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**NATIONAL ASSEMBLY**

**FOR WRITTEN REPLY**

**QUESTION 1129**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 15 APRIL 2016**

**(INTERNAL QUESTION PAPER NO 11-2016)**

**1129. Mr Z N Mbhele (DA) to ask the Minister of Police:**

What is the average police response time to (a) Alpha, (b) Bravo and (c) Charlie complaints (i) nationally, (ii) in each province respectively, and in the (iii) City of Tshwane Metropolitan, (iv) Nelson Mandela Bay Metropolitan, and (v) City of Johannesburg Metropolitan (aa) in the (aaa) 2011-12, (bbb) 2012-13, (ccc) 2013-14, (ddd) 2014-15 and (eee) 2015-16 financial years respectively and (bb) since 1 April 2016?

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**REPLY:**

1. The avarage Police Response Time for Alpha complaints is 19:05.
2. The avarage Police Response Time for Bravo complaints is 24:33.
3. The avarage Police Response Time for Charlie complaints is 21:45.

(i) to (v) The Police Response Time for National, the respective Provinces and requested Metropolitan areas is attached, marked as Annexure “A”.

(aa) The Police Response Time in respect of the (aaa) 2011/2012, (bbb) 2012/2013, (ccc) 2013/2014 and (ddd) 2014/2015 financial years is attached, marked as Annexure “A”. The Police Response Time for the (eee) 2015/2016 financial year is currently being verified and extracted to the Efficiency Index System and will be published in the Annual Performance Report.

(bb) The Police Response Time since 1 April 2016 is not available.