

Question on Notice
No. 429
Asked on 28 March 2019

MR R STEVENS ASKED MINISTER FOR POLICE AND MINISTER FOR CORRECTIVE SERVICES (HON M RYAN)—

QUESTION:

With reference to Queensland Police Service 000 calls—

Will the Minister advise for 2017-18 (a) how many calls were received, (b) the mean, median and longest wait time for a call to be answered (reported separately by month) and (c) how many calls were not answered or the caller disconnected before answer?

ANSWER:

I am advised by the Queensland Police Service (QPS) that during 2017-18, the QPS received 626,267 Triple Zero calls.

In the first instance, Triple Zero calls are answered by Telstra and forwarded to the QPS for responding and tasking.

I am advised that all Triple Zero calls are continually re-routed within the virtualised network and re-presented until answered. If the call is disconnected for any reason prior to being answered, procedures are in place for the caller information to be manually provided to a Triple Zero call-taker by Telstra. The Triple Zero call taker will then return the call.

Telstra has advised that it is unable to provide information in relation to mean, median and longest wait time or how many calls were not answered or were disconnected prior to being answered. Further, Telstra has advised it is not able to provide raw data to the QPS for analysis due to the volume of data to be compiled, before the date for tabling this response.

In any event, QPS has advised that to answer parts (b) and (c) of the above question would require the QPS to manually examine and analyse the enormous amount of raw data provided by Telstra. QPS has advised that this would be an unjustifiable use of police resources.

That being said, data set out in the table included in the response to Question on Notice 136 shows that during 2017-18, an average of 99.56% of calls to Triple Zero were answered within the first 60 seconds.