

## Appendix A

### Greater Manchester Performance Against Targets

Table A – Greater Manchester

## ARP REPORT

Area: GM

Measure Group	Measure	YDY		WTD		MTD		QTD		YTD	
		18.06.2019	18.06.2019	17.06.2019	18.06.2019	01.06.2019	18.06.2019	01.04.2019	18.06.2019	01.04.2019	18.06.2019
Calls	<b>Emergency call volume</b>		1899	3707 (1854)	32113 (1784)	139951 (1772)	139951 (1772)				
	of which, duplicates		367	662 (331)	5468 (304)	23425 (297)	23425 (297)				
	Calls Sourced by 999		1699	3285 (1642)	28073 (1560)	121502 (1538)	121502 (1538)				
	Calls Sourced by 111		200	422 (211)	4040 (224)	18449 (234)	18449 (234)				
	111 as % of all emergency calls		10.53%	11.38%	12.58%	13.18%	13.18%				
	CPU (<5s)	●	88.80%	80.83%	77.44%	81.39%	81.39%				
	Avg call length (NWS/Area level only)		00:05:24	00:05:33	00:05:33	00:05:23	00:05:23				
Incidents	<b>Incidents</b>		1341	2657 (1328)	23587 (1310)	103512 (1310)	103512 (1310)				
	Incidents with no F2F response		120	256 (128)	2344 (130)	11176 (141)	11176 (141)				
	H&T %		8.95%	9.63%	9.94%	10.80%	10.80%				
	Incidents with F2F response		1221	2401 (1200)	21243 (1180)	92336 (1169)	92336 (1169)				
	S&T		361	675 (338)	6444 (358)	27020 (342)	27020 (342)				
	S&T%		26.92%	25.40%	27.32%	26.10%	26.10%				
	S&C		860	1726 (863)	14799 (822)	65316 (827)	65316 (827)				
	S&C%		64.13%	64.96%	62.74%	63.10%	63.10%				
	% of Incidents with S&C to nonAE dept	●	6.94%	7.23%	6.15%	5.98%	5.98%				
	C1 Incidents		117	231 (116)	2131 (118)	9677 (122)	9677 (122)				
	As % of all activity		8.72%	8.69%	9.03%	9.35%	9.35%				
	C2 Incidents		740	1419 (710)	12235 (680)	52957 (670)	52957 (670)				
	As % of all activity		55.18%	53.41%	51.87%	51.16%	51.16%				
	C3 Incidents		315	638 (319)	6111 (340)	26478 (335)	26478 (335)				
	As % of all activity		23.49%	24.01%	25.91%	25.58%	25.58%				
	C4 Incidents		50	112 (56)	1024 (57)	4743 (60)	4743 (60)				
	As % of all activity		3.73%	4.22%	4.34%	4.58%	4.58%				
C5 Incidents		53	118 (59)	1011 (56)	4780 (61)	4780 (61)					
As % of all activity		3.95%	4.44%	4.29%	4.62%	4.62%					
C4HCP Incidents		66	139 (70)	1075 (60)	4877 (62)	4877 (62)					
As % of all activity		4.92%	5.23%	4.56%	4.71%	4.71%					
Mobilisation	C1 Avg Alloc to Mobile		00:00:32	00:00:34	00:00:35	00:00:37	00:00:37				
	C2 Avg Alloc to Mobile		00:00:39	00:00:40	00:00:40	00:00:41	00:00:41				
Response times	C1 mean (target ≤ 00:07:00)	●	00:06:22	00:06:24	00:06:41	00:06:40	00:06:40				
	C1 90th percentile (≤ 00:15:00)	●	00:10:17	00:10:23	00:10:49	00:10:50	00:10:50				
	C2 mean (≤ 00:18:00)	●	00:28:59	00:25:38	00:21:26	00:21:34	00:21:34				
	C2 90th percentile (≤ 00:40:00)	●	01:08:36	00:58:05	00:45:20	00:45:04	00:45:04				
	C3 mean (target ≤ 01:00:00)	●	01:25:51	01:21:16	01:10:24	01:08:16	01:08:16				
	C3 90th percentile (≤ 02:00:00)	●	03:38:08	03:24:57	02:42:13	02:39:52	02:39:52				
	C4 90th percentile (≤ 03:00:00)	●	02:21:51	02:18:39	02:38:00	02:48:27	02:48:27				

