

Data showing incident response count and average ARP response time for Wards; Balsham, Bumpstead, Haverhill (East, North, South & West) and Withersfield.  
 Data is for the period Jan 2019 - Mar 2019 (split by day).  
 Data is split by category.  
 Data excludes test and duplicate calls.  
 Data excludes ECAT only calls.

Incident Response Count by Ward																
Date	Category	Balsham		Bumpstead		Haverhill East		Haverhill North		Haverhill South		Haverhill West		Withersfield		Grand Total
		Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	Average ARP Response Time (hh:mm:ss)	
2019/01/01	C1									1	0:21:55	1	0:05:07			2
	C2	1	0:39:41			4	0:15:26	2	1:05:59	4	0:28:44	1	0:19:24			12
	C3	2	2:27:26					1	2:03:51	1	2:58:33					4
2019/01/02	C1					1	0:04:09	1	0:03:54			1	0:06:18			3
	C2					1	0:30:01	3	0:24:26	3	0:26:51	2	0:45:33			9
	C3					2	0:41:56	1	0:49:41			1	1:12:43			4
	C4					1	0:28:17	1	1:13:37							2
2019/01/03	C1											4	0:04:37			4
	C2					4	0:17:48	3	0:11:00	2	0:03:32	1	0:55:58	1	0:23:08	11
	C3			1	0:18:43					1	1:50:40					2
	C4							1	1:18:54							1
2019/01/04	C2					2	0:26:27	2	0:02:56	2	0:27:48	2	0:10:54			8
	C4							1	1:57:34							1
	URG							1	0:55:54							1
2019/01/05	C1							1	0:04:21			1	0:03:26			2
	C2					1	0:22:37			2	0:21:16	1	0:22:25	2	0:43:22	6
	C3	1	0:24:54					2	0:22:45			1	0:51:01			4
2019/01/06	C1							1	0:03:57							1
	C2					4	0:15:20	3	0:29:22	1	0:06:23	3	0:22:12	1	0:08:20	12
	C3									1	1:07:31	1	2:36:09			2
	C4									1	0:16:43					1
2019/01/07	C1											1	0:17:33			1
	C2					1	0:08:58	2	0:11:52	2	0:36:04	1	1:06:20			6
	C3											1	0:03:08			1
	C5							1	1:17:08							1
2019/01/08	C1					2	0:14:35	2	0:02:59							4
	C2							2	0:22:43	3	0:22:56	2	1:10:44			7
	C3							1	1:29:29					1	0:08:28	2
	C5					1	0:22:08									1
2019/01/09	C2	1	0:23:47			2	0:32:11	7	0:08:33	1	0:05:07					11
	C3									1	0:15:24	1	1:05:49			2
	URG	1	5:19:28													1
2019/01/10	C1			1	0:07:15			2	0:06:36							3
	C2					1	0:13:18	3	0:27:37	3	0:16:09	3	0:07:43			10
	C3					1	0:53:26									1
	C4											1	0:12:36			1

