

Q1: The average time callers spent on hold in the 101-queueing system between being triaged by the first handler and speaking with an officer about the incident.

Month	Average time (seconds)
Apr-23	14.65
May-23	18.1
Jun-23	18.53
Apr-24	21.94
May-24	26.05
Jun-24	31.63

Q2: The longest time a caller spent on hold in the 101-queueing system between being triaged by the first handler and speaking with an officer about the incident.

Month	Longest time (seconds)
Apr-24	4591
May-24	2496
Jun-24	3163

Q3: The average duration of 101 calls.

Month	Average duration (minutes)
Apr-23	10.38
May-23	9.63
Jun-23	9.73
Apr-24	10.42
May-24	11.03
Jun-24	11.16

Q4: The duration of the longest 101 call.

Month	Longest duration (seconds)
Apr-23	5753
May-23	4984

Jun-23	6953
Apr-24	5031
May-24	5321
Jun-24	6393

Q5: The total number of 101 calls disconnected by any means before speaking to an officer.

Month	Total
Apr-24	3006
May-24	3867
Jun-24	3642