



## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2013-05181

**Keyword:** Organisational Information/Governance

**Subject:** Police Response Times

### Request and Answer:

#### Question

The PSNI response times on a district basis

A further breakdown of area response times in Districts A,B,D and E

**Clarification received:** For the purposes of the research I am happy to narrow down my request for information in relation response times to include ONLY year 2007 and 2013 (year to date) so I can compare any variation in response times over a 6 year timeframe response times. I can do this without the figures for 2008-2012.

Should this request still exceed the legislative cost under the FOI then I am happy to settle for your proposed solution - "a summary of emergency response times for the period from 2007 - to date, within the district/areas specified in the request, within 5 minutes time bands, however it doesn't cover those incidents graded as normal, scheduled, resolved without deployment"

#### Answer

This is to inform you that the Police Service of Northern Ireland has now completed its search for the information you requested. The decision has been taken to disclose the located information to you in full.

To provide the information requested for response times to include 2007 and 2013 unfortunately was still over the FOI legislative cost of 18 hours.

However, please find attached at the end of this correspondence a summary of response times from 2007 – to date, for each of the 8 Districts and the station areas.

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 letter.

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](mailto: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.psni.police.uk](http://www.psni.police.uk)

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

Emergency Response Times within 5 minute timebands for each policing district and for the policing areas within A, B, D and E policing districts

Policing District	Policing Area	Emergency response times	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14
A District		Less than 5 minutes	1,201	1,031	924	781	785	714	272
		5 to 10 minutes	1,145	1,245	1,079	1,092	1,122	1,094	472
		10 to 15 minutes	456	442	317	361	379	367	211
		15 to 20 minutes	226	174	136	148	135	126	96
		20 to 25 minutes	127	93	70	81	68	84	46
		25 to 30 minutes	74	62	52	40	57	47	30
		30 + minutes	233	156	135	128	141	129	80
		No arrival time available	1,259	852	645	524	513	547	340
		Emergency Response not Required	56,326	58,980	58,360	51,569	54,799	53,468	34,899
		Total incidents	61,047	63,035	61,718	54,724	57,999	56,576	36,446
A District	North Belfast	Less than 5 minutes	872	745	618	506	480	444	179
		5 to 10 minutes	685	753	652	677	698	698	329
		10 to 15 minutes	220	214	165	199	232	214	128
		15 to 20 minutes	104	75	73	84	81	70	52
		20 to 25 minutes	65	44	41	49	36	47	24
		25 to 30 minutes	39	38	28	22	32	28	14
		30 + minutes	150	92	76	70	75	59	41
		No arrival time available	823	535	383	309	309	350	223
		Emergency Response not Required	33,629	35,973	34,325	31,601	31,921	31,886	21,396
		Total incidents	36,587	38,469	36,361	33,517	33,864	33,796	22,386
A District	West Belfast	Less than 5 minutes	329	286	306	275	305	270	93
		5 to 10 minutes	460	492	427	415	424	396	143
		10 to 15 minutes	236	228	152	162	147	153	83
		15 to 20 minutes	122	99	63	64	54	56	44
		20 to 25 minutes	62	49	29	32	32	37	22
		25 to 30 minutes	35	24	24	18	25	19	16
		30 + minutes	83	64	59	58	66	70	39
		No arrival time available	436	317	262	215	204	197	117
		Emergency Response not Required	22,697	23,007	24,035	19,968	22,878	21,582	13,503
		Total incidents	24,460	24,566	25,357	21,207	24,135	22,780	14,060

