

## QPS Triple Zero Answer & Non-answer Performance – January 2011 (with Re-presentations)

PCC / Answer Location	Total Triple Zero Calls Actually Answered (1st Presentation and Re-presented Calls)	Total 1st Presentations (Includes misdirected 1st presentations)	Percentage of Total Statewide Triple Zero Calls	Answered on 1st Presentation (within 45 seconds)	Answered on 1st Presentation by Another PCC (Misdirected)	Triple Zero Calls Not Answered on 1st Presentation	Percentage Not Answered on 1st Presentation	Own PCCs' Calls Answered on 2nd or Subsequent Presentation	Triple Zero Calls Answered for Other PCCs / Answering Locations	Re-presentations Required (Refer Notes 4 and 5)																							Calls Re-presented		
										1	2	3	4	5	6	7	8	9	10	11	12	13	14	16	23										
										Time to Answer (minutes:seconds) (Refer Note 5)																									
A (from Telstra data)	B (Sum of Columns D, E & F) (Refer Note 1)	C (Column B as a % of Column A state-wide total)	D (from Telstra data)	E (from Telstra data)	F (from Telstra data) (Refer Note 2)	G (Column F as a % of Column B)	H (from Telstra data)	I (from Telstra data) (* Refer Note 3)	00:46 - 01:30	01:31 - 02:15	02:16 - 03:00	03:01 - 03:45	03:46 - 04:30	04:31 - 05:15	05:16 - 06:00	06:01 - 06:45	06:46 - 07:30	07:31 - 08:15	08:16 - 09:00	09:01 - 09:45	09:46 - 10:30	10:31 - 11:15	11:16 - 12:00	12:01 - 12:45	12:46 - 13:30	13:31 - 14:15	14:16 - 15:00	15:01 - 15:45	15:46 - 16:30	16:31 - 17:15	17:16 - 18:00				
Beenleigh (ESCORT)	3,060	2,841	6.12%	1,872	-	969	34.11%	4	1,184	579	341	36	9	3			1																		969
Brisbane (ESCORT)	17,790	16,146	34.76%	14,662	18	1,466	9.08%	1,457	1,671*	839	395	66	59	62	10	19	4	2	5	2	1			1										1,466	
Broadbeach (ESCORT)	3,375	4,658	10.03%	2,784	-	1,874	40.23%	10	581	1,172	609	72	10	6	3			1			1													1,874	
Bundaberg	704	704	1.52%	703	-	1	0.14%	-	1	1																								1	
Cairns (ESCORT)	2,494	2,343	5.04%	2,021	-	322	13.74%	2	471	251	59	5	4	2		1																		322	
Charleville	49	61	0.13%	44	-	17	27.87%	-	5	16	1																							17	
Gladstone	372	372	0.80%	372	-	-	0.00%	-	-																									0	
Gympie	758	764	1.64%	754	1	9	1.18%	-	4	9																								9	
Innisfail	147	149	0.32%	142	2	5	3.36%	4	1	4	1																							5	
Longreach (Note 7)	-	40	0.09%	-	39	1	2.50%	-	-	1																								1	
Mackay	921	916	1.97%	905	-	11	1.20%	-	16	11																								11	
Mareeba	350	351	0.76%	346	1	4	1.14%	4	-	4																								4	
Maroochydore	4,366	2,339	5.04%	1,871	8	460	19.67%	281	2,214	258	170	15	9	6			2																	460	
Maryborough	928	933	2.01%	921	1	11	1.18%	1	6	7		3		1																				11	
Mt Isa	936	936	2.02%	931	-	5	0.53%	-	5	5																								5	
Redcliffe (Note 8)	-	2,421	5.21%	-	1,885	535	22.10%	-	-	274	205	27	7	17	2	2	1																	535	
Rockhampton	1,571	1,534	3.30%	1,520	-	14	0.91%	-	51	13	1																							14	
Roma	152	141	0.30%	135	-	6	4.26%	-	17	5	1																							6	
Toowoomba	2,894	2,889	6.22%	2,472	2	415	14.36%	82	340	77	228	73	14	1	5	6	3		3	1													415		
Townsville (ESCORT)	2,803	2,988	6.43%	2,492	3	493	16.50%	2	309	388	91	7	6		1																			493	
Yamanto (Ipswich)	2,778	2,922	6.29%	2,520	-	402	13.76%	6	252	327	64	6	3	1		1																		402	
<b>State-wide Totals</b>	<b>46,448</b>	<b>46,448</b>	<b>100.00%</b>	<b>37,467</b>	<b>1,961</b>	<b>7,020</b>	<b>15.11%</b>	<b>1,853</b>	<b>7,128</b>	<b>4,241</b>	<b>2,166</b>	<b>310</b>	<b>121</b>	<b>99</b>	<b>20</b>	<b>30</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>7,020</b>		

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 (see Notes 7 & 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 37 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. (Time to answer does not include Telstra Emergency Services Answer Point withdraw and re-presentation 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).