

# Triple Zero Answer and Non-answer Performance - January 2011

First Presentation PCC	Answering PCC																				Total First Presentations	Total Re-presentations		
	Beenleigh	Brisbane	Broadbeach	Bundaberg	Cairns	Charleville	Gladstone	Gympie	Innisfail	Longreach	Mackay	Mareeba	Maroochydore	Maryborough	Mt Isa	Redcliffe	Rockhampton	Roma	Toowoomba	Townsville			Yamanto (Ipswich)	
Beenleigh (ESCORT)	1,876	346	575		10															34		2,841	969	
Brisbane (ESCORT)	1	16,119	1				2						2	3	3		1			6	6	2	16,146	1,466
Broadbeach (ESCORT)	1,172	612	2,795		69																11		4,659	1,874
Bundaberg				703										1									704	1
Cairns (ESCORT)	4	60	4		2,029																252		2,343	322
Charleville						44												17					61	17
Gladstone						372																	372	0
Gympie							754						10										764	9
Innisfail					2			146									1						149	5
Longreach											1						39						40	1
Mackay										905							10						916	11
Mareeba								1			350												351	4
Maroochydore		180	1	1						1		2,152	2								1		2,339	460
Maryborough	1	3										6	922										933	11
Mt Isa														931							5		936	5
Redcliffe		226																					2,421	535
Rockhampton																	1,520						1,534	14
Roma						5												135					141	6
Toowoomba		83			1																1		2,889	415
Townsville (ESCORT)	6	97			389																250		2,988	493
Yamanto (Ipswich)			64																			332	2,922	402
<b>Total Calls Answered (First Presentations and Re-presentations)</b>	<b>3,060</b>	<b>17,790</b>	<b>3,376</b>	<b>704</b>	<b>2,494</b>	<b>49</b>	<b>372</b>	<b>758</b>	<b>147</b>	<b>-</b>	<b>921</b>	<b>350</b>	<b>4,366</b>	<b>928</b>	<b>936</b>	<b>-</b>	<b>1,571</b>	<b>152</b>	<b>2,894</b>	<b>2,803</b>	<b>2,778</b>	<b>46,449</b>	<b>7,020</b>	
<b>FIRST PRESENTATIONS</b>																						<b>TOTALS</b>		
<b>Total First Presentations for Each PCC</b>	2,841	16,146	4,659	704	2,343	61	372	764	149	40	916	351	2,339	933	936	2,421	1,534	141	2,889	2,988	2,922	46,449		
<b>% of Statewide Total</b>	6.12%	34.76%	10.03%	1.52%	5.04%	0.13%	0.80%	1.64%	0.32%	0.09%	1.97%	0.76%	5.04%	2.01%	2.02%	5.21%	3.30%	0.30%	6.22%	6.43%	6.29%	100.00%		
<b>Triple Zero Calls Answered on First Presentation</b>	1,872	14,662	2,785	703	2,021	44	372	754	142	-	905	346	1,871	921	931	-	1,520	135	2,472	2,492	2,520	37,468		
	65.89%	90.81%	59.78%	99.86%	86.26%	72.13%	100.00%	98.69%	95.30%	0.00%	98.80%	98.58%	79.99%	98.71%	99.47%	0.00%	99.09%	95.74%	85.57%	83.40%	86.24%	80.66%	State Av.	
<b>Triple Zero Calls NOT ANSWERED on First Presentation (Refer Note 1)</b>	969	1,466	1,874	1	322	17	-	9	5	1	11	4	460	11	5	535	14	6	415	493	402	7,020		
	34.11%	9.19%	40.22%	0.14%	13.74%	27.87%	0.00%	1.31%	4.70%	100.00%	1.20%	1.42%	20.01%	1.29%	0.53%	100.00%	0.91%	4.26%	14.43%	16.60%	13.76%	19.34%		
<b>RE-PRESENTATIONS</b>																								
<b>No. of Triple Zero Calls Answered for Other Locations</b>	1,184	1,671	581	1	471	5	-	4	1	-	16	-	2,214	6	5	-	51	17	340	309	252	7,128		
<b>As a % of Answering PCC's Total Calls Answered</b>	38.69%	9.39%	17.21%	0.14%	18.89%	10.20%	0.00%	0.53%	0.68%	0.00%	1.74%	0.00%	50.71%	0.65%	0.53%	0.00%	3.25%	11.18%	11.75%	11.02%	9.07%			

Note 1: This figure includes a total of 1,961 calls first presented to the answering PCC but which Telstra data indicates should be presented to another PCC. Changes made to call flow arrangements mean that Longreach and Redcliffe no longer receive Triple Zero calls (Notes 7 and 8).

Note 2: All Triple Zero calls are eventually answered, however, many require re-presentation on 1 to 23 occasions before being answered. With the exception of Brisbane, re-presentations are to a PCC other than the PCC to which the call was initially presented.

Note 3: Total Triple Zero calls answered (Column A) excludes 45 calls for other states and Queensland ESOs (emergency service organisations) misdirected to and answered by QPS and eight incomplete records.

Note 4: Triple Zero calls not answered on 1st presentation at Brisbane PCC are only re-presented to Brisbane PCC in accordance with overflow arrangements. However, the data shows that a small proportion of calls not answered on 1st presentation at Brisbane are re-presented to a PCC other than Brisbane.

Note 5: Ring time for presentations to all PCCs is 45 seconds each time.

Note 6: The actual presentations required is one more than the number of re-presentations, e.g. calls requiring 1 re-presentation are answered on 2nd presentation, calls requiring 2 re-presentations are answered on 3rd presentation etc.

Note 7: All Triple Zero calls for Longreach PCC are received at Rockhampton PCC.

Note 8: Redcliffe PCC operations are now incorporated within the North Coast Region PCC at Maroochydore.

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