
Central Scotland Police

Annual Performance Review - 2000

Report of HM Inspectorate of the Constabulary

ANNUAL PERFORMANCE REVIEW (APR)

CENTRAL SCOTLAND POLICE

I. BACKGROUND INFORMATION

1. INTRODUCTION - GENERAL

1.1 This is the first Annual Performance Review (APR) of Central Scotland Police by HMIC following a change in the inspection process.

1.2 The APR examines a range of data gathered by the force which reflects aspects of performance over a period of time. A number of other key indicators are included covering policy and resource areas. This first document is not a comprehensive report of the force's results but it will be developed each year in collaboration with the force.

1.3 HMIC presents this material in a variety of ways, including trends, comparisons and observations.

1.4 For the most part direct comparison between forces in Scotland has significant limitations, principally because of the many differences between the forces. Factors such as population density, geography, numbers of employees, extent and nature of demand, combine to make simple comparison unrealistic. A "league table" approach at a force level has little value. In ensuing years some comparisons at a lower level (divisional and departmental) will be undertaken as this is likely to be much more informative and useful.

1.5 HMIC is looking for evidence of continuous improvement, normally measured by comparing the force's current performance against its own past record. In some instances benchmarking between forces or with other organisations will be appropriate. Where appropriate adoption of good practice from others can be a key factor in developing improvement.

1.6 This performance review is designed to be complementary to the Primary and Review Inspections which constitute the major part of the revised inspection regime. In time, HMIC anticipates this Annual Performance Review could be incorporated into the HMIC Annual Report.

1.7 HMIC appreciates that all forces presently gather and publish a range of data about their performance. Some data are part of the Public Performance monitoring documents, other information is given in the Chief Constable's Annual Report (often with supporting documentation) or it can be found in Scottish Executive publications.

1.8 HMIC will continue to work with forces to identify a methodology for gathering and presenting data that meets the requirements of the forces and HMIC while reducing the bureaucratic and administrative burden. Development within Scottish Police Information Strategy (SPIS) is the likely vehicle for this step forward.

2. THE REPORT

2.1 This report is sent to

2.1.1 The Minister for Justice;

2.1.2 The Central Scotland Joint Police Board; and

2.1.3 The Chief Constable of Central Scotland.

2.2 HMIC invites the Chief Constable to table the report at the next Joint Police Board meeting as part of the public agenda.

2.3 Post the meeting at 2.2 a press release will be made by HMIC advising that this report is published on the Internet at www.scotland.gov.uk/hmic.

3. THE FORMAT

3.1 The current report is structured around a number of key indicators of performance likely to be of interest and value to the public. HMIC will generally take a 5 year view where

that is meaningful and the data is available. Trends rather than year on year comparison will be offered.

3.2 Where appropriate HMIC anticipates that the force will have set a standard against which its performance can be judged. There may be targets for reaching the standard and these should be challenging but realistic. The purpose must be to seek improvement or maintain a standard which it is deemed acceptable. Where performance drops then an explanation should be possible by the force.

3.3 This first document will be developed and expanded. It will assist in focussing a force's achievements and act as a public pointer as to where some improvement is needed. A particular area for development is to include more specific information about performance against the objectives set by a force in response to the priorities identified following consultation with the communities they serve. In the first instance this is likely to be at the force level but divisional and some departmental performance may be possible later.

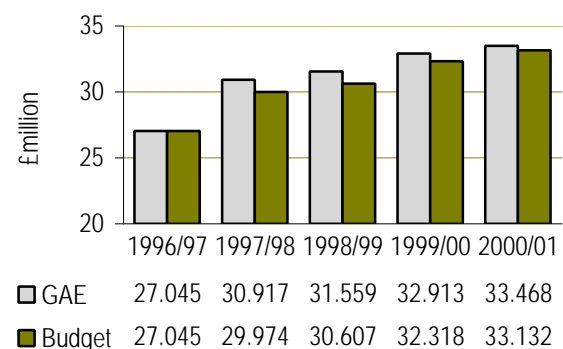
3.4 A key point will be to avoid adding to the present administrative demands on forces for information but to work with forces to establish methods for the electronic transfer of the relevant data on a routine basis.

4. THE PERFORMANCE INFORMATION

4.1 FORCE FUNDING

- With the exception of 1996/97, the budget for Central Police has tended to be set at a level below Grant Aided Expenditure (GAE).
- Central Scotland's share of Scottish GAE has risen only slightly since standing at 4.4% in 1996/97, to 4.5% in 2000/01.

FIG 1: FORCE BUDGET & GAE



4.2 PERSONNEL

STRENGTH IN FORCE

- The total strength in force of Central Scotland police currently stands at 959 members of staff, including police and support staff. This represents a +1.8% increase on the previous three year average.
- With the number of support staff more or less stable – down only slightly (-0.4%) on the previous three year average – it is the +2.6% rise in the number of police officers within force that has contributed to the overall rise.
- With only minor changes in personnel numbers the proportion of support staff within force has held steady over the last four years, at around one quarter.
- The ratio of male to female police officers currently stands at approximately 6.4 : 1, and has remained at more or less at same level over the last four years.
- The percentage of both part-time and additional officers has increased over the last two years. The former consists entirely of female police officers.
- Since 1996/97 the proportion of ethnic minority police officers within Central Scotland force has remained at 0.3%.
- With regard to support staff, the number of clerical staff has risen on the previous three year average by just under one third. Most of this rise has occurred in the latest year alone, pushing up their share to over 58%.
- In contrast, the number of technical staff has nearly halved (-47%) over this same time.
- The proportion of constables has remained stable at around 78.4% over the last two years, whilst that for sergeants has fallen in each of the four years, to reach 14%. With superintendents too seeing their share fall over the last three years to stand at 1.1% in 1999/00, only inspectors/chief inspectors (6.4% in 1999/00) have shown long term growth in share.
- Women are still over-represented within the rank of constable and under-represented within more senior positions: over three-quarters of all male officers (76%) and 92% of all female officers are constables and there are no female officers above the rank of inspector.
- Though not shown here, both ethnic minority members of police staff are of constable rank.

