

	Call Management and Communications Department
	Call Handling Force Targets and Performance Indicators
	October-11

Domain: **Investigating Crime**

Force Target: None

Performance Indicators		Perf. Level	This Month	This Year
3.1	Percentage of From Scene Calls for crime recording answered within 30 seconds	75%	51.45%	54.99%
3.2	Percentage of Internal calls for crime recording answered within 30 seconds	75%	55.02%	56.05%
3.3	Percentage of calls for input of Domestic Violence answered within 30 seconds	75%	51.77%	55.52%
3.4	Percentage of calls from custody for crime recording answered within 30 seconds	75%	51.38%	50.44%
3.5	Percentage of calls received on the public line for crime recording answered within 30 seconds	90%	62.37%	70.71%
3.6	Record and monitor the number of calls for crime recording received via the From Scene service	N/A	1,514	10,599
3.7	Record and monitor the number of calls for crime recording received from the Internal number	N/A	6,330	46,486
3.8	Record and monitor the number of calls for crime recording received for input of Domestic Violence	N/A	1,273	8,474
3.9	Record and monitor the number of calls for crime recording received from Custody	N/A	1,014	5,773
3.10	Record and monitor the number of calls for crime recording received via the Public line	N/A	4,717	28,475
3.11	Record and monitor the number of requests for crime recording received via the Internet	X	X	X
3.12	Record and monitor the use of the 0800 service service monthly (percentage of crime recorded via the 0800 service)	N/A	7%	7%

Domain **Providing Assistance**

Force Target 10: To answer at least 90% of 999 calls in 10 seconds

90%

97.83%	98.74%
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Force Target 11: To answer at least 90% of non-emergency calls in 30 seconds

90%

91.13%	90.04%
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Performance Indicators

5.1	Record and monitor the number of 999 calls received	N/A	18,098	131,388
5.2	Record and monitor the number of 999 calls answered within target	N/A	17,705	129,730
5.3	Record and monitor the number of 999 calls abandoned	X	X	X
5.4	Record and monitor the percentage of 999 calls abandoned	X	X	X
5.5	Record and monitor the number of non-emergency calls received at the switchboard	N/A	61,342	453,731
5.6	Record and monitor the number of non-emergency calls answered at the switchboard within target	N/A	55,908	408,561
5.7	Record and monitor the percentage of non-emergency calls abandoned at the switchboard	N/A	5.53%	6.50%
5.8	Record and monitor the number of calls to the FEC	N/A	31,629	215,006
5.9	Record and monitor the percentage of calls answered within 30 seconds in the FEC	90%	63.06%	63.29%
5.10	Record and monitor the percentage of non-emergency calls abandoned after 30 seconds (FEC)	N/A	8.83%	7.17%
5.11	Record and monitor the percentage of abandoned calls in the FEC	N/A	9.84%	8.30%
5.12	Record and monitor the number of emails received from the public within the Contact Centre	X	X	X
*5.13	Percentage of immediate incidents (rural) resourced within 5 minutes	80%	81.61%	81.08%
*5.14	Percentage of immediate incidents (urban) resourced within 5 minutes	80%	79.42%	80.04%
*5.15	Percentage of prompt incidents (rural) resourced within 15 minutes	70%	72.41%	76.69%
*5.16	Percentage of prompt incidents (urban) resourced within 15 minutes	70%	68.24%	72.18%
5.17	Average call waiting time for 999 calls	X	X	X
5.18	Average call waiting time for Switchboard calls	N/A	00:00:04	00:00:04
5.19	Average call waiting time for FEC calls	N/A	00:01:19	00:01:20
5.20	Average call waiting time for CDIB calls	N/A	00:01:18	00:01:18
5.21	Percentage of abandoned calls for CDIB	N/A	17.65%	15.30%
5.22	At least 98% of 999 calls to be answered within 2 minutes from the service provider	X	X	X
5.23	Percentage of Force crimes created in FEC / CDIB Public Line at first point of contact	N/A	34.09%	31.76%

*Please note that this is previous months data