

Statistical data prepared for GIPA-2021-0007283

Police Assistance Line calls received from 01 January 2020 – 08 February 2021:

Calls answered	549,332
Calls abandoned	24,336

The calls abandoned include Police Assistance Line callers who were serviced by the IVR and ended the call prior to being answered by a Customer Service Representative.

WebCOPS Events and incidents created by Police Assistance Line from 01 January 2020 – 08 February 2021:

Events	179,786
Incidents	198,507

Note: An incident is a category within an event. All events will have at least one incident but may contain multiple incidents..

PoliceCAD incidents created by Police Assistance Line from 01 January 2020 – 08 February 2021:

PoliceCAD Incidents	203,890
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