

<b>VDNs:</b>	<b>BT Emergency 999; CW Emergency 999</b>	
<b>Month</b>	<b>Inbound Calls</b>	<b>Average Answer Speed (in seconds)</b>
<b>Sep-17</b>	165673	12.92
<b>Oct-17</b>	180276	15.15
<b>Nov-17</b>	165772	12.82
<b>Dec-17</b>	166085	16.64
<b>Jan-18</b>	156112	11.18
<b>Feb-18</b>	147143	13.34
<b>Mar-18</b>	170098	19.94
<b>Apr-18</b>	162031	14.16
<b>May-18</b>	186112	19.24
<b>Jun-18</b>	194599	30.81
<b>Jul-18</b>	211863	41.6
<b>Aug-18</b>	184523	21.32