

FCR Call Handling Performance April 2018

Emergency calls

999	Volume	Average time to answer (seconds)	Transferred to secondary /alternate lines
Feb 2018	5320	07	1.37%
Mar 2018	6668	09	2.31%
Apr 2018	6307	05	0.80%

- Significant reduction in time to answer.
- Improvement in calls transferring to secondary and alternate lines. National guideline is under 2%.
- New wallboards installed 28th March 2018. Considerable improvement in answer time since then.
- Best performance in monthly average time to answer since March 2016.

The table below indicates increase in volumes compared to same months 2016 and 2017 indicating year on year increase.

999	April 2016	April 2017	April 2018
Volume	4992	5885	6307*

- * Highest volume in any April since 2011

Non – emergency calls (Option1, Operator and Queue Buster)

101 Option 1	Volume	Average time to answer	Abandonment rate
Feb 2018	16483	1 min 06 sec	17.43%
Mar 2018	18259	1min 47 sec	26.91%
Apr 2018	17793	1min 27 sec	12.35%

- Improvement in answer time.
- Significant reduction in abandoned calls

Operator	Volume	Average time to answer	Abandonment rate
Feb 2018	9834	10	6.67%
Mar 2018	11463	16	8.7%
Apr 2018	10541	10	7.68%

- Daily volume ranges between 199 lowest (Sunday) and 436 highest (weekday)
- Demand follows same pattern as the automated switchboard and Option 1.

Queue Buster Call Back	Volume	Average time to call back
Feb 2018	1669	11 min 32 sec
Mar 2018	3179	12min 57 sec
Apr 2018	2445	12min 28 sec

- Daily QB volumes are dependent upon the time to answer 101 Option 1 calls

The following table demonstrates the increases in non - emergency calls being handled in FCR. This includes option 1, Operator and Queue Buster call - backs

Non- emergency	April 2016	April 2017	April 2018
Volume Option 1	22311	22868	17793
Volume Operator	996	1104	10541
Volume Q Buster	N/A	N/A	2445
Total non -emergency	23307	23972	30779

Automated switchboard service

Calls processed by automation at option 2 3 and 4 (in addition to Option 1 and “hold for operator” calls)

Automated service	Volume	Voice recognition accuracy rate	Abandoned at automation
April 2017	20437	84.6	15.3%
April 2018	15495	87.2%	12.7%

Other Calls

Calls from other emergency services 1302
 Outbound calls (Not QB) 16410 (Call duration 1 min 45 seconds)