

QPS Answering Performance By Time as a Percentage for the Period July 2007 to March 2011

| | Total Police | Police % | | | | | | | |
|---------------------------------|----------------|-------------|--------------|--------------|--------------|-------------|-------------|-------------|-------------|
| | Calls (1) | 5 sec | 10 sec | 15 sec | 20 sec | 25 sec | 30 sec | 60 sec | >60 sec |
| Jul-07 | 34,417 | 2.12 | 22.82 | 31.83 | 17.29 | 9.10 | 5.54 | 9.12 | 2.39 |
| Aug-07 | 37,871 | 1.73 | 22.58 | 32.14 | 17.90 | 9.08 | 5.39 | 9.17 | 2.01 |
| Sep-07 | 39,874 | 1.90 | 22.78 | 32.60 | 18.57 | 8.34 | 5.21 | 8.58 | 2.04 |
| Oct-07 | 42,632 | 1.86 | 22.86 | 31.21 | 17.80 | 8.49 | 6.30 | 9.75 | 2.74 |
| Nov-07 | 41,366 | 1.71 | 23.47 | 32.35 | 17.50 | 8.23 | 4.97 | 9.31 | 2.47 |
| Dec-07 | 45,984 | 1.63 | 24.48 | 31.84 | 17.88 | 8.22 | 4.94 | 8.97 | 2.44 |
| Jan-08 | 41,722 | 1.89 | 24.61 | 34.09 | 17.80 | 7.82 | 4.59 | 7.52 | 1.88 |
| Feb-08 | 40,264 | 1.70 | 24.50 | 32.64 | 17.57 | 8.37 | 4.91 | 8.21 | 2.09 |
| Mar-08 | 40,801 | 1.78 | 24.32 | 33.23 | 17.69 | 7.95 | 4.74 | 8.27 | 2.05 |
| Apr-08 | 35,953 | 1.75 | 24.65 | 33.40 | 18.15 | 7.84 | 4.70 | 7.77 | 1.74 |
| May-08 | 38,401 | 1.73 | 24.87 | 32.55 | 17.21 | 7.93 | 4.87 | 8.61 | 2.23 |
| Jun-08 | 38,648 | 1.86 | 24.22 | 32.72 | 18.05 | 8.07 | 4.67 | 8.25 | 2.16 |
| Annual Total | 475,833 | | | | | | | | |
| Annual Average | | 1.80 | 23.85 | 32.52 | 17.77 | 8.29 | 4.99 | 8.63 | 2.17 |
| Jul-08 | 37,126 | 1.89 | 23.22 | 32.73 | 18.61 | 8.03 | 4.83 | 8.36 | 2.32 |
| Aug-08 | 37,843 | 1.70 | 24.32 | 32.53 | 17.78 | 8.00 | 4.86 | 8.43 | 2.38 |
| Sep-08 | 37,576 | 1.73 | 24.16 | 32.20 | 17.75 | 7.95 | 4.81 | 8.94 | 2.45 |
| Oct-08 | 41,090 | 2.05 | 23.80 | 31.98 | 17.41 | 8.09 | 5.12 | 9.03 | 2.53 |
| Nov-08 | 41,235 | 1.62 | 23.71 | 33.20 | 17.20 | 7.73 | 4.82 | 9.19 | 2.54 |
| Dec-08 | 42,989 | 1.25 | 23.57 | 33.61 | 18.49 | 8.00 | 4.86 | 8.10 | 2.13 |
| Jan-09 | 38,915 | 1.15 | 23.18 | 34.01 | 18.97 | 8.16 | 4.83 | 7.80 | 1.91 |
| Feb-09 | 35,664 | 1.01 | 23.54 | 33.94 | 18.71 | 7.87 | 4.91 | 8.09 | 1.93 |
| Mar-09 | 37,876 | 1.07 | 23.81 | 33.67 | 18.18 | 7.79 | 5.00 | 8.21 | 2.28 |
| Apr-09 | 37,285 | 1.30 | 24.12 | 35.28 | 18.53 | 7.56 | 4.44 | 6.98 | 1.77 |
| May-09 | 36,990 | 1.68 | 23.79 | 38.44 | 18.05 | 7.11 | 4.05 | 5.62 | 1.27 |
| Jun-09 | 35,110 | 1.48 | 23.96 | 39.00 | 18.68 | 6.72 | 3.79 | 5.07 | 1.30 |
