely to be lost;
- RTC involving injury or a serious obstruction;
- A person is suffering extreme distress or deemed to be extremely vulnerable;
- Hate Crime;
- Other locally identified issue.

Scheduled Response

The response time is not critical to apprehending offenders, the matter is service orientated and a better quality of initial action can be taken if dealt with by a pre-arranged response by a police officer or other appropriate resource or by attendance at a police station, clinic or surgery.

Early Resolution

The needs of the caller have been met through telephone advice or information, the involvement of another agency or service through some other method.

Abandoned Calls

An abandoned call is a call which has been terminated by the caller prior to being connected to a PSNI Call Handler, this may be a for a variety of reasons such as deciding to report an incident online.

Below is the telephone call date for the calendar years 2016-2023.

On an on-going basis Police Service of Northern Ireland will publish our call data.

2016

| C&C Incident Type | January | February | March | April | May | June | July | August | September | October | November | December | Annual Total |
|---|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|--------------|
| EMERGENCY Incidents | 1427 | 1307 | 1426 | 1469 | 1547 | 1560 | 1608 | 1805 | 1672 | 1802 | 1589 | 1759 | 14811 |
| PRIORITY Incidents | 21763 | 21136 | 23820 | 22409 | 24368 | 23460 | 25633 | 24733 | 23301 | 25204 | 21521 | 23310 | 280658 |
| SCHEDULED | 376 | 389 | 394 | 494 | 516 | 573 | 464 | 465 | 597 | 445 | 431 | 417 | 5561 |
| EARLY RESOLUTION | 13752 | 14514 | 16186 | 16930 | 18981 | 19452 | 18684 | 19509 | 19256 | 19187 | 16714 | 17849 | 211014 |
| Non-Emergency Total | 35891 | 36039 | 40400 | 39833 | 43865 | 43485 | 44781 | 44707 | 43154 | 44836 | 38666 | 41576 | 497233 |
| Total 999 Calls | 13274 | 12499 | 14203 | 13297 | 14984 | 14852 | 15454 | 15884 | 15035 | 15766 | 13316 | 15126 | 173690 |
| 999 abandon rate | 1.20% | 1.70% | 1.23% | 1.43% | 1.43% | 2.13% | 1.60% | 2.00% | 1.30% | 1.53% | 0.93% | 1.60% | 1.51% |
| 999's Answered on target (10 secs) | 90.80% | 93.43% | 94.57% | 96.57% | 98.50% | 91.70% | 93.10% | 92.03% | 93.47% | 92.50% | 95.40% | 91.40% | 93.62% |
| 999 Average Answer time | 00:06 | 00:07 | 00:07 | 00:06 | 00:06 | 00:06 | 00:06 | 00:07 | 00:06 | 00:07 | 00:06 | 00:06 | 00:06 |
| 999 Longest Wait | 01:14 | 01:22 | 04:31 | 04:08 | 02:31 | 03:02 | 02:01 | 03:12 | 01:50 | 02:06 | 01:06 | 03:09 | 04:31 |
| 999's Abandoned | 159 | 212 | 175 | 191 | 215 | 317 | 247 | 318 | 195 | 242 | 124 | 242 | 2638 |
| 101 - Total Non-Emergency Calls | 40165 | 41817 | 47942 | 42226 | 46577 | 46502 | 46174 | 49716 | 47342 | 47958 | 39998 | 45723 | 542140 |
| 101 abandon rate | 3.30% | 4.50% | 4.60% | 2.16% | 2.24% | 2.50% | 1.60% | 2.00% | 3.00% | 2.93% | 2.13% | 4.10% | 2.92% |
| Non-Emergency Answered on target (10 secs) | 86.00% | 86.23% | 85.83% | 96.97% | 91.97% | 91.90% | 93.03% | 91.10% | 91.23% | 90.90% | 93.60% | 87.90% | 90.56% |
| 101 Average Answer time | 00:24 | 00:25 | 00:25 | 00:15 | 00:15 | 00:16 | 00:15 | 00:17 | 00:17 | 00:17 | 00:11 | 00:22 | 00:18 |
| 101 Longest Wait | 25:25 | 26:00 | 16:33 | 14:29 | 17:04 | 13:40 | 13:28 | 16:10 | 28:55 | 15:07 | 18:11 | 16:45 | 28:55 |
| 101's Abandoned | 1345 | 1793 | 2083 | 878 | 1029 | 1087 | 1007 | 1457 | 1351 | 1339 | 824 | 1815 | 16008 |
| Total Calls | 53439 | 54316 | 62145 | 55523 | 61561 | 61354 | 61628 | 65600 | 62377 | 63724 | 53314 | 60849 | 715830 |

