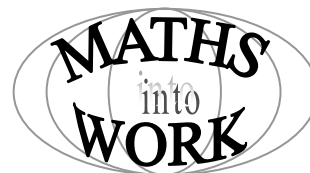


## Maths into Work Project

### Emergency Calls



### Background

A Regional Police Force is divided into Four *Divisions* based on the geography of the Region. Within South Division there are five *Sections* based on the five major towns. Within each *Section* police officers work in teams.

If you make an emergency call the operator first of all decides whether yours is an *immediate response incident*. If it is an *immediate response incident* the time taken for a Police Officer to arrive at the scene is recorded.

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A Police Inspector gets the data about his Division's response times and uses a spreadsheet to see how his teams are doing.



#### Immediate Response Incidents

##### *Targets:*

10 minutes in urban areas  
20 minutes in rural areas

National target 88% within target times

### Task:

Read through all the information on this and the following two pages, so that you can explain:

1. the calculations that are carried out by the spreadsheet
2. the formulae you would use in columns F and G and row 40 in the spreadsheet
3. why the success rates of the different Teams and Sections may be different
4. Explain how you would calculate the average success rate for the whole division for one month.



## Data and interview

Microsoft Excel - police

File Edit View Insert Format Tools Data Accounting Window Help

Arial 10 B I U

G34 =SUM(C34/F34)

	A	B	C	D	E	F	G	H	I	J	K	L
34	190	69	46	19	4	65	0.71					
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Sheet1 Chart1 Sheet2 Sheet3

Ready NUM

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so we get the team [indicating column A the different teams are numbered 190, 191, 192 and so on in Town A],

How many calls were received [indicating column B], right?

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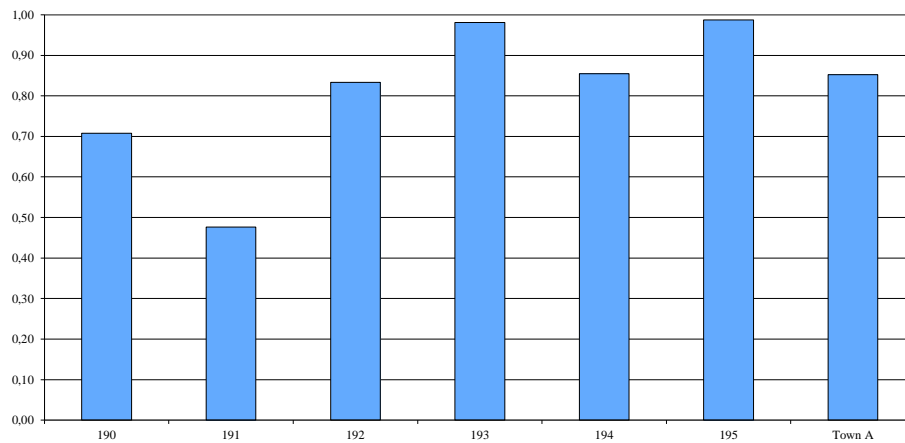
How many were not on time [indicating column D],

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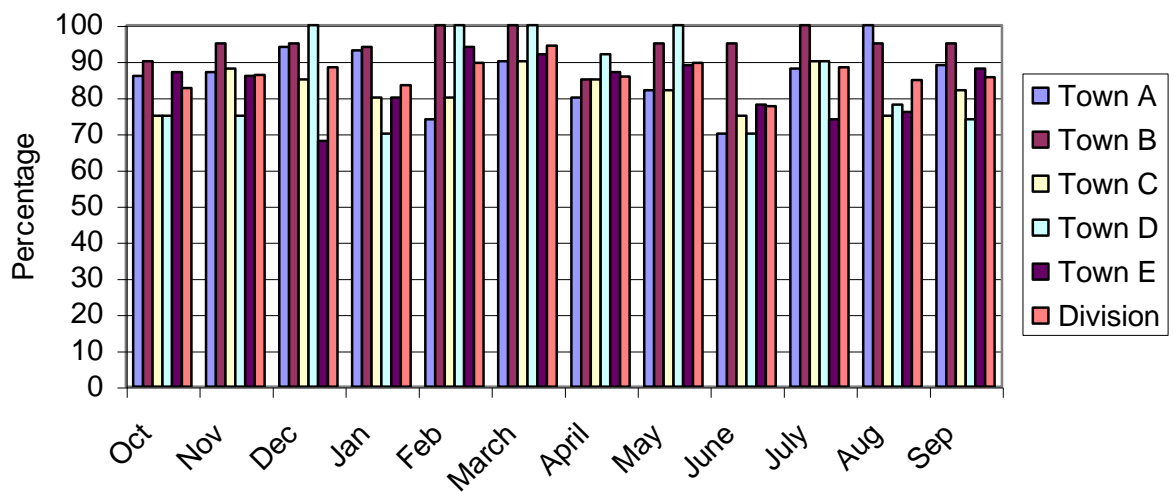
## Display

