

Request Reference: 556/19

Q1a. Can you please provide the true average response times for 999 calls in the past five years.

See tables 1 and 2 below.

Please note, the current response grades (P1 etc.) were introduced with TS1 in October 2016. Prior to October 2016, calls were graded as follows:

Immediate – within 15 minutes

Early – within 60 minutes

Routine – within 48 hours

Therefore the data below for average response times has been provided in separate tables post and pre TS1.

Table 1

Average Response Time by Year: 999 Call - for All grades post October 2016:

Year	Average
2016	12m01s
2017	17m55s
2018	22m59s

Table 2

Average Response Time by Year: 999 Call - for All grades prior to October 2016:

Year	Average
2014	21m49s
2015	22m20s

Q1b. Can you please break it down per month for each given year.

See tables 3 and 4 below

Table 3

Average Response Time by Month: 999 Call - for All grades post October 2016:

Month	2016	2017	2018
Jan		13m26s	18m22s
Feb		14m13s	17m11s
Mar		14m03s	20m59s
Apr		17m25s	18m18s
May		16m25s	26m05s
Jun		19m07s	26m14s
Jul		20m24s	26m48s
Aug		18m44s	24m48s
Sep		20m14s	27m56s
Oct	13m24s	20m47s	23m48s
Nov	13m05s	17m33s	21m20s
Dec	14m19s	19m44s	20m24s

Table 4

Average Response Time by Month: 999 Call - for All grades prior to October 2016:

Month	2014	2015	2016
Jan	19m31s	10m37s	18m27s
Feb	26m51s	14m01s	59m33s
Mar	19m35s	16m55s	54m07s
Apr	10m10s	51m59s	32m34s
May	23m23s	15m14s	37m23s
Jun	14m29s	30m04s	58m02s
Jul	38m24s	19m10s	06m31s
Aug	28m04s	15m24s	45m46s
Sep	23m24s	18m18s	28m21s
Oct	17m30s	22m47s	
Nov	32m24s	27m34s	
Dec	05m13s	25m22s	

Q1c. Can you also please break it down by the appropriate grades used for 999 calls by your force, per month for 2018, 2017, 2016, 2015 and 2014.

See tables 5 and 6 below

Table 5

Average Response Time by Month and Grade: 999 Call - for All grades post October 2016:

