

Police Service of Northern Ireland

Emergency and non-emergency telephone call statistics

PSNI receive incoming emergency telephone calls via the '999' system. This is a UK wide system which operates for all emergency services, police, fire and coastguard. Upon dialling '999' the caller will be connected to an emergency services operators from BT and asked which emergency service they require. Those callers who require the police and are located in Northern Ireland are transferred to PSNI Contact Management Staff on dedicated telephone lines which are prioritised. The target answer time for an emergency call is 10 seconds from connection to PSNI; this reflects a national target which is applicable across the UK. The '999' emergency system should only be used for incidents where:

- Someone's life is at risk;
- A crime is happening now;
- The offenders are still at the scene;
- A serious road traffic collision.

If a person uses the '999' system where it is not an emergency the operator will politely advise them to ring back on the non-emergency '101' number.

PSNI also receive incoming telephone calls via the non-emergency '101'. This is a UK wide system which provides a single, non-emergency contact number for the police service. Upon dialling '101' the caller is directed to the police service responsible for that location. In Northern Ireland all '101' calls are connected to the Police Service of Northern Ireland. Upon connection to the PSNI callers are offered a number of choices, which can change, depending on need. Currently those options are:

- Option 1 - To speak to an officer or Department
- Option 2 - For information advice or guidance in relation to Coronavirus;
- Option 3 - To use the Quick-Check service;
- Option 4 - To report a crime or incident.

Once a report of an incident or crime is received by the PSNI we assess the information and determine what grade of response the incident or crime requires. This is determined by a number of factors and there are currently four response grades.

- Emergency response
- Priority response
- Scheduled response
- Early resolution

The views of the reporting person will inform the decision on what grade is appropriate, however it will not determine it.

Emergency Response

An incident is reported to police which is taking place and in which there is or is likely to be:

- Danger to life;
- Use or immediate threat of violence;
- Serious Injury to a person;
- Serious damage to property.
- The report related to criminal conduct, where:
- The crime is or is likely to be serious and is in progress;
- An offender has been disturbed at the scene;
- An offender has been detained and poses or is likely to pose a risk to others.

The report relates to a traffic collision, where:

- It involves or is likely to involve serious personal injury.
- The road is blocked due to vehicles being immobilised or there is a dangerous build-up of traffic.

Where the above does not apply a contact can be graded as an emergency if the circumstances are such that the police contact handler has strong and objective reasons for believing that the incident should be classified as an emergency.

Priority Response

There is a degree of importance or urgency but an emergency response is not required, for example:

- Genuine concern for somebody's safety;
- A witness or other evidence is likely to be lost;
- RTC involving injury or a serious obstruction;
- A person is suffering extreme distress or deemed to be extremely vulnerable;
- Hate Crime;
- Other locally identified issue.

Scheduled Response

The response time is not critical to apprehending offenders, the matter is service orientated and a better quality of initial action can be taken if dealt with by a pre-arranged response by a police officer or other appropriate resource or by attendance at a police station, clinic or surgery.

Early Resolution

The needs of the caller have been met through telephone advice or information, the involvement of another agency or service through some other method.

Abandoned Calls

An abandoned call is a call which has been terminated by the caller prior to being connected to a PSNI Call Handler, this may be a for a variety of reasons such as deciding to report an incident online.

Below is the telephone call date for the calendar years 2017-2022.

On an on-going basis PSNI will publish our call data.

