Last Refresh Date: 2 January 2018

Select BCU \ Borough Merton

#### Offences & SDs

Reporting Period Ending: 1 January 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12
TNO	TNO - State		878	999	13.8%	618	719	70.4%	72.0% 🔵
	TNO - Victim		12,346	12,726	3.1%	1,817	1,522	14.7%	12.0% 🔵
	TNO - Unknown		14	15	7.1%	8	6	57.1%	40.0% 🔵
	Total		13,238	13,740	3.8%	2,443	2,247	18.5%	16.4% 🔴
Burglary	Total		1,429	1,450	1.5%	118	76	8.3%	5.2%
Criminal Damage	Total		1,416	1,279	-9.7%	182	127	12.9%	9.9% 🔴
Robbery	Business Property		29	30	3.4%	9	8	31.0%	26.7% 🔵
	Personal Property		256	324	26.6%	28	18	10.9%	5.6% 🔴
	Total		285	354	24.2%	37	26	13.0%	7.3%
Robbery - Mobile Phone	Total		91	85	-6.6%	13	2	14.3%	2.4%
Theft and Handling	Theft From M/V		961	987	2.7%	22	9	2.3%	0.9% 🔵
	Theft/Taking of M/V		666	571	-14.3%	39	51	5.9%	8.9% 🔵
	Theft Person		223	230	3.1%	1	0	0.4%	0.0%
	Other Theft & Handling		3,094	3,242	4.8%	453	407	14.6%	12.6%
	Total		4,944	5,030	1.7%	515	467	10.4%	9.3%
Theft Person - Mobile Phone	Total		85	89	4.7%	0	0	0.0%	0.0% 😑
VWI	VWI - Domestic Abuse		486	465	-4.3%	190	157	39.1%	33.8% 🔵
	<b>VWI - Non Domestic Abuse</b>		875	947	8.2%	257	215	29.4%	22.7% •
	Total		1,361	1,412	3.7%	447	372	32.8%	26.3%
Domestic Abuse	Total		1,435	1,454	1.3%	514	411	35.8%	28.3%
Sexual Offences	Rape		115	135	17.4%	13	16	11.3%	11.9% 🔵
	Other Sexual		198	221	11.6%	44	24	22.2%	10.9% 🔵
	Total		313	356	13.7%	57	40	18.2%	11.2%
Total Gun Crime	Total		29	32	10.3%	5	4	17.2%	12.5% 🔴
Lethal-barrelled Gun Discharges	Total		2	5	150.0%	0	0	0.0%	0.0% 😑
Total Knife Crime	Total		174	175	0.6%	46	32	26.4%	18.3% 🔵
Knife Injury Victims (U25 Non DA)	Total		31	19	-38.7%				

#### I & S Calls and ASB

Reporting Period Ending: 31 December 2017

	Previous R12	Current R12	Change %
ASB Calls	4,304	4,050	-5.9%
ASB Repeat Callers	92	80	-13.0%
I Calls In Target	90.2%	90.4%	•
S Calls In Target	83.4%	84.1%	•