2017

| C&C Incident Type | January | February | March | April | May | June | July | August | September | October | November | December | Annual Total |
|---|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|--------------|
| EMERGENCY Incidents | 1412 | 1183 | 1708 | 1719 | 1745 | 1879 | 2410 | 1821 | 2048 | 2107 | 1843 | 2304 | 22179 |
| PRIORITY Incidents | 21309 | 20739 | 22270 | 22598 | 24172 | 23739 | 25676 | 23902 | 23466 | 24873 | 22189 | 24798 | 279731 |
| SCHEDULED | 382 | 457 | 524 | 473 | 564 | 527 | 435 | 543 | 511 | 572 | 267 | 470 | 5725 |
| EARLY RESOLUTION | 16822 | 17240 | 17862 | 17628 | 20233 | 19955 | 20371 | 20997 | 21899 | 24965 | 22410 | 22814 | 243196 |
| Non-Emergency Total | 38513 | 38436 | 40656 | 40699 | 44969 | 44221 | 46482 | 45442 | 45876 | 50410 | 44866 | 48082 | 528652 |
| Total 999 Calls | 13429 | 12814 | 14299 | 15011 | 15437 | 14731 | 15600 | 15097 | 14515 | 15207 | 13381 | 15544 | 175065 |
| 999 abandon rate | 2.07% | 2.10% | 1.73% | 2.17% | 2.90% | 2.23% | 1.30% | 1.03% | 1.07% | 1.00% | 1.07% | 1.03% | 1.64% |
| 999's Answered on target (10 secs) | 97.87% | 91.00% | 90.67% | 89.37% | 88.90% | 88.17% | 94.63% | 90.00% | 94.03% | 95.10% | 95.53% | 95.93% | 92.60% |
| 999 Average Answer time | 00:07 | 00:07 | 00:07 | 00:07 | 00:07 | 00:07 | 00:06 | 00:06 | 00:06 | 00:06 | 00:06 | 00:06 | 00:06 |
| 999 Longest Wait | 01:26 | 01:35 | 03:00 | 04:17 | 04:12 | 06:40 | 02:47 | 01:59 | 02:02 | 02:29 | 02:01 | 01:49 | |
| 999's Abandoned | 278 | 269 | 248 | 325 | 448 | 329 | 203 | 156 | 155 | 152 | 143 | 161 | 2866 |
| 101 - Total Non-Emergency Calls | 40165 | 43161 | 48244 | 50250 | 57342 | 58594 | 58341 | 54037 | 47830 | 52550 | 48721 | 49127 | 608362 |
| 101 abandon rate | 2.80% | 3.87% | 5.57% | 5.80% | 6.80% | 8.13% | 6.77% | 5.20% | 3.57% | 4.53% | 5.30% | 5.57% | 5.33% |
| Non-Emergency Answered on target (10 secs) | 88.43% | 86.10% | 82.73% | 81.73% | 79.33% | 74.73% | 78.63% | 82.03% | 83.53% | 84.13% | 80.70% | 80.57% | 81.89% |
| 101 Average Answer time | 00:20 | 00:24 | 00:30 | 00:31 | 00:35 | 00:42 | 00:36 | 00:29 | 00:28 | 00:26 | 0:00:33 | 0:00:31 | 00:18 |
| 101 Longest Wait | 25:25 | 16:46 | 20:26 | 18:07 | 16:31 | 36:22 | 19:48 | 19:23 | 21:25 | 13:28 | 0:17:56 | 0:15:25 | 36:22 |
| 101's Abandoned | 1115 | 1682 | 2681 | 2926 | 3923 | 4770 | 3948 | 2810 | 1706 | 2382 | 2582 | 2735 | 33260 |
| Total Calls | 53594 | 55975 | 62543 | 65261 | 72779 | 73325 | 73941 | 69134 | 62345 | 67757 | 62102 | 64671 | 783427 |

