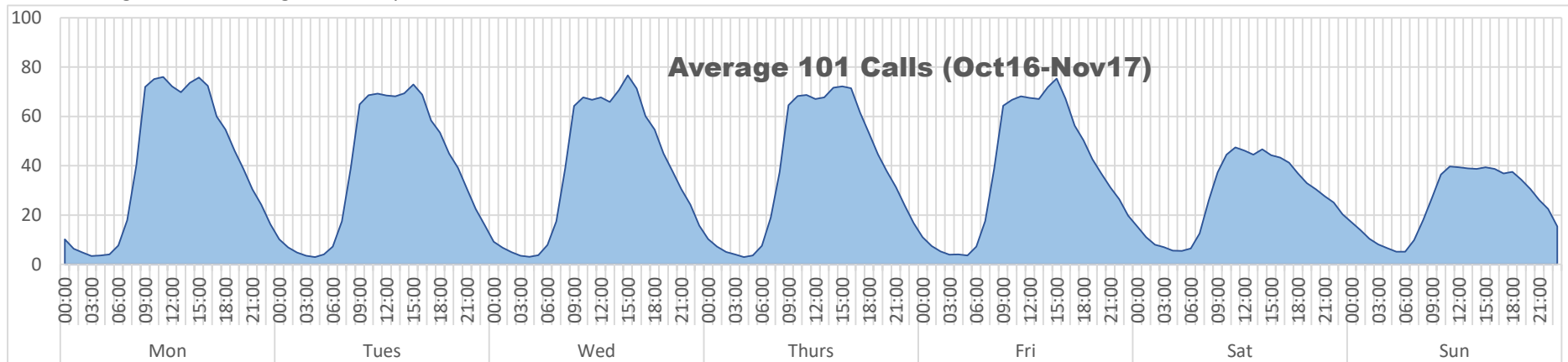
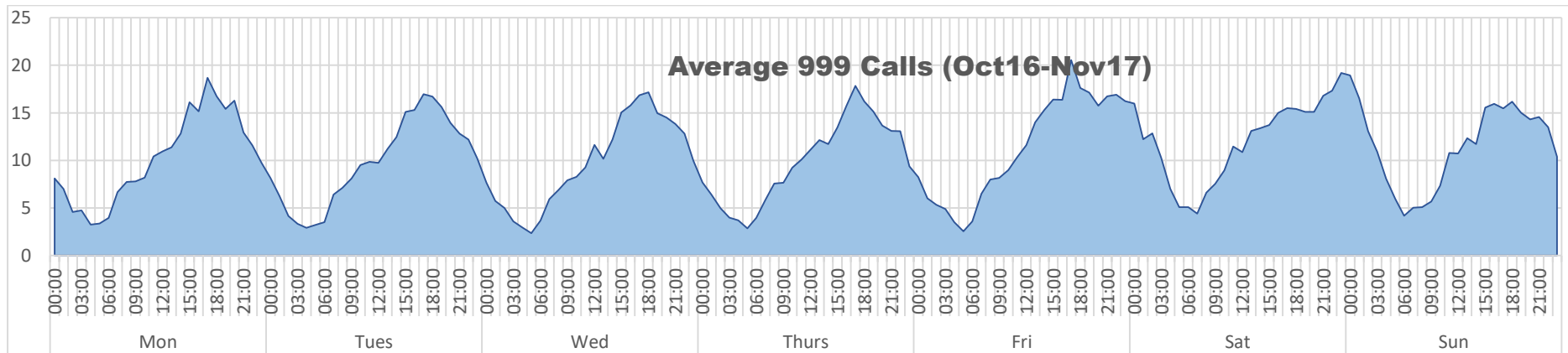


Wiltshire Police – Call Centre Information

Wiltshire Police receive most of its 101 non-emergency calls from Monday to Friday 9am to 5pm. If you would like your call answered quicker, the better times to call are in the evening or weekends. For 2017, the average wait for a 101 phone call to be answered is 12 seconds and the average length of the phone call is 1m22. If your call is complex, we may need to transfer you to one of our multi-skilled operators. The average internal wait to answer is 3m46 and the length of the average internal phone call is 7m01.



Advice for calling 999: Call when it's an emergency, if a crime is in progress, someone suspected of a crime is nearby, when there is danger to life, when violence is being used or threatened. For 2017, the average wait for a 999 call to be answered is 5 seconds and the average length of the call is 2m55.



