



Oifig an Stiúirthóra Oibríochtaí  
An tSeirbhís Náisiúnta  
Bloc 4, Lárionad Gnó,  
Tulach Mhór,  
Co. Uíbh Fhailí, R35 FH59

Office of the Director of Operations  
National Ambulance Service  
Block 4, Central Business Park,  
Tullamore,  
Co. Offaly R35 FH59

[www.hse.ie](http://www.hse.ie)  
[@hselive](https://twitter.com/hselive)

t 057 9357696  
e [william.merriman@hse.ie](mailto:william.merriman@hse.ie)

Ref: WM/PQ/221222

Deputy Denise Mitchell,  
Dáil Éireann,  
Leinster House,  
Dublin 2

22 December 2022

**PQ 61462/22**

**To ask the Minister for Health the average response time for ambulances for 999 calls in CHO9 for each of the years 2020 and 2021 and to date in 2022, in tabular form; and if he will make a statement on the matter.**

Dear Deputy Mitchell,

The National Ambulance Service (NAS) has been requested to reply directly to you in the context of the above Parliamentary Question which you submitted to the Minister for response.

NAS is the statutory Pre-Hospital emergency and intermediate care provider for the state. In the Dublin metropolitan area, ambulance services are provided by the NAS and Dublin Fire Brigade (DFB).

The call taking and dispatch function is operated by the NAS National Emergency Operations Centre (NEOC) which operates across two sites, Dublin and Ballyshannon. All NAS resources are dispatched to calls across the country from the NEOC on a nearest available (to the incident) basis and not on a county boundary basis.

As you are aware NAS report monthly on Echo and Delta call activity, category 1 (– life threatening – cardiac or respiratory arrest or life threatening other than cardiac or respiratory arrest) calls on as per Health Information and Quality Authority (HIQA) recommendations.

We do not publish reports on category 2 or 3 calls and we do not report on a county by county basis, or by CHO.

Please see the table below in relation to the number of calls for AS1 – 112/ 999 emergency and urgent calls that we report on by region for the years 2020, 2021, and to date in 2022.

2020	
East	00:16
Midlands	00:20
Mid-West	00:17
North East	00:19
North West	00:17
South East	00:22
Southern	00:20
West	00:20





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2021	
East	00:19
Midlands	00:25
Mid-West	00:22
North East	00:23
North West	00:21
South East	00:28
Southern	00:26
West	00:24

2022 January - October	
East	00:21
Midlands	00:28
Mid-West	00:23
North East	00:24
North West	00:22
South East	00:31
Southern	00:29
West	00:25

I trust that this information is of assistance.

Yours sincerely

William Merriman  
Director of Operations  
National Ambulance Service

