

POLICE DISTRICTS — RESPONSE TIMES

2765. Mr P.D. Omodei to the Minister for Police and Emergency Services

What was the average and maximum response time for all categories (priority one, priority two and priority three) in each of the following metropolitan police districts from January 2001 to August 2007:

- (a) South East Metropolitan;
- (b) South Metropolitan;
- (c) North West Metropolitan;
- (d) East Metropolitan;
- (e) West Metropolitan;
- (f) Central Metropolitan;
- (g) Regional Coordinator; and
- (h) the combined total?

Mr J.C. KOBELKE replied:

Below is the average response times achieved by each Metropolitan Police District for which data is available for the combined period January 2001 to August 2007.

Jan-01 to Aug-07	Average Response Time (mins)		
	Priority 1 ²	Priority 2	Priority 3
Central Metropolitan	7	7	14
East Metropolitan	11	9	19
North West Metropolitan	6	9	19
South East Metropolitan	5	9	21
South Metropolitan	7	9	20
West Metropolitan	8	8	19
Metropolitan Districts ¹	7	8	19

Notes:

1. The Metropolitan Districts aggregate figure (not including Peel District) is used as the Key Performance Indicator for the WA Police.

2. Over the full period 2001 to 2007 there has been substantial change to the business rules and practices both in assigning task priorities, and in responding to tasks. Data is not directly comparable across this entire period, especially for Priority 1 tasks.

3. The 'Regional Coordinator' is not a Police District.

Prior to the implementation of the new Metropolitan Digital Radio Network and TADIS in 2007, response times were recorded by attending police officers verbally informing the Police Operations Centre (POC) Radio Operator of their arrival or departure; the time of notification to the POC is what was actually recorded. In some instances the radio channel was busy at the time of arrival or departure, and so the police would not be able to inform POC in a timely manner, as their priority was to attend to the task rather than wait to inform POC. As a result the recorded response time for a small percentage of tasks will be incorrect.

For this reason, the maximum recorded response time will not be provided as it would be misleading. It should be noted that in every instance in which the maximum response incident was examined (in which a recorded response time in excess of several days is common), the record was found to contain data entry errors.

To provide a reasonable statistical indicator of the maximum time taken for task response, the following information is provided:

Jan-01 to Aug-07	Priority 1 Tasks ²				Priority 2 Tasks			
	Total Tasks	Response in greater than 3 x Target	% of Tasks greater than 3 x Target	95% Maximum Time ³	Total Tasks	Response in greater than 3 x Target	% of Tasks greater than 3 x Target	95% Maximum Time ³
Central Metropolitan	6	1	17%	20 mins	4230	39	1%	14 mins
East Metropolitan	12	1	8%	60 mins	4620	84	2%	19 mins

Extract from Hansard
 [ASSEMBLY - Friday, 1 February 2008]
 p7c-9a
 Mr Paul Omodei; Mr John Kobelke

North West Metropolitan	17	1	6%	17 mins	4758	83	2%	19 mins
South East Metropolitan	27	0	0%	11 mins	10187	221	25	18 mins
South Metropolitan	24	1	4%	12 mins	7393	134	2%	18 mins
West Metropolitan	21	1	5%	13 mins	6629	86	1%	17 mins
Metropolitan Districts ¹	107	5	5%	14 mins	37817	647	2%	18 mins

Priority 3				
Jan-01 to Aug 07	Tasks Total Tasks	Response in greater than 3 x Target	% of Tasks greater than 3 x Target	95% Maximum Time ³
Central Metropolitan	81566	1895	2%	37 mins
East Metropolitan	71511	3657	5%	53 mins
North West Metropolitan	74125	3433	5%	52 mins
South East Metropolitan	143011	10036	7%	59 mins
South Metropolitan	111972	7021	6%	55 mins
West Metropolitan	100673	5866	6%	55 mins
Metropolitan Districts ¹	582858	31908	5%	54 mins

Notes:

1. The Metropolitan Districts aggregate figure (not including Peel District) is used as the Key Performance Indicator for the WA Police.

2. Over the full period 2001 to 2007 there has been substantial change to the business rules and practices both in assigning task priorities, and in responding to tasks. Data is not directly comparable across this entire period, especially for Priority 1 tasks.

3. The '95% Maximum Time' is the time within which 95% of all tasks were responded to; in other words, 5% of all tasks were responded to in a time greater than this. Note that with low counts, such as the number of Priority 1 tasks, this figure can give anomalous results.

Notes:

a) Priority 1 and 2 tasks cover incidents where life or property, is or may be, in a state of threat or imminent danger. Offences include armed hold-up in progress, offender incident in progress and other life threatening incidents.

b) Priority 3 tasks cover incidents requiring immediate attention but are not life threatening at that time. Priority 3 incidents may involve the welfare of a person, the possible apprehension of offenders or the preservation of evidence.