Table B – Central sector

# ARP REPORT

Area: G CENTRAL

Measure Group	Measure	YDY		WTD		MTD		QTD		YTD	
		18.06.2019	18.06.2019	17.06.2019	18.06.2019	01.06.2019	18.06.2019	01.04.2019	18.06.2019	01.04.2019	18.06.2019
Calls	Emergency call volume		593	1069 (534)		9434 (524)		38618 (489)		38618 (489)	
	of which, duplicates		125	195 (98)		1656 (92)		6838 (87)		6838 (87)	
	Calls Sourced by 999		546	963 (482)		8460 (470)		34196 (433)		34196 (433)	
	Calls Sourced by 111		47	106 (53)		974 (54)		4422 (56)		4422 (56)	
	111 as % of all emergency calls		7.93%	9.92%		10.32%		11.45%		11.45%	
	CPU (<5s)	●	86.06%	●	80.66%	●	78.05%	●	82.33%	●	82.33%
	Avg call length (NWA S/Area level only)		00:00:00	00:00:00		00:00:00		00:00:00		00:00:00	
Incidents	Incidents		399	749 (374)		6745 (376)		27898 (353)		27898 (353)	
	Incidents with no F2F response		35	74 (37)		687 (38)		3063 (39)		3063 (39)	
	H&T %		8.77%	9.88%		10.19%		10.98%		10.98%	
	Incidents with F2F response		364	675 (338)		6058 (337)		24835 (314)		24835 (314)	
	S&T		142	229 (114)		2157 (120)		8081 (102)		8081 (102)	
	S&T%		35.99%	30.57%		31.98%		28.97%		28.97%	
	S&C		222	446 (223)		3901 (217)		16754 (212)		16754 (212)	
	S&C%		55.64%	59.55%		57.84%		60.05%		60.05%	
	% of Incidents with S&C to nonAE dept	●	8.77%	●	8.28%	●	7.03%	●	6.79%	●	6.79%
	C1 Incidents		34	66 (33)		643 (36)		2835 (36)		2835 (36)	
	As % of all activity		8.52%	8.81%		9.53%		10.16%		10.16%	
	C2 Incidents		236	410 (205)		3666 (204)		14309 (181)		14309 (181)	
	As % of all activity		59.15%	54.74%		54.35%		51.29%		51.29%	
	C3 Incidents		82	171 (86)		1607 (89)		7108 (90)		7108 (90)	
	As % of all activity		20.55%	22.83%		23.83%		25.48%		25.48%	
	C4 Incidents		16	35 (18)		296 (16)		1318 (17)		1318 (17)	
	As % of all activity		4.01%	4.67%		4.39%		4.72%		4.72%	
C5 Incidents		16	34 (17)		315 (18)		1360 (17)		1360 (17)		
As % of all activity		4.01%	4.54%		4.67%		4.87%		4.87%		
C4HCP Incidents		15	33 (16)		218 (12)		968 (12)		968 (12)		
As % of all activity		3.76%	4.41%		3.23%		3.47%		3.47%		
Mobilisation	C1 Avg Alloc to Mobile		00:00:30	00:00:29		00:00:32		00:00:35		00:00:35	
	C2 Avg Alloc to Mobile		00:00:29	00:00:31		00:00:35		00:00:37		00:00:37	
Response times	C1 mean (target ≤ 00:07:00)	●	00:05:05	●	00:05:23	●	00:06:13	●	00:06:11	●	00:06:11
	C1 90th percentile (≤ 00:15:00)	●	00:08:12	●	00:08:35	●	00:09:50	●	00:10:06	●	00:10:06
	C2 mean (≤ 00:18:00)	●	00:28:34	●	00:26:51	●	00:20:05	●	00:20:24	●	00:20:24
	C2 90th percentile (≤ 00:40:00)	●	01:12:58	●	01:08:38	●	00:46:22	●	00:43:38	●	00:43:38
	C3 mean (target ≤ 01:00:00)	●	01:48:57	●	01:29:15	●	01:17:26	●	01:09:57	●	01:09:57
	C3 90th percentile (≤ 02:00:00)	●	04:51:16	●	03:48:16	●	03:00:56	●	02:44:20	●	02:44:20
C4 90th percentile (≤ 03:00:00)	●	02:21:51	●	02:08:52	●	02:27:47	●	02:47:15	●	02:47:15	