| Annual Total | 459,499 | | | | | | | | |
| Annual Average | | 1.49 | 23.77 | 34.22 | 18.20 | 7.75 | 4.69 | 7.82 | 2.07 |
| Jul-09 | 34,459 | 1.59 | 23.36 | 39.00 | 17.99 | 6.24 | 3.42 | 6.96 | 1.43 |
| Aug-09 | 37,687 | 1.50 | 22.85 | 36.82 | 17.93 | 6.59 | 3.81 | 8.60 | 1.90 |
| Sep-09 | 37,225 | 1.24 | 21.39 | 35.83 | 18.89 | 7.37 | 3.96 | 9.39 | 1.93 |
| Oct-09 | 40,591 | 1.52 | 22.04 | 36.11 | 18.13 | 6.91 | 3.82 | 9.40 | 2.06 |
| Nov-09 | 38,833 | 1.18 | 21.20 | 36.53 | 18.62 | 6.76 | 4.03 | 9.69 | 2.00 |
| Dec-09 | 44,086 | 1.05 | 22.25 | 34.58 | 18.05 | 7.49 | 4.20 | 10.27 | 2.11 |
| Jan-10 | 40,880 | 1.39 | 22.53 | 36.03 | 18.71 | 7.15 | 3.87 | 8.72 | 1.61 |
| Feb-10 | 35,500 | 1.02 | 23.91 | 36.21 | 17.00 | 6.71 | 4.03 | 9.14 | 1.99 |
| Mar-10 | 37,401 | 0.80 | 23.31 | 36.16 | 17.95 | 6.84 | 4.02 | 9.11 | 1.79 |
| Apr-10 | 36,463 | 0.83 | 23.07 | 37.25 | 17.49 | 6.73 | 3.91 | 8.92 | 1.80 |
| May-10 | 34,971 | 0.89 | 22.74 | 38.59 | 18.53 | 6.53 | 3.50 | 7.76 | 1.49 |
| Jun-10 | 32,878 | 0.98 | 23.57 | 39.44 | 18.18 | 6.40 | 3.22 | 6.90 | 1.33 |
| Annual Total | 450,774 | | | | | | | | |
| Annual Average | | 1.16 | 22.68 | 36.88 | 18.12 | 6.81 | 3.82 | 8.74 | 1.79 |
| Jul-10 | 36,682 | 0.94 | 23.31 | 38.06 | 18.19 | 6.71 | 3.57 | 7.62 | 1.59 |
| Aug-10 | 34,389 | 0.95 | 23.21 | 38.74 | 17.49 | 6.40 | 3.46 | 7.95 | 1.81 |
| Sep-10 | 37,366 | 0.78 | 22.04 | 37.48 | 17.95 | 6.75 | 4.04 | 8.82 | 2.14 |
| Oct-10 | 40,107 | 0.85 | 22.63 | 37.23 | 17.56 | 6.78 | 3.99 | 8.92 | 2.04 |
| Nov-10 | 38,589 | 0.80 | 21.29 | 36.54 | 17.78 | 7.08 | 4.08 | 9.66 | 2.77 |
| Dec-10 | 44,611 | 0.65 | 20.03 | 35.15 | 19.01 | 7.49 | 4.38 | 10.62 | 2.67 |
| Jan-11 | 44,953 | 0.71 | 17.91 | 34.07 | 19.43 | 8.08 | 4.72 | 12.22 | 2.87 |
| Feb-11 | 37,259 | 0.79 | 19.06 | 35.25 | 19.99 | 7.89 | 4.63 | 9.88 | 2.50 |
| Mar-11 | 39,554 | 0.64 | 17.51 | 34.73 | 20.64 | 8.12 | 4.56 | 10.86 | 2.94 |
| Annual Total (to date) | 353,510 | | | | | | | | |
| Annual Average (to date) | | 0.79 | 20.78 | 36.36 | 18.67 | 7.26 | 4.16 | 9.62 | 2.37 |

Notes:

(1) Total Police Calls - Includes CNR calls when CNR IVR not available and Return CNR calls

Source: Analysis by A/Insp Steve Jenkins and A/AO5 Gill Davidson (QPS/DCS Public Safety Front-line Communications Program) of data provided by Telstra Emergency Service Answer Point Support (Triple Zero Call Centre)