B District	Less than 5 minutes	1,627	1,165	1,160	1,148	1,029	1,031	519
	5 to 10 minutes	1,278	1,323	1,246	1,299	1,287	1,229	719
	10 to 15 minutes	486	494	383	420	423	410	228
	15 to 20 minutes	232	194	147	140	186	140	87
	20 to 25 minutes	115	102	74	88	79	67	49
	25 to 30 minutes	72	55	38	40	47	54	32
	30 + minutes	191	183	106	115	105	147	93
	No arrival time available	1,804	1,353	844	630	612	769	407
	Emergency Response not Required	58,077	58,944	57,682	58,035	56,148	57,001	39,246
Total incidents	63,882	63,813	61,680	61,915	59,916	60,848	41,380	
B District	Less than 5 minutes	506	341	374	372	312	310	195
	5 to 10 minutes	482	521	505	550	508	521	273
	10 to 15 minutes	189	198	143	191	184	157	75
	15 to 20 minutes	91	67	62	66	74	66	35
	20 to 25 minutes	41	44	26	37	29	22	25
	25 to 30 minutes	18	21	13	14	17	23	11
	30 + minutes	60	55	39	35	45	53	32
	No arrival time available	835	665	404	269	236	257	155
	Emergency Response not Required	21,034	21,238	20,241	20,464	19,699	20,320	13,680
Total incidents	23,256	23,150	21,807	21,998	21,104	21,729	14,481	
B District	Less than 5 minutes	1,121	824	786	776	717	721	324
	5 to 10 minutes	796	802	741	749	779	708	446
	10 to 15 minutes	297	296	240	229	239	253	153
	15 to 20 minutes	141	127	85	74	112	74	52
	20 to 25 minutes	74	58	48	51	50	45	24
	25 to 30 minutes	54	34	25	26	30	31	21
	30 + minutes	131	128	67	80	60	94	61
	No arrival time available	969	688	440	361	376	512	252
	Emergency Response not Required	37,043	37,706	37,441	37,571	36,449	36,681	25,566
Total incidents	40,626	40,663	39,873	39,917	38,812	39,119	26,899	

C District	Less than 5 minutes	1,135	675	704	609	556	562	317
	5 to 10 minutes	1,149	1,214	1,036	1,014	1,012	1,062	634
	10 to 15 minutes	657	710	586	573	588	599	357
	15 to 20 minutes	357	320	300	327	288	282	185
	20 to 25 minutes	185	176	167	142	133	145	85
	25 to 30 minutes	101	101	85	83	74	75	47
	30 + minutes	208	206	166	186	165	128	90
	No arrival time available	1,735	1,379	1,185	968	817	1,288	466
	Emergency Response not Required	68,909	64,566	62,123	60,618	61,607	59,979	39,454
Total incidents	74,436	69,347	66,352	64,520	65,240	64,120	41,635	
D District	Less than 5 minutes	976	682	635	646	532	504	283
	5 to 10 minutes	1,354	1,286	1,215	1,249	1,267	1,157	644
	10 to 15 minutes	713	701	721	703	687	670	380
	15 to 20 minutes	343	354	361	367	329	302	181
	20 to 25 minutes	189	169	166	170	188	169	91
	25 to 30 minutes	116	71	87	97	75	109	32
	30 + minutes	294	183	211	219	204	205	117
	No arrival time available	1,288	1,151	845	699	893	997	589
	Emergency Response not Required	72,772	67,381	67,368	65,461	65,228	63,156	40,024
Total incidents	78,045	71,978	71,609	69,611	69,403	67,269	42,341	
Antrim	Less than 5 minutes	174	132	102	101	91	101	51
	5 to 10 minutes	230	224	210	221	223	231	150
	10 to 15 minutes	166	149	141	158	165	138	89
	15 to 20 minutes	71	63	67	95	83	89	43
	20 to 25 minutes	30	28	34	51	54	46	24
	25 to 30 minutes	23	13	19	19	21	29	9
	30 + minutes	51	25	46	52	39	53	27
	No arrival time available	256	200	187	213	256	318	163
	Emergency Response not Required	13,222	13,050	13,626	13,547	13,932	14,185	8,907
Total incidents	14,223	13,884	14,432	14,457	14,864	15,190	9,463	

