

NATIONAL ASSEMBLY

FOR WRITTEN REPLYQUESTION 695

DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 15 MARCH 2024
(INTERNAL QUESTION PAPER NO 10-2024)

695. M. Gen O S Terblanche (DA) to ask the Minister of Police:

What is the average response time, expressed in minutes, that it takes the SA Police Service (SAPS) first responder members to respond to calls emanating from (a) 10111 call centres and (b) SAPS dispatch centres in each province?

NW836E

REPLY:

(a) The average response times with police stations linked to 10111 Command Centres are as per the table below.

Province	(a)Alpha Complaint (Min:Sec)	(a)Bravo Complaints (Min:Sec)	(a)Charlie Complaints (Min:Sec)	Number of 10111 Command Centres per province
Eastern Cape	30:06	36:58	33:01	4
Free State	29:59	36:14	28:30	4
Gauteng	11:56	12:38	12:26	1
KwaZulu-Natal	21:44	24:20	21:51	1
Limpopo	16:14	17:37	17:08	2
Mpumalanga	23:13	28:40	23:11	3
North West	36:01	40:32	36:04	1
Northern Cape	60:10	66:58	62:00	1
Western Cape	17:57	20:18	19:02	1

(b) The 10111 Command Centres are receiving and dispatching calls to police stations linked to the Command Centres.

Reply to question 695 recommended/~~not recommended~~


**GENERAL
 NATIONAL COMMISSIONER: SOUTH AFRICAN POLICE SERVICE
 SF MASEMOLA (SOEG)**

Date: 2024-04-05

Reply to question 695 ~~approved/not approved~~


**MINISTER OF POLICE
 GENERAL BH CELE, MP**

Date: 07/04/2024