Freedom of Information request ref 01/FOI/26/4263
We received your request on the 10/06/2026.

Request

You asked us:

999 Call Priority Allocations
1) List the structure of priority grading and target response times assigned to 999 calls
2) List the total number of incidents allocated to each priority grade.
3) For each priority grade, list the total number of initial 999 calls which resulted in the allocation of a Non-Crime Hate Incident after investigation
4) For each priority grade, list the total number of initial 999 calls which resulted in the recording of a hate crime after investigation.
5) For all Non-Crime Hate Incidents recorded, please provide a breakdown of the reporting method used to initiate the report (e.g., 999 call, 101 call, online report, or officer-initiated).

We have handled your request under the Freedom of Information Act (FOIA)

Our response:

Information not held.

British Transport Police does not receive 999 calls, which are routed geographically to the Home Office force from within whose area the call is made.