

Police District	FY 2020-2021		
	Average Response Time	Benchmark	% calls in Benchmark
Hunter Valley	14:15	19:15	79.9%
Lake Macquarie	12:52	18:10	80.4%
Manning/Great Lakes	16:01	18:05	77.8%
Newcastle City	12:06	16:05	78.7%
Port Stephens/Hunter	12:45	17:20	79.8%

Police District	FY 2021-2022		
	Average Response Time	Benchmark	% calls in Benchmark
Hunter Valley	14:01	19:20	81.3%
Lake Macquarie	13:15	18:20	80.2%
Manning/Great Lakes	13:05	19:00	81.8%
Newcastle City	12:19	16:50	80.4%
Port Stephens/Hunter	12:29	17:25	80.3%

**Definition of the Benchmark Time:**

The benchmark response time for each Police Area Command and Police District is calculated individually each financial year. This calculation is based on the time in which 80% of urgent calls are responded to by police. The average for the preceding three years becomes the benchmark time (i.e. if 80% of urgent calls were attended to within 15 minutes last year, within 16 minutes the year before, and within 14 minutes the year before that, then the new benchmark would be  $((15+16+14) \text{ divided by } 3) = 15$ ). A range of local factors impact the Benchmark Response Time for each PAC/PD (e.g. geographic size of command, number of calls, etc.).

The percentage of urgent calls attended within the Benchmark Response Time is impacted by a range of factors including:

- the number of urgent and non-urgent calls for assistance received
- multiple calls being received at the same time
- the distance required to travel / geographic size of the command
- traffic density / congestion
- emergencies and weather events (e.g. bushfires, floods)
- the initial priority of the call for service. Some calls may not be classified as 'urgent' when first recorded in CAD but escalate in priority to P1 or P2 as additional information is received.