Select BCU \ Borough Merton

#### **Offences & SDs**

Reporting Period Ending: 5 February 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12
TNO	TNO - State		875	1,015	16.0%	604	749	69.0%	73.8% 🔵
	TNO - Victim		12,363	12,785	3.4%	1,780	1,464	14.4%	11.5% 🔵
	TNO - Unknown		14	16	14.3%	7	6	50.0%	37.5% 🔵
	Total		13,252	13,816	4.3%	2,391	2,219	18.0%	16.1% 🔴
Burglary	Total		1,471	1,425	-3.1%	116	72	7.9%	5.1% 🔴
Criminal Damage	Total		1,389	1,277	-8.1%	185	116	13.3%	9.1% 🔵
Robbery	Business Property		23	35	52.2%	8	8	34.8%	22.9% 🔵
	Personal Property		261	330	26.4%	26	21	10.0%	6.4% 🔵
	Total		284	365	28.5%	34	29	12.0%	7.9% 🔴
Robbery - Mobile Phone	Total		96	86	-10.4%	13	4	13.5%	4.7% •
Theft and Handling	Theft From M/V		949	1,025	8.0%	19	11	2.0%	1.1% 🔵
	Theft/Taking of M/V		684	587	-14.2%	44	45	6.4%	7.7% 🔵
	Theft Person		224	235	4.9%	1	0	0.4%	0.0% •
	Other Theft & Handling		3,103	3,279	5.7%	436	401	14.1%	12.2% 🔵
	Total		4,960	5,126	3.3%	500	457	10.1%	8.9%
Theft Person - Mobile Phone	Total		88	93	5.7%	0	0	0.0%	0.0% 😑
VWI	VWI - Domestic Abuse		489	459	-6.1%	191	146	39.1%	31.8% 🔵
	VWI - Non Domestic Abuse		878	926	5.5%	246	196	28.0%	21.2% 🔵
	Total		1,367	1,385	1.3%	437	342	32.0%	24.7%
Domestic Abuse	Total		1,438	1,466	1.9%	505	394	35.1%	26.9% •
Sexual Offences	Rape		105	138	31.4%	15	15	14.3%	10.9% 🔵
	Other Sexual		184	234	27.2%	37	26	20.1%	11.1% 🔵
	Total		289	372	28.7%	52	41	18.0%	11.0% 🔵
Total Gun Crime	Total		30	34	13.3%	6	3	20.0%	8.8% 🔵
Lethal-barrelled Gun Discharges	Total		2	5	150.0%	0	0	0.0%	0.0% 😑
Total Knife Crime	Total		177	177	0.0%	44	33	24.9%	18.6% •
Knife Injury Victims (U25 Non DA)	Total		32	18	-43.8%				

#### I & S Calls and ASB

Reporting Period Ending: 4 February 2018

	Previous R12	Current R12	Change %
ASB Calls	4,320	4,025	-6.8%
ASB Repeat Callers	96		
I Calls In Target	90.1%	90.3%	•
S Calls In Target	83.2%	84.3%	•



Select BCU \ Borough Merton

#### **Offences & SDs**

Reporting Period Ending: 1 March 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12
TNO	TNO - State		882	1,024	16.1%	629	755	71.3%	73.7% 🔵
	TNO - Victim		12,386	12,788	3.2%	1,818	1,377	14.7%	10.8% 🔵
	TNO - Unknown		17	14	-17.6%	7	6	41.2%	42.9% 🔵
	Total		13,285	13,826	4.1%	2,454	2,138	18.5%	15.5% 🔵
Burglary	Total		1,476	1,416	-4.1%	120	70	8.1%	4.9% 🔵
Criminal Damage	Total		1,384	1,260	-9.0%	187	113	13.5%	9.0% 🔵
Robbery	Business Property		21	35	66.7%	7	8	33.3%	22.9% 🔵
	Personal Property		261	339	29.9%	28	21	10.7%	6.2% 🔵
	Total		282	374	32.6%	35	29	12.4%	7.8% ●
Robbery - Mobile Phone	Total		95	89	-6.3%	13	4	13.7%	4.5% 🔴
Theft and Handling	Theft From M/V		941	1,038	10.3%	16	10	1.7%	1.0% 🔵
	Theft/Taking of M/V		704	568	-19.3%	49	37	7.0%	6.5% 🔵
	Theft Person		232	235	1.3%	1	0	0.4%	0.0% 🔵
	Other Theft & Handling		3,108	3,292	5.9%	455	378	14.6%	11.5% 🔵
	Total		4,985	5,133	3.0%	521	425	10.5%	8.3%
Theft Person - Mobile Phone	Total		91	100	9.9%	0	0	0.0%	0.0% 🔵
VWI	VWI - Domestic Abuse		481	465	-3.3%	193	138	40.1%	29.7% •
	VWI - Non Domestic Abuse		868	931	7.3%	235	188	27.1%	20.2% 🔵
	Total		1,349	1,396	3.5%	428	326	31.7%	23.4%
Domestic Abuse	Total		1,426	1,487	4.3%	520	375	36.5%	25.2% •
Sexual Offences	Rape		108	131	21.3%	12	15	11.1%	11.5% 🔵
	Other Sexual		184	244	32.6%	34	26	18.5%	10.7% 🔵
	Total		292	375	28.4%	46	41	15.8%	10.9% 🔵
Total Gun Crime	Total		30	40	33.3%	7	4	23.3%	10.0% 🔴
Lethal-barrelled Gun Discharges	Total		1	8	700.0%	0	2	0.0%	25.0% 😑
Total Knife Crime	Total		173	187	8.1%	43	34	24.9%	18.2% 🔵
Knife Injury Victims (U25 Non DA)	Total		29	20	-31.0%				

