

	2017			2018			2019		
	Hoax / abandoned Calls	Responses	Hours Spent	Hoax Calls	Responses	Hours Spent	Hoax Calls	Responses	Hours spent
January	2478	44	39:37:12	90	52	42:14:01	71	53	35:42:58
February	654	37	29:10:48	79	59	40:14:01	53	36	27:32:49
March	707	50	35:41:24	79	60	55:05:24	63	45	41:19:11
April	763	44	31:58:12	101	68	45:38:12	89	56	42:12:59
May	980	45	44:24:36	90	79	58:45:04	60	38	21:52:46
June	1127	47	45:42:36	85	66	49:27:20	54	38	26:47:02
July	3304	35	56:24:36	94	70	54:22:39	24	2	00:57:25
August	1421	24	21:48:36	88	60	39:52:29	24	0	00:35:17
September	726	25	26:42:00	72	57	51:55:22	19	0	00:47:01
October	546	30	30:08:24	68	53	35:41:30	21	0	00:07:23
November	234	4	03:10:12	79	66	44:45:15	10	1	01:17:29
December	33	0	01:47:24	79	63	46:02:07	10	0	00:22:13