January

	C5										1	0:29:13			1	
2019/01/11	C1						1	0:04:57							1	
	C2	1	0:21:04			2	0:23:23	2	0:25:01	2	0:07:44		1	0:22:34	8	
	C3					1	0:32:49			1	0:18:48	1	0:38:51		3	
2019/01/12	C1					1	0:04:13			1	0:03:02				2	
	C2					1	0:13:17	1	0:34:46	2	0:20:20		2	0:38:16	6	
	C3	1	0:42:03					1	1:39:32						2	
	C5									1	0:08:54				1	
2019/01/13	C2	2	0:31:37					3	0:18:19	1	0:11:38	2	0:16:17		8	
	C3					3	1:29:23					1	3:09:45		4	
2019/01/14	C1											1	0:16:50		1	
	C2	1	0:11:11	1	0:22:26	3	0:45:13	2	0:16:50	1	0:08:12	1	0:31:14		9	
	C3							2	0:09:46						2	
2019/01/15	C1							1	0:21:34						1	
	C2							3	1:19:05	1	0:22:34		2	0:48:51	6	
	C3												1	1:11:50	1	
2019/01/16	C1					2	0:15:47								2	
	C2			1	0:17:43	2	0:31:46	2	0:29:02	2	0:33:33		1	0:12:14	8	
	C3					1	0:26:49	1	0:23:19						2	
	UC											1	4:32:05		1	
2019/01/17	C1							1	0:03:48				1	0:21:09	2	
	C2	1	0:13:33			1	0:23:44	1	0:22:57	1	0:38:46		2	0:13:08	6	
	C3					1	1:48:30	1	0:58:48						2	
2019/01/18	C1												1	0:08:41	1	
	C2					1	0:35:25	1	0:23:51	1	1:29:17	1	0:10:01		4	
	C5					1	0:43:03			1	0:26:06				2	
2019/01/19	C1							1	0:07:12						1	
	C2					2	0:07:00	1	0:15:29	2	0:39:12				5	
	C3					1	0:33:31			2	0:22:58				3	
2019/01/20	C2	1	0:09:12	1	0:28:02	1	0:27:18	1	1:16:37	1	0:18:36				5	
	C3							1	0:37:10			1	0:14:59		2	
	C4							1	1:04:17						1	
2019/01/21	C1									1	0:03:12				1	
	C2	2	0:29:24	1	0:43:43	1	0:22:22	1	0:04:14			1	0:16:29		6	
	C3					1	0:32:13						1	2:46:36	2	
2019/01/22	C1					1	0:14:59								1	
	C2					2	0:27:12	1	0:32:40						3	
	C3					2	2:02:14								2	
	URG											1	0:07:21		1	
2019/01/23	C1					2	0:07:51						1	0:09:44	3	
	C2			1	1:03:31	4	0:23:51	1	0:05:43	3	0:29:19	1	0:21:08		10	
	C3	1	2:52:13			1	1:38:19	1	1:16:53			1	0:39:10		4	
	URG												1	2:53:00	1	
2019/01/24	C1							1	0:06:10	2	0:04:28				3	
	C2			1	0:49:37	1	0:28:33			4	0:51:55	1	0:21:08		7	
	C3									1	1:21:03		1	0:09:02	2	
	C4					1	8:17:38								1	
	URG							1	5:08:30						1	
2019/01/25	C1	2	0:12:50			1	0:06:04								3	
	C2			1	0:38:02	2	0:21:12	1	0:27:18			1	0:06:27	1	0:45:22	6
	C3									1	2:40:58		1	0:06:28	2	
	URG											1	1:56:39		1	
2019/01/26	C2	3	0:34:29			1	0:06:06	1	1:04:35	3	0:19:39				8	

2019/01/26	C3	1	0:44:29			1	0:39:16			1	0:57:30	1	1:29:43		4	
2019/01/27	C2			1	0:12:13	2	0:17:28	1	0:40:59	2	0:45:45	2	0:37:59		8	
	C3							2	6:28:39	1	3:57:50	1	3:25:41		4	
2019/01/28	C1					1	0:03:47					1	0:05:03		2	
	C2			1	0:24:39	1	0:06:01	2	1:21:25	1	0:05:48	1	0:43:36		6	
	C3					1	6:31:53								1	
2019/01/29	C1							1	0:04:00			1	0:25:47		2	
	C2	1	1:11:25			1	0:29:37	4	0:59:29	2	0:14:27	1	0:20:56	1	0:58:15	10
	C3							1	0:09:08	2	0:05:07				3	
	C4									1	3:36:17				1	
	C5									1	3:58:34				1	
2019/01/30	C1											1	0:03:49		1	
	C2	1	0:24:45	2	0:20:50	3	0:37:41	2	0:26:19	1	0:28:53				9	
	URG					1	4:40:08								1	
2019/01/31	C2	1	0:13:24	1	0:28:06	1	0:42:42	3	0:31:27	3	0:13:16	1	0:39:51		10	
	C3							1	0:43:51	1	3:06:17				2	
2019/02/01	C2					1	0:18:56			1	0:13:45	2	0:22:35		4	
	C3					1	1:53:17								1	
	C5											1	0:52:08		1	
2019/02/02	C2			1	0:09:17			1	0:04:29	1	0:22:18	2	0:12:27		5	
	C3											1	0:24:04		1	
	C4											1	2:56:54		1	
2019/02/03	C2	2	0:44:27	1	1:06:56			1	0:21:50	2	0:56:52	1	0:04:44	1	0:16:29	8
	C3					1	1:12:57					1	4:22:53		2	
2019/02/04	C2	1	0:53:51	1	2:17:35	3	0:10:18	4	0:21:00	2	0:39:35				11	
	C3							2	3:20:29						2	
	URG											1	1:25:08		1	
2019/02/05	C1			1	0:03:27										1	
	C2					2	0:18:52	4	0:19:50			1	0:08:43	1	0:38:44	8
	C3									1	1:02:08		1	4:51:19	2	
2019/02/06	C1									1	0:07:22				1	
	C2	2	0:50:26			1	0:53:37	2	0:40:48	2	0:44:00		1	0:48:20	8	
	C3			1	2:11:37	2	2:37:17	1	0:02:52	1	0:19:47				5	
	URG							1	2:51:45						1	
2019/02/07	C1									1	0:17:23				1	
	C2	3	0:33:09	1	2:06:55	1	0:28:25	1	0:41:50	1	0:41:23	2	0:29:55		9	
	C3	1	2:19:14			1	0:07:13								2	
	URG											1	1:10:48		1	
2019/02/08	C1							1	0:03:52			1	0:04:05		2	
	C2					3	0:34:41	1	1:30:43	4	0:15:59				8	
	C3							1	0:57:27						1	
	C5	1	0:42:24												1	
2019/02/09	C1											1	0:05:41	1	0:02:15	2
	C2					3	0:16:23	2	0:03:09	1	0:25:24	3	0:23:36	1	0:22:13	10
	C3							2	0:35:20	1	0:27:57				3	
2019/02/10	C1							1	0:01:56						1	
	C2			1	0:43:12					1	0:01:57	2	0:13:17		4	
	C3							2	0:48:36	1	0:32:40	1	0:07:47		4	
	C4							1	2:01:51						1	
2019/02/11	C2			1	0:38:57	2	0:40:19	3	0:15:49	1	0:05:30				7	
	C3					1	0:08:09			2	1:51:24				3	
	URG	1	2:03:27												1	
2019/02/12	C2			1	0:33:51	2	0:14:27				2	0:22:15	1	2:03:03	6	