#### I & S Calls and ASB

Reporting Period Ending: 28 February 2018

	Previous R12	Current R12	Change %
ASB Calls	4,342	3,985	-8.2%
ASB Repeat Callers	95		
I Calls In Target	90.2%	90.4%	•
S Calls In Target	83.0%	84.3%	•



Select BCU \ Borough Croydon

#### **Offences & SDs**

Reporting Period Ending: 1 March 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12
TNO	TNO - State		2,691	2,806	4.3%	1,876	2,093	69.7%	74.6% 😑
	TNO - Victim		27,771	27,826	0.2%	3,549	2,997	12.8%	10.8% 🔵
	TNO - Unknown		43	44	2.3%	7	10	16.3%	22.7% 🔵
	Total		30,505	30,676	0.6%	5,432	5,100	17.8%	16.6% 🔵
Burglary	Total		2,697	2,784	3.2%	212	200	7.9%	7.2% 🔸
Criminal Damage	Total		3,262	3,138	-3.8%	414	369	12.7%	11.8% 🔵
Robbery	Business Property		86	83	-3.5%	12	10	14.0%	12.0% 🔵
	Personal Property		1,181	1,064	-9.9%	132	120	11.2%	11.3% 🔵
	Total		1,267	1,147	-9.5%	144	130	11.4%	11.3% 🔵
Robbery - Mobile Phone	Total		437	300	-31.4%	56	36	12.8%	12.0% 🔵
Theft and Handling	Theft From M/V		1,958	2,075	6.0%	29	27	1.5%	1.3% 🔵
	Theft/Taking of M/V		1,060	1,118	5.5%	84	54	7.9%	4.8% 🔵
	Theft Person		590	523	-11.4%	18	7	3.1%	1.3% 🔴
	Other Theft & Handling		5,905	5,823	-1.4%	612	478	10.4%	8.2% 🔵
	Total		9,513	9,539	0.3%	743	566	7.8%	5.9%
Theft Person - Mobile Phone	Total		296	235	-20.6%	13	5	4.4%	2.1% •
VWI	VWI - Domestic Abuse		1,292	1,279	-1.0%	500	381	38.7%	29.8% •
	VWI - Non Domestic Abuse		2,312	2,151	-7.0%	513	417	22.2%	19.4% 🔵
	Total		3,604	3,430	-4.8%	1,013	798	28.1%	23.3% 🔴
Domestic Abuse	Total		3,878	3,889	0.3%	1,055	944	27.2%	24.3%
Sexual Offences	Rape		343	399	16.3%	55	27	16.0%	6.8% 🔵
	Other Sexual		476	524	10.1%	86	78	18.1%	14.9% 🔵
	Total		819	923	12.7%	141	105	17.2%	11.4% 🔸
Total Gun Crime	Total		106	132	24.5%	19	23	17.9%	17.4% •
Lethal-barrelled Gun Discharges	Total		7	17	142.9%	4	1	57.1%	5.9% •
Total Knife Crime	Total		650	624	-4.0%	123	128	18.9%	20.5% 😑
Knife Injury Victims (U25 Non DA)	Total		97	106	9.3%				

### I & S Calls and ASB

Reporting Period Ending: 28 February 2018

	Previous R12	Current R12	Change %
ASB Calls	10,280	9,259	-9.9%
ASB Repeat Callers	230		
I Calls In Target	91.6%	90.0%	•
S Calls In Target	89.8%	88.5%	•