FIG 2: CENTRAL SCOTLAND – STRENGTH IN FORCE 1999/00

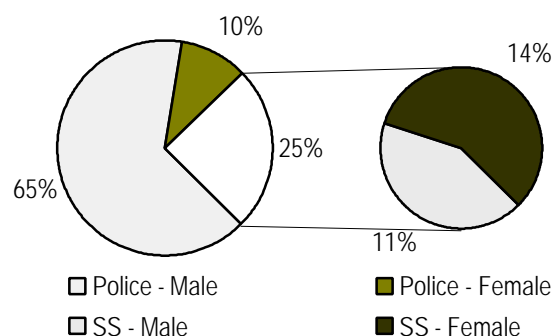


TABLE 1: BREAKDOWN OF STAFF

	CENTRAL				SCOTLAND
	1996/7	1997/8	1998/9	1999/00	1999/00
Total Force	915	947	963	959	20081
No. police officers	686	703	719	721	14624
... per 100,000 pop.	250	255	261	260	286
... % female	13.3	13.9	13.9	13.6	15.8
... % part time	0.1	0.9	1.7	1.8	1.3
... % additional*	0.0	0.0	1.7	2.2	0.7
... % ethnic minority	0.1	0.3	0.3	0.3	0.5
No. of Support Staff	229	244	244	238	5457
... as a % of total force	25.0	25.8	25.3	24.8	27.2
... % female	55.0	58.2	57.0	57.6	65.3
... % part time	20.1	19.3	18.4	19.7	11.3
... % ethnic minority	-	0.0	0.0	0.0	0.6
... % traffic warden	8.7	7.4	8.6	8.0	5.9
... % technical	31.0	29.5	34.4	16.8	27.2
... % clerical	43.2	46.3	41.4	58.4	58.9
... % cadets	3.1	4.1	3.3	3.8	0.2
... % domestic/cleaner	14.0	12.7	12.3	13.0	7.9

* additional = officers based in ports, airports and oil-related industries whose costs are not borne entirely by the local authority

FIG 3: BREAKDOWN BY RANK

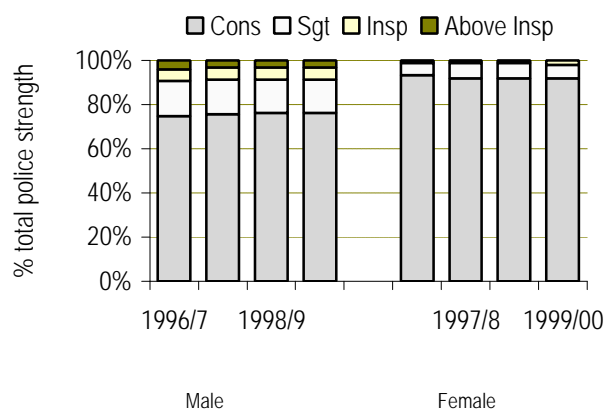
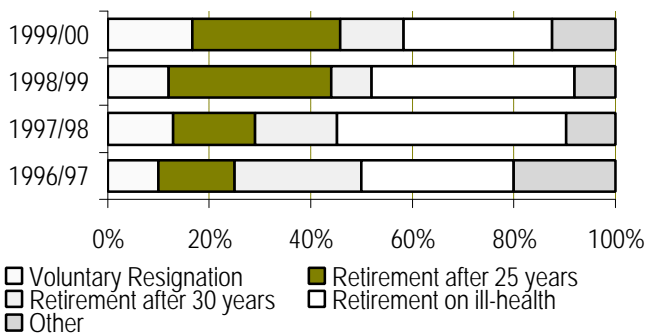


TABLE 2: RECRUITMENT

	CENTRAL				SCOTLAND
	1996/7	1997/8	1998/9	1999/00	1999/00
Police – Male					
Total Recruitment	39	36	30	22	344
Applications per post	5.2	13.3	9.7	5.7	8.6
Police – Female					
Total Recruitment	8	12	5	4	140
Applications per post	6.8	20.0	26.2	13.8	7.8
Average Age (years)	24.7	25.1	23.9	25.0	-
Support – Male					
Total Recruitment	21	-	-	8	158
Applications per post	-	-	-	36.0	30.5
Support – Female					
Total Recruitment	13	-	-	13	335
Applications per post	-	-	-	37.5	20.7

- The total number of applications for officer posts in 1999/00 was down –61% on the previous three year average, while that for recruits fell by –40%.
- The proportion of female applicants for police posts has increased from 21% of all applicants in 1996/97 to 30% in 1999/00.
- However, the proportion of females who are then recruited has fallen from a peak of 25% in 1997/98 to 15.4% in 1999/00.
- In contrast, 63% of all applicants for support staff positions in 1999/00 were women, and of all applicants who were then recruited to support staff positions, 62% were female.

FIG 4: STAFF WASTAGE



- Retirement due to ill-health remains the single most common grounds for staff wastage. The proportion of staff falling into this category reached a peak of 45% in 1997/98, but has since fallen back to 29%.
- Retirement after completion of 25-30 years service has almost doubled since 1996/97, whilst retirement after 30 or more years service has in turn halved.
- The increase in the proportion of voluntary resignations in 1999/00 is due to two such resignations during the probationary period.

TABLE 3: STAFF ABSENCES

	CENTRAL				SCOTLAND
	1996/7	1997/8	1998/9	1999/00	1999/00
Per police officer					
Absences of sick leave	1.5	1.4	1.5	1.5	1.4
... self-certificated	1.2	1.2	1.2	1.3	1.0
... > 28 days	0.1	0.1	0.1	0.1	0.1
Working days lost	10.1	13.1	15.4	12.0	11.6
... self-certificated	3.4	3.0	3.1	3.3	2.7
... > 28 days	4.3	7.7	7.2	6.4	7.4
Maternity/paternity	0.8	1.7	0.7	0.6	1.0
Days lost - assault	0.1	0.3	0.0	0.2	0.3
Per member of SS					
Absences of sick leave	1.5	0.4	1.7	2.1	1.7
... self-certificated	1.2	0.3	1.4	1.8	1.3
... > 28 days	0.1	0.0	0.1	0.1	0.1
Working days lost	9.1	4.6	11.5	11.1	12.0
... self-certificated	3.1	0.6	3.5	3.7	3.5
... > 28 days	3.2	3.5	5.1	4.6	6.3
Maternity/paternity	1.6	2.8	1.8	1.2	2.7
Days lost - assault	0.0	0.0	0.0	0.0	0.1

