

FOI Request Reference: 21789/18**1. In each of the last two financial years (16/17) and (17/18) how many calls to (a) 999 and (b) 101 were recorded as not having been answered?**

Under section 21 of the Act, we are not required to provide information in response to a request if it is already reasonably accessible to you. The information you requested is available on the West Midlands Police website via the following link:

https://foi.west-midlands.police.uk/999-101-calls-9196_18/

2. In each of the last two financial years (16/17) and (17/18) what was the average time for a response to be made to a (a) 999 and (b) a 101 call?

Average		
Year	999	101
2016-2017	12s	1m49s
2017-2018	08s	2m16s

3. In each of the last two financial years (16/17) and (17/18) what was the longest time it took for a caller to get a response to a (a) 999 and (b) a 101 call? For each example state the date of the call and how long it took to be answered.

Maximum		
Year	999	101
2016-2017	28/11/2016 - 10m05s	25/03/2017 - 59m39s
2017-2018	05/11/2017 - 11m07s	10/10/2017 - 2h30m49s