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**MINISTRY OF POLICE**

**REPUBLIC OF SOUTH AFRICA**

Private Bag X463 **PRETORIA** 0001, Telephone (012) 393 2800, Fax (012) 393 2819/20, Private Bag X9080 **CAPE TOWN** 8000,

Tel (021) 467 7021, Fax (021) 467 7033

Enq : Mr Thabo Kupa

 thabok@saps.gov.za

 0765120462

**36/1/4/1/201700233**

**NATIONAL ASSEMBLY**

**FOR WRITTEN REPLY**

**QUESTION 2184**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 7 AUGUST 2017**

**(INTERNAL QUESTION PAPER NO 25-2017)**

**2184. Mr A M Figlan (DA) to ask the Minister of Police:**

(1) (a) How many operators are (i) employed to answer the 10111 emergency line and (ii) are on duty at any given time and (b) (i) what is the total number of vacancies that exist for operators answering the 10111 emergency line and (ii) what is the breakdown of that number (aa) nationally and (bb) in each province;

(2) what is the average (a) waiting period for calls placed to the 10111 emergency line to be answered, (b) amount of times a call is transferred before a local police unit is dispatched and (c) time duration of a call placed to the 10111 emergency line from the time a call is placed to the time a police unit is dispatched?

NW2416E

**REPLY:**

(1)(a)(i)(ii)(b)(i)(ii)(aa)(bb)

|  |  |  |  |
| --- | --- | --- | --- |
| **(1)(b)(ii)(aa)(bb) Province** | **(1)(a)(i)****Operators Employed** | **(1)(a)(ii)****Per Shift (12 hour shifts)** | **(1)(b)(i)****Vacancies** |
| **Gauteng** | 247 | 54 | 69 |
| **KwaZulu-Natal** | 113 | 18 | 21 |
| **Free State** | 50 | 11 | 0 |
| **Mpumalanga** | 43 | 12 | 0 |
| **Limpopo** | 49 | 10 | 7 |
| **North West** | 8 | 2 | 8 |
| **Northern Cape** | 29 | 5 | 64 |
| **Western Cape** | 76 | 11 | 9 |
| **Eastern Cape** | 139 | 31 | 106 |
| **Total** | **754** | **154** | **284** |

(2)

|  |  |  |  |
| --- | --- | --- | --- |
| **Province** | **(2)(a)****Average time** | **(2)(b)****Calls transferred** | **(2)(c)****Time duration** |
| **Gauteng** |  11 seconds | 1 time | 4 minutes |
| **KwaZulu-Natal** | 7 seconds | 1 time | 3 minutes |
| **Free State** | 7 seconds | 1 time | 4 minutes |
| **Mpumalanga** | 7 seconds | 1 time | 4 minutes |
| **Limpopo** | 19 seconds | 1 time | 5 minutes |
| **North West** | 7 seconds | 1 time | 4 minutes |
| **Northern Cape** | 7 seconds | 1 time | 5 minutes |
| **Western Cape** | 7 seconds | 1 time | 5 minutes |
| **Eastern Cape** | 7 seconds  | 1 time | 5 minutes |