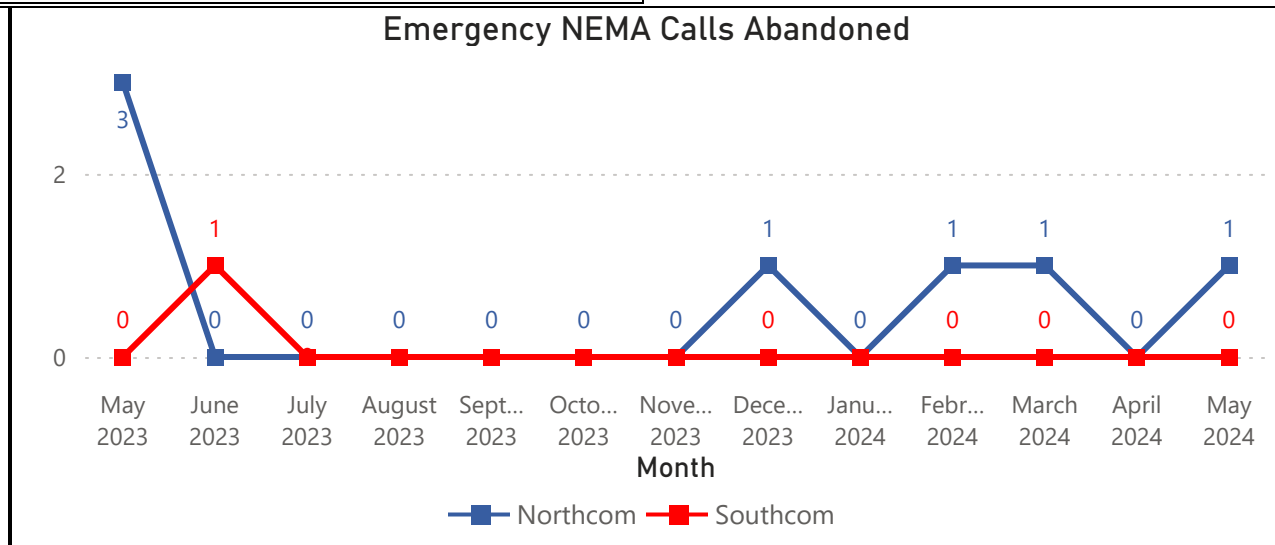
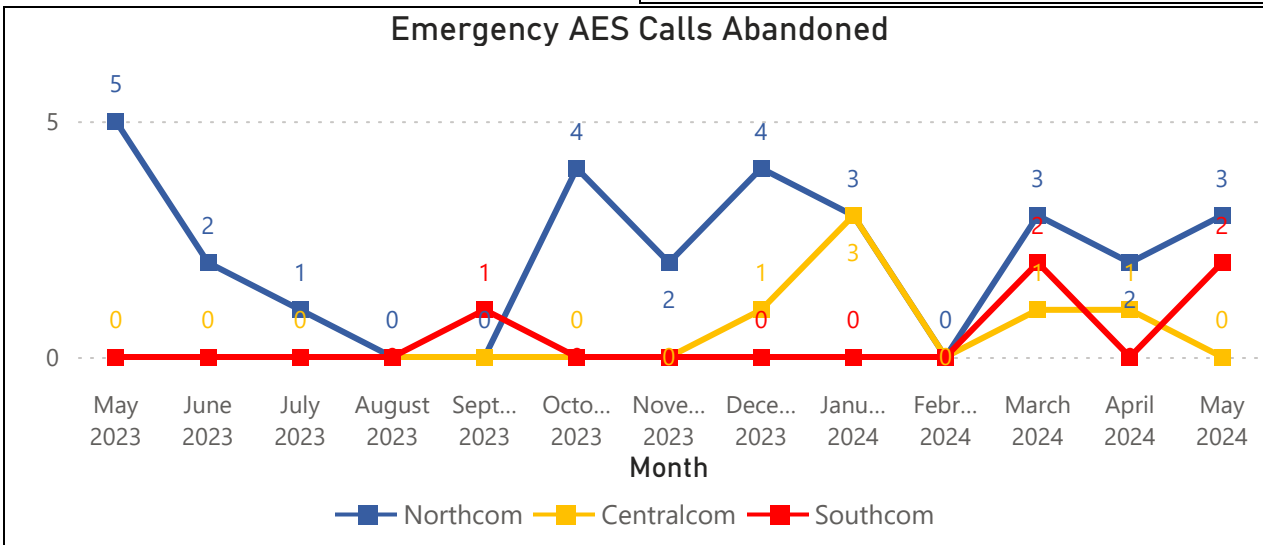
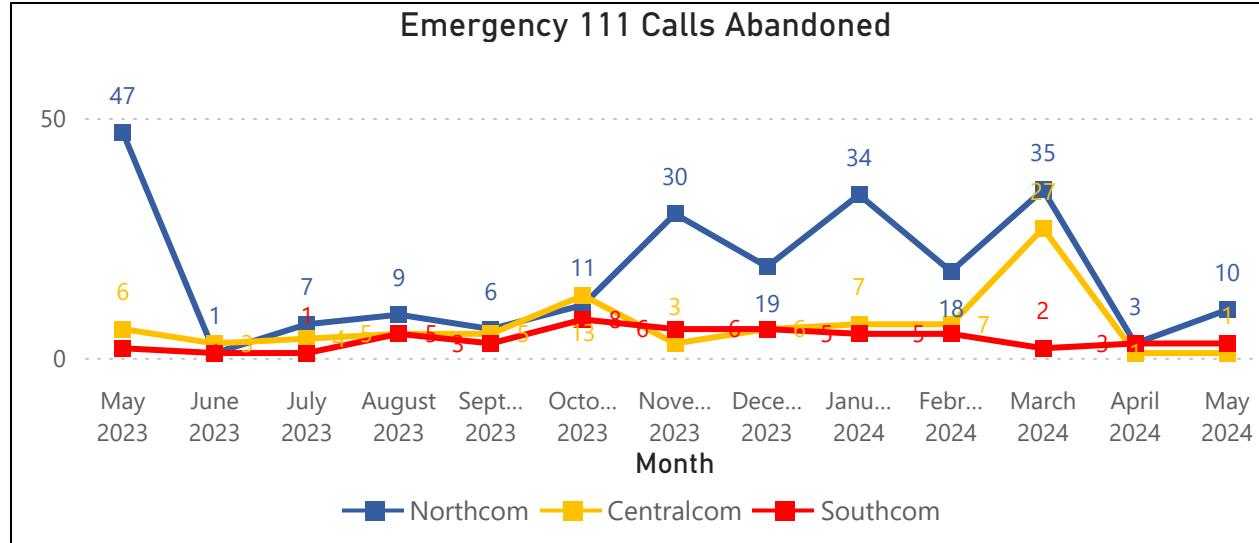


# Statistics - Emergency Calls by Centre and by Queue

All incoming 111, AES (Allied Emergency Services) and NEMA calls handled by ComCen.

## Emergency (111, AES and NEMA) Abandoned

An abandoned call is a call that is presented to the MiCCE telephone automatic call distribution system but not answered by a ComCen Dispatcher due to the caller hanging up or being presented to a ComCen Dispatcher who was not available for calls.



# Statistics - Non-Emergency Calls by Centre and by Queue

Non-Emergency calls include Admin, Admin Ops, RCC, FASP (Fire Alarm Service Providers), Shift Manager, Home Fire Safety, Air Desk and Help Desk.

## Non-Emergency Admin Calls Abandoned

An abandoned call is a call that is presented to the MiCCE telephone automatic call distribution system but not answered by a Comcen Dispatcher due to the caller hanging up or being presented to a Comcen Dispatcher who was not available for calls.