# February

2019/02/12	C3								1	2:41:07					1	
2019/02/13	C2	1	0:25:51		1	0:30:26	2	0:34:20	2	0:30:47					6	
	C3			1	1:31:04	2	0:17:32	1	4:31:26	1	0:13:01	2	2:01:09	1	0:29:46	8
2019/02/14	C1							1	0:23:54			1	0:03:52		2	
	C2	1	0:12:37	1	0:34:11					3	0:28:16	2	0:06:30		7	
	C5													1	0:37:50	1
2019/02/15	C2					3	0:26:53							1	1:24:23	4
	C3					1	1:50:57					1	0:58:18		2	
	URG	2	0:29:14												2	
2019/02/16	C1											1	0:17:13		1	
	C2	2	0:29:12			3	0:46:48	7	0:16:57	1	1:04:36			1	0:21:26	14
2019/02/17	C2	4	0:28:14					2	0:18:25	2	1:11:30	2	0:31:14		10	
	C3									1	0:24:05				1	
2019/02/18	C2							4	0:15:19	1	0:09:12				5	
	C3					3	1:58:15			1	1:52:23				4	
2019/02/19	C1									1	0:08:42				1	
	C2					2	0:06:34	2	0:26:52	4	0:09:30	4	0:22:39		12	
	C3							1	0:48:49			2	0:50:01		3	
	C4							1	0:46:41						1	
2019/02/20	C1					1	0:05:49								1	
	C2	1	0:14:56			1	0:04:21	1	0:24:19	2	0:33:25	1	0:07:41		6	
2019/02/21	C2					2	0:25:27			3	0:24:10				5	
	C3	1	5:41:57			1	0:17:31					1	0:24:13		3	
	C2	1	0:33:59			3	0:17:54			3	0:24:18	1	2:01:12		8	
2019/02/22	C3									2	1:26:01	1	0:55:18		3	
	C4					1	0:25:01								1	
	C5							1	0:54:15						1	
	URG									1	0:05:30				1	
2019/02/23	C2	3	0:14:52			4	0:43:38	1	0:03:43	4	0:33:10	2	0:32:30	2	0:40:02	16
	C3					1	2:02:48	1	0:53:34	1	0:31:57	2	1:44:22		5	
	URG	1	0:24:10												1	
2019/02/24	C2	1	0:35:18			2	0:19:43			4	0:18:00	2	0:07:21		9	
	C3	1	0:56:12					1	0:33:36						2	
	URG	1	1:25:13			1	1:29:10	1	0:29:31						3	
2019/02/25	C1									1	0:03:31				1	
	C2					4	0:22:54	3	0:45:22	4	0:39:49				11	
	C3							1	0:30:50						1	
2019/02/26	C2			2	0:35:21	5	0:21:19	1	0:41:55	1	0:04:47	1	0:22:37	1	0:31:35	11
	C3							2	1:09:25	1	2:30:03				3	
	URG	1	1:17:45			1	2:11:32			1	5:39:17				3	
2019/02/27	C1									1	0:27:55				1	
	C2			1	1:03:56	1	0:38:28	3	0:32:05	3	0:21:55				8	
	C3									1	0:34:21	1	0:06:50		2	
	C4							1	0:33:02						1	
2019/02/28	C1					1	0:20:58	1	0:05:51						2	
	C2	1	0:16:06			1	0:07:10	1	0:24:24						3	
	C3	1	2:17:38			1	2:31:01	1	0:26:16						3	
2019/03/01	C1							1	0:04:09						1	
	C2					5	0:11:59	2	0:10:47				1	0:26:06	8	
	C3			1	1:17:23			1	1:59:18	1	0:30:22				3	
	C4					2	0:58:07								2	
2019/03/02	C1									2	0:08:39				2	
	C2	2	0:43:38			2	0:34:11	2	0:35:38	5	0:18:22			1	0:28:14	12

