

## Insight call statistics

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The following information is indicative of inbound calls received by Insight for FIN YR 2013/14 period i.e. 1 July 2013 to 30 June 2014.

Note: The statistic also include those calls made by Ranger Services to Insight as part of the call back system.

**Average call handling time:** 176 secs.

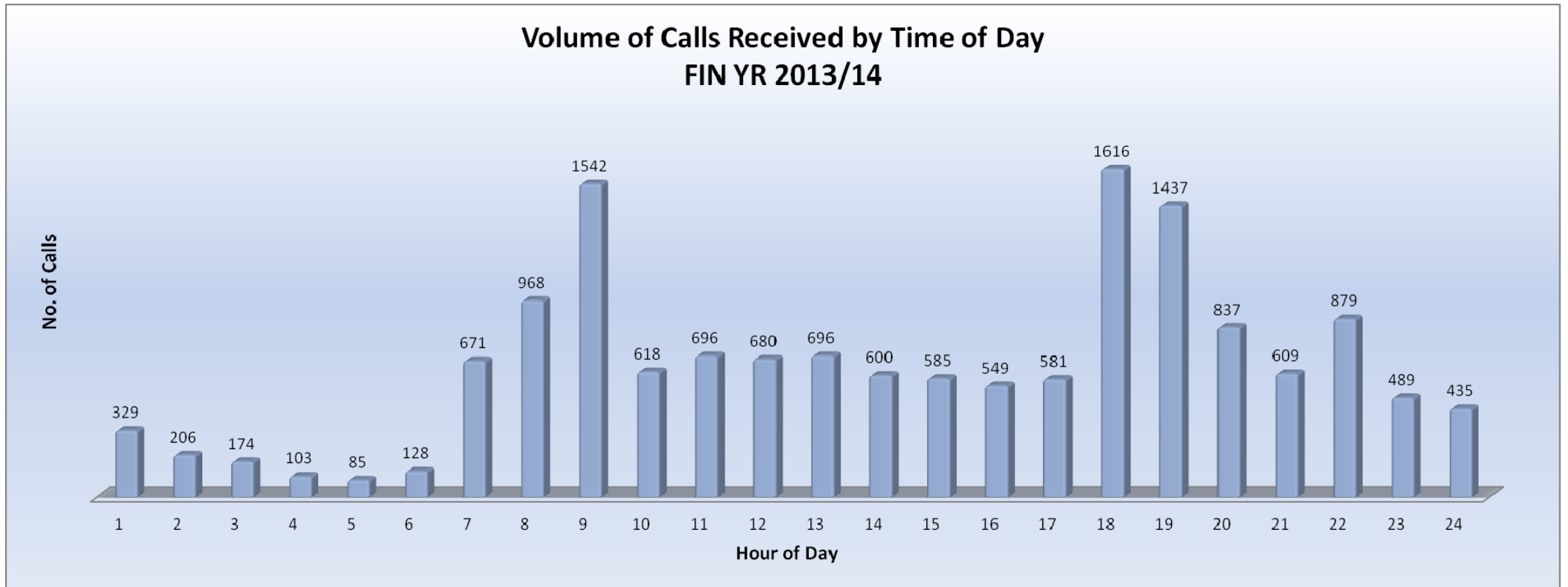
### **Call types and number of calls received:**

<b>Acknowledge Message</b>	3566
<b>Animals</b>	3165
<b>Noise</b>	1126
<b>Alarms</b>	1105
<b>Garbage/Rubbish</b>	870
<b>No Message</b>	866
<b>Parking</b>	693
<b>Suburb not part of Joondalup</b>	513
<b>Disconnection - Hang up</b>	497
<b>Patrol Request</b>	378
<b>Message Call Relay Service</b>	332
<b>Vehicle/Bikes</b>	290
<b>Business Details</b>	254
<b>Anti-Social Behaviour</b>	254
<b>Council Buildings</b>	247
<b>Office/Staff Request</b>	221
<b>Parks</b>	122
<b>Trees</b>	98
<b>Roads/Verge</b>	77
<b>Suspicious Activity</b>	75
<b>Signs</b>	71
<b>Burning Off</b>	66
<b>Line Dead / Fax</b>	55
<b>Graffiti</b>	53
<b>Vandalism/Damage</b>	42
<b>Water</b>	34
<b>Wrong Number</b>	32
<b>Police Assistance - Urgent</b>	30
<b>Loitering</b>	28
<b>Reserves/Parks/Trails</b>	26
<b>Street Lights</b>	25
<b>Drainage</b>	24
<b>Reticulation Council Property</b>	19

<b>Footpaths/Manholes</b>	<b>18</b>
<b>Big Day Out 2 Feb 2014</b>	<b>15</b>
<b>Soundwave 3 Feb 2014</b>	<b>15</b>
<b>Party Advice</b>	<b>14</b>
<b>Illegal Camping</b>	<b>14</b>
<b>Remote Controlled Models</b>	<b>12</b>
<b>Pollution</b>	<b>12</b>
<b>Office</b>	<b>11</b>
<b>Beach Environmental Dangers</b>	<b>10</b>
<b>Sprinklers Council Property</b>	<b>10</b>

## Average volume of calls received by time of day

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### Average volume of calls received by day of week and time of day