Select BCU \ Borough Kingston upon Thames

#### **Offences & SDs**

Reporting Period Ending: 1 March 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12
TNO	TNO - State		1,046	887	-15.2%	836	661	79.9%	74.5% 🔵
	TNO - Victim		9,412	10,670	13.4%	1,439	1,234	15.3%	11.6% 🔵
	TNO - Unknown		6	23	283.3%	5	8	83.3%	34.8% 🔴
	Total		10,464	11,580	10.7%	2,280	1,903	21.8%	16.4% 🔵
Burglary	Total		984	1,060	7.7%	71	61	7.2%	5.8% 🔴
Criminal Damage	Total		1,060	1,002	-5.5%	150	113	14.2%	11.3% 🔴
Robbery	Business Property		8	21	162.5%	6	7	75.0%	33.3% 🔴
	Personal Property		107	174	62.6%	11	9	10.3%	5.2% 🔵
	Total		115	195	69.6%	17	16	14.8%	8.2% •
Robbery - Mobile Phone	Total		30	38	26.7%	4	2	13.3%	5.3% 🔴
Theft and Handling	Theft From M/V		477	852	78.6%	9	10	1.9%	1.2% 🔵
	Theft/Taking of M/V		276	336	21.7%	17	13	6.2%	3.9% 🔴
	Theft Person		370	347	-6.2%	7	5	1.9%	1.4% 🔵
	Other Theft & Handling		2,745	3,051	11.1%	463	338	16.9%	11.1% 🔵
	Total		3,868	4,586	18.6%	496	366	12.8%	8.0%
Theft Person - Mobile Phone	Total		153	131	-14.4%	5	0	3.3%	0.0%
VWI	VWI - Domestic Abuse		323	316	-2.2%	142	115	44.0%	36.4% 🔵
	VWI - Non Domestic Abuse		784	819	4.5%	208	187	26.5%	22.8% •
	Total		1,107	1,135	2.5%	350	302	31.6%	26.6%
Domestic Abuse	Total		1,016	1,102	8.5%	370	330	36.4%	29.9% •
Sexual Offences	Rape		99	126	27.3%	10	8	10.1%	6.3% •
	Other Sexual		163	205	25.8%	30	31	18.4%	15.1% 🔴
	Total		262	331	26.3%	40	39	15.3%	11.8% 🔴
Total Gun Crime	Total		9	22	144.4%	1	8	11.1%	36.4% 😐
Lethal-barrelled Gun Discharges	Total		0	2		0	2		100.0% 😐
Total Knife Crime	Total		80	85	6.3%	28	27	35.0%	31.8% 🔴
Knife Injury Victims (U25 Non DA)	Total		24	16	-33.3%				

### I & S Calls and ASB

Reporting Period Ending: 28 February 2018

	Previous R12	Current R12	Change %
ASB Calls	4,236	3,388	-20.0%
ASB Repeat Callers	80		
I Calls In Target	89.5%	89.6%	•
S Calls In Target	85.0%	85.3%	•



