



FOI Number: 33542-24
Response Times Within Targets
01 January 2023 - 11 September 2024

Please Note: Category of Calls follow NIAS Ambulance Quality Indicators (AQI) criteria - Category 1 and 2 include Health Care Provider (HCP) and Inter Facility Transfer (IFT) calls and Category 3 exclude HCP/IFT

Target Response Times:

- Category 1: 8 Minutes Mean Standard
- Category 2: 18 Minutes Mean Standard
- Category 3: 120 Minutes 90th Centile Standard

PERCENTAGE OF 999 CALLS ATTENDED BY CATEGORY OF CALL AND TARGET RESPONSE TIME ACHIEVED

Category of Calls	Within Target %	Outside of Target %	Total
Category 1 (8 Min Mean Standard)	42.18%	57.82%	100%
Category 2 (18 Min Mean Standard)	31.49%	68.51%	100%
Category 3 (120 Min 90th Centile Standard)	70.54%	29.46%	100%

Source: C3 Comand and Control System