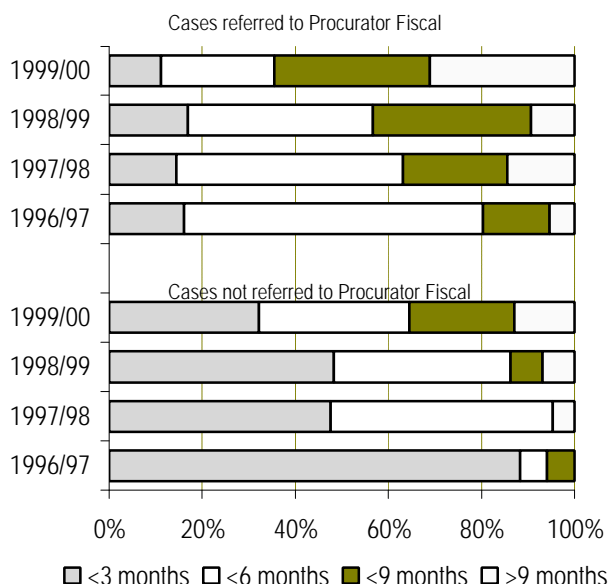
- Absences of sick leave per police officer have changed little over this time period, either overall or in terms of self-certificated or 28 day periods of absence.
- Where change has occurred is within number of working days lost per officer. Here the number of days lost to absences of over 28 days duration had been on the increase, but is now showing signs of falling back. In contrast, self-certificated working days lost are rising again.
- For support staff the picture is somewhat different. Here, 1997/98 saw figures dip to recent lows for nearly all absence/sick leave categories. Since that time though, both absences of sick leave and number of working days lost have risen, particularly so in relation to self-certificated absence.
- The latest two years have seen absences of sick leave per support staff exceed those per police officers.

4.3 COMPLAINTS AGAINST THE FORCE

TABLE 4: COMPLAINT CASES

	CENTRAL				SCOTLAND
	1996/7	1997/8	1998/9	1999/00	1999/00
a) Outstanding from previous year	16	33	32	47	744
b) Received during year	92	96	97	102	1440
c) Disposed during year	73	97	82	76	1437
Total for year (a+b)	108	129	129	149	2184
disposal rate	67.6%	75.2%	63.6%	51.0%	65.8%
Referral to Proc. Fiscal As a percentage of c)	56	76	53	45	924
	76.7%	78.4%	64.6%	59.2%	64.3%

FIG 5: TIME TAKEN TO PROCESS CASES



- The number of complaint cases received during the year 1999/00 is up on the previous three year average, by +7.4%.
- The percentage of cases subsequently disposed has been in decline since 1997/98, and is now standing at just over half of all cases.
- The proportion of all cases referred to the Procurator Fiscal has also declined, indicating a reduction in the proportion of complaints which allege criminal conduct on the part of the police officer involved.
- An increasing proportion of cases – irrespective of whether they are referred on to the Procurator Fiscal – are taking longer to be processed.
- Those cases referred to the Procurator Fiscal which are processed within six months or less have declined dramatically, from 80% in 1996/97 to just under one-third (35.5%) in 1999/00. This is despite a decrease in the number of such referrals.
- Similarly, with non-referrals, those processed within six months have declined from 94% in 1996/97 to 64.5% in 1999/00.
- Though the total number of complaint allegations is down –10% on the previous three year average, it has not dropped below that recorded for 1996/97.
- With regard to subsequent disposals, 1998/99 saw a marked rise in the proportion of allegations found to be substantiated and a corresponding fall in those found to have no substance. This latest year however, has seen substantiated allegations reach a recent low of 4.2%.
- Assault remains the most common form of allegation, although both the number of such complaints and their share as a proportion of total complaint allegations, have been falling fairly consistently since 1996/97.
- The number of disposed Incivility allegations is also showing a decline – down by over one-third – with all those recorded in 1999/00 proving to be unsubstantiated.

TABLE 5: DISPOSAL OF COMPLAINT ALLEGATIONS

	CENTRAL									SCOTLAND		
	1996/97		1997/98		1998/99		1999/00		Year vs previous 3yr average	1999/00		% change
	No.	% subst antiated	No.	% subst antiated	No.	% subst antiated	No.	% subst antiated		No.	% subst antiated	
Assault	62	6.5	50	4.0	48	0.0	46	2.2	-13.8	898	0.9	-1.8
Incivility	23	13.0	29	3.4	18	61.1	15	0.0	-35.7	238	8.8	-9.4
Neglect of Duty	7	28.6	20	20.0	11	9.1	16	25.0	+26.3	266	33.8	+31.0
Irregularity in procedure	3	0.0	11	9.1	4	25.0	4	0.0	-33.3	305	13.8	+12.3
Traffic irregularity	1	0.0	1	0.0	2	50.0	1	0.0	-25.0	20	5.0	+100.0
Oppressive conduct / Harassment	9	11.1	18	0.0	13	7.7	13	0.0	-2.5	235	10.2	+26.6
Unlawful / unnecessary Detention	3	0.0	8	0.0	8	0.0	6	0.0	-5.3	103	1.0	-26.6
Racially discriminatory Behaviour	0	0.0	0	0.0	0	0.0	0	0.0	-	19	0.0	+50.0
Corrupt practice	1	0.0	3	0.0	5	20.0	4	0.0	+33.3	24	20.8	+80.0
Other crime	6	0.0	11	0.0	12	0.0	8	0.0	-17.2	110	7.3	+17.9
Other	2	0.0	4	0.0	4	0.0	6	0.0	+80.0	43	25.6	-12.2
Total	117	8.5	155	5.2	125	12.8	119	4.2	-10.1	2261	9.3	+4.9

4.4 CRIME

TOTAL CRIME

- Total reported crime in 1999/00 is up +1.3% when the latest year is compared with the average of the previous four years. This does however belie a more recent downward trend of -1.6% on the previous year.
- Moreover overall detection rate for all crime has fallen fairly steadily, down from 60% in 1995/96 to 54.8% in 1999/00, with all five groups contributing to this downward trend.

