

QPS Answering Performance (in numbers of calls answered) By Time for the Period July 2007 to March 2011

No. Calls Answered in	5 sec	10 sec	15 sec	20 sec	25 sec	30 sec	60 sec	>60 sec	Total
Jul-07	730	7,854	10,886	5,951	3,132	1,907	3,137	821	34,417
Aug-07	655	8,551	12,172	6,779	3,439	2,041	3,473	761	37,871
Sep-07	758	9,081	12,999	7,403	3,323	2,077	3,419	813	39,674
Oct-07	793	9,744	13,305	7,588	3,617	2,259	4,157	1,168	42,632
Nov-07	707	9,707	13,380	7,239	3,404	2,056	3,851	1,022	41,366
Dec-07	750	11,257	14,549	8,130	3,780	2,272	4,125	1,122	45,984
Jan-08	789	10,268	14,223	7,427	3,263	1,916	3,137	701	41,722
Feb-08	684	9,865	13,144	7,076	3,370	1,978	3,306	842	40,264
Mar-08	718	9,921	13,556	7,218	3,244	1,934	3,374	836	40,801
Apr-08	629	8,862	12,008	6,525	2,819	1,690	2,794	626	35,953
May-08	664	9,550	12,500	6,609	3,045	1,870	3,306	856	38,401
Jun-08	680	8,852	11,959	6,597	2,949	1,707	3,015	789	36,548
Annual Total	8,657	113,511	154,681	84,541	39,386	23,706	41,094	10,358	475,833
Annual Average	713	9,459	12,880	7,045	3,282	1,975	3,425	863	39,653
Jul-08	702	8,622	12,153	6,910	2,981	1,793	3,104	861	37,126
Aug-08	640	9,155	12,245	6,693	3,011	1,829	3,173	886	37,643
Sep-08	650	9,080	12,100	6,671	2,987	1,807	3,359	921	37,576
Oct-08	842	9,777	13,139	7,154	3,324	2,104	3,710	1,040	41,090
Nov-08	668	9,775	13,688	7,092	3,187	1,988	3,769	1,047	41,235
Dec-08	537	10,130	14,446	7,949	3,439	2,089	3,482	916	42,989
Jan-09	448	9,019	13,233	7,362	3,175	1,880	3,035	743	38,915
Feb-09	360	8,395	12,104	6,673	2,807	1,751	2,885	688	35,664
Mar-09	405	9,020	12,753	6,885	2,952	1,894	3,110	857	37,676
Apr-09	488	8,995	13,156	6,909	2,620	1,655	2,604	660	37,285
May-09	620	8,801	14,218	6,675	2,631	1,497	2,079	469	36,990
Jun-09	519	8,413	13,694	6,557	2,358	1,331	1,781	457	35,110
Annual Total	6,877	109,182	156,930	83,550	35,674	21,618	36,113	9,555	459,499
Annual Average	573	9,099	13,077	6,962	2,973	1,802	3,009	786	38,282
Jul-09	548	8,048	13,439	6,199	2,151	1,180	2,400	494	34,459
Aug-09	567	8,612	13,876	6,757	2,483	1,435	3,242	715	37,687
Sep-09	460	7,964	13,336	7,030	2,744	1,475	3,497	719	37,225
Oct-09	617	8,946	14,657	7,361	2,806	1,550	3,816	836	40,591
Nov-09	456	8,188	14,111	7,193	2,612	1,557	3,744	773	38,633
Dec-09	463	9,809	15,245	7,958	3,302	1,852	4,528	930	44,066
Jan-10	567	9,211	14,728	7,647	2,921	1,584	3,583	659	40,880
Feb-10	362	8,488	12,853	6,034	2,383	1,431	3,244	705	35,500
Mar-10	301	8,717	13,526	6,714	2,560	1,505	3,409	669	37,401
Apr-10	301	8,412	13,581	6,378	2,455	1,426	3,254	656	36,463
May-10	302	7,951	13,496	6,480	2,285	1,223	2,713	521	34,971
Jun-10	315	7,750	12,968	5,977	2,103	1,059	2,270	436	32,878
Annual Total	6,269	102,086	165,816	81,728	30,805	17,277	39,679	8,115	450,774
Annual Average	436	8,508	13,818	6,811	2,667	1,440	3,307	676	37,585
Jul-10	344	8,549	13,961	6,674	2,463	1,311	2,797	583	36,682
Aug-10	325	7,980	13,323	6,013	2,200	1,180	2,735	623	34,388
Sep-10	291	8,236	14,003	6,709	2,522	1,508	3,297	800	37,366
Oct-10	339	9,078	14,930	7,044	2,720	1,600	3,578	818	40,107
Nov-10	307	8,216	14,101	6,860	2,733	1,575	3,729	1,068	38,589
Dec-10	291	8,935	15,682	8,482	3,341	1,953	4,738	1,189	44,611
Jan-11	318	8,049	15,316	8,733	3,630	2,123	5,495	1,289	44,953
Feb-11	294	7,103	13,135	7,449	2,941	1,724	3,682	931	37,259
Mar-11	254	6,926	13,736	8,162	3,212	1,803	4,297	1,164	39,554
Annual Total (to date)	2,763	73,072	128,187	66,126	25,762	14,787	34,348	8,465	353,510
Annual Average (to date)	307	8,119	14,243	7,347	2,862	1,643	3,816	941	39,279

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