2016

C&C Incident Type	January	February	March	April	May	June	July	August	September	October	November	December	Annual Total
EMERGENCY Incidents	1427	1307	1426	1469	1547	1560	1608	1805	1672	1802	1589	1759	14811
PRIORITY Incidents	21763	21136	23820	22409	24368	23460	25633	24733	23301	25204	21521	23310	280658
SCHEDULED	376	389	394	494	516	573	464	465	597	445	431	417	5561
EARLY RESOLUTION	13752	14514	16186	16930	18981	19452	18684	19509	19256	19187	16714	17849	211014
Non-Emergency Total	35891	36039	40400	39833	43865	43485	44781	44707	43154	44836	38666	41576	497233
Total 999 Calls	13274	12499	14203	13297	14984	14852	15454	15884	15035	15766	13316	15126	173690
999 abandon rate	1.20%	1.70%	1.23%	1.43%	1.43%	2.13%	1.60%	2.00%	1.30%	1.53%	0.93%	1.60%	1.51%
999's Answered on target (10 secs)	90.80%	93.43%	94.57%	96.57%	98.50%	91.70%	93.10%	92.03%	93.47%	92.50%	95.40%	91.40%	93.62%
999 Average Answer time	00:06	00:07	00:07	00:06	00:06	00:06	00:06	00:07	00:06	00:07	00:06	00:06	00:06
999 Longest Wait	01:14	01:22	04:31	04:08	02:31	03:02	02:01	03:12	01:50	02:06	01:06	03:09	04:31
999's Abandoned	159	212	175	191	215	317	247	318	195	242	124	242	2638
101 - Total Non-Emergency Calls	40165	41817	47942	42226	46577	46502	46174	49716	47342	47958	39998	45723	542140
101 abandon rate	3.30%	4.50%	4.60%	2.16%	2.24%	2.50%	1.60%	2.00%	3.00%	2.93%	2.13%	4.10%	2.92%
Non-Emergency Answered on target (10 secs)	86.00%	86.23%	85.83%	96.97%	91.97%	91.90%	93.03%	91.10%	91.23%	90.90%	93.60%	87.90%	90.56%
101 Average Answer time	00:24	00:25	00:25	00:15	00:15	00:16	00:15	00:17	00:17	00:17	00:11	00:22	00:18
101 Longest Wait	25:25	26:00	16:33	14:29	17:04	13:40	13:28	16:10	28:55	15:07	18:11	16:45	28:55
101's Abandoned	1345	1793	2083	878	1029	1087	1007	1457	1351	1339	824	1815	16008
Total Calls	53439	54316	62145	55523	61561	61354	61628	65600	62377	63724	53314	60849	715830

2017

C&C Incident Type	January	February	March	April	May	June	July	August	September	October	November	December	Annual Total
EMERGENCY Incidents	1412	1183	1708	1719	1745	1879	2410	1821	2048	2107	1843	2304	22179
PRIORITY Incidents	21309	20739	22270	22598	24172	23739	25676	23902	23466	24873	22189	24798	279731
SCHEDULED	382	457	524	473	564	527	435	543	511	572	267	470	5725
EARLY RESOLUTION	16822	17240	17862	17628	20233	19955	20371	20997	21899	24965	22410	22814	243196
Non-Emergency Total	38513	38436	40656	40699	44969	44221	46482	45442	45876	50410	44866	48082	528652
Total 999 Calls	13429	12814	14299	15011	15437	14731	15600	15097	14515	15207	13381	15544	175065
999 abandon rate	2.07%	2.10%	1.73%	2.17%	2.90%	2.23%	1.30%	1.03%	1.07%	1.00%	1.07%	1.03%	1.64%
999's Answered on target (10 secs)	97.87%	91.00%	90.67%	89.37%	88.90%	88.17%	94.63%	90.00%	94.03%	95.10%	95.53%	95.93%	92.60%
999 Average Answer time	00:07	00:07	00:07	00:07	00:07	00:07	00:06	00:06	00:06	00:06	00:06	00:06	00:06
999 Longest Wait	01:26	01:35	03:00	04:17	04:12	06:40	02:47	01:59	02:02	02:29	02:01	01:49	
999's Abandoned	278	269	248	325	448	329	203	156	155	152	143	161	2866
101 - Total Non-Emergency Calls	40165	43161	48244	50250	57342	58594	58341	54037	47830	52550	48721	49127	608362
101 abandon rate	2.80%	3.87%	5.57%	5.80%	6.80%	8.13%	6.77%	5.20%	3.57%	4.53%	5.30%	5.57%	5.33%
Non-Emergency Answered on target (10 secs)	88.43%	86.10%	82.73%	81.73%	79.33%	74.73%	78.63%	82.03%	83.53%	84.13%	80.70%	80.57%	81.89%
101 Average Answer time	00:20	00:24	00:30	00:31	00:35	00:42	00:36	00:29	00:28	00:26	0:00:33	0:00:31	00:18
101 Longest Wait	25:25	16:46	20:26	18:07	16:31	36:22	19:48	19:23	21:25	13:28	0:17:56	0:15:25	36:22
101's Abandoned	1115	1682	2681	2926	3923	4770	3948	2810	1706	2382	2582	2735	33260
Total Calls	53594	55975	62543	65261	72779	73325	73941	69134	62345	67757	62102	64671	783427