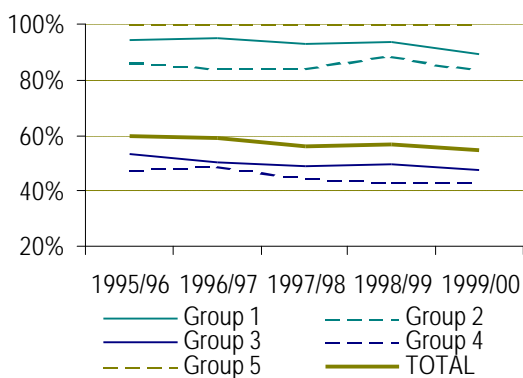
GROUP 1: NON-SEXUAL CRIMES OF VIOLENCE

- Recorded crime for this group has shown a decrease of nearly -7% in the latest year compared with the previous four year average. This has been driven primarily by falls in Handling Offensive Weapons and 'other' crimes.
- Indeed, of the four major crime sub-groups comprising Group 1, only Robbery has shown an increase, while the overall decline in reported Serious Assaults is less than that for the Group as a whole
- Over this same period the overall detection rate has fallen nearly five percentage points. Again it is crimes associated with Robbery which continue to present the major challenge, but rate of detection of Serious Assault crimes has also suffered some slippage.

GROUP 2: CRIMES OF INDECENCY

- Reports of crimes within this group have declined quite dramatically, particularly within the latest year, down -45% on the previous four year average.
- All three sub-groups have contributed to this downward trend, with Sexual Assaults almost halved (-46%), and lewd/indecent behaviour down -40%.
- While rates of detection for the three sub-groups do indicate some slippage, it should be borne in mind that the magnitude of these declines is exaggerated by the small numbers involved.

FIG 6: DETECTION RATE PER CRIME GROUP



GROUP 3: CRIMES INVOLVING DISHONESTY

- Recorded crime for this group has experienced a +3.4% increase in the latest year compared with the previous four year average. Though not shown separately here, shoplifting is up nearly 29%, while housebreaking and OLP have experienced more modest rises of +1.4% and +2.6% respectively.
- Overall detection rate has fallen – down from 53.5% in 1995/96 to 47.7% in the latest year. The detection rate for housebreaking alone has fallen by over ten percentage points, for 'other theft' by nearly twelve.

GROUP 4: FIRE-RAISING, MALICIOUS & RECKLESS CONDUCT

- Recorded crime is also up here, by +2.5% for this category. This is mainly due to a +3% rise in crimes of vandalism and reckless conduct – which account for over 97% of all crime in this category – as fire-raising has seen a decline of -11.5% over the same time period.
- A similar pattern emerges looking at detection rate. That is, while detection of crimes relating to vandalism etc has fallen to 42.9%, that for fire-raising has reached a recent peak of 55.3%.

GROUP 5: OTHER CRIMES

- Finally in this section, other crimes have fallen -3.5% compared with the average of the previous four years. A -6.4% reduction in reports of drug-related crimes has been the main factor here.
- By their nature, crimes within this group will always have a high detection rate.

FIG 7: INDEX OF RECORDED CRIME PER GROUP (1995/96 = 100)

