



**DEVON & CORNWALL  
CONSTABULARY**

# CALL HANDLING STATISTICS

**1<sup>ST</sup> APRIL 2009  
TO 31<sup>ST</sup> MARCH 2011**

April 2010 to March 2011

## Call Handling

Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
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<b>Total 999 Calls Received</b>	17636	18965	19879	21080	21775	17501	17981	16570	17223	15624	14788	16125
<b>% 999 Calls Answered in Target</b>	93.95	93.25	89.53	90.00	88.32	94.63	95.99	96.48	95.58	97.05	98.23	98.80

<b>Total Non Emergency Calls Received</b>	60625	62792	68325	70387	69386	64119	61312	59595	55291	57634	55004	61677
<b>% Non Emergency Calls Answered in Target</b>	95.09	94.89	93.52	94.24	94.29	94.02	93.88	94.16	91.79	92.84	92.58	93.10

April 2009 to March 2010

## Call Handling

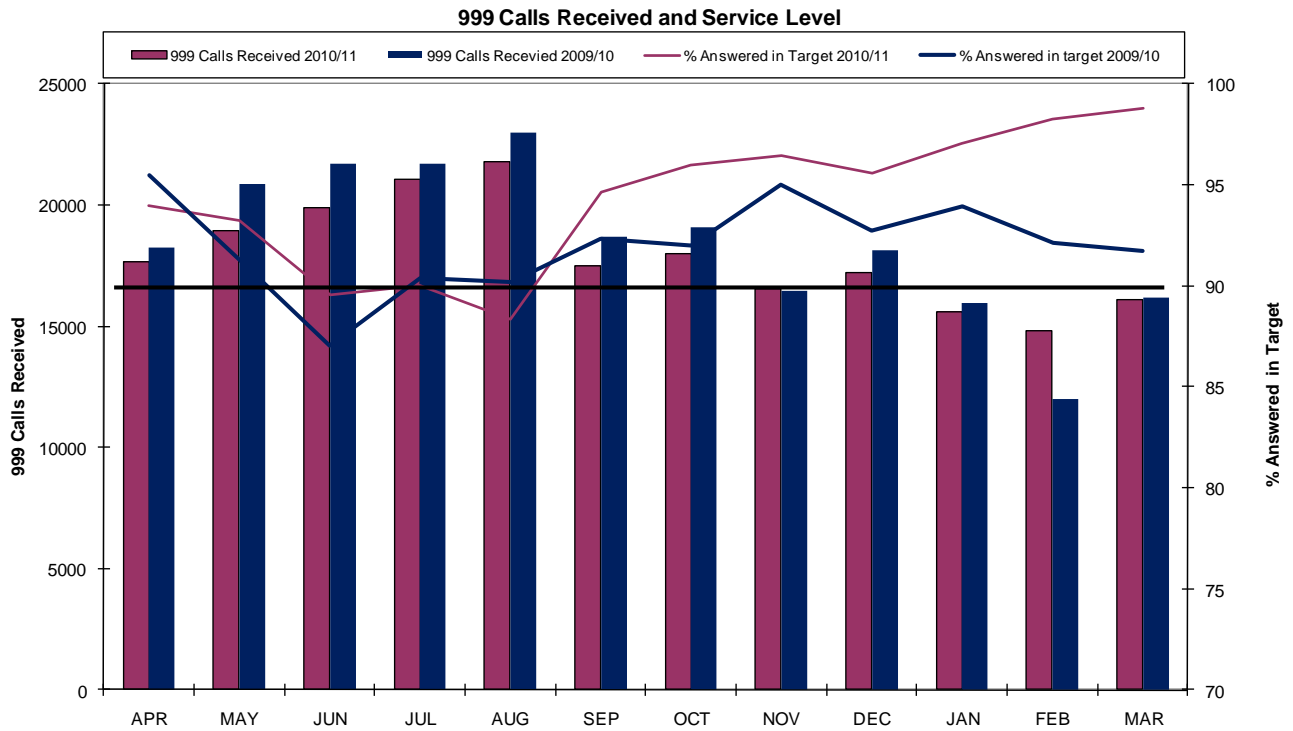
Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
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<b>Total 999 Calls Received</b>	18231	20867	21691	21681	22979	18701	19098	16475	18116	15970	11975	16207
<b>% 999 Calls Answered in Target</b>	95.46	91.28	87.05	90.36	90.16	92.35	91.98	95.03	92.73	93.94	92.13	91.76

<b>Total Non Emergency Calls Received</b>	66965	69995	75154	74043	70536	68124	63617	59394	54921	58620	46589	61267
<b>% Non Emergency Calls Answered in Target</b>	91.20	87.71	87.54	90.66	93.32	94.47	95.58	94.99	94.87	95.35	95.50	94.83

## 999 Calls

Force Target is to answer at least 90% of 999 calls within 10 seconds.



## Non Emergency Calls

Force Target is to answer at least 90% of Non Emergency calls within 30 seconds.

