

	2014			2015			2016	
	Hoax / abandoned Calls	Responses	Hours spent	Hoax / abandoned Calls	Responses	Hours Spent	Hoax / abandoned Calls	Responses
January	634	41	27:57:00	349	52	38:43:48	371	59
February	721	43	40:06:36	391	61	39:07:12	434	64
March	533	75	48:37:12	376	75	44:03:00	742	51
April	332	52	37:00:36	388	58	39:27:00	622	71
May	388	61	36:55:48	361	71	46:04:48	912	79
June	348	63	42:22:12	508	83	47:40:48	1059	64
July	576	89	49:12:00	561	79	47:07:12	1544	72
August	532	70	51:49:48	641	67	56:28:12	1030	40
September	655	57	41:15:00	557	68	47:04:12	785	54
October	541	91	62:09:36	495	70	49:03:00	737	48
November	539	78	51:18:36	460	69	41:13:48	576	21
December	479	43	32:54:36	367	72	43:18:00	2737	57

Hours Spent	2017			2018			2019	
	Hoax / abandoned Calls	Responses	Hours Spent	Hoax Calls	Responses	Hours Spent	Hoax Calls	Responses
44:56:24	2478	44	39:37:12	90	52	42:14:01	71	53
44:25:48	654	37	29:10:48	79	59	40:14:01	53	36
35:28:48	707	50	35:41:24	79	60	55:05:24	63	45
43:01:48	763	44	31:58:12	101	68	45:38:12	89	56
68:18:00	980	45	44:24:36	90	79	58:45:04	60	38
48:15:00	1127	47	45:42:36	85	66	49:27:20	54	38
55:42:00	3304	35	56:24:36	94	70	54:22:39	24	2
28:04:12	1421	24	21:48:36	88	60	39:52:29	24	0
46:55:48	726	25	26:42:00	72	57	51:55:22	19	0
39:28:12	546	30	30:08:24	68	53	35:41:30	21	0
17:28:48	234	4	03:10:12	79	66	44:45:15	10	1
45:51:36	33	0	01:47:24	79	63	46:02:07	10	0

Hours spent
35:42:58
27:32:49
41:19:11
42:12:59
21:52:46
26:47:02
00:57:25
00:35:17
00:47:01
00:07:23
01:17:29
00:22:13