D District	Carrickfergus	Less than 5 minutes	149	103	63	60	43	36	20
		5 to 10 minutes	179	194	140	122	145	105	65
		10 to 15 minutes	60	58	81	105	101	94	51
		15 to 20 minutes	28	28	51	40	46	35	25
		20 to 25 minutes	12	12	18	21	24	25	6
		25 to 30 minutes	9	4	14	20	8	11	4
		30 + minutes	22	21	22	26	26	24	15
		No arrival time available	154	144	114	107	211	201	85
		Emergency Response not Required	13,764	10,916	8,916	8,116	7,514	7,650	4,838
		Total incidents	14,377	11,480	9,419	8,617	8,118	8,181	5,109
Lisburn	Less than 5 minutes	393	299	318	321	247	229	134	
	5 to 10 minutes	566	521	525	555	517	462	255	
	10 to 15 minutes	301	311	295	263	243	238	119	
	15 to 20 minutes	163	179	140	136	120	110	68	
	20 to 25 minutes	87	68	63	66	62	61	39	
	25 to 30 minutes	56	32	34	39	25	41	8	
	30 + minutes	144	91	75	90	89	86	48	
	No arrival time available	531	512	321	224	227	312	257	
	Emergency Response not Required	25,529	25,331	25,620	25,690	25,721	23,961	15,548	
	Total incidents	27,770	27,344	27,391	27,384	27,251	25,500	16,476	
Newtownabbey	Less than 5 minutes	260	148	152	164	151	138	78	
	5 to 10 minutes	379	347	340	351	382	359	174	
	10 to 15 minutes	186	183	204	177	178	200	121	
	15 to 20 minutes	81	84	103	96	80	68	45	
	20 to 25 minutes	60	61	51	32	48	37	22	
	25 to 30 minutes	28	22	20	19	21	28	11	
	30 + minutes	77	46	68	51	50	42	27	
	No arrival time available	347	295	223	155	199	166	84	
	Emergency Response not Required	20,257	18,084	19,206	18,108	18,061	17,360	10,731	
	Total incidents	21,675	19,270	20,367	19,153	19,170	18,398	11,293	

E District	Less than 5 minutes	718	423	305	255	395	533	327
	5 to 10 minutes	631	462	371	327	431	491	328
	10 to 15 minutes	351	281	237	202	263	273	178
	15 to 20 minutes	192	164	135	110	134	154	79
	20 to 25 minutes	112	95	87	67	64	85	46
	25 to 30 minutes	70	68	56	36	47	73	37
	30 + minutes	188	115	122	150	133	125	72
	No arrival time available	1,839	1,344	978	760	964	738	448
	Emergency Response not Required	74,119	69,770	69,159	70,830	69,098	69,287	41,958
Total incidents	78,220	72,722	71,450	72,737	71,529	71,759	43,473	
Armagh	Less than 5 minutes	96	61	44	28	58	53	37
	5 to 10 minutes	94	74	50	52	60	72	38
	10 to 15 minutes	51	50	48	31	45	47	32
	15 to 20 minutes	34	39	27	23	24	33	23
	20 to 25 minutes	21	20	20	11	15	17	11
	25 to 30 minutes	14	17	17	10	12	16	6
	30 + minutes	35	24	32	40	32	27	10
	No arrival time available	302	227	272	214	228	173	71
	Emergency Response not Required	12,757	11,925	11,741	11,770	12,044	12,332	7,174
Total incidents	13,404	12,437	12,251	12,179	12,518	12,770	7,402	
Banbridge	Less than 5 minutes	137	60	47	49	66	71	38
	5 to 10 minutes	91	55	42	47	79	74	49
	10 to 15 minutes	71	45	39	34	52	52	24
	15 to 20 minutes	28	23	27	13	14	31	7
	20 to 25 minutes	25	18	17	13	18	18	9
	25 to 30 minutes	12	6	6	4	6	15	3
	30 + minutes	16	17	10	35	22	20	8
	No arrival time available	318	144	85	77	103	61	26
	Emergency Response not Required	11,143	11,046	10,876	10,607	10,069	10,994	6,846
Total incidents	11,841	11,414	11,149	10,879	10,429	11,336	7,010	
E District								

