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1st February 2018

Our Ref: FOI2018/00035

**REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/00035**

I write in connection with your request for information received on 3rd January. I note you seek access to the following information:

**I would like to request the following information under the Freedom of Information Act.**

- 1) How many nuisance calls/hoax calls have been made in Hertfordshire to the Hertfordshire Constabulary between January 1 and December 31 in 2017?**
- 2) What is the average time it takes from a call being logged to having a response vehicle at the scene in Hertfordshire between January 1 and December 31, 2017? Could I also have this information broken down by policing area, East Hertfordshire, Broxbourne etc.**
- 3) What is the longest time that it has taken from a call being logged to having a response vehicle at the scene in Hertfordshire between January 1 and December 31, 2017? Could I also have this information broken down by policing area, East Hertfordshire, Broxbourne etc.**
- 4) When did the longest serving vehicle enter service with the Hertfordshire Constabulary and what is that vehicle?**
- 5) What is the average length of time that vehicles have been in service with the Hertfordshire Constabulary?**

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**

**Q1 – 14, 121**

**Q2 –** Hertfordshire = 11.0 min  
Broxbourne = 10.5 min  
Dacorum = 10.9 min  
East Herts = 12.0 min  
Hertsmere = 10.8 min  
North Herts = 11.6 min  
St Albans = 11.4 min  
Stevenage = 09.2 min  
Three Rivers = 11.1 min  
Watford = 09.2 min  
Welwyn and Hatfield = 11.3 min

**Q3 –** This information is not recorded.

**Q4 –** The current oldest vehicle still in service in Herts is a Mercedes Sprinter, which was first registered 09/08/2002.

**Q5 -** The average length of time a vehicle is in service varies dependent on the operational role, type of vehicle i.e. car, van, motorcycle etc. The average age of the Herts fleet overall at present is 4 years

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  
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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.