Mth-Yr	P1	P2	P3	P4	P5	P6
Oct-16	13m24s	01h39m35s	06h08m34s	06h08m34s		
Nov-16	13m05s	01h53m01s	18h59m12s	18h59m12s	12h11m40s	11h51m42s
Dec-16	14m19s	02h02m43s	1d 06h55m51s	1d 06h55m51s	06h28m11s	19h09m52s
Jan-17	13m26s	43m36s	08h19m12s	1d 05h08m30s	11h44m36s	17h51m08s
Feb-17	14m13s	46m20s	08h51m42s	1d 11h52m37s	11h41m33s	14h57m27s
Mar-17	14m03s	49m41s	12h08m39s	1d 08h37m20s	16h59m29s	17h35m35s
Apr-17	17m25s	50m50s	16h12m29s	1d 05h14m28s	10h27m28s	13h56m51s
May-17	16m25s	56m20s	18h49m01s	1d 12h22m52s*	10h09m47s	14h29m22s
Jun-17	19m07s	01h15m11s	23h19m08s	5d 05h58m11s*	13h09m55s	22h36m52s
Jul-17	20m24s	01h21m45s	22h31m04s	13h39m18s*	10h17m34s	17h14m53s
Aug-17	18m44s	01h20m56s	19h10m25s	*	08h15m39s	1d 05h02m08s
Sep-17	20m14s	01h18m16s	21h24m45s	09m22s*	17h31m25s	12h59m26s
Oct-17	20m47s	01h18m26s	1d 07h59m29s	7d 04h30m33s*	11h31m20s	1d 04h28m18s
Nov-17	17m33s	01h14m48s	1d 02h10m52s	1d 11h12m51s*	08h21m35s	1d 04h03m13s
Dec-17	19m44s	01h16m39s	1d 00h26m46s	3d 20h18m06s*	07h23m50s	1d 03h07m11s
Jan-18	18m22s	07h09m39s	1d 00h01m41s	1d 17h25m12s*	12h02m52s	1d 06h32m53s
Feb-18	17m11s	08h00m31s	1d 00h14m32s	1d 20h20m06s	11h43m51s	21h34m08s
Mar-18	20m59s	07h51m04s	23h45m50s	2d 01h35m45s	07h54m48s	23h45m36s
Apr-18	18m18s	06h52m46s	1d 03h27m54s	2d 04h57m32s	05h08m40s	1d 01h33m38s
May-18	26m05s	09h48m47s	1d 04h03m14s	2d 03h21m44s	06h16m04s	1d 04h51m23s
Jun-18	26m14s	15h09m26s	1d 06h39m24s	2d 00h10m18s	08h59m44s	1d 03h53m23s
Jul-18	26m48s	15h50m41s	2d 04h26m21s	2d 02h08m27s	1d 04h57m27s	23h20m02s
Aug-18	24m48s	10h29m30s	1d 13h40m44s	1d 15h55m48s	03h37m59s	13h15m14s
Sep-18	27m56s	15h59m18s	2d 06h24m04s	1d 15h45m11s	04h46m45s	20h31m47s
Oct-18	23m48s	12h17m46s	1d 13h41m33s	1d 16h42m	14h54m12s	15h26m03s
Nov-18	21m20s	08h19m22s	1d 06h34m10s	1d 03h28m01s	17h27m36s	15h23m03s
Dec-18	20m24s	07h37m05s	1d 00h53m24s	1d 12h34m48s	12h45m26s	13h39m12s

*Please Note - Between May 2017 and Jan 2018 the Force was not using P4. However during this period there were a small number of occasions where calls were incorrectly graded as P4 (in some cases only 1 or 2 per month). As a consequence, care should be taken when interpreting the P4 times above for; May17, Jun17, Jul17, Aug17, Sep17, Oct17, Nov17, Dec17 and Jan18. If you decide to use the data for these months, we would ask you to take into consideration this factor, so as to not mislead members of the public or official bodies, or misrepresent the relevance of the whole or any part of this disclosed material.

Table 6

Average Response Time by Month and Grade: 999 Call - for All grades prior to October 2016:

Date	Immediate	Early	Routine	Appointment
Jan-14	11m21s	46m16s	5h16m55s	44h38m58s
Feb-14	10m17s	50m17s	6h49m06s	46h44m06s
Mar-14	10m11s	50m12s	6h46m48s	27h36m04s
Apr-14	09m46s	50m42s	5h51m05s	25h38m52s
May-14	09m56s	47m49s	7h22m49s	28h35m18s
Jun-14	10m21s	43m50s	6h44m41s	23h50m13s
Jul-14	10m26s	00m13s	9h15m52s	34h24m50s
Aug-14	11m05s	51m24s	6h33m08s	33h19m58s
Sep-14	10m07s	59m33s	6h04m21s	26h03m13s
Oct-14	10m37s	46m02s	5h17m52s	23h25m00s
Nov-14	10m40s	47m35s	5h57m41s	43h03m17s
Dec-14	10m12s	46m37s	5h18m12s	17h48m05s
Jan-15	10m01s	47m06s	4h44m58s	20h41m30s
Feb-15	10m23s	49m03s	5h45m25s	20h37m36s
Mar-15	10m38s	45m41s	5h41m42s	24h00m02s
Apr-15	11m13s	57m04s	7h08m14s	41h53m03s
May-15	10m25s	53m16s	5h48m50s	19h01m13s
Jun-15	10m32s	01m56s	6h54m19s	24h22m33s
Jul-15	10m57s	58m55s	6h17m38s	23h16m47s
Aug-15	10m20s	54m50s	5h01m40s	22h55m15s
Sep-15	10m45s	51m43s	5h24m24s	25h39m48s
Oct-15	11m47s	56m01s	6h07m55s	23h21m16s
Nov-15	11m16s	54m16s	5h24m49s	26h54m08s
Dec-15	10m42s	53m27s	6h11m06s	33h26m39s
Jan-16	11m04s	54m39s	4h42m34s	25h20m35s
Feb-16	10m34s	53m30s	6h07m43s	36h35m17s
Mar-16	11m19s	03m23s	8h29m08s	45h45m14s
Apr-16	10m42s	09m43s	7h06m10s	41h33m29s
May-16	11m39s	11m43s	7h36m03s	48h23m56s
Jun-16	11m35s	16m52s	9h00m57s	52h17m46s
Jul-16	11m39s	47m50s	9h42m45s	61h37m56s
Aug-16	12m02s	45m12s	8h55m08s	44h44m40s
Sep-16	12m18s	37m52s	8h15m10s	38h56m48s

