

Q1. Median response times for all grades and types of incidents

Grade 1

2019	
Call Type Group Description	Median (mins)
Administration	13
Alarms	9.9
ASB	12.4
Crime	12.1
Domestic	14.7
Duplicate/Out of force	17.9
Police Generated	9.4
Public Safety/Welfare	13.5
Transport	14.5

2020	
Call Type Group Description	Median (mins)
Administration	13.1
Alarms	9.8
ASB	13.1
Crime	12.8
Domestic	15
Duplicate/Out of force	20
Police Generated	8.3
Public Safety/Welfare	13.7
Transport	14.8

2021	
Call Type Group Description	Median (mins)
Administration	14.7
Alarms	10.1
ASB	14.1
Crime	13.5
Domestic	16.3
Duplicate/Out of force	20.8
Police Generated	12.2
Public Safety/Welfare	14.8
Transport	16

2022	
Call Type Group Description	Median (mins)
Administration	16.7
Alarms	11.3
ASB	15.3
Crime	14.5
Domestic	17.2
Duplicate/Out of force	23
Police Generated	18.3
Public Safety/Welfare	16.4
Transport	17.4

2023	
Call Type Group Description	Median (mins)
Administration	16.7
Alarms	11.2
ASB	16.0
Crime	14.6
Domestic	17.3
Duplicate/Out of force	22.9
Police Generated	23.5
Public Safety/Welfare	17.1
Transport	18.1

2024	
Call Type Group Description	Median (mins)
Administration	17.8
Alarms	11.4
ASB	16.3
Crime	15.1
Domestic	17.7
Duplicate/Out of force	21.5
Police Generated	18.7
Public Safety/Welfare	17.5
Transport	18.5

Grade 2

2019

Call Type Group Description	Median (mins)
Administration	31.6
Alarms	16.9
ASB	37.9
Crime	89.1
Domestic	308.1
Duplicate/Out of force	84.7
Police Generated	67.9
Public Safety/Welfare	55.0
Transport	28.6

2020	
Call Type Group Description	Median (mins)
Administration	42.7
Alarms	17.7
ASB	40.4
Crime	94.3
Domestic	212.0
Duplicate/Out of force	74.4
Police Generated	71.8
Public Safety/Welfare	53.5
Transport	31.5

2021	
Call Type Group Description	Median (mins)
Administration	57.1
Alarms	30.2
ASB	48.4
Crime	138.0
Domestic	537.2
Duplicate/Out of force	99.2
Police Generated	85.0
Public Safety/Welfare	62.7
Transport	35.8

2022	
Call Type Group Description	Median (mins)
Administration	80.6
Alarms	25.2
ASB	58.1

Crime	763.6
Domestic	1440.9
Duplicate/Out of force	192.6
Police Generated	139.9
Public Safety/Welfare	84.0
Transport	46.1

2023	
Administration	155.0
Alarms	25.4
ASB	59.1
Crime	941.6
Domestic	1266.4
Duplicate/Out of force	181.2
Police Generated	170.2
Public Safety/Welfare	93.2
Transport	49.1

2024	
Call Type Group Description	Median (mins)
Administration	112.5
Alarms	20.6
ASB	61.1
Crime	485.5
Domestic	1260.0
Duplicate/Out of force	144.1
Police Generated	134.0
Public Safety/Welfare	82.9
Transport	43.0

Grade 3

2019	
Call Type Group Description	Median (mins)
Administration	635.6
Alarms	75.8
ASB	172.6
Crime	810.7
Domestic	2009.0
Duplicate/Out of force	1222.5
Police Generated	265.7

Public Safety/Welfare	252.4
Transport	130.7

2020

Call Type Group Description	Median (mins)
Administration	232.4
Alarms	22.8
ASB	181.0
Crime	611.6
Domestic	1224.8
Duplicate/Out of force	1143.7
Police Generated	624.8
Public Safety/Welfare	213.7
Transport	127.9

2021

Call Type Group Description	Median (mins)
Administration	315.8
Alarms	412.0
ASB	341.2
Crime	892.0
Domestic	1633.2
Duplicate/Out of force	1091.0
Police Generated	818.5
Public Safety/Welfare	262.1
Transport	181.4

2022

Call Type Group Description	Median (mins)
Administration	534.7
Alarms	8.8
ASB	452.2
Crime	1126.5
Domestic	2635.0
Duplicate/Out of force	1533.2
Police Generated	517.1
Public Safety/Welfare	422.1
Transport	248.5

2023

Call Type Group Description	Median (mins)
Administration	596.1
ASB	153.4
Crime	2315.4
Domestic	3617.1
Duplicate/Out of force	1137.2
Police Generated	246.6
Public Safety/Welfare	241.3
Transport	96.9

2024	
Call Type Group Description	Median (mins)
Administration	870.3
ASB	413.5
Crime	3127.8
Domestic	5604.7
Duplicate/Out of force	1418.0
Police Generated	409.4
Public Safety/Welfare	378.6
Transport	156.9

Q2. Your force's annual average incident response times in minutes for each grade of call from 2019-2024

2019	Average (mins)
Grade 1	11.66
Grade 2	85
Grade 3	145

2020	Average (mins)
Grade 1	11.13
Grade 2	53.9
Grade 3	126

2021	Average (mins)
Grade 1	11.94
Grade 2	101
Grade 3	112

2022	Average (mins)
Grade 1	13
Grade 2	172
Grade 3	146

2023	Average (mins)
Grade 1	13.46
Grade 2	168
Grade 3	181

2024	Average (mins)
Grade 1	13.62
Grade 2	217.7
Grade 3	219

Q3. For each grade of call, your force's fastest and slowest incident response times by year from 2019-2024.

Min Opened to Arrived (Minutes)			
Row Labels	GRADE 1	GRADE 2	GRADE 3
2019	00:02	00:03	00:13
2020	00:05	00:12	00:16
2021	00:08	00:14	00:12
2022	00:18	00:16	00:34
2023	00:05	00:11	00:31
2024	00:08	00:06	00:40

Max Opened to Arrived (Mintues)			
Row Labels	GRADE 1	GRADE 2	GRADE 3
2019	42213.78333	538584.5667	552919.0167
2020	50550.86667	309520.8167	472557.0333
2021	132877.5	540795.95	340430.7167
2022	34275.33333	865062.9667	136520.15
2023	60903.03333	383883.2333	175751.45
2024	42116.3	97555.33333	213139.4333