



**OFFICIAL: Sensitive**

Our Ref: 26-1795  
Your Ref: 22735239  
Telephone: 8207 5555



**Re: Freedom of Information Act application**

In reference to your application made pursuant to the *Freedom of Information Act 1991* (FOI Act), access was sought to:

*“Average response time for Grade 1 and Grade 2 police call outs for 2025 and 2024.”*

South Australia Police (SAPOL) has located information that falls within the scope of your request and has agreed to **release this information to you in full**.

Average Response Times (mins) Reported by Calendar Year			
	2023/24	2024/25	2025/26 (Jul–Dec)
<b>Grade 1</b>	10.24	10.85	9.65
<b>Grade 2</b>	25.13	23.93	22.48

**Please Note:**

These figures have been produced using a bespoke data extraction method originally developed for an earlier FOI request submitted in 2024. SAPOL does not report average response times as part of its annual reporting obligations, and this dataset is not an official performance measure.

The calculation relies on timestamps that can vary between events, and outcomes are affected by factors such as travel distances, job upgrades and downgrades, missed timestamps by attending officers or SACAD operators, and outliers that extend or shorten average response times. For these reasons, the averages should be treated with caution and should not be used to assess SAPOL performance or predict police response capability.



**OFFICIAL: Sensitive**

A level of manual handling was required to produce these results, and they differ from SAPOL's validated corporate reporting processes.

**Disclosure Log**

A disclosure log is published on the SAPOL website in accordance with Premier and Cabinet Circular PC045. Disclosure logs for non-personal information released through Freedom of Information list documents that have been disclosed in response to requests for access to non-personal information pursuant to the FOI Act. The disclosure log can be found at <https://www.police.sa.gov.au/about-us/proactive-disclosure>.

If you disagree with publication, please advise the undersigned in writing by 25 March 2026.

Yours sincerely

A handwritten signature in black ink, appearing to read 'CA', is positioned above the typed name of the signatory.

Senior Sergeant Christian Ainley  
**Freedom of Information Unit**  
(Accredited Freedom of Information Officer)

18 February 2026