The Police Inspector displays the results using bar charts.

Percentage of emergency calls responded to within target time

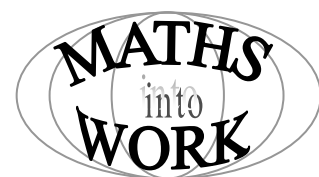


Emergency call success rate



**Maths into Work Project**

**Emergency Calls**



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Microsoft Excel - police

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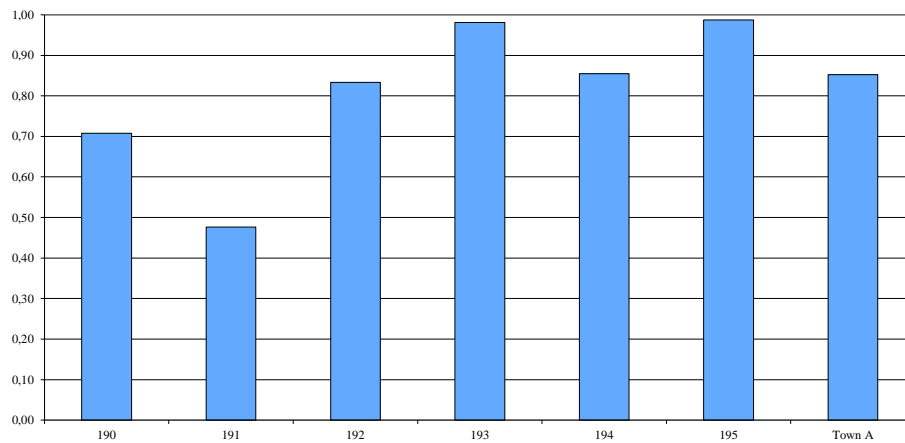
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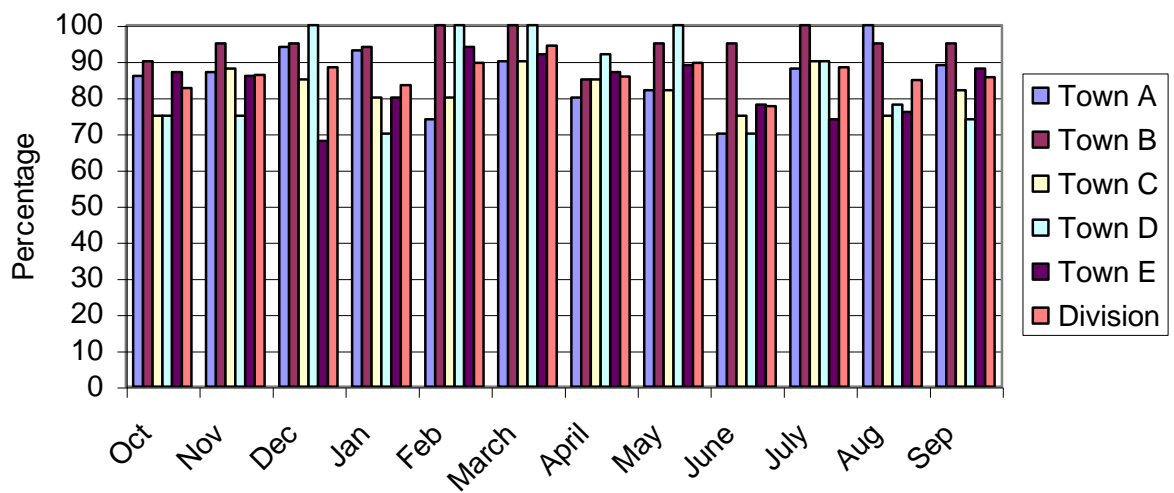
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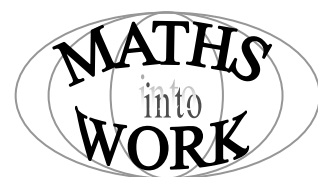


