

**Q1: Average response time and number of incidents**

| Grades | 2021                |                 | Change in reporting criteria for accuracy | 2022                |                 | 2023                |                 |
|--------|---------------------|-----------------|-------------------------------------------|---------------------|-----------------|---------------------|-----------------|
|        | Number of incidents | Time in minutes |                                           | Number of incidents | Time in minutes | Number of incidents | Time in minutes |
| 1      | 61,074              | 46.31           |                                           | 70,584              | 14.63           | 76,954              | 14.75           |
| 2      | 43,377              | 686.56          |                                           | 61,057              | 108.85          | 64,225              | 150.63          |
| 3      | 14,210              | 1806.3          |                                           | 21,544              | 781.38          | 10,398              | 1114.38         |

**Q2: Number of incidents unresourced**

| Grades |  | 2023        |
|--------|--|-------------|
| 1      |  | 155         |
| 2      |  | 1022        |
| 3      |  | Not tracked |