Craigavon	Less than 5 minutes	276	118	114	91	159	240	151
	5 to 10 minutes	235	148	160	134	184	224	158
	10 to 15 minutes	120	87	83	73	101	109	68
	15 to 20 minutes	62	38	39	37	38	49	24
	20 to 25 minutes	26	21	22	19	13	21	15
	25 to 30 minutes	16	16	16	9	11	20	10
	30 + minutes	47	25	32	30	34	29	24
	No arrival time available	397	397	249	165	279	172	123
	Emergency Response not Required	23,318	24,623	23,239	24,131	24,235	23,859	14,208
	Total incidents	24,497	25,473	23,954	24,689	25,054	24,723	14,781
Newry & Mourne	Less than 5 minutes	209	184	100	87	112	169	101
	5 to 10 minutes	211	185	119	94	108	121	83
	10 to 15 minutes	109	99	67	64	65	65	54
	15 to 20 minutes	68	64	42	37	58	41	25
	20 to 25 minutes	40	36	28	24	18	29	11
	25 to 30 minutes	28	29	17	13	18	22	18
	30 + minutes	90	49	48	45	45	49	30
	No arrival time available	822	576	372	304	354	332	228
	Emergency Response not Required	26,901	22,176	23,303	24,322	22,750	22,102	13,730
	Total incidents	28,478	23,398	24,096	24,990	23,528	22,930	14,280
F District	Less than 5 minutes	518	293	216	214	243	163	102
	5 to 10 minutes	392	301	252	224	248	210	142
	10 to 15 minutes	240	176	164	143	129	141	79
	15 to 20 minutes	118	119	85	79	100	92	60
	20 to 25 minutes	71	44	67	61	73	61	39
	25 to 30 minutes	46	38	30	47	46	42	20
	30 + minutes	106	76	96	85	109	87	51
	No arrival time available	625	287	426	470	416	490	234
	Emergency Response not Required	50,244	48,016	52,969	50,888	49,878	49,039	30,786
	Total incidents	52,360	49,350	54,305	52,211	51,242	50,325	31,513



G District	Less than 5 minutes	1,035	634	448	272	357	410	264
	5 to 10 minutes	681	661	441	309	445	471	237
	10 to 15 minutes	300	363	291	189	252	217	133
	15 to 20 minutes	175	175	143	125	130	137	72
	20 to 25 minutes	93	83	103	90	78	60	41
	25 to 30 minutes	47	55	56	36	50	29	24
	30 + minutes	137	123	157	135	105	94	58
	No arrival time available	872	773	867	720	1,310	656	466
	Emergency Response not Required	56,100	55,161	54,975	54,856	56,544	58,606	36,662
Total incidents	59,440	58,028	57,481	56,732	59,271	60,680	37,957	
H District	Less than 5 minutes	644	389	491	425	392	317	173
	5 to 10 minutes	510	510	601	526	436	375	234
	10 to 15 minutes	283	321	326	321	262	225	132
	15 to 20 minutes	165	186	202	179	137	133	76
	20 to 25 minutes	63	107	112	108	77	81	45
	25 to 30 minutes	43	64	74	50	52	47	16
	30 + minutes	85	132	182	149	97	95	49
	No arrival time available	681	667	735	515	649	837	375
	Emergency Response not Required	53,511	51,822	52,772	50,312	51,367	49,578	31,141
Total incidents	55,985	54,198	55,495	52,585	53,469	51,688	32,241	
No Assigned Area	Less than 5 minutes	46	29	37	17	23	28	11
	5 to 10 minutes	56	66	47	46	41	37	36
	10 to 15 minutes	35	49	42	56	40	41	21
	15 to 20 minutes	15	22	23	19	21	33	17
	20 to 25 minutes	14	15	11	18	7	15	18
	25 to 30 minutes	11	5	13	10	9	8	4
	30 + minutes	14	18	5	12	11	14	6
	No arrival time available	734	627	293	271	232	214	134
	Emergency Response not Required	5,787	5,393	5,805	5,590	5,375	5,162	3,542
Total incidents	6,712	6,224	6,276	6,039	5,759	5,552	3,789	

Northern Ireland	Less than 5 minutes	7,900	5,321	4,920	4,367	4,312	4,262	2,268
	5 to 10 minutes	7,196	7,068	6,288	6,086	6,289	6,126	3,446
	10 to 15 minutes	3,521	3,537	3,067	2,968	3,023	2,943	1,719
	15 to 20 minutes	1,823	1,708	1,532	1,494	1,460	1,399	853
	20 to 25 minutes	969	884	857	825	767	767	460
	25 to 30 minutes	580	519	491	439	457	484	242
	30 + minutes	1,456	1,192	1,180	1,179	1,070	1,024	616
	No arrival time available	10,837	8,433	6,818	5,557	6,406	6,536	3,459
	Emergency Response not Required	495,845	480,033	481,213	468,159	470,044	465,276	297,712
Total incidents	530,127	508,695	506,366	491,074	493,828	488,817	310,775	