2018

| C&C Incident Type | January | February | March | April | May | June | July | August | September | October | November | December | Annual Total |
|---|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|--------------|
| EMERGENCY Incidents | 1844 | 1397 | 2026 | 1744 | 2222 | 2131 | 2183 | 1979 | 2101 | 1932 | 1812 | 2014 | 23385 |
| PRIORITY Incidents | 21831 | 18001 | 22610 | 21243 | 23752 | 23714 | 22200 | 22919 | 22481 | 23476 | 21533 | 21915 | 265675 |
| SCHEDULED | 427 | 408 | 361 | 376 | 391 | 266 | 196 | 229 | 160 | 199 | 143 | 122 | 3278 |
| EARLY RESOLUTION | 22502 | 19720 | 22223 | 20612 | 24050 | 25738 | 25034 | 22935 | 21369 | 21818 | 21132 | 21969 | 269102 |
| Non-Emergency Total | 44760 | 38129 | 45194 | 42231 | 48193 | 49718 | 47430 | 46083 | 44010 | 45493 | 42808 | 44006 | 538055 |
| Total 999 Calls | 14132 | 14680 | 13764 | 13547 | 16444 | 17445 | 17600 | 16986 | 16967 | 24695 | 15720 | 17470 | 199450 |
| 999 abandon rate | 3.10% | 1.59% | 0.06% | 2.25% | 0.46% | 1.23% | 1.73% | 1.57% | 2.16% | 1.33% | 0.89% | 0.0089 | 1.44% |
| 999's Answered on target (10 secs) | 95.37% | 95.80% | 96.34% | 97.17% | 92.91% | 88.60% | 89.50% | 88.60% | 87.00% | 88.90% | 92.70% | 95.15% | 92.34% |
| 999 Average Answer time | 00:06 | 00:06 | 00:05 | 00:05 | 00:06 | 00:07 | 00:07 | 00:07 | 00:07 | 00:07 | 00:06 | 00:05 | 00:00:06 |
| 999 Longest Wait | 02:58 | 02:06 | 01:05 | 01:29 | 04:19 | 02:28 | 05:01 | 02:28 | 03:28 | 02:59 | 02:59 | 02:01 | 05:01 |
| 999's Abandoned | 438 | 234 | 8 | 305 | 76 | 215 | 304 | 267 | 367 | 238 | 154 | 22 | 2628 |
| 101 - Total Non-Emergency Calls | 50456 | 47166 | 57783 | 56241 | 63932 | 65714 | 66657 | 65527 | 61998 | 66160 | 57665 | 42533 | 701832 |
| 101 abandon rate | 6.70% | 3.91% | 12.73% | 18.00% | 16.47% | 16.50% | 3.60% | 24.15% | 31.80% | 24.20% | 24.18% | 14% | 16.39% |
| Non-Emergency Answered on target (30 secs) | 78.90% | 67.79% | 57.95% | 38.00% | 46.75% | 34.50% | 41.11% | 33.54% | 31.75% | 34.30% | 43.06% | 51.90% | 46.63% |
| 101 Average Answer time | 00:38 | 00:34 | 00:58 | 01:11 | 01:16 | 02:02 | 01:43 | 02:11 | 02:06 | 02:09 | 01:45 | 01:21 | 01:32:67 |
| 101 Longest Wait | 23:35 | 28:35 | 10:41 | 12:02 | 11:26 | 23:02 | 20:49 | 23:39 | 15:40 | 16:53 | 16:53 | 19:29 | 28:35 |
| 101's Abandoned | 3380 | 1844 | 7355 | 5117 | 6280 | 9575 | 9071 | 12278 | 12436 | 12059 | 10007 | 6139 | 95541 |
| Total Calls | 64588 | 61846 | 71547 | 69788 | 80376 | 83159 | 84257 | 82513 | 78965 | 90855 | 73385 | 60003 | 901282 |