# March

2019/03/02	C3				1	4:26:04	1	3:52:20			1	2:16:16			3	
	C5							0:05:57							1	
2019/03/03	C1				1	0:29:42	1	0:04:56							2	
	C2				2	0:39:47	3	0:41:57	2	0:54:39					7	
	C3				2	0:48:02					1	0:24:22			3	
	C4						1	2:03:12							1	
2019/03/04	C2	3	0:20:47	1	0:13:37	1	0:08:18	2	0:11:47	2	0:06:56		1	0:42:41	10	
	C3								1	0:43:08	1	2:16:47	1	1:10:56	3	
	C5					1	1:14:20								1	
2019/03/05	C2	1	0:57:56		1	0:23:46	1	0:28:52	3	0:28:09	2	1:02:36			8	
	C3								4	1:18:26					4	
	URG					1	1:17:09								1	
2019/03/06	C1			1	0:09:25	1	0:06:57				1	0:15:00			3	
	C2	1	0:28:39	1	0:31:02	5	0:28:03		1	0:25:07	1	0:56:30			9	
	C3					1	0:35:08								1	
	C5					1	0:53:06								1	
	URG					1	0:43:08								1	
2019/03/07	C1									1	0:16:24	1	0:07:29		2	
	C2					2	1:12:35	2	0:33:25			1	0:20:12	1	0:23:26	6
	C3							3	0:58:52				1	0:36:51	4	
	URG							1	1:34:21						1	
2019/03/08	C2			1	0:46:07	2	1:22:47			3	0:22:16	1	0:26:24		7	
	C3					1	0:07:29	2	1:13:57	1	0:20:18				4	
2019/03/09	C1									1	0:17:38				1	
	C2					2	0:15:30			2	0:32:38				4	
	C3							1	1:07:29	1	4:26:17		1	0:50:40	3	
2019/03/10	C1					2	0:03:29			1	0:17:48				3	
	C2					2	0:05:46	1	0:32:53	1	0:10:19	2	0:30:32	1	0:30:20	7
	C3					2	0:59:05	2	0:30:58			1	0:12:57		5	
2019/03/11	C1							1	0:18:41						1	
	C2			2	0:11:54	2	0:18:33	3	0:57:38	1	1:12:01				8	
	C3	1	1:34:12			2	0:57:13			2	0:24:36				5	
	URG					1	1:32:04								1	
2019/03/12	C1					1	0:06:21			1	0:05:00				2	
	C2	1	0:23:14			1	0:09:41	1	0:18:07	1	0:26:38	1	0:57:37		5	
	C3	1	1:46:49			1	0:35:14			1	3:08:49	2	1:52:36		5	
	C4							1	0:22:18						1	
2019/03/13	C1					1	0:12:22								1	
	C2			1	0:55:43	3	0:20:46	1	0:19:18			1	0:20:13		6	
	C3					3	1:07:19	1	0:36:21						4	
	C4			1	5:00:32					1	5:58:47				2	
	URG					1	0:41:11								1	
2019/03/14	C1					1	0:05:59			1	0:03:30				2	
	C2	1	0:26:52			2	0:28:41	3	0:16:59	2	0:30:57	1	0:07:44		9	
	C3			1	2:47:34	1	1:29:32	1	1:18:40						3	
	C4									1	1:13:26				1	
	URG												1	2:44:10	1	
2019/03/15	C1	1	0:13:33										1	0:07:24	2	
	C2					1	0:22:45	1	0:41:51	1	0:17:24	2	0:14:13		5	
	C3									1	0:03:38				1	
2019/03/16	C2	1	0:20:01					1	0:30:38			2	0:26:24		4	
	C3					1	1:07:54	1	0:10:20			1	0:08:43		3	
	C1									1	0:02:40				1	