2018

C&C Incident Type	January	February	March	April	May	June	July	August	September	October	November	December	Annual Total
EMERGENCY Incidents	1844	1397	2026	1744	2222	2131	2183	1979	2101	1932	1812	2014	23385
PRIORITY Incidents	21831	18001	22610	21243	23752	23714	22200	22919	22481	23476	21533	21915	265675
SCHEDULED	427	408	361	376	391	266	196	229	160	199	143	122	3278
EARLY RESOLUTION	22502	19720	22223	20612	24050	25738	25034	22935	21369	21818	21132	21969	269102
Non-Emergency Total	44760	38129	45194	42231	48193	49718	47430	46083	44010	45493	42808	44006	538055
Total 999 Calls	14132	14680	13764	13547	16444	17445	17600	16986	16967	24695	15720	17470	199450
999 abandon rate	3.10%	1.59%	0.06%	2.25%	0.46%	1.23%	1.73%	1.57%	2.16%	1.33%	0.89%	0.0089	1.44%
999's Answered on target (10 secs)	95.37%	95.80%	96.34%	97.17%	92.91%	88.60%	89.50%	88.60%	87.00%	88.90%	92.70%	95.15%	92.34%
999 Average Answer time	00:06	00:06	00:05	00:05	00:06	00:07	00:07	00:07	00:07	00:07	00:06	00:05	00:00:06
999 Longest Wait	02:58	02:06	01:05	01:29	04:19	02:28	05:01	02:28	03:28	02:59	02:59	02:01	05:01
999's Abandoned	438	234	8	305	76	215	304	267	367	238	154	22	2628
101 - Total Non-Emergency Calls	50456	47166	57783	56241	63932	65714	66657	65527	61998	66160	57665	42533	701832
101 abandon rate	6.70%	3.91%	12.73%	18.00%	16.47%	16.50%	3.60%	24.15%	31.80%	24.20%	24.18%	14%	16.39%
Non-Emergency Answered on target (30 secs)	78.90%	67.79%	57.95%	38.00%	46.75%	34.50%	41.11%	33.54%	31.75%	34.30%	43.06%	51.90%	46.63%
101 Average Answer time	00:38	00:34	00:58	01:11	01:16	02:02	01:43	02:11	02:06	02:09	01:45	01:21	01:32:67
101 Longest Wait	23:35	28:35	10:41	12:02	11:26	23:02	20:49	23:39	15:40	16:53	16:53	19:29	28:35
101's Abandoned	3380	1844	7355	5117	6280	9575	9071	12278	12436	12059	10007	6139	95541
Total Calls	64588	61846	71547	69788	80376	83159	84257	82513	78965	90855	73385	60003	901282

2019

C&C Incident Type	January	February	March	April	May	June	July	August	September	October	November	December	Running Total
EMERGENCY Incidents	1752	1610	2041	1874	1209	4936	4021	3507	3689	3358	3782	3529	35308
PRIORITY Incidents	20927	20267	22423	22656	14754	26227	29058	29871	28174	28549	25603	26701	295210
SCHEDULED	106	125	155	125	65	306	108	122	69	65	75	40	1361
EARLY RESOLUTION	21595	20257	24717	22421	15504	9688	8455	8537	8137	8531	1912	8384	158138
Non-Emergency Total	42628	40649	47295	45202	30323	36221	37621	38530	36380	37145	38135	35125	465254
Total 999 Calls	14715	14258	16187	16346	17034	17670	18604	18539	17307	16681	14928	17062	199331
999 abandon rate	0.14%	0.00%	0.02%	0.05%	0.29%	0.48%	0.13%	0.07%	0.13%	0.07%	0.05%	0.05%	0.12%
999's Answered on target (10 secs)	95.20%	96.10%	95.70%	94.90%	90.40%	90.40%	91.60%	94.00%	94.10%	94.70%	95.60%	95.40%	94.01%
999 Average Answer time	00:05	00:05	00:05	00:05	00:07	00:07	00:06	00:05	00:05	00:05	00:05	00:05	00:05
999 Longest Wait	02:07	00:44	02:09	02:01	03:32	02:24	02:10	02:00	02:03	01:55	01:05	02:09	03:32
999's Abandoned	21	0	34	9	49	84	24	13	22	12	7	8	283
101 - Total Non-Emergency Calls	41416	38777	42692	43770	46181	45770	48542	45884	42809	42715	38135	38124	514815
101 abandon rate	7.00%	5.00%	4.00%	10.00%	15.10%	18.90%	18.50%	6.52%	5.81%	5.90%	2.80%	2.40%	8.49%
Non-Emergency Answered on target (30 secs)	60.90%	65.10%	70.50%	59.70%	50.60%	42.60%	41.80%	70.80%	72.70%	74.80%	86.60%	86.90%	65.25%
101 Average Answer time	00:56	00:44	00:36	00:55	01:24	01:50	01:50	00:37	00:34	00:35	00:19	00:18	00:53
101 Longest Wait	19:35	11:34	13:56	21:34	23:05	19:35	17:04	11:02	12:26	13:33	08:33	07:56	21:34
101's Abandoned	3042	2246	2657	4385	6989	8671	9004	2994	2489	2502	1061	914	46954
Total Calls	56131	53035	58879	60116	63215	63440	67146	64423	60116	59396	53063	55186	714146

