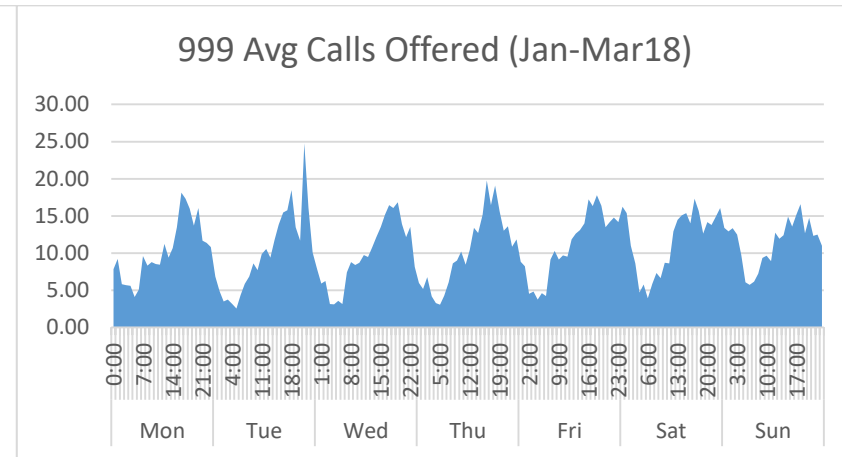
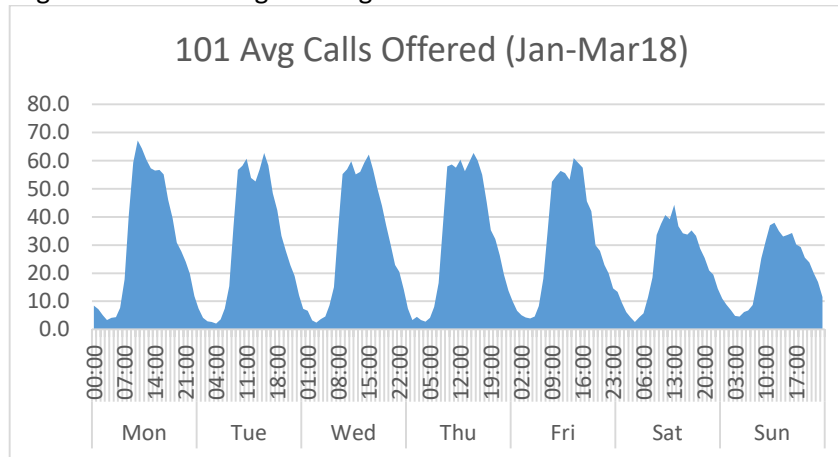


Wiltshire Police – Call Centre Information (Jan18-Mar18)

101 Statistics:

- Most 101 calls are received between Monday to Friday 9am to 5pm
- Average wait to answer was 7 seconds
- Average length of the phone call was 1m33s
- More complex calls are transferred to Crime Recording Operators
- Average Crime Recording call wait to answer was 1m39s
- Average Crime Recording call length was 6m55s



999 Statistics:

- 999 calls start to increase between 2pm and 3pm every day
 - Calls most commonly peak between 6pm and 7pm
- During the weekend our 999 call demand stays higher for longer
 - Average wait to answer was 5 seconds
 - Average length of the phone call was 2m55s

	101 Calls Received	Call Length	Answer Time
Jan-18	20523	00:01:27	00:00:05
Feb-18	18808	00:01:30	00:00:05
Mar-18	23413	00:01:40	00:00:10
	999 Calls Received	Call Length	Answer Time
Jan-18	7328	00:02:51	00:00:03
Feb-18	6867	00:02:58	00:00:06
Mar-18	8625	00:02:55	00:00:06