



Performance + Consultation Unit



FOI 665-18 101Calls

This workbook has been created at the request of the Information Access Team.

It contains the average and longest wait times for 101 Calls received between 1st August 2017 and 31st July 2018, along with the total number of 101 calls abandoned, broken down by month.

Important Notes:

- Times are based on the time taken from the call being received to it being answered.
- Abandoned calls include all calls that are abandoned, no matter after what length of time.

Service Quality
Surrey Police

Month	Average Wait	Longest Wait	Abandoned Calls
Aug-17	0:02:18	0:43:45	5,923
Sep-17	0:02:49	0:56:51	6,233
Oct-17	0:03:26	0:59:13	5,835
Nov-17	0:02:36	0:43:04	4,705
Dec-17	0:01:46	0:35:54	3,356
Jan-18	0:01:17	0:31:37	2,524
Feb-18	0:01:27	0:27:52	2,777
Mar-18	0:01:19	0:40:34	2,784
Apr-18	0:00:57	0:30:51	2,255
May-18	0:01:18	0:36:35	3,246
Jun-18	0:01:33	0:53:30	4,112
Jul-18	0:01:21	0:50:39	3,589