



Our Ref: 003011/20

Your Ref:

Address Correspondence to: Information Management

Date 30 September 2020

Freedom of Information Act 2000

I write further to your request for information received 09/09/2020.

I note you seek access to the following information:

I am needing a freedom of information request of your Police 909 and 101 services.

Average waiting time.

Abandoned call rate.

Number of average calls per day.

This needs to be the latest records.

Clarification of timescale - If possible the latest 2020 records will be perfect

Following receipt of your request, searches were conducted within Leicestershire Police to locate information relevant to your request.

Your request for information has now been considered and the information asked for is as follows: -

Date range 1st January to 29th September inclusive

Emergency contacts

Average wait time (Answer) - 2 seconds

Abandonment rate - 0.2%

Received - 104,555

Non-Emergency contacts

Average wait time (Answer) - 1 minute 6 seconds Abandonment rate - 11.8%

Received - 104,555

Leicestershire Police provides you the right to ask for a re-examination of your request under its review procedure. Letters should be addressed to Information

Manager, Corporate Services Department at the above address. If you decide to request such a review and having followed the Force's full process you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give it consideration.

Yours sincerely

Freedom of Information Officer

Leicestershire Police

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