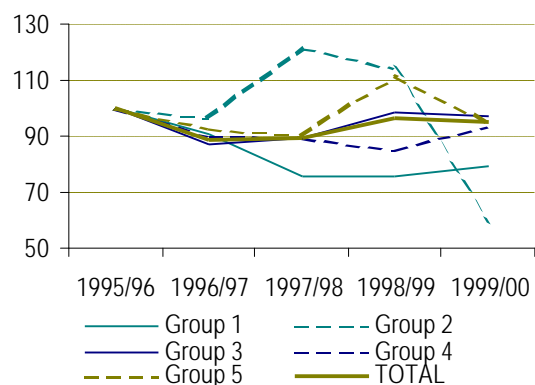


FIG 8: TOTAL CRIME - NUMBER RECORDED AND % DETECTED

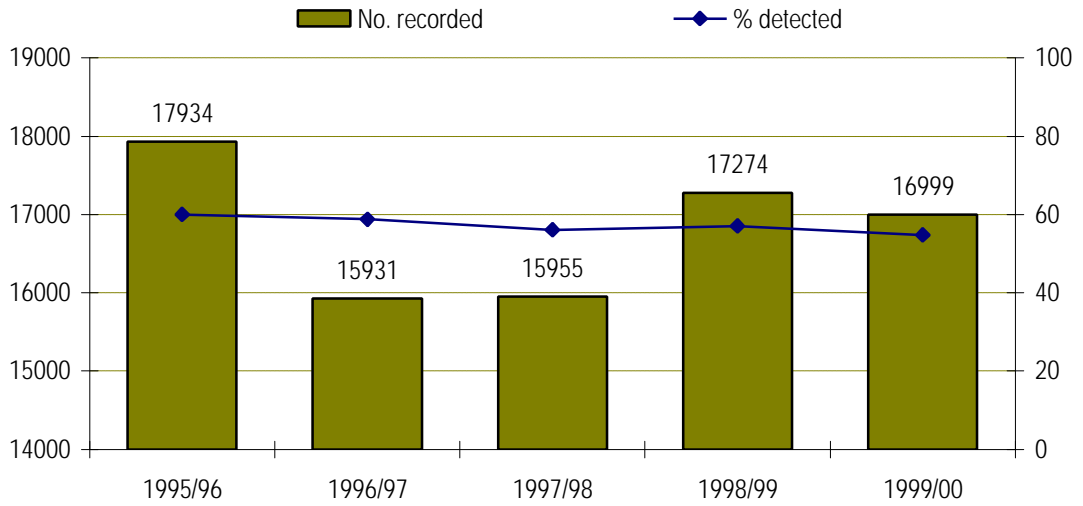
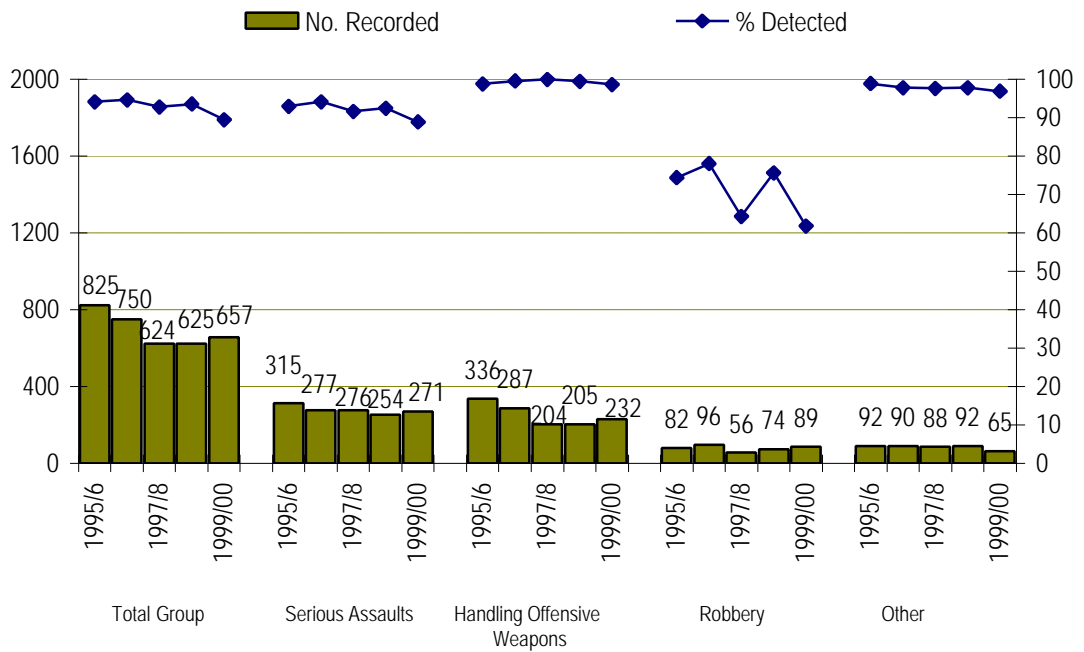


FIG 9: GROUP 1 CRIME - NUMBER RECORDED AND % DETECTED



(Serious assaults = murder, attempted murder, culpable homicide, death through drink/drug driving and serious assaults)