2020

C&C Incident Type	January	February	March	April	May	June	July	August	September	October	November	December	Running Total
EMERGENCY Incidents	3329	2957	2697	2490	2694	3057	3066	3437	2954	2824	2887	2988	35380
PRIORITY Incidents	25347	24581	23217	24252	26489	26178	28135	27260	26436	26463	23048	23579	305240
SCHEDULED	55	36	29	132	65	67	67	99	67	58	62	60	797
EARLY RESOLUTION	7766	7663	6444	6134	11562	5793	6318	6930	6394	6377	6004	6510	109862
Non-Emergency Total	33168	32280	29690	30518	38116	32038	34520	34289	32897	32898	29114	30149	415899
Total 999 Calls	15604	15315	14650	12003	14019	14503	15870	16543	14757	14564	13358	14987	176173
999 abandon rate	0.04%	0.02%	0.05%	0.00%	0.05%	0.03%	0.04%	0.06%	0.04%	0.04%	0.04%	0.26%	0.04%
999's Answered on target (10 secs)	95.75%	95.47%	95.00%	95.30%	93.90%	94.30%	95.30%	94.20%	93.9%	93.3%	93.9%	92.6%	94.42%
999 Average Answer time	00:05	00:06	00:06	00:06	00:06	00:06	00:06	00:06	00:06	00:06	00:06	00:06	00:06
999 Longest Wait	01:17	01:13	00:55	00:34	01:28	02:01	02:03	02:09	01:42	01:44	01:19	02:09	02:23
999's Abandoned	7	3	8	0	7	5	8	5	6	6	6	39	100
101 - Total Non-Emergency Calls	38511	36798	34655	35068	39660	39456	41741	41777	40469	40347	35448	36805	460,735
101 abandon rate	2.30%	3.00%	2.19%	2.98%	3.90%	4.20%	4.01%	5.20%	4.80%	5.80%	4.20%	4.80%	3.9%
Non-Emergency Answered on target (30 secs)	87.05%	81.49%	86.49%	82.40%	79.00%	75.95%	74.87%	69.90%	69.10%	67.30%	73.00%	71.90%	76.54%
101 Average Answer time	00:18	00:26	00:19	00:26	00:31	00:35	00:35	00:44	00:44	00:48	00:39	00:40	00:33
101 Longest Wait	08:41	08:09	08:21	16:22	12:12	13:03	09:52	17:31	15:09	11:23	11:06	19:15	19:15
101's Abandoned	886	1104	760	1045	1556	1656	1673	2159	1953	2320	1481	1760	1,529
Total Calls	54115	52113	49305	47071	53679	53,959	57,611	58,320	55,226	54,911	48806	51792	636,908

