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Our Ref: FOI2018/03960

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/03960

I write in connection with your request for information received on 19th July. I note you seek access to the following information:

Hope you are well. I was just getting in touch to see if you had any of the follow data available for a project we are working on.

- 1) The total number of 999 calls received by your police force in each individual sequential year 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017 and 2018.**
- 2) For those 999 calls where a police officer(s) were deployed from your force, what was the average time from the call being received in your control room, to the officer(s) reaching their deployment destination, in the years 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017 and 2018.**
- 3) For those 999 calls which your force gave a high priority classification to, and where a police officer(s) were deployed, what was the average time from the call being received in your control room, to the officer(s) reaching their deployment destination, in the years 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017 and 2018.**

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

Following enquiries within the Constabulary please see our response below.

Response – Please see the below table detailing the information you have requested.

Hertfordshire	2010	2011	2012	2013	2014	2015	2016	2017	2018
1. 999 calls received	149767	147031	137175	137079	127665	126056	134441	158763	78787
2. average time from calls received to arrival for 999 calls (mm:ss)	73:31	77:03	79:03	93:47	107:50	101:18	84:06	101:17	109:57
3. average time from calls received to arrival for 999 calls with Immediate classification (mm:ss)	10:01	09:27	09:07	10:44	11:24	11:12	11:07	11:47	11:58

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

James Hodson
Information Rights

Hertfordshire Constabulary provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Hertfordshire Constabulary if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.