2019/03/17	C2	1	0:25:12	1	0:25:11	1	0:24:12	2	0:13:15	3	0:15:44	2	1:06:10			10
	C3					1	2:40:07									1
	C4					1	0:48:31			1	2:08:16					2
	C5							1	1:22:40							1
2019/03/18	C2	1	0:04:11			1	0:05:16	4	0:26:21	1	0:25:17					7
	C3			1	1:10:30	1	0:39:35	3	2:34:40	1	0:37:36					6
2019/03/19	C2	2	0:15:07					1	0:19:32	1	0:20:29	1	1:03:20			5
	C3			1	3:34:35											1
	C4					1	0:12:58									1
2019/03/20	C1					3	0:04:03									3
	C2			2	0:36:50	2	0:28:56	3	0:31:28	1	1:28:00	1	0:20:52			9
	C3							2	1:58:30	3	2:24:16					5
2019/03/21	C2	1	0:29:20	1	0:26:33	1	1:06:30	2	1:31:40	2	0:44:16	2	0:33:41			9
	C3	1	2:04:03	1	5:48:22			1	2:45:19	1	1:12:09					4
2019/03/22	C1									1	0:01:34					1
	C2					2	0:37:01	2	0:16:15	2	0:16:15	3	0:15:54			9
	C3							3	1:06:14			3	1:46:12			6
	C5							1	1:05:27			1	4:20:26			2
2019/03/23	C1											1	0:05:29			1
	C2					2	0:04:41	1	0:27:33	2	0:23:03					5
	C3					1	0:53:19	3	0:15:55	1	0:41:17	1	1:32:20			6
2019/03/24	C2	2	0:10:31	2	0:47:03					3	0:18:01	2	0:24:47	1	0:25:31	10
	C3			1	1:57:34	1	0:22:25	2	0:42:20			1	0:35:39			5
2019/03/25	C1			1	0:07:48											1
	C2	1	0:18:08			3	0:20:02	2	0:24:22	2	0:55:17	3	0:26:16			11
	C3							1	0:58:30							1
2019/03/26	C1											1	0:02:58			1
	C2	1	0:36:54			4	0:32:15			1	0:25:47	1	0:24:05	1	0:07:16	8
	C3					1	1:36:29			1	0:05:08	1	0:41:56			3
2019/03/27	C1									1	0:03:47					1
	C2							2	0:15:18							2
	C3											1	0:48:54			1
	C5											1	0:22:41			1
2019/03/28	C1					1	0:05:59									1
	C2	1	0:26:47					1	1:00:44	1	0:03:34	2	0:18:53	2	0:07:24	7
	C3					1	0:40:52	1	0:04:50	1	1:12:40					3
2019/03/29	C1					1	0:04:40			1	0:02:40					2
	C2	1	0:36:05			1	0:41:24	3	0:26:47	1	0:01:47		1	1:02:47		7
	URG									1	0:53:27	1	0:55:02			2
2019/03/30	C2					4	0:12:08	5	0:22:46		2	0:26:50				11
	C3					1	0:29:44	1	0:03:10	1	0:41:03	1	0:10:25			4
	C5					1	1:03:17									1
	URG									1	0:48:10					1
2019/03/31	C2	1	0:31:00	2	0:34:43					2	0:27:49		1	1:02:31		6
	C3					2	1:10:03	1	0:06:19	1	1:34:20		1	1:14:13		5
	C4							1	1:36:26							1

	Balsham	Bumpstead	Haverhill East	Haverhill North	Haverhill South	Haverhill West	Withersfield	Grand Total
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Date	Category	Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	Average ARP Response Time (hh:mm:ss)	Incident Response Count	
3 Month Total	C1	3	0:13:05	4	0:06:59	25	0:09:06	20	0:07:07	21	0:09:04	20	0:08:12	5	0:09:51	98	
	C2	61	0:28:08	37	0:39:19	156	0:25:09	158	0:28:39	155	0:27:02	92	0:27:38	35	0:35:38	694	
	C3	13	2:01:26	9	2:17:29	55	1:18:50	63	1:17:35	51	1:17:24	39	1:17:10	11	1:14:12	241	
	C4	0	-	1	5:00:32	8	1:44:06	10	1:17:47	7	2:38:42	2	1:34:45	0	-	28	
	C5	1	0:42:24	0	-	5	0:51:11	5	0:57:05	3	1:31:11	4	1:31:07	1	0:37:50	19	
	UC	-	-	-	-	-	-	-	-	-	-	-	1	4:32:05	-	-	1
	URG	7	1:38:22	-	-	7	1:47:46	5	2:12:00	4	1:51:36	5	1:07:00	2	2:48:35	30	
	Total	85	0:47:50	51	0:59:13	256	0:40:06	261	0:43:13	241	0:41:10	163	0:42:11	54	0:46:04	1111	