Select BCU \ Borough Richmond upon Thames

#### **Offences & SDs**

Reporting Period Ending: 1 March 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12
TNO	TNO - State		667	721	8.1%	446	469	66.9%	65.0% 🔴
	TNO - Victim		10,936	12,555	14.8%	1,322	957	12.1%	7.6% 🔴
	TNO - Unknown		15	23	53.3%	5	4	33.3%	17.4% 🔴
	Total		11,618	13,299	14.5%	1,773	1,430	15.3%	10.8% 🔵
Burglary	Total		1,456	1,840	26.4%	100	65	6.9%	3.5% 🔸
Criminal Damage	Total		1,175	1,140	-3.0%	130	102	11.1%	8.9% 🔸
Robbery	Business Property		11	16	45.5%	1	4	9.1%	25.0% 🔵
	Personal Property		107	230	115.0%	21	17	19.6%	7.4% 🔴
	Total		118	246	108.5%	22	21	18.6%	8.5% 🔴
Robbery - Mobile Phone	Total		26	57	119.2%	9	6	34.6%	10.5% 🔸
Theft and Handling	Theft From M/V		1,001	1,483	48.2%	9	15	0.9%	1.0% 🔵
	Theft/Taking of M/V		556	544	-2.2%	33	25	5.9%	4.6% 🔴
	Theft Person		193	247	28.0%	1	1	0.5%	0.4% 🔵
	Other Theft & Handling		3,069	3,327	8.4%	312	169	10.2%	5.1% 🔵
	Total		4,819	5,601	16.2%	355	210	7.4%	3.7%
Theft Person - Mobile Phone	Total		80	90	12.5%	0	0	0.0%	0.0% 😑
VWI	VWI - Domestic Abuse		296	370	25.0%	112	103	37.8%	27.8% •
	VWI - Non Domestic Abuse		598	647	8.2%	187	101	31.3%	15.6% 🔵
	Total		894	1,017	13.8%	299	204	33.4%	20.1%
Domestic Abuse	Total		1,094	1,224	11.9%	384	329	35.1%	26.9% •
Sexual Offences	Rape		111	112	0.9%	10	6	9.0%	5.4% 🔵
	Other Sexual		208	213	2.4%	37	34	17.8%	16.0% 🔵
	Total		319	325	1.9%	47	40	14.7%	12.3%
Total Gun Crime	Total		15	24	60.0%	3	3	20.0%	12.5% 🔴
Lethal-barrelled Gun Discharges	Total		2	3	50.0%	1	0	50.0%	0.0%
Total Knife Crime	Total		75	130	73.3%	30	28	40.0%	21.5% •
Knife Injury Victims (U25 Non DA)	Total		14	14	0.0%				

### I & S Calls and ASB

Reporting Period Ending: 28 February 2018

	Previous R12	Current R12	Change %
ASB Calls	4,117	3,720	-9.6%
ASB Repeat Callers	85		
I Calls In Target	86.1%	87.9%	•
S Calls In Target	80.8%	83.5%	•



Select BCU \ Borough Sutton

#### **Offences & SDs**

Reporting Period Ending: 1 March 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12
TNO	TNO - State		848	841	-0.8%	591	586	69.7%	69.7% 🔴
	TNO - Victim		10,171	11,270	10.8%	1,660	1,511	16.3%	13.4% 🔵
	TNO - Unknown		9	15	66.7%	2	4	22.2%	26.7% 🔵
	Total		11,028	12,126	10.0%	2,253	2,101	20.4%	17.3% 🔸
Burglary	Total		1,211	1,140	-5.9%	74	60	6.1%	5.3% 🔸
Criminal Damage	Total		1,304	1,182	-9.4%	174	130	13.3%	11.0% 🔸
Robbery	Business Property		19	34	78.9%	5	6	26.3%	17.6% 🔵
	Personal Property		156	268	71.8%	20	26	12.8%	9.7% 🔴
	Total		175	302	72.6%	25	32	14.3%	10.6%
Robbery - Mobile Phone	Total		40	66	65.0%	10	8	25.0%	12.1% 🔸
Theft and Handling	Theft From M/V		689	1,013	47.0%	16	19	2.3%	1.9% 🔵
	Theft/Taking of M/V		417	517	24.0%	34	38	8.2%	7.4% 🔵
	Theft Person		158	171	8.2%	1	3	0.6%	1.8% 🔵
	Other Theft & Handling		2,293	2,479	8.1%	466	434	20.3%	17.5% 🔵
	Total		3,557	4,180	17.5%	517	494	14.5%	11.8% 🔵
Theft Person - Mobile Phone	Total		52	48	-7.7%	0	2	0.0%	4.2% 🔵
VWI	VWI - Domestic Abuse		460	487	5.9%	185	174	40.2%	35.7% 🔵
	<b>VWI - Non Domestic Abuse</b>		785	889	13.2%	214	207	27.3%	23.3% •
	Total		1,245	1,376	10.5%	399	381	32.0%	27.7%
Domestic Abuse	Total		1,328	1,448	9.0%	475	425	35.8%	29.4%
Sexual Offences	Rape		110	156	41.8%	16	10	14.5%	6.4% •
	Other Sexual		203	213	4.9%	33	44	16.3%	20.7% 🔵
	Total		313	369	17.9%	49	54	15.7%	14.6% 🔴
Total Gun Crime	Total		48	37	-22.9%	8	4	16.7%	10.8% 🔴
Lethal-barrelled Gun Discharges	Total		2	4	100.0%	0	0	0.0%	0.0% 😑
Total Knife Crime	Total		104	204	96.2%	20	44	19.2%	21.6% 😑
Knife Injury Victims (U25 Non DA)	Total		21	19	-9.5%				