FIG 10: GROUP 2 CRIME - NUMBER RECORDED AND % DETECTED

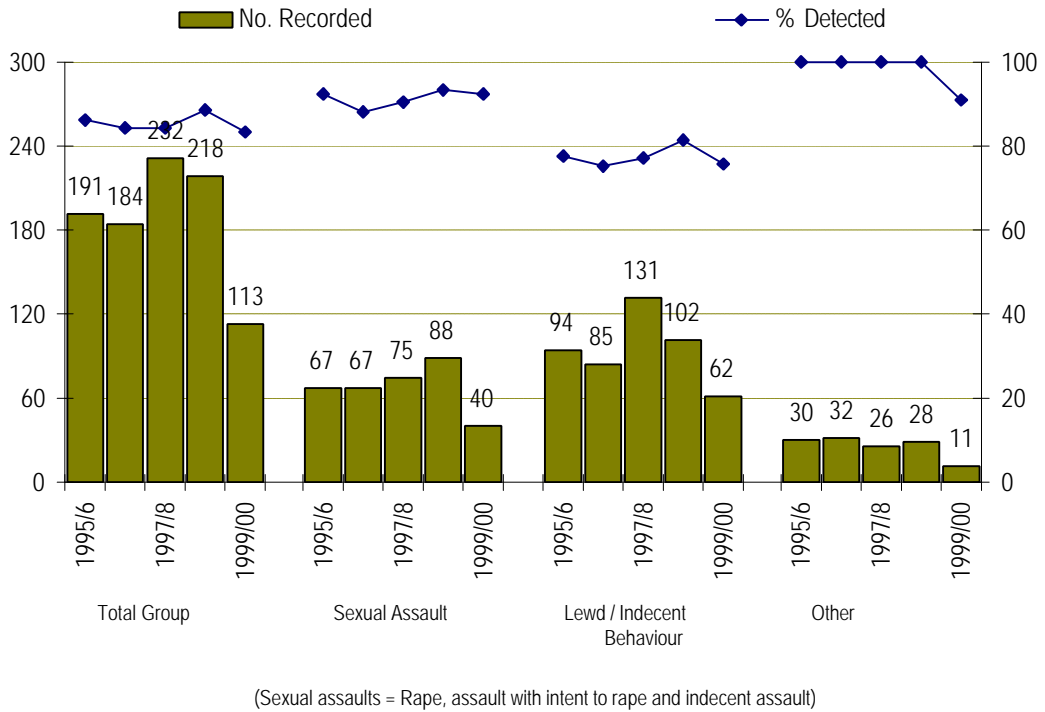


FIG 11: GROUP 3 CRIME - NUMBER RECORDED AND % DETECTED

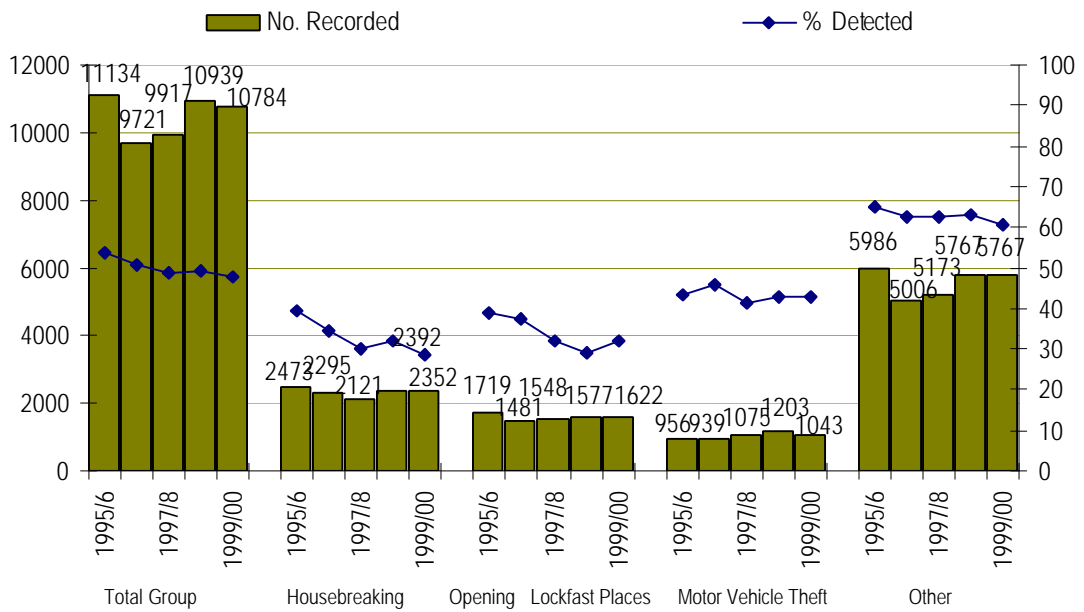


FIG 12: GROUP 4 CRIME - NUMBER RECORDED AND % DETECTED

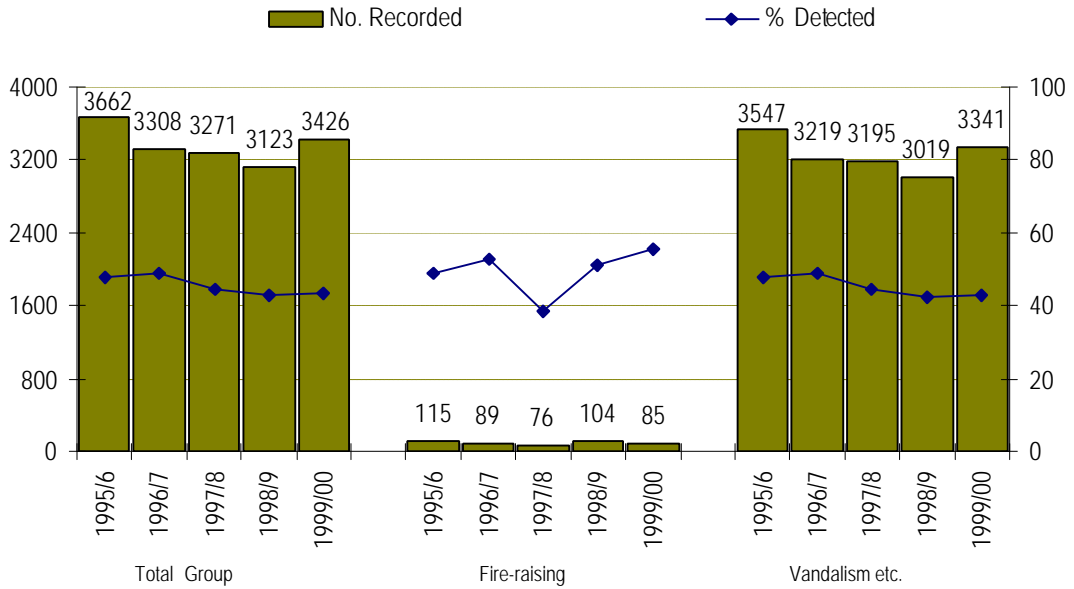
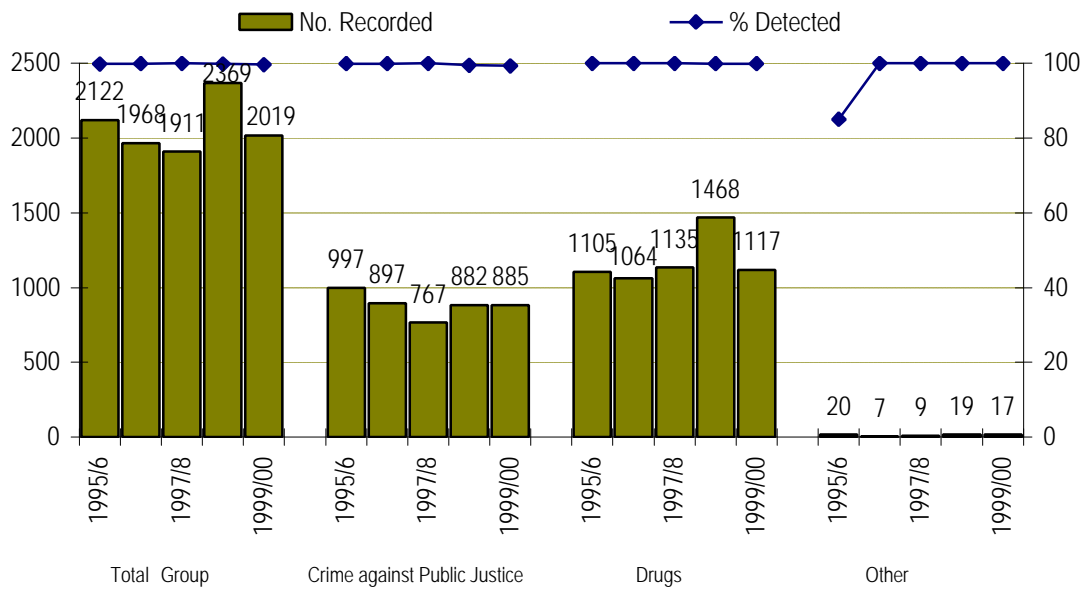