Q2a. Can you please provide the median response times for 999 calls in the past five years.

See following table

Table 7

Year	P1 Median Response Time: 999 Call, by Year
2014	8m37s
2015	8m56s
2016	9m34s
2017	11m53s
2018	14m09s

Q2b. Can you please break it down per month for each given year.

See tables 8 to 13 below. Please note however, Median data is not available Pre TS1 (October 2016) for P3 onwards.

Q2c. Can you also please break it down by the appropriate grades used for 999 calls by your force, per month for 2018, 2017, 2016, 2015 and 2014.

See tables 8 to 13 below. Please note however, Median data is not available Pre TS1 (October 2016) for P3 onwards.

Table 8

Month	P1 Median Response Time: 999 Call by Month for 2014	P1 Median Response Time: 999 Call by Month for 2015	P1 Median Response Time: 999 Call by Month for 2016	P1 Median Response Time: 999 Call by Month for 2017	P1 Median Response Time: 999 Call by Month for 2018
Jan	8m24s	8m46s	09m12s	10m48s	12m57s
Feb	8m36s	08m56s	09m10s	10m41s	12m57s
Mar	8m27s	08m52s	09m12s	10m47s	13m09s
Apr	8m24s	08m57s	09m16s	11m08s	13m08s
May	8m27s	08m57s	09m18s	11m28s	13m50s
Jun	8m33s	08m52s	09m26s	11m59s	14m36s
Jul	8m52s	08m56s	09m21s	12m22s	15m24s
Aug	08m31s	08m46s	09m34s	12m12s	14m58s
Sep	8m47s	08m56s	09m39s	12m11s	15m23s
Oct	08m37s	09m05s	09m50s	12m41s	14m47s
Nov	8m47s	09m05s	10m21s	12m54s	14m24s
Dec	08m42s	09m04s	10m42s	13m11s	14m17s

Table 9

Month	P2 Median Response Time: 999 Call by Month for 2014	P2 Median Response Time: 999 Call by Month for 2015	P2 Median Response Time: 999 Call by Month for 2016	P2 Median Response Time: 999 Call by Month for 2017	P2 Median Response Time: 999 Call by Month for 2018
Jan	27m48s	27m56s	30m16s	43m36s	01h20m05s
Feb	28m08s	28m59s	30m05s	46m20s	01h14m19s
Mar	27m	28m42s	32m11s	49m41s	01h18m23s
Apr	27m	29m37s	30m54s	50m50s	01h20m07s
May	27m24s	29m24s	32m26s	56m20s	01h24m41s
Jun	27m41s	32m35s	34m25s	01h15m11s	01h22m19s
Jul	30m14s	30m30s	36m04s	01h21m45s	01h52m20s
Aug	29m08s	30m29s	37m17s	01h20m56s	01h31m03s
Sep	29m49s	29m34s	36m06s	01h18m16s	01h52m57s
Oct	27m37s	30m04s	36m50s	01h18m26s	01h44m41s
Nov	28m10s	30m03s	39m42s	01h14m48s	01h34m54s
Dec	28m11s	30m26s	43m01s	01h16m39s	01h43m54s

