

Clarification: The definition I am using for the purposes of this FOI is as follows:

'The time in minutes from the 999 call being received in your control room to the first officer(s) reaching their deployment destination'.

And, for the avoidance of doubt, when I ask for the 'average' response time I would like the 'mean' please.

1) For 999 calls categorised as grade/tier 1 'emergency' calls (or equivalent) what was your annual:

a) Average response time

See table 1 below

b) Longest response time

See table 1 below

c) Target response time

15 minutes

NB: Please provide the data in calendar years from 2010 up to the end of 2018.

Table 1

P1/Immediate	2010	2011	2012	2013	2014	2015	2016	2017	2018
Average Response time	13m14s	10m17s	10m15s	10m15s	10m25s	10m45s	12m01s	17m55s	22m59s
Longest Response time	21h9m46s	9h47m33s	19h17m01s	12m00m34s	16h30m06s	19h00m53s	12h32m13s	6h40m47s	21h11m24s

2) For 999 calls categorised as grade/tier 2 'priority' calls (or equivalent) what was your annual:

a) Average response time

See table 2 below

b) Longest response time

See table 2 below

c) Target response time

60 minutes

NB: Please provide the data in calendar years from 2010 up to the end of 2018.

Table 2

P2/Early	2010	2011	2012	2013	2014	2015	2016	2017	2018
Average response time	01h00m17s	57m48s	44m52s	45m36s	50m14s	53m50s	01h25m51s	07h09m27s	10h14m10s
Longest response time	10hr18m22s	1h35m46s	13h48m45s	9h58m48s	16h28m57s	1h1m15s	23h3m3s	20h11m22s	14h9m18s

3) For 999 calls categorised as grade/tier 3 'standard' calls (or equivalent) what was your annual:

a) Average response time

See table 3 below

b) Longest response time

See table 3 below

c) Target response time

8 hours

NB: Please provide the data in calendar years from 2010 up to the end of 2018.Table 3

P3*	2010	2011	2012	2013	2014	2015	2016	2017	2018
Average response time	-	-	-	-	-	-	08h21m25s	18h04m56s	1d 07h09m21s
Longest response time	-	-	-	-	-	-	2h54m26s	6h27m02s	22h26m19s

Please note that the P3 grade did not exist prior to November 2016*4a) The total number of 999 calls received****NB. Please provide the data for each calendar year from 2010 up to the end of 2018, as before.**

Table 4

	2010	2011	2012	2013	2014	2015	2016	2017	2018
Number of 999 calls**	-	-	-	-	433650	596469	641867	708152	741673

b) The total number of abandoned 999 calls

NB. Please provide the data for each calendar year from 2010 up to the end of 2018, as before.

Table 5

	2010	2011	2012	2013	2014	2015	2016	2017	2018
Number of abandoned 999 calls**	-	-	-	-	8398	9704	14391	10843	8696

****Please note that the number of 999 calls received and abandoned are not recorded prior to 2014. Please see following link: https://foi.west-midlands.police.uk/999-calls-and-response-10579_17/**