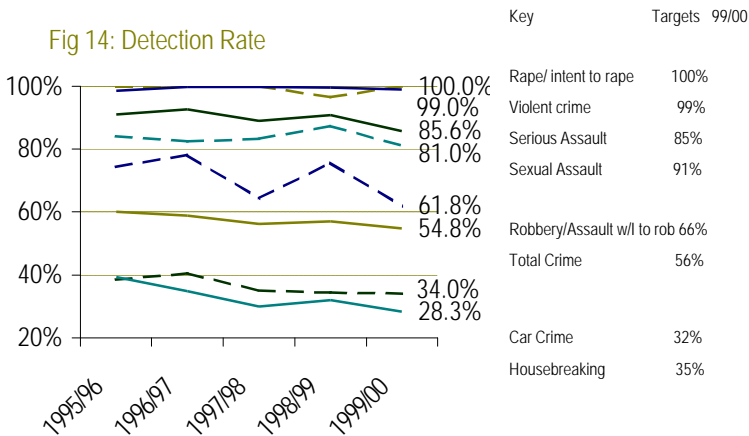
FIG 13: GROUP 5 CRIME - NUMBER RECORDED AND % DETECTED



(* crimes against public justice include eg. resisting arrest, impersonation of a police officer, perjury and crimes of public nuisance etc)

4.5 OTHER PERFORMANCE INDICATORS

Fig 14: Detection Rate



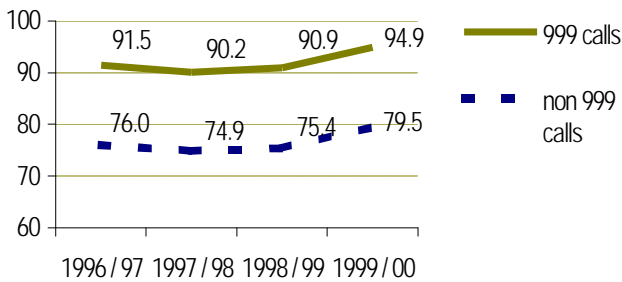
- Central Scotland police force was successful in meeting target detection rates for four of its eight Best Value performance indicators. Indeed, for *Serious Assault* and *Car Crime*, targets were surpassed.

Despite recording a recent rise, the clear-up rate for *Sexual Assault* for the latest year shows a drop, and is currently adrift approximately ten percentage points on the force target of 91%.

Detection of housebreaking too, has resumed its previous downward trend, to stand nearly seven percentage points down on the force target.

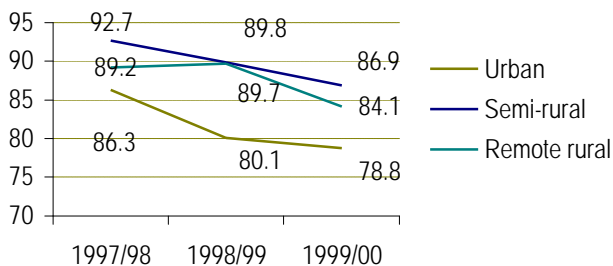
The above is somewhat disappointing, given the stronger performance recorded for many of these categories in the previous year ie. 1998/99.

FIG 15: RESPONSES TO TELEPHONE CALLS



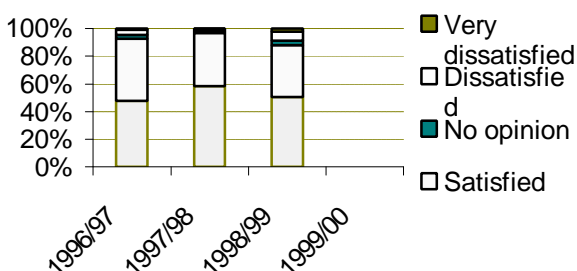
- The target set by Central Scotland police force with regard to answering 999 calls is five seconds. As Figure 15 shows, 1999/00 saw an improvement of four percentage points on the previous year.
- A similar pattern is apparent for non-999 calls, where the target response time is ten seconds. As above, the proportion of calls answered within target time has been increasing since reaching a low in 1997/98 and is currently up four percentage points on the previous year.

FIG 16: ATTENDANCE AT EMERGENCY CALLS



- Target attendance times for urban, semi-rural and remote rural locations are ten, 15 and 25 minutes respectively. Here the trend for all locations remains downward.
- Attendance within the target time at urban sites continues to be the most problematic.
- Completion of the public satisfaction survey was not required in 1999/00 and therefore data for this year are not available.

FIG 17: PUBLIC SATISFACTION SURVEY



- Moreover for the three years shown here, differing survey methodologies have been used.
- Because of the above, Figure 17 does not allow for comparisons between the years, but is shown for descriptive information only.
- From next year onwards, a standard methodology for sampling public attitudes to Central Scotland police will be adopted, which will allow for future year on year comparisons.

FIG 18: NON-MOTOR VEHICLE OFFENCES

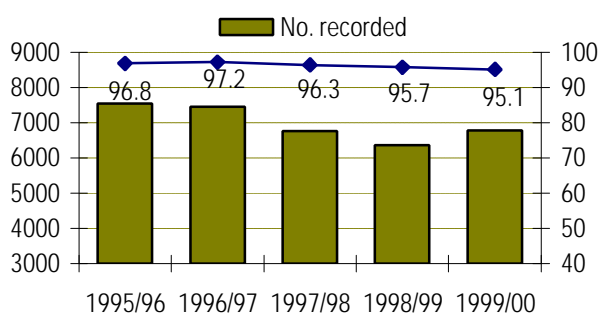


TABLE 6: RACIST INCIDENTS

	1996/7	1997/8	1998/9	1999/00
Number of reports	105	100	143	147
Number of incidents	100	96	137	134
Per 1000 EM population	51.4	49.3	70.4	68.8
Detection rate	77.2	76.8	81.0	73.5
Number of victims:	-	-	-	-
Murders committed	-	-	-	-
Murders attempted	-	-	-	-
Attacks-explosive/arson	-	-	-	1
Assaults	4	-	-	33

FIG 19: BREAKDOWN OF RACIST INCIDENTS

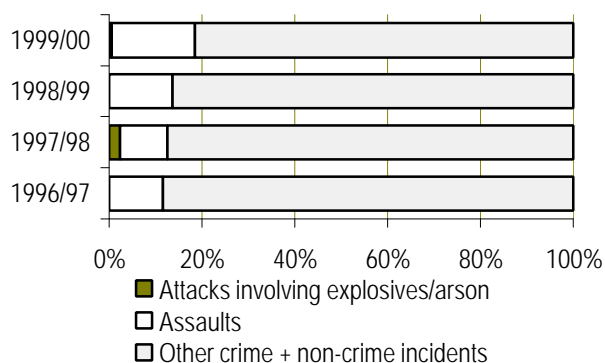


TABLE 7: COMPLAINTS PER 100 OFFICERS

	CENTRAL				SCOTLAND
	1996/7	1997/8	1998/9	1999/00	1999/00
No of officers in force	686	703	719	721	14624
No. of complaint cases received during year	92	96	97	102	1440
Complaints per 100 officers	13.4	13.7	13.5	14.1	9.8

