| Police Scotland logo | Freedom of Information Response Our reference: FOI 25-2699  Responded to: 01 September 2025 |
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Your recent request for information is replicated below, together with our response.

**RE: 999 and 101 wait time Tuesday 19th August**

**To Whom it May Concern:**

**“Named MSP” has been contacted by a Greenock resident who tried calling 999 at approximately 5.20pm and waited 35minutes to have it answered. He is aware there was international football in Glasgow that night, but were there other pressures on the 999 system on that evening that would lead to that length of wait to get through?**

This request was reviewed by the Service Centre Senior Management team within our C3 Division who advised the following:

“We have reviewed our internal systems and can confirm that no 999 calls had a wait time of 35 minutes on 19th August 2025. In 2025 the longest time taken to answer a 999 call was 5 minutes 1 second.

By way of reassurance, we always prioritise 999 calls over all other call types to ensure they are answered as quickly as possible.

Prior to answer by Police Scotland, all 999 calls are handled by a BT operator who remains in control of the call until it is handed over. Protocols exist between BT and Police Scotland to manage any calls which experience extended wait times. This includes the use of secondary lines and assistance from other police forces if required.”

For information, Call Handling Reports from 01 April 2015 are available on our website [How we are performing - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/) including the most recent available figures for 2025 ([Call Handling Reports 2025 - Police Scotland](https://www.scotland.police.uk/about-us/what-we-do/how-we-are-performing/call-handling-reports-2025/))

If you require any further assistance, please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](https://www.foi.scot/appeal), by [email](mailto:enquiries@foi.scot) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible.   
If you require this response to be provided in an alternative format, please let us know.