### I & S Calls and ASB

Reporting Period Ending: 28 February 2018

	Previous R12	Current R12	Change %
ASB Calls	3,600	3,396	-5.7%
ASB Repeat Callers	61		
I Calls In Target	94.6%	92.9%	•
S Calls In Target	90.9%	90.4%	•



Select BCU \ Borough Wandsworth

#### **Offences & SDs**

Reporting Period Ending: 1 March 2018

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12
TNO	TNO - State		1,585	1,558	-1.7%	1,136	1,116	71.7%	71.6% 🔵
	TNO - Victim		23,051	24,241	5.2%	2,468	2,067	10.7%	8.5% 🔵
	TNO - Unknown		18	39	116.7%	2	12	11.1%	30.8% 🔵
	Total		24,654	25,838	4.8%	3,606	3,195	14.6%	12.4% ●
Burglary	Total		2,308	2,521	9.2%	151	122	6.5%	4.8% 🔸
Criminal Damage	Total		1,931	1,988	3.0%	207	212	10.7%	10.7%
Robbery	Business Property		65	52	-20.0%	14	12	21.5%	23.1% 🔵
	Personal Property		553	765	38.3%	59	42	10.7%	5.5% 🔵
	Total		618	817	32.2%	73	54	11.8%	6.6% •
Robbery - Mobile Phone	Total		151	177	17.2%	17	12	11.3%	6.8% •
Theft and Handling	Theft From M/V		2,404	2,389	-0.6%	27	25	1.1%	1.0% 🔵
	Theft/Taking of M/V		1,324	1,198	-9.5%	65	55	4.9%	4.6% 🔴
	Theft Person		647	735	13.6%	14	5	2.2%	0.7% 🔴
	Other Theft & Handling		6,485	6,508	0.4%	670	436	10.3%	6.7% 🔵
	Total		10,860	10,830	-0.3%	776	521	7.1%	4.8%
Theft Person - Mobile Phone	Total		303	335	10.6%	4	1	1.3%	0.3%
VWI	VWI - Domestic Abuse		619	755	22.0%	206	209	33.3%	27.7% •
	<b>VWI - Non Domestic Abuse</b>		1,470	1,520	3.4%	361	257	24.6%	16.9% 🔵
	Total		2,089	2,275	8.9%	567	466	27.1%	20.5%
Domestic Abuse	Total		2,096	2,417	15.3%	613	612	29.2%	25.3% •
Sexual Offences	Rape		258	242	-6.2%	26	25	10.1%	10.3% 😑
	Other Sexual		419	475	13.4%	68	56	16.2%	11.8% 🔴
	Total		677	717	5.9%	94	81	13.9%	11.3% 🔴
Total Gun Crime	Total		119	76	-36.1%	19	14	16.0%	18.4% 😐
Lethal-barrelled Gun Discharges	Total		8	2	-75.0%	0	3	0.0%	150.0% 😑
Total Knife Crime	Total		277	384	38.6%	60	72	21.7%	18.8% 🔵
Knife Injury Victims (U25 Non DA)	Total		35	48	37.1%				

### I & S Calls and ASB

Reporting Period Ending: 28 February 2018

	Previous R12	Current R12	Change %
ASB Calls	6,830	6,767	-0.9%
ASB Repeat Callers	136		
I Calls In Target	88.7%	88.3%	•
S Calls In Target	77.3%	76.8%	•