



FREEDOM OF INFORMATION REQUEST



Request Number: F-2016-02150

Keyword: Operational Policing

Subject: Emergency Call Responses

Request and Answer:

Question

Over the last four calendar years, what was the a) average b) shortest and c) longest response to a 999 call? By response I mean speaking to a 999 call handler. Can I have the data broken down for each year? If you have an automated system that takes you through to a call handler, please include that, if possible, in the total timings.

Over the last four calendar years how many 999 have been abandoned before being answered? Can I have the data broken down for each year?

Clarification Request: In relation to your recent FOI request to the PSNI you have asked for information on the a) average b) shortest and c) longest responses to a 999 call.

The record keeper has asked if you can clarify whether you are seeking information on the length of time for 999 calls to be answered by the PSNI or whether you are seeking information on the length of time the caller is on the line with the call handler?

Clarification Response: The length of time for 999 calls to be answered by the PSNI

Answer

Your request for information has now been considered. In respect of Section 1(1)(a) of the Act I can confirm that the Police Service of Northern Ireland does hold information to which your request relates. The decision has been taken to disclose the following.

Searches performed by the PSNI Call Management Centre have identified the information included in the table below in relation to the length of time for 999 calls to be answered by the PSNI. Please note, due to the migration of PSNI 999 Emergency telephony systems in May 2014 statistics regarding the request are only available from that date and are as below.

The answer times included in the table below are representative of the time between the call being delivered to the PSNI by the BT emergency operator and the time the call is answered by contact management staff. With regards 'shortest' time to answer, it has been determined that this information is not recorded on the PSNI system; however a dip sample carried out shows calls regularly being answered immediately upon presentation i.e. within 1 second.

Financial Year	2012/13	2013/14	2014/15	2015/16
Average	Not available	Not available	6 seconds	6 seconds
Shortest	Not available	Not available	Not available	Not available
Longest	Not available	Not available	1 minute 48 seconds	3 minutes 35 seconds

Please Note: In relation to 'Abandoned Calls', unfortunately this cannot be determined accurately. An initial search shows that there are approximately 15814 occurrences where the abandoned call code (ABCL) has been applied for the 2015/16 year.

However the ABCL code would be applied for a number of reasons and this does not accurately answer this FOI query. This number is also not representative of the total number as when the BT operator delivers a 999 call to the PSNI, if the caller abandons, the BT operator will still hold the line open in order to speak to police controller and currently the PSNI telephony will not record this as an abandoned call.

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.

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

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