2019

| C&C Incident Type | January | February | March | April | May | June | July | August | September | October | November | December | Running Total |
|---|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|---------------|
| EMERGENCY Incidents | 1752 | 1610 | 2041 | 1874 | 1209 | 4936 | 4021 | 3507 | 3689 | 3358 | 3782 | 3529 | 35308 |
| PRIORITY Incidents | 20927 | 20267 | 22423 | 22656 | 14754 | 26227 | 29058 | 29871 | 28174 | 28549 | 25603 | 26701 | 295210 |
| SCHEDULED | 106 | 125 | 155 | 125 | 65 | 306 | 108 | 122 | 69 | 65 | 75 | 40 | 1361 |
| EARLY RESOLUTION | 21595 | 20257 | 24717 | 22421 | 15504 | 9688 | 8455 | 8537 | 8137 | 8531 | 1912 | 8384 | 158138 |
| Non-Emergency Total | 42628 | 40649 | 47295 | 45202 | 30323 | 36221 | 37621 | 38530 | 36380 | 37145 | 38135 | 35125 | 465254 |
| Total 999 Calls | 14715 | 14258 | 16187 | 16346 | 17034 | 17670 | 18604 | 18539 | 17307 | 16681 | 14928 | 17062 | 199331 |
| 999 abandon rate | 0.14% | 0.00% | 0.02% | 0.05% | 0.29% | 0.48% | 0.13% | 0.07% | 0.13% | 0.07% | 0.05% | 0.05% | 0.12% |
| 999's Answered on target (10 secs) | 95.20% | 96.10% | 95.70% | 94.90% | 90.40% | 90.40% | 91.60% | 94.00% | 94.10% | 94.70% | 95.60% | 95.40% | 94.01% |
| 999 Average Answer time | 00:05 | 00:05 | 00:05 | 00:05 | 00:07 | 00:07 | 00:06 | 00:05 | 00:05 | 00:05 | 00:05 | 00:05 | 00:05 |
| 999 Longest Wait | 02:07 | 00:44 | 02:09 | 02:01 | 03:32 | 02:24 | 02:10 | 02:00 | 02:03 | 01:55 | 01:05 | 02:09 | 03:32 |
| 999's Abandoned | 21 | 0 | 34 | 9 | 49 | 84 | 24 | 13 | 22 | 12 | 7 | 8 | 283 |
| 101 - Total Non-Emergency Calls | 41416 | 38777 | 42692 | 43770 | 46181 | 45770 | 48542 | 45884 | 42809 | 42715 | 38135 | 38124 | 514815 |
| 101 abandon rate | 7.00% | 5.00% | 4.00% | 10.00% | 15.10% | 18.90% | 18.50% | 6.52% | 5.81% | 5.90% | 2.80% | 2.40% | 8.49% |
| Non-Emergency Answered on target (30 secs) | 60.90% | 65.10% | 70.50% | 59.70% | 50.60% | 42.60% | 41.80% | 70.80% | 72.70% | 74.80% | 86.60% | 86.90% | 65.25% |
| 101 Average Answer time | 00:56 | 00:44 | 00:36 | 00:55 | 01:24 | 01:50 | 01:50 | 00:37 | 00:34 | 00:35 | 00:19 | 00:18 | 00:53 |
| 101 Longest Wait | 19:35 | 11:34 | 13:56 | 21:34 | 23:05 | 19:35 | 17:04 | 11:02 | 12:26 | 13:33 | 08:33 | 07:56 | 21:34 |
| 101's Abandoned | 3042 | 2246 | 2657 | 4385 | 6989 | 8671 | 9004 | 2994 | 2489 | 2502 | 1061 | 914 | 46954 |
| Total Calls | 56131 | 53035 | 58879 | 60116 | 63215 | 63440 | 67146 | 64423 | 60116 | 59396 | 53063 | 55186 | 714146 |

