

Emergency calls – National target answer 90% of calls within 10 seconds

Performance has improved since August over the previous 4 months
 Demand is seasonal with a rise in calls over the summer months.

Action taken by CCC to enhance performance:

- Improve alignment of resources to demand with focus on weekend performance
- Introducing support teams
- Smarter identification of potential peak demand days

Later this year, CCC will introduce a computerized workforce planning tool that will further improve the alignment of resources to demand

