



## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2015-00122

**Keyword:** Operational Policing

**Subject:** 101 Calls

**Request and Answer:**

### Question 1

Please provide the following information. What is the average time it takes for calls to 101 to be answered (either to date, or if the PSNI had a monthly breakdown etc)

### 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.

Please find below a table showing the average time taken to answer calls to 101 between March and December 2014.

2014	Average Time
March	16 Seconds
April	16 Seconds
May	14 Seconds
June	12 Seconds
July	12 Seconds
August	13 Seconds
September	13 Seconds
October	13 Seconds
November	12 Seconds
December	12 Seconds
Average	13 Seconds

## Question 2

How many callers hung up or were disconnected before their calls to 101 were answered.

### Answer

Please find below a table showing the number of abandoned calls to 101 between March and December 2014.

2014	Abandoned Calls
March	99
April	607
May	477
June	370
July	411
August	463
September	526
October	578
November	489
December	439

Please note these figures are based on calls made to 101 where option 1 or 2 was selected which is a direct call to Contact Management.

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, and 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.