2020

| C&C Incident Type | January | February | March | April | May | June | July | August | September | October | November | December | Running Total |
|---|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|---------------|
| EMERGENCY Incidents | 3329 | 2957 | 2697 | 2490 | 2694 | 3057 | 3066 | 3437 | 2954 | 2824 | 2887 | 2988 | 35380 |
| PRIORITY Incidents | 25347 | 24581 | 23217 | 24252 | 26489 | 26178 | 28135 | 27260 | 26436 | 26463 | 23048 | 23579 | 305240 |
| SCHEDULED | 55 | 36 | 29 | 132 | 65 | 67 | 67 | 99 | 67 | 58 | 62 | 60 | 797 |
| EARLY RESOLUTION | 7766 | 7663 | 6444 | 6134 | 11562 | 5793 | 6318 | 6930 | 6394 | 6377 | 6004 | 6510 | 109862 |
| Non-Emergency Total | 33168 | 32280 | 29690 | 30518 | 38116 | 32038 | 34520 | 34289 | 32897 | 32898 | 29114 | 30149 | 415899 |
| Total 999 Calls | 15604 | 15315 | 14650 | 12003 | 14019 | 14503 | 15870 | 16543 | 14757 | 14564 | 13358 | 14987 | 176173 |
| 999 abandon rate | 0.04% | 0.02% | 0.05% | 0.00% | 0.05% | 0.03% | 0.04% | 0.06% | 0.04% | 0.04% | 0.04% | 0.26% | 0.04% |
| 999's Answered on target (10 secs) | 95.75% | 95.47% | 95.00% | 95.30% | 93.90% | 94.30% | 95.30% | 94.20% | 93.9% | 93.3% | 93.9% | 92.6% | 94.42% |
| 999 Average Answer time | 00:05 | 00:06 | 00:06 | 00:06 | 00:06 | 00:06 | 00:06 | 00:06 | 00:06 | 00:06 | 00:06 | 00:06 | 00:06 |
| 999 Longest Wait | 01:17 | 01:13 | 00:55 | 00:34 | 01:28 | 02:01 | 02:03 | 02:09 | 01:42 | 01:44 | 01:19 | 02:09 | 02:23 |
| 999's Abandoned | 7 | 3 | 8 | 0 | 7 | 5 | 8 | 5 | 6 | 6 | 6 | 39 | 100 |
| 101 - Total Non-Emergency Calls | 38511 | 36798 | 34655 | 35068 | 39660 | 39456 | 41741 | 41777 | 40469 | 40347 | 35448 | 36805 | 460,735 |
| 101 abandon rate | 2.30% | 3.00% | 2.19% | 2.98% | 3.90% | 4.20% | 4.01% | 5.20% | 4.80% | 5.80% | 4.20% | 4.80% | 3.9% |
| Non-Emergency Answered on target (30 secs) | 87.05% | 81.49% | 86.49% | 82.40% | 79.00% | 75.95% | 74.87% | 69.90% | 69.10% | 67.30% | 73.00% | 71.90% | 76.54% |
| 101 Average Answer time | 00:18 | 00:26 | 00:19 | 00:26 | 00:31 | 00:35 | 00:35 | 00:44 | 00:44 | 00:48 | 00:39 | 00:40 | 00:33 |
| 101 Longest Wait | 08:41 | 08:09 | 08:21 | 16:22 | 12:12 | 13:03 | 09:52 | 17:31 | 15:09 | 11:23 | 11:06 | 19:15 | 19:15 |
| 101's Abandoned | 886 | 1104 | 760 | 1045 | 1556 | 1656 | 1673 | 2159 | 1953 | 2320 | 1481 | 1760 | 1,529 |
| Total Calls | 54115 | 52113 | 49305 | 47071 | 53679 | 53,959 | 57,611 | 58,320 | 55,226 | 54,911 | 48806 | 51792 | 636,908 |