Table 10

Month	P3 Median Response Time: 999 Call by Month for 2014	P3 Median Response Time: 999 Call by Month for 2015	P3 Median Response Time: 999 Call by Month for 2016	P3 Median Response Time: 999 Call by Month for 2017	P3 Median Response Time: 999 Call by Month for 2018
Jan				02h06m41s	02h48m52s
Feb				02h03m08s	01h59m31s
Mar				02h25m56s	02h58m23s
Apr				02h36m31s	02h46m31s
May				02h20m32s	02h12m42s
Jun				03h36m34s	02h18m07s
Jul				04h54m	03h49m34s
Aug				03h57m26s	02h29m15s
Sep				03h51m05s	02h51m15s
Oct			01h45m44s	03h53m07s	04h41m24s
Nov			02h49m07s	03h58m48s	07h47m48s
Dec			02h02m10s	03h03m04s	06h26m30s

Table 11

Month	P4 Median Response Time: 999 Call by Month for 2014	P4 Median Response Time: 999 Call by Month for 2015	P4 Median Response Time: 999 Call by Month for 2016	P4 Median Response Time: 999 Call by Month for 2017	P4 Median Response Time: 999 Call by Month for 2018
Jan				03h20m43s	13h05m59s*
Feb				02h33m09s	11h40m47s
Mar				01h43m52s	17h49m30s
Apr				02h32m19s	18h38m21s
May				1d 12h22m52s*	12h42m19s
Jun				5d 05h58m11s*	07h14m57s
Jul				13h39m18s*	12h51m08s
Aug				*	14h00m01s
Sep				09m22s*	08h49m25s
Oct			06h08m34s	7d 04h30m33s*	08h41m21s
Nov			04h08m08s	12h17m24s*	12h11m04s
Dec			03h07m51s	1d 06h15m17s*	10h48m08s

*Please Note - Between May 2017 and Jan 2018 the Force was not using P4. However during this period there were a small number of occasions where calls were incorrectly graded as P4 (in some cases only 1 or 2 per month). As a consequence, care should be taken when interpreting the P4 times above for; May17, Jun17, Jul17, Aug17, Sep17, Oct17, Nov17, Dec17 and Jan18. If you decide to use the data for these months, we would ask you to take into consideration this factor, so as to not mislead members of the public or official bodies, or misrepresent the relevance of the whole or any part of this disclosed material.

Table 12

Month	P5 Median Response Time: 999 Call by Month for 2014	P5 Median Response Time: 999 Call by Month for 2015	P5 Median Response Time: 999 Call by Month for 2016	P5 Median Response Time: 999 Call by Month for 2017	P5 Median Response Time: 999 Call by Month for 2018
Jan				24m47s	01h35m22s
Feb				42m31s	59m31s
Mar				22m51s	53m20s
Apr				47m31s	51m17s
May				46m49s	21m44s
Jun				48m16s	35m27s
Jul				01h09m43s	40m27s
Aug				44m39s	19m52s
Sep				01h10m02s	18m17s
Oct				49m36s	55m11s
Nov			25m36s	01h21m24s	50m50s
Dec			22m05s	58m19s	28m02s

Table 13

Month	P6 Median Response Time: 999 Call by Month for 2014	P6 Median Response Time: 999 Call by Month for 2015	P6 Median Response Time: 999 Call by Month for 2016	P6 Median Response Time: 999 Call by Month for 2017	P6 Median Response Time: 999 Call by Month for 2018
Jan				01h46m06s	05h08m07s
Feb				02h28m36s	02h06m06s
Mar				01h45m44s	03h03m56s
Apr				01h27m21s	04h45m09s
May				01h45m46s	11h52m29s
Jun				03h16m23s	01h52m49s
Jul				04h30m46s	01h43m06s
Aug				12h17m06s	01h00m42s
Sep				01h04m42s	01h24m32s
Oct				02h22m09s	01h49m33s
Nov			02h45m06s	03h22m27s	01h50m39s
Dec			03h49m44s	01h53m24s	02h08m