

101 Call Handling Data

	Average time to Answer	Average time to Answer - shortest	Average time to Answer - longest	Number of Abandoned Calls	Call Volumes
Oct-17	88 seconds	2 seconds	139 Seconds	12902	79474
Nov-17	76 seconds	14 seconds	124 Seconds	13743	77776
Dec-17	59 seconds	2 seconds	146 Seconds	11336	70523

Data Source: Thames Valley Police Call Handling System - Contact Management

Date Extracted: 30/01/2018