Wiltshire Police – Call Centre Information

101

Month	Calls Received	Average Call Length	Average Answer Time
Oct-2017	23495	00:01:27	00:00:09
Sep-2017	24245	00:01:35	00:00:09
Aug-2017	24967	00:01:37	00:00:10
Jul-2017	26114	00:01:19	00:00:14
Jun-2017	26994	00:01:20	00:00:16
May-2017	26413	00:01:24	00:00:18
Apr-2017	23359	00:01:21	00:00:12
Mar-2017	26372	00:01:19	00:00:13
Feb-2017	23341	00:01:13	00:00:10
Jan-2017	24224	00:01:14	00:00:09
Dec-2016	23718	00:01:24	00:00:09
Nov-2016	25994	00:01:15	00:00:10
Oct-2016	26954	00:01:17	00:00:13
Sep-2016	28017	00:01:11	00:00:10
Aug-2016	28341	00:01:10	00:00:09
Jul-2016	30069	00:01:06	00:00:10
Jun-2016	28593	00:01:12	00:00:08
May-2016	28084	00:01:12	00:00:06
Apr-2016	25868	00:01:12	00:00:05
Mar-2016	26040	00:01:10	00:00:03
Feb-2016	24754	00:01:13	00:00:04
Jan-2016	24923	00:01:12	00:00:03
Dec-2015	23722	00:01:14	00:00:03
Nov-2015	26101	00:01:17	00:00:02
Oct-2015	26520	00:01:17	00:00:03
Sep-2015	27502	00:01:12	00:00:04
Aug-2015	30354	00:01:11	00:00:03
Jul-2015	31492	00:01:10	00:00:06
Jun-2015	29669	00:01:12	00:00:07
May-2015	27623	00:01:11	00:00:04
Apr-2015	26179	00:01:11	00:00:04
Mar-2015	26655	00:01:08	00:00:03
Feb-2015	23314	00:01:11	00:00:02
Jan-2015	25602	00:01:07	00:00:02
Dec-2014	24721	00:01:08	00:00:02
Nov-2014	25661	00:01:07	00:00:02
Oct-2014	28042	00:01:08	00:00:02
Sep-2014	29916	00:01:10	00:00:03
Aug-2014	27449	00:01:11	00:00:03

Wiltshire Police – Call Centre Information

999

Month	Calls Received	Average Call Length	Average Answer Time
Oct-2017	8182	00:03:02	00:00:05
Sep-2017	8275	00:03:03	00:00:05
Aug-2017	8155	00:03:02	00:00:04
Jul-2017	8340	00:02:58	00:00:05
Jun-2017	8200	00:02:59	00:00:06
May-2017	7804	00:03:09	00:00:06
Apr-2017	7157	00:02:57	00:00:04
Mar-2017	7525	00:02:49	00:00:07
Feb-2017	6701	00:02:45	00:00:05
Jan-2017	6886	00:02:43	00:00:05
Dec-2016	7936	00:02:42	00:00:06
Nov-2016	7315	00:02:49	00:00:06
Oct-2016	6996	00:02:45	00:00:06
Sep-2016	7822	00:02:49	00:00:08
Aug-2016	8020	00:02:54	00:00:06
Jul-2016	8407	00:02:59	00:00:07
Jun-2016	7818	00:02:48	00:00:05
May-2016	7513	00:02:46	00:00:05
Apr-2016	6673	00:02:45	00:00:03
Mar-2016	6709	00:02:45	00:00:03
Feb-2016	6436	00:02:49	00:00:05
Jan-2016	6196	00:02:58	00:00:03
Dec-2015	6803	00:02:51	00:00:03
Nov-2015	6902	00:02:49	00:00:03
Oct-2015	6962	00:02:46	00:00:04
Sep-2015	5928	00:02:48	00:00:04
Aug-2015	5739	00:02:47	00:00:03
Jul-2015	7047	00:02:56	00:00:04
Jun-2015	6190	00:03:02	00:00:03
May-2015	6594	00:02:54	00:00:04
Apr-2015	6292	00:02:52	00:00:03
Mar-2015	6453	00:02:42	00:00:03
Feb-2015	5683	00:02:37	00:00:03
Jan-2015	6449	00:02:37	00:00:02
Dec-2014	6693	00:02:45	00:00:03
Nov-2014	6670	00:02:46	00:00:03
Oct-2014	6949	00:02:49	00:00:04
Sep-2014	7231	00:02:52	00:00:04
Aug-2014	7605	00:02:42	00:00:07