2021

| C&C Incident Type | January | February | March | April | May | June | July | August | September | October | November | December | Running Total |
|---|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|---------------|
| EMERGENCY Incidents | 2767 | 3049 | 3057 | 2802 | 3150 | 3417 | 3542 | 3373 | 3854 | 3678 | 3189 | 2988 | 38,866 |
| PRIORITY Incidents | 21030 | 21073 | 25527 | 25780 | 23976 | 27656 | 28619 | 26308 | 24358 | 27580 | 23908 | 23579 | 299,394 |
| SCHEDULED | 53 | 59 | 82 | 94 | 65 | 72 | 683 | 437 | 103 | 79 | 79 | 60 | 1,894 |
| EARLY RESOLUTION | 5712 | 13880 | 6494 | 6793 | 7387 | 7615 | 7426 | 6581 | 5877 | 7081 | 6676 | 6510 | 88,032 |
| Non-Emergency Total | 26795 | 35012 | 32103 | 32667 | 31435 | 35954 | 36482 | 32992 | 30314 | 34740 | 30677 | 30149 | 389,320 |
| Total 999 Calls | 12850 | 12188 | 14530 | 15188 | 16791 | 17382 | 19267 | 18244 | 16799 | 17768 | 15499 | 14987 | 193,569 |
| 999 abandon rate | 0.03% | 0.02% | 0.43% | 0.43% | 0.26% | 0.40% | 1.29% | 1.73% | 0.33% | 0.33% | 1.39% | 0.57% | 0.60% |
| 999's Answered on target (10 secs) | 94.8% | 95.5% | 93.0% | 92.3% | 92.4% | 91.7% | 87.7% | 87.6% | 92.2% | 93.2% | 93.8% | 93.0% | 92.27% |
| 999 Average Answer time | 00:05 | 00:06 | 00:07 | 00:06 | 00:06 | 00:07 | 00:08 | 00:09 | 00:07 | 00:06 | 00:06 | 00:06 | 00:06 |
| 999 Longest Wait | 01:37 | 01:34 | 02:35 | 03:04 | 03:55 | 03:11 | 04:18 | 05:05 | 04:48 | 03:07 | 07:17 | 03:59 | 05:05 |
| 999's Abandoned | 4 | 3 | 51 | 65 | 44 | 70 | 248 | 315 | 56 | 59 | 216 | 98 | 1229 |
| 101 - Total Non-Emergency Calls | 34054 | 33811 | 40479 | 39612 | 42748 | 46580 | 47344 | 43999 | 43746 | 43217 | 38677 | 39073 | 493,340 |
| 101 abandon rate | 2.30% | 4.52% | 7.05% | 7.92% | 8.30% | 12.50% | 15.90% | 18.70% | 20.80% | 12.10% | 10.70% | 13.29% | 11.2% |
| Non-Emergency Answered on target (30 secs) | 73.10% | 71.40% | 64.40% | 60.81% | 58.00% | 53.70% | 56.74% | 40.18% | 34.80% | 49.50% | 57.01% | 48.80% | 55.70% |
| 101 Average Answer time | 00:41 | 00:43 | 01:02 | 01:11 | 01:13 | 01:49 | 02:11 | 02:34 | 03:05 | 01:45 | 01:31 | 01:50 | 01:37 |
| 101 Longest Wait | 08:41 | 08:09 | 18:24 | 19:15 | 19:35 | 19:49 | 25:39 | 27:00 | 34:43 | 22:40 | 53:00 | 25:12 | 18:52 |
| 101's Abandoned | 1526 | 1528 | 2853 | 3139 | 3529 | 5842 | 7530 | 8211 | 9119 | 5217 | 4141 | 5192 | 57,827 |
| Total Calls | 46,904 | 45,999 | 55,009 | 54,800 | 59,539 | 63,692 | 66,611 | 62,243 | 60,545 | 60,895 | 54,176 | 56,136 | 686,909 |