Emergency call success rate



**Maths into Work Project**

**Emergency Calls**



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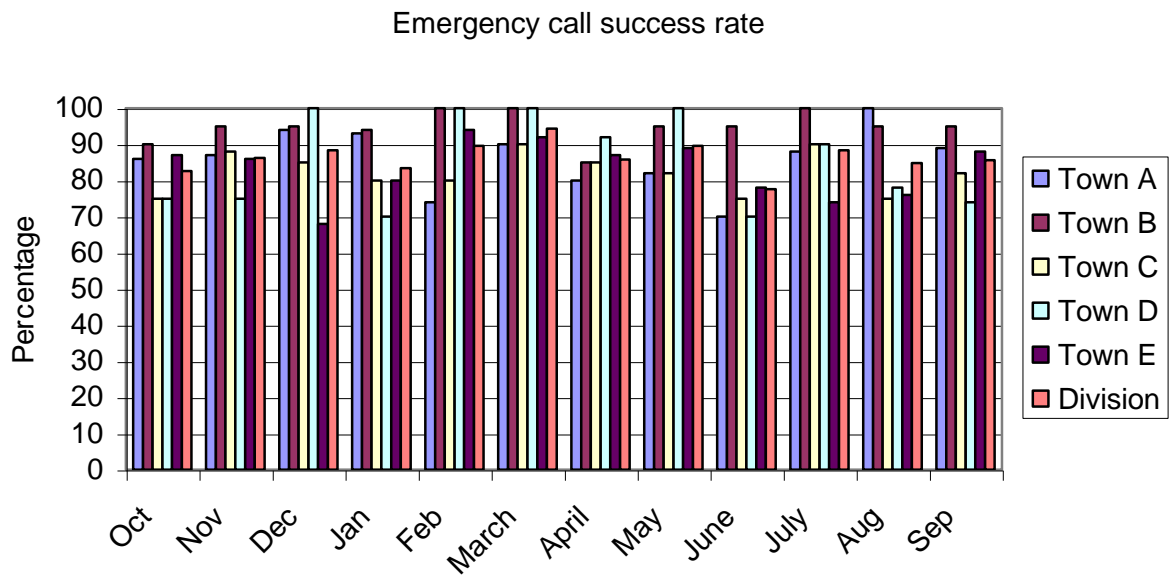
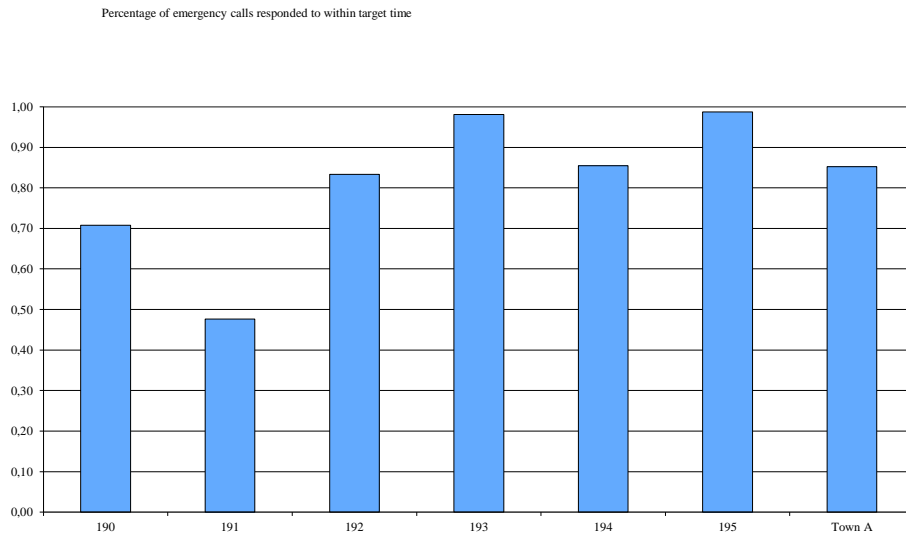
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