- 1999/00 has seen the previously downward trend in non-motor vehicle offences reversed. Nevertheless the latest figure remains down -3.4% on the previous four year average.
- Accounting for just under half (49%) of all offences in this group, breach of the peace alone is down -10% on this same time period. With a 36% share, petty assaults are up +2.6%.
- While overall detection rate shows some slippage, it remains above 95%. Petty assaults may in part be responsible for this decline, as detection rates for this sub-group have experienced yearly declines, to stand at 91.5% in 1999/00.
- As a consequence of the Stephen Lawrence inquiry and the resulting MacPherson report, a number of recommendations for police forces were identified in the ACPOS Racial Diversity Strategy. Within the more general aim of improving relations between the police and minority ethnic communities was a redefinition of a racist incident as 'any incident which is perceived to be racist by the victim or any other person'.
- As a result, it might have been expected that the number of reported racist incidents would show a marked rise in the latest year. Though compared with the previous four year average 1999/00 does show a +26.7% rise, the most dramatic rise in incidents occurred in 1998/99 (Table 6).
- The ethnic minority population figures are taken from the 1991 census. Care should therefore be taken when drawing conclusions from the incidents per 1000 EM population data.
- Clearly the majority of racist incidents fall into the category of 'other crime and non-crime incidents'. Nevertheless, the proportion of assaults has been increasing each year and currently stands at 22%.
- Though not shown here, the majority (approx. 74% in 1999/00) of 'other crime and non-crime incidents' involve incidents of verbal abuse. In the same year vandalism accounted for 12% of incidents, the remaining 14% consisting of graffiti, fire-raising and other incidents.
- Complaints against the force have been discussed in greater detail elsewhere in this report. The table attached relates to the specified performance indicator of complaints per 100 officers in force.
- The number of complaints per 100 officers shows an overall upward trend.

4.6 MOTOR VEHICLE OFFENCES & COLLISIONS

- The number of reports of motor vehicle offences in 1999/00 is up +5.8% on the previous four year average. With a share of offences in this group of 37%, the main impetus behind this rise has been an increase of over one fifth in the number of speeding offences.
- The nature of these offences means that detection rate will invariably be high.
- This figure shows trends in reports of selected offences in this category over the five year period, when indexed on 1995/96.
- Dangerous/ careless driving shows a -12% fall on the previous four year average, while alcohol/ drugs-related vehicle offences have changed little over this same time (-0.3%).
- All other offences combined show annual reductions until an upturn in 1999/00.
- 1999/00 saw the total number of road traffic casualties down -9.6% on the previous four year average.
- Similarly all three categories of casualty have fallen over this same time period: fatalities are reduced by one quarter, serious injuries by nearly -14% and slight injuries by -8%.
- The greatest decline in terms of class of road user has been for cyclists – down in number by nearly one third (-32.2%) on the previous four year average, and down to a 5% share of all road casualties.
- The number of pedestrian casualties has also fallen – down -7% over the same time period – while motorcyclist and car casualties have risen by over +11% and nearly +10% respectively.
- Though not shown here, the number of children who are pedestrian or cyclist casualties has fallen by over -13% and -37% respectively.
- Also, in relation to driver/passenger casualties, the number involving PCV/Goods and other vehicles has more than halved (-55.6%).
- This final figure shows trends indexed on 1995/96, in order to illustrate more clearly the longer term changes in casualty figures.

FIG 20: OFFENCES RELATING TO MOTOR VEHICLES

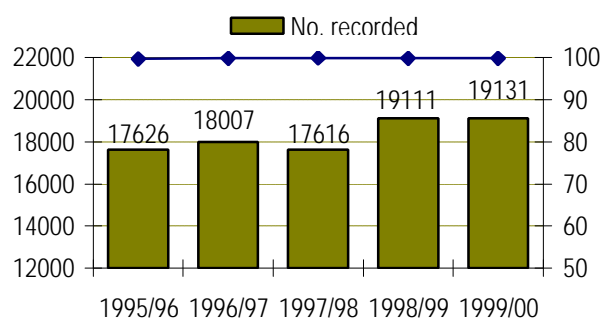


FIG 21: MOTOR VEHICLE OFFENCES (INDEX - 1995/96 = 100)

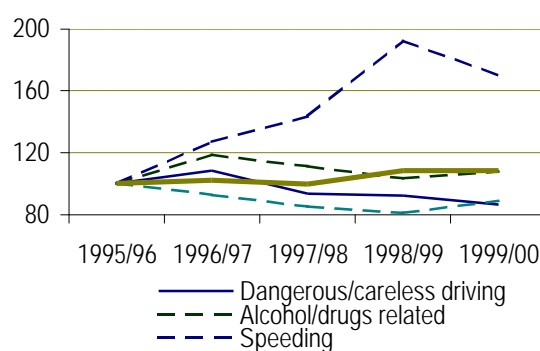


TABLE 8: ROAD TRAFFIC CASUALTIES

	1995/6	1996/7	1997/8	1998/9	1999/00
Total casualties	961	1104	1151	1090	973
% Fatalities	1.8	1.4	1.8	2.0	1.4
% Serious injuries	28.4	26.2	21.2	20.9	22.9
% Slight injuries	69.8	72.5	77.0	77.1	75.6
% pedestrians	15.7	16.2	15.2	14.4	15.8
% cyclists	7.4	6.4	6.8	6.3	5.0
% motor cyclists	6.1	5.0	5.7	5.6	6.9
% drivers/passengers	70.8	72.4	72.3	73.7	72.3

FIG 22: ROAD TRAFFIC CASUALTIES (INDEX - 1995/96 = 100)

