



Freedom of Information Request FOI 22 21

Response Time Query

Query:

We are investigating the new road system in Chippenham that has caused the routes in and around town to become dangerous due to traffic queues, etc. Please could you provide me with how your response times have been affected since the installation of these 'road improvements' and any other data relating to your day to day issues in responding and getting to your 'emergencies'.

The trouble areas are as follows...

(1) Malmesbury Road junction (new traffic light installation) with the removal of the roundabout that serviced Langley Road, Hathaway Retail Park and the top end of New Road.

(2) From the New Road junction (opposite New Road Post Office) down to the Western Arches and then through to the Station Hill area where a new traffic light system has been installed (there was a roundabout originally).

(3) From Marshall Road junction up into Park Lane where there are traffic lights installed at the top of Park Lane situated between Salon Secrets (Hairdressers on corner of Park Lane/Malmesbury Road), and La Passione (Italian Restaurant) - also the filter lane that goes from Park Lane and filters into New Road.

If you could provide 'some examples' of these response times from May 2018, May 2019, May 2020 and May 2021 then this will help in seeing if there are issues regarding crews getting from the place they receive the emergency call and the time it takes for them to get to the address of the emergency.

Response:

Our response times are affected by a combination of factors, one of which is traffic conditions. It is difficult to be able to evaluate the relative impact of the change in road layout as we are responding to different addresses each which will take a different amount of time to reach.

Chippenham is crewed by both On-Call and Wholtime crews.

Therefore, we have looked at the average turnout time for Chippenham when an On-Call crew is on shift as this turnout time is partly dependent on traffic as the crew have to drive to the station before they turn out.

**Average turnout times for On-Call crews at
Chippenham**

1 May 2018 to 30 Apr 2019

00:04:22



1 May 2019 to 30 Apr 2020	00:04:45
1 May 2020 to 30 Apr 2021	00:04:59
1 May 2021 to 09 Mar 2022	00:04:59

Turnout times for Chippenham Wholetime crew are measured from when the appliance is alerted and when it books mobile. Wholetime crews are already on station, it will only be the time it takes them to get on the truck from wherever they are on the station, this is why these times are smaller than the On-Call times

1 May 2018 to 30 Apr 2019	00:01:26
1 May 2019 to 30 Apr 2020	00:01:30
1 May 2020 to 30 Apr 2021	00:01:32
1 May 2021 to 09 Mar 2022	00:01:40

Within the detail below, we are unable to provide a time for May 2018 and a time for May 2019 to the same property. Looking at one incident in isolation will not provide a robust time.

1. *Malmesbury Road junction (new traffic light installation) with the removal of the roundabout that serviced Langley Road, Hathaway Retail Park and the top end of New Road.*

FAIRWAYS RETIREMENT VILLAGE, Malmesbury Road, Chippenham			
2018-19	00:05:28	average time between mobile and on scene	1 incident
2019-20	00:03:59	average time between mobile and on scene	2 incidents
2020-21	00:04:21	average time between mobile and on scene	2 incidents
2021-22 (until 28/03/2022)	00:04:41	average time between mobile and on scene	2 incidents
Chippenham Golf Club, Malmesbury Road, Chippenham			
2018-19	00:05:10	average time between mobile and on scene	1 incident
2019-20	00:05:46	average time between mobile and on scene	2 incidents
2020-21	00:06:44	average time between mobile and on scene	1 incident
2021-22 (until 28/03/2022)	no incidents for this address		
Clift House, Langley Road, Chippenham			
2018-19	00:01:58	average time between mobile and on scene	3 incidents



2019-20	00:03:09	average time between mobile and on scene	4 incidents
2020-21	00:02:18	average time between mobile and on scene	2 incidents
2021-22 (until 28/03/2022)	00:05:03	average time between mobile and on scene	3 incidents

2. *From the New Road junction (opposite New Road Post Office) down to the Western Arches and then through to the Station Hill area where a new traffic light system has been installed (there was a roundabout originally).*
We are unable to find a property in more than one year to provide a comparison.
3. *From Marshall Road junction up into Park Lane where there are traffic lights installed at the top of Park Lane situated between Salon Secrets (Hairdressers on corner of Park Lane/Malmesbury Road), and La Passione (Italian Restaurant) - also the filter lane that goes from Park Lane and filters into New Road.*
We are unable to find a property in more than one year to provide a comparison.

Information/Detail accurate on the date provided: 11, April 2022