2021

C&C Incident Type	January	February	March	April	May	June	July	August	September	October	November	December	Running Total
EMERGENCY Incidents	2767	3049	3057	2802	3150	3417	3542	3373	3854	3678	3189	2988	38,866
PRIORITY Incidents	21030	21073	25527	25780	23976	27656	28619	26308	24358	27580	23908	23579	299,394
SCHEDULED	53	59	82	94	65	72	683	437	103	79	79	60	1,894
EARLY RESOLUTION	5712	13880	6494	6793	7387	7615	7426	6581	5877	7081	6676	6510	88,032
Non-Emergency Total	26795	35012	32103	32667	31435	35954	36482	32992	30314	34740	30677	30149	389,320
Total 999 Calls	12850	12188	14530	15188	16791	17382	19267	18244	16799	17768	15499	14987	193,569
999 abandon rate	0.03%	0.02%	0.43%	0.43%	0.26%	0.40%	1.29%	1.73%	0.33%	0.33%	1.39%	0.57%	0.60%
999's Answered on target (10 secs)	94.8%	95.5%	93.0%	92.3%	92.4%	91.7%	87.7%	87.6%	92.2%	93.2%	93.8%	93.0%	92.27%
999 Average Answer time	00:05	00:06	00:07	00:06	00:06	00:07	00:08	00:09	00:07	00:06	00:06	00:06	00:06
999 Longest Wait	01:37	01:34	02:35	03:04	03:55	03:11	04:18	05:05	04:48	03:07	07:17	03:59	05:05
999's Abandoned	4	3	51	65	44	70	248	315	56	59	216	98	1229
101 - Total Non-Emergency Calls	34054	33811	40479	39612	42748	46580	47344	43999	43746	43217	38677	39073	493,340
101 abandon rate	2.30%	4.52%	7.05%	7.92%	8.30%	12.50%	15.90%	18.70%	20.80%	12.10%	10.70%	13.29%	11.2%
Non-Emergency Answered on target (30 secs)	73.10%	71.40%	64.40%	60.81%	58.00%	53.70%	56.74%	40.18%	34.80%	49.50%	57.01%	48.80%	55.70%
101 Average Answer time	00:41	00:43	01:02	01:11	01:13	01:49	02:11	02:34	03:05	01:45	01:31	01:50	01:37
101 Longest Wait	08:41	08:09	18:24	19:15	19:35	19:49	25:39	27:00	34:43	22:40	53:00	25:12	18:52
101's Abandoned	1526	1528	2853	3139	3529	5842	7530	8211	9119	5217	4141	5192	57,827
Total Calls	46,904	45,999	55,009	54,800	59,539	63,692	66,611	62,243	60,545	60,895	54,176	56,136	686,909

2022

C&C Incident Type	January	February	March	April	May	June	July	August	September	October	November	December	Running Total
EMERGENCY Incidents	2624	2706	3091	2655	3012	3314	3300	3380	3266	3196	3294	3193	37,031
PRIORITY Incidents	22446	21058	24640	24602	25318	24782	26208	26710	24337	26077	24307	23786	294,271
SCHEDULED	90	71	99	79	96	150	68	56	65	55	32	42	903
EARLY RESOLUTION	6477	6217	7185	6931	7280	6731	6761	7125	6724	7236	7388	7930	83,985
Non-Emergency Total	29013	27346	31924	31612	32694	31663	33037	33891	31126	33368	31727	31758	379,159
Total 999 Calls	15959	14333	16930	16932	18251	18392	19293	19716	17508	17675	16758	18240	209,987
999 abandon rate	0.19%	0.27%	0.48%	0.42%	1.10%	0.42%	0.27%	0.29%	0.10%	0.03%	0.12%	0.12%	0.32%
999's Answered on target (10 secs)	95.20%	95.10%	93.80%	93.40%	91.60%	94.10%	95.20%	93.80%	95.90%	96.6%	96.5%	96.9%	94.83%
999 Average Answer time	00:05	00:06	00:06	00:06	00:07	00:06	00:05	00:06	00:05	00:05	00:05	00:05	00:05
999 Longest Wait	02:03	05:50	03:25	03:07	07:00	04:30	05:01	03:32	03:12	01:47	02:55	04:08	05:50
999's Abandoned	30	38	82	71	200	77	53	58	17	5	20	21	672
101 - Total Non-Emergency Calls	39519	34346	39325	39519	46039	45818	46024	48419	42775	41135	39866	36281	499,070
101 abandon rate	19.28%	11.52%	13.30%	15.70%	24.50%	28.30%	28.8%	28.20%	24.91%	11.30%	12.60%	12.73%	19.3%
Non-Emergency Answered on target (30 secs)	42.39%	55.16%	47.60%	40.80%	30.10%	26.90%	25.08%	23.50%	30.75%	49.87%	48.00%	48.1%	39.02%
101 Average Answer time	02:48	01:42	01:59	02:21	03:41	04:19	04:26	04:20	03:51	01:35	01:49	01:47	02:53
101 Longest Wait	34:00	27:04	24:07	24:54	30:23	35:41	41:42	26:00	35:34	15:00	26:53	19:14	41:42
101's Abandoned	7600	3957	5224	6190	11269	11269	13243	13648	10655	4655	5038	4620	97,368
Total Calls	55,478	48,679	56,259	56,451	64,290	64,210	65,317	68,135	60,283	58,810	56,624	54,521	539,102