



Making Northern Ireland Safer For Everyone Through Professional, Progressive Policing

FREEDOM OF INFORMATION REQUEST



Request Number: F-2009-03486

Keyword: Operational Policing

Subject: RESPONSE TIMES

Request and Answer:

Question.

I would like to request a list of the average response times for (a) emergency and (b) priority call outs for the period 1 April to 30 September 2009, broken down by area.

Answer

Please see table below.

Please note response times are sourced from the Police Service of Northern Ireland's Command & Control system which is used to record calls for service and to prioritise and task the appropriate police response. This system has the ability to capture the response time by subtracting the time the call was received from the time of the police arrival. However, in many cases this information is missing, incomplete or very inaccurate. In some instances the arrival time is mistakenly entered days or weeks after the event when subsequent checks are carried out on the incident. This skews or lengthens the average response times disproportionately. As a result the police response times provided in the attached table are therefore not an accurate representation of the response times achieved by the PSNI. Because of these limitations the PSNI does not normally report average response times but prefers to report the proportion of such calls that were responded to within a given time limit, thus overcoming the skewing of the data by such outliers.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this email.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing FOI@psni.pnn.police.uk

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ www.psnipolice.uk

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.

Area	Emergency		Priority	
	Tot Secs	HH:MI:SS	Tot Secs	HH:MI:SS
Antrim	744	00:12:24	3058	00:50:58
Ards	850	00:14:10	3027	00:50:27
Armagh	1075	00:17:55	3257	00:54:17
Banbridge	649	00:10:49	1819	00:30:19
Belfast East	499	00:08:19	1613	00:26:53
Belfast North	507	00:08:27	1970	00:32:50
Belfast South	558	00:09:18	1713	00:28:33
Belfast West	583	00:09:43	4817	01:20:17
Ballymena	819	00:13:39	2656	00:44:16
Ballymoney	1241	00:20:41	3692	01:01:32
Carrickfergus	643	00:10:43	2081	00:34:41
Coleraine	720	00:12:00	3190	00:53:10
Cookstown	827	00:13:47	2527	00:42:07
Craigavon	746	00:12:26	3086	00:51:26
Castlereagh	597	00:09:57	2042	00:34:02
Dungannon and South Tyrone	1186	00:19:46	2701	00:45:01
Downpatrick	729	00:12:09	2037	00:33:57
Fermanagh	748	00:12:28	4515	01:15:15
Foyle	1033	00:17:13	3662	01:01:02
Larne	803	00:13:23	3762	01:02:42
Limavady	770	00:12:50	1937	00:32:17
Lisburn	870	00:14:30	2210	00:36:50
Magherafelt	927	00:15:27	2356	00:39:16
Moyle	786	00:13:06	3467	00:57:47
Newtownabbey	831	00:13:51	2385	00:39:45
North Down	535	00:08:55	1631	00:27:11
Newry and Mourne	967	00:16:07	4306	01:11:46
Omagh	732	00:12:12	2141	00:35:41
Strabane	704	00:11:44	2154	00:35:54