

999 CALLS - DATA TAKEN FROM AN ELECTRONICALLY RECORDED SAMPLE

Number of 999 calls received	Central	Dumfries and Galloway	Fife	Grampian	Lothian and Borders	Northern	Strathclyde	Tayside	Scotland
2000/01	15240	13385	41086	50133	95750	11115	346870	n/a	573579
2001/02	26733	16396	45356	60206	106446	11107	397973	7845	672062
2002/03	29537	14368	42445	50466	91492	9668	331920	n/a	569896
2003/04	28076	14904	45727	n/a	90844	2311	338655	35690	556207
2004/05	31669	11244	12249	58535	89945	10024	335705	49259	598630
2005/06	29489	10626	47587	56089	79321	14004	321652	49428	608196
2006/07	35241	12507	48204	59904	143241	23067	354230	47305	723699

Number of 999 calls answered within 10 seconds	Central	Dumfries and Galloway	Fife	Grampian	Lothian and Borders	Northern	Strathclyde	Tayside	Scotland
2000/01	14539	12446	39683	46568	82349	10893	319788	n/a	526266
2001/02	24811	15115	45318	56815	87577	10981	356775	7013	604405
2002/03	27597	13540	40795	48073	77709	9582	302360	n/a	519656
2003/04	26387	14074	43598	n/a	73840	2298	314253	32377	506827
2004/05	26932	10460	11723	55196	66487	9947	307625	43808	532178
2005/06	25588	10150	45839	52347	58297	11893	291418	44802	540334
2006/07	32561	11750	46157	53878	124797	16160	331526	42901	659730

These statistics are collected through Annual Statistical Returns (ASRs) which we receive from every force.



% of 999 calls answered within 10 seconds	Central	Dumfries and Galloway	Fife	Grampian	Lothian and Borders	Northern	Strathclyde	Tayside	Scotland
2000/01	95.4	93.0	96.6	92.9	86.0	98.0	92.2	n/a	91.8
2001/02	92.8	92.2	99.9	94.4	82.3	98.9	89.6	89.4	89.9
2002/03	93.4	94.2	96.1	95.3	84.9	99.1	91.1	n/a	91.2
2003/04	94.0	94.4	95.3	n/a	81.3	99.4	92.8	90.7	91.1
2004/05	85.0	93.0	95.7	94.3	73.9	99.2	91.6	88.9	88.9
2005/06	86.8	95.5	96.3	93.3	73.5	84.9	90.6	90.6	88.8
2006/07	92.4	93.9	95.8	89.9	87.1	70.1	93.6	90.7	91.2