Table C – South Sector

# ARP REPORT

Area: G SOUTH

Measure Group	Measure	YDY		WTD		MTD		QTD		YTD	
		18.06.2019	18.06.2019	17.06.2019	18.06.2019	01.06.2019	18.06.2019	01.04.2019	18.06.2019	01.04.2019	18.06.2019
Calls	Emergency call volume		429	886 (448)	8192 (455)	36124 (457)	36124 (457)				
	of which, duplicates		72	140 (70)	1300 (72)	5424 (69)	5424 (69)				
	Calls Sourced by 999		366	781 (390)	7037 (391)	30849 (390)	30849 (390)				
	Calls Sourced by 111		63	115 (58)	1155 (64)	5275 (67)	5275 (67)				
	111 as % of all emergency calls		14.89%	12.83%	14.10%	14.80%	14.80%				
	CPU (<5s)	●	90.23%	●	81.17%	●	77.37%	●	81.11%	●	81.11%
	Avg call length (NWS/Area level only)		00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00	00:00:00
Incidents	Incidents		324	670 (335)	6179 (343)	27518 (348)	27518 (348)				
	Incidents with no F2F response		33	66 (33)	573 (32)	2731 (35)	2731 (35)				
	H&T %		10.19%	9.85%	9.27%	9.92%	9.92%				
	Incidents with F2F response		291	604 (302)	5606 (311)	24787 (314)	24787 (314)				
	S&T		78	151 (76)	1549 (86)	6654 (84)	6654 (84)				
	S&T%		24.07%	22.54%	25.07%	24.18%	24.18%				
	S&C		213	453 (226)	4057 (225)	18133 (230)	18133 (230)				
	S&C%		65.74%	67.61%	65.66%	65.90%	65.90%				
	% of Incidents with S&C to nonAE dept	●	4.63%	●	6.57%	●	5.37%	●	5.32%	●	5.32%
	C1 Incidents		23	56 (28)	519 (29)	2308 (29)	2308 (29)				
	As % of all activity		7.10%	8.36%	8.40%	8.39%	8.39%				
	C2 Incidents		169	338 (169)	3254 (181)	14424 (183)	14424 (183)				
	As % of all activity		52.16%	50.45%	52.66%	52.42%	52.42%				
	C3 Incidents		93	177 (88)	1541 (86)	6716 (85)	6716 (85)				
	As % of all activity		28.70%	26.42%	24.94%	24.41%	24.41%				
	C4 Incidents		11	27 (14)	298 (17)	1393 (18)	1393 (18)				
	As % of all activity		3.40%	4.03%	4.82%	5.06%	5.06%				
C5 Incidents		13	33 (16)	236 (13)	1155 (15)	1155 (15)					
As % of all activity		4.01%	4.93%	3.82%	4.20%	4.20%					
C4HCP Incidents		15	39 (20)	331 (18)	1522 (19)	1522 (19)					
As % of all activity		4.63%	5.82%	5.36%	5.53%	5.53%					
Mobilisation	C1 Avg Alloc to Mobile		00:00:34	00:00:33	00:00:36	00:00:39	00:00:39				
	C2 Avg Alloc to Mobile		00:00:45	00:00:43	00:00:40	00:00:41	00:00:41				
Response times	C1 mean (target ≤ 00:07:00)	●	00:07:27	●	00:07:02	●	00:06:49	●	00:06:48	●	00:06:48
	C1 90th percentile ( ≤ 00:15:00)	●	00:13:47	●	00:11:01	●	00:10:30	●	00:10:51	●	00:10:51
	C2 mean ( ≤ 00:18:00)	●	00:22:57	●	00:20:36	●	00:21:10	●	00:20:11	●	00:20:11
	C2 90th percentile ( ≤ 00:40:00)	●	00:47:47	●	00:43:42	●	00:44:00	●	00:42:14	●	00:42:14
	C3 mean (target ≤ 01:00:00)	●	01:09:07	●	01:11:34	●	01:04:34	●	01:02:41	●	01:02:41
	C3 90th percentile ( ≤ 02:00:00)	●	02:31:58	●	02:48:48	●	02:23:27	●	02:23:05	●	02:23:05
C4 90th percentile ( ≤ 03:00:00)	●	01:51:25	●	02:22:10	●	02:30:24	●	02:51:07	●	02:51:07	