2022

| C&C Incident Type | January | February | March | April | May | June | July | August | September | October | November | December | Running Total |
|---|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|---------------|
| EMERGENCY Incidents | 2624 | 2706 | 3091 | 2655 | 3012 | 3314 | 3300 | 3380 | 3266 | 3196 | 3294 | 3193 | 37,031 |
| PRIORITY Incidents | 22446 | 21058 | 24640 | 24602 | 25318 | 24782 | 26208 | 26710 | 24337 | 26077 | 24307 | 23786 | 294,271 |
| SCHEDULED | 90 | 71 | 99 | 79 | 96 | 150 | 68 | 56 | 65 | 55 | 32 | 42 | 903 |
| EARLY RESOLUTION | 6477 | 6217 | 7185 | 6931 | 7280 | 6731 | 6761 | 7125 | 6724 | 7236 | 7388 | 7930 | 83,985 |
| Non-Emergency Total | 29013 | 27346 | 31924 | 31612 | 32694 | 31663 | 3303 | 33891 | 31126 | 33368 | 31727 | 31758 | 379,159 |
| Total 999 Calls | 15959 | 14333 | 16930 | 16932 | 18251 | 18392 | 19293 | 19716 | 17508 | 17675 | 16758 | 18240 | 209,987 |
| 999 abandon rate | 0.19% | 0.27% | 0.48% | 0.42% | 1.10% | 0.42% | 0.27% | 0.29% | 0.10% | 0.03% | 0.12% | 0.12% | 0.32% |
| 999's Answered on target (10 secs) | 95.2% | 9.5.1% | 93.8% | 93.4% | 91.6% | 94.1% | 95.2% | 93.8% | 95.9% | 96.6% | 96.5% | 96.9% | 94.83% |
| 999 Average Answer time | 00:05 | 00:06 | 00:06 | 00:06 | 00:07 | 00:06 | 00:05 | 00:06 | 00:05 | 00:05 | 00:05 | 00:05 | 00:05 |
| 999 Longest Wait | 02:03 | 05:50 | 03:25 | 03:07 | 04:07 | 04:30 | 05:01 | 03:32 | 03:12 | 01:47 | 02:55 | 04:08 | 05:50 |
| 999's Abandoned | 30 | 38 | 82 | 71 | 200 | 77 | 53 | 58 | 17 | 5 | 20 | 21 | 672 |
| 101 - Total Non-Emergency Calls | 39519 | 34346 | 39325 | 39519 | 46039 | 45818 | 46024 | 48419 | 42775 | 41135 | 39866 | 36281 | 499,070 |
| 101 abandon rate | 19.28% | 11.52% | 13.30% | 15.70% | 24.50% | 28.30% | 28.80% | 28.20% | 24.91% | 11.30% | 12.60% | 12.73% | 19.3% |
| Non-Emergency Answered on target (30 secs) | 42.39% | 55.16% | 47.60% | 40.80% | 30.10% | 26.90% | 25.08% | 23.50% | 30.75% | 49.87% | 48.00% | 48.10% | 39.02% |
| 101 Average Answer time | 02:48 | 01:42 | 01:59 | 02:21 | 03:41 | 04:19 | 04:26 | 04:20 | 03:51 | 01:35 | 01:49 | 01:47 | 02:53 |
| 101 Longest Wait | 34:00 | 27:04 | 24:07 | 24:54 | 30:23 | 35:41 | 41:42 | 26:00 | 35:34 | 15:00 | 26:53 | 19:14 | 41:42 |
| 101's Abandoned | 7600 | 3957 | 5224 | 6190 | 11269 | 11269 | 13243 | 13648 | 10655 | 4655 | 5038 | 4620 | 97,368 |
| Total Calls | 55,478 | 48,679 | 56,269 | 56,451 | 64,290 | 64,210 | 65,317 | 68,135 | 60,283 | 58,810 | 56,624 | 54,521 | 539,102 |

2023

| C&C Incident Type | January | February | March | April | May | June | July | August | September | October | November | December | Running Total |
|---|---------|----------|--------|--------|--------|--------|--------|--------|-----------|---------|----------|----------|---------------|
| EMERGENCY Incidents | 3605 | 3020 | 3135 | 3073 | 3004 | 3347 | 3084 | | | | | | 22,268 |
| PRIORITY Incidents | 28703 | 23067 | 25820 | 25998 | 27651 | 26639 | 25293 | | | | | | 183,171 |
| SCHEDULED | 60 | 30 | 40 | 41 | 43 | 62 | 55 | | | | | | 331 |
| EARLY RESOLUTION | 9953 | 7687 | 8605 | 9040 | 10377 | 11824 | 9295 | | | | | | 66,781 |
| Non-Emergency Total | 38716 | 30784 | 34465 | 35079 | 38071 | 38525 | 34643 | | | | | | 250,283 |
| Total 999 Calls | 17612 | 16678 | 19132 | 19845 | 18251 | 25006 | 21655 | | | | | | 138,179 |
| 999 abandon rate | 0.12% | 0.12% | 0.42% | 0.14% | 0.59% | 0.27% | 0.29% | | | | | | 0.28% |
| 999's Answered on target (10 secs) | 95.7% | 9.5.4% | 94.2% | 94.1% | 90.0% | 91.3% | 93.2% | | | | | | 93.41% |
| 999 Average Answer time | 00:05 | 00:05 | 00:06 | 00:05 | 00:07 | 00:07 | 00:06 | | | | | | 00:05 |
| 999 Longest Wait | 03:42 | 02:12 | 05:02 | 02:02 | 04:59 | 03:03 | 02:41 | | | | | | 05:50 |
| 999's Abandoned | 22 | 20 | 80 | 28 | 139 | 68 | 62 | | | | | | 419 |
| 101 - Total Non-Emergency Calls | 39606 | 38261 | 42504 | 40743 | 45716 | 46902 | 41259 | | | | | | 294,991 |
| Non-Emergency Answered on target (30 secs) | 46.98% | 47.50% | 48.00% | 44.70% | 30.32% | 23.16% | 31.40% | | | | | | 38.87% |
| 101 abandon rate | 14.38% | 12.00% | 13.90% | 13.60% | 21.60% | 27.72% | 21.50% | | | | | | 17.80% |
| 101 Average Answer time | 02:02 | 01:43 | 01:49 | 01:57 | 03:15 | 04:28 | 03:13 | | | | | | 02:38 |
| 101 Longest Wait | 29:35 | 20:05 | 32:28 | 29:48 | 45:36 | 40:11 | 34:33 | | | | | | 32:28 |
| 101's Abandoned | 5697 | 4640 | 5609 | 5557 | 9875 | 13003 | 8873 | | | | | | 53,254 |
| Total Calls | 55,478 | 48,679 | 56,269 | 56,451 | 64,290 